



Level 3 Certificate in Property Advice and Practice

Qualification **Specification**

610/7533/4
CertPAPL326

June
2026

Why this document is being revised

This document has been revised by ABBE in March 2020. A summary of the changes made to this document is, as follows:

- Page 7 – Additional wording added to Qualification Purpose as follows:
 - On successful completion of the qualification learners can apply for:
 - The Association of Residential Letting Agents (ARLA),
 - The Association of Residential Letting Agents (Inventories) (ARLA (Inventories),
 - The National Association of Estate Agents (NAEA),
 - The National Association of Estate Agents (Commercial) (NAEA (Commercial),
 - The National Association of Valuers and Auctioneers (NAVA).
 - Propertymark is the umbrella organisation representing all and replaces NFoPP.

This document has been revised by ABBE in November 2025. A summary of the changes made to this document is, as follows:

- Handbook moved to new template

This document has been revised by ABBE in April 2026. A summary of the changes made to this document is, as follows:

- Qualification Review: Unit 3 – LO 7 and LO 8 have been added

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1. ABBE

1.1 Introduction

ABBE, the Awarding Body for the Built Environment, is a forward-thinking organisation that offers a range of 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 at www.abbqa.co.uk

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

Curzon Building

4 Cardigan Street

Birmingham

B4 7BD

Tel: 0121 331 5174

Email: abