



Level 3 Certificate in

Understanding Sale of Residential Property

Qualification Specification

Qualification Recognition Number: 603/7064/6

ABBE Qualification Code: CertUSRPL321

January 2021

This qualification specification was developed in January 2021, no changes have been made to this document since this date.

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1. ABBE

1.1 Introduction

ABBE, the Awarding Body for Building Education is a forward thinking organisation that offers a range of apprenticeships, qualifications, benefits and support.

ABBE is regulated by Ofqual for the delivery of a range of qualifications. Our qualifications are nationally recognised helping learners to achieve their full potential and ambitions.

The full range of qualifications can be found on our website.

1.2 Mission Statement

Our Values - Quality through Standards: Our aim is to provide a high quality experience by building a strong community of mutual support and trust. We can use our collective talents to build meaningful partnerships to help us all to achieve our goals. ABBE is a recognised Awarding Organisation with strong professional integrity.

Our Vision: Is that every learner is confident, successful and has the opportunity to achieve their full potential.

Our Mission: ABBE Educates, inspires and empowers learners

1.3 Qualification Specification

The aim of this specification is to provide learners and centres with information about the content of this qualification. This specification is a live document and, as such, will be updated when required.

1.4 Enquiries

Any enquiries relating to this qualification should be addressed to:

ABBE

Birmingham City University

University House

15 Bartholomew Row

Birmingham

B5 5JU

Tel: 0121 331 5173

Email: abbeenquiries@bcu.ac.uk

Website: www.abbeqa.co.uk



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2. Qualification Information

2.1 Qualification Purpose

The Level 3 Certificate in Understanding Sale of Residential Property has been developed to enable those working in sales negotiation, marketing or junior management in a residential sales environment to take a qualification which recognises the knowledge and understanding required within this sector and associated job roles. The qualification is designed to cover all knowledge and understanding based requirements of the job role, including the ethical implications of residential property sales.

The purpose of the qualification is to confirm occupational knowledge and understanding.

On successful completion of the qualification learners can apply for:

- RICS assessment of professional competence

2.2 Who could take this Qualification?

In order to take the qualification, learners should already be working in a residential sales environment. The qualification could be considered for those with limited experience, to prepare them for working in this sector, or for more experienced workers to recognise their existing abilities.

2.3 Qualification Number

ABBE Level 3 Certificate in Understanding Sale of Residential Property: 603/7064/6

2.4 Qualification Level

This qualification has been listed on the Regulated Qualifications Framework (RQF) at: Level 3

2.5 Total Qualification Time

This qualification is allocated Total Qualification Time (TQT) this includes Guided Learning (GL) expressed in hours, which indicates the number of hours of supervised or directed study time and assessment. Credit has also been allocated to this qualification.

- The Total Qualification Time (TQT) for this qualification is: 260
- Guided Learning (GL) for this qualification is: 99
- Credit Value: 26 credits

2.6 Progression

This qualification has been designed to encourage participation in education and training in other related areas by:

- enabling current residential estate agency employees to demonstrate the skills and knowledge that they have gained through their employment enabling learners to achieve a nationally recognised qualification
- providing a template for 'best practice' for new entrants to residential estate agency as a guide for their learning and development

This qualification forms part of a wider suite of property related qualifications including the:

- Level 3 Diploma Professional Sale of Residential Property
- Level 3 Diploma Professional Residential Property Letting and Management
- Level 3 Certificate in Understanding Residential Property Letting and Management
- Level 2 Certificate in Property



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All of these qualifications have been structured in such a way as to allow easy transfer between them to encourage learners to continue developing.

2.7 Age ranges

Pre 16	No
16-18	Yes
18+	Yes
19+	Yes

2.8 Structure of the Qualification

To achieve this qualification, learners must achieve eleven mandatory units.

Mandatory Units			
URN	Unit Name	Credit Value	Level
J/618/6167	Behave in an ethical manner in all aspects of business	3	2
L/618/6168	Understanding professional conduct in a property environment	2	2
D/618/6188	Understand how to reduce risks to health and safety in the workplace	2	2
H/618/6189	Understand how to maintain the security of individuals and property in a property environment	1	2
Y/618/6190	Understanding legislation, guidelines, codes of practice and statutory information in residential sales	6	3
D/618/6191	Understand how to match and promote properties to individuals	2	3
H/618/6192	Know how to qualify prospective buyers of property	1	3
K/618/6193	Know how to review marketing activities for the sale of properties	2	3
M/618/6194	Understand how to negotiate the sale of properties in England, Wales and Northern Ireland	3	3
T/618/6195	Know how to provide after-sales support to buyers of residential property	1	3
A/618/6196	Know how to obtain instructions and agree marketing activities for properties	3	3

2.9 Barred Units

Units with the same title and unit number cannot be combined in the same qualification. Additionally, units with the same title or with the same content at different levels cannot be combined in the same qualification.

2.10 Language

ABBE qualifications and assessment materials will be provided through the medium of English.



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2.11 Grading

This qualification is: Pass/Fail

2.12 Pre-course Procedures

ABBE qualifications are available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that unfairly restrict access or progression thereby promoting equal opportunities.

There are no formal requirements for entry onto this qualification.

2.13 Qualification Review Boards

Qualification Review Boards (QRBs) are set up for each qualification. The Boards are drawn from employers, centres, Higher Educational Institutes (HEIs) and others with a vested interest in the sector in which the qualification is used. The purpose of the QRB is to ensure that the content of the qualification and the proposed assessment methodology are fit for purpose and are appropriate to meet the requirements of the sector.

QRBs are ongoing and will be scheduled for specific points within the qualification lifetime; at the notional mid-point and again towards the review date of the qualification. During this process, the QRB will consider any feedback received on the performance of the qualification and will consider if the content, structure, purpose and assessment methodology remain appropriate to the needs of the sector. This will help to improve both our qualification and the specification.



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3. Qualification Unit(s)

Unit 1: Behave in an ethical manner in all aspects of business

Unit Reference Number: J/618/6167

Level: 2

Credit: 3

Unit Summary

This unit is about recognising the importance of behaving in an ethical manner in all aspects of your job role. The unit covers professional working behaviours, recognition of conflicts and understanding the importance of conducting yourself in a fair, open and ethical manner.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Know how to conduct yourself in a professional, ethical, honest and fair manner
2. Understand the importance of working without discrimination or bias
3. Understand the importance of recognising when a gift or bribe may be offered as an inducement



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Unit 2: Understanding professional conduct in a property environment

Unit Reference Number: L/618/6168

Level: 2

Credit: 2

Unit Summary

This unit is about presenting a professional image when working in a property environment. It includes providing information in a way which promotes understanding.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Understand how to present a positive image in a property environment
2. Understand the importance of communicating information clearly
3. Understand the importance of dealing with enquiries and complaints in an appropriate and timely manner and of maintaining records
4. Understand the scope and responsibilities of your job role



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Unit 3: Understand how to reduce risks to health and safety in the workplace

Unit Reference Number: D/618/6188

Level: 2

Credit: 2

Unit Summary

This unit is about understanding how to reduce risks to health and safety in the workplace. It is about understanding risks in the workplace and knowing how to identify and deal with them.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Know organisational health and safety procedures
2. Know how to identify hazards in the workplace
3. Know how to evaluate risks in the workplace
4. Know how to reduce risks to health and safety in the workplace



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Unit 4: Understand how to maintain the security of individuals and property in a property environment

Unit Reference Number: H/618/6189

Level: 2

Credit: 1

Unit Summary

This unit is about understanding how to maintain the security of yourself, colleagues, clients and property, covering both personal property and properties available through the organisation. It includes identifying possible risks to security and understanding the appropriate security procedures at all times both in the workplace and if offsite at properties.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Know how to maintain the security of yourself and others
2. Know how to maintain the security of information
3. Know how to maintain the security of property



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Unit 5: Understanding legislation, guidelines, codes of practice and statutory information in residential sales

Unit Reference Number: Y/618/6190

Level: 3

Credit: 6

Unit Summary

This unit is about the legislation, guidelines, codes of practice and statutory information requirements, which need to be adhered to in a residential sales environment.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Understand legislation, guidelines and codes of practice in residential sales
2. Understand statutory information in residential sales



Unit 6: Understand how to match and promote properties to individuals

Unit Reference Number: D/618/6191

Level: 3

Credit: 2

Unit Summary

This unit is about knowing the properties available within your organisation and how to match these to the needs of prospective buyers known to your organisation.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Know how to match properties to individuals
2. Know how to promote properties to individuals
3. Know how to match properties to individuals



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Unit 7: Know how to qualify prospective buyers of property

Unit Reference Number: H/618/6192

Level: 3

Credit: 1

Unit Summary

This unit is about knowing how to obtain information regarding prospective buyers relevant to assessing their suitability towards purchasing properties, including those in which they have expressed an interest.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Understand organisational procedures for qualifying prospective buyers
2. Know how to qualify prospective buyers



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Unit 8: Know how to review marketing activities for the sale of residential properties

Unit Reference Number: K/618/6193

Level: 3

Credit: 2

Unit Summary

This unit is about knowing how to review possible marketing activities for the sale of residential properties. The review of marketing materials is an important aspect of residential sales to ensure suitability of materials for market.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Understand your organisation's procedures and different methods of marketing properties
2. Understand how to implement different marketing activities
3. Understand how to review and amend marketing activities



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Unit 9: Understand how to negotiate the sale of properties in England, Wales and Northern Ireland

Unit Reference Number: M/618/6194

Level: 3

Credit: 3

Unit Summary

This unit applies to England, Wales and Northern Ireland and is about exploring the interest of prospective buyers in properties available for sale, and determining their commitment to making an offer on the property. The unit includes knowing how to establish the buyers' circumstances relevant to their completing the sale on properties and assessing the suitability of offers made.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Understand organisational procedures for negotiating the sale of properties
2. Know the local property area and market
3. Know how to develop relationships with prospective buyers
4. Understand how to negotiate the sale of property
5. Understand how to complete negotiations for the sale of property



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Unit 10: Know how to provide after-sales support to buyers of residential property

Unit Reference Number: T/618/6195

Level: 3

Credit: 1

Unit Summary

This unit is about knowing how to respond to queries and problems raised by buyers following their purchase of residential property. The queries or problems might be regarding the structure, finishes, fittings, furnishings, appliances or landscaping associated with their property.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Understand your organisation's procedures for providing after-sales support to buyers
2. Understand how to deal with problems, queries and complaints from buyers after purchasing residential property



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Unit 11: Know how to obtain instructions and agree marketing activities for properties

Unit Reference Number: A/618/6196

Level: 3

Credit: 3

Unit Summary

This unit is about knowing how to obtain instructions from clients regarding the sale or let of their property. You will understand how to agree with them the marketing activities that will be undertaken towards achieving a sale or let. It includes knowing how to prepare discussions, during which questions or concerns will be handled effectively so that the commitment of the client is gained. In the context of this unit, the client is the seller or landlord of the property.

Assessment Guidance

For guidance, this unit can be assessed using the following method(s):

- Question and answering/examination
- Professional discussion
- Portfolio of evidence

Learning outcomes:

1. Know how to obtain instructions from clients regarding the sale/let of their property
2. Know how to agree with clients the marketing activities regarding the sale/let of their property



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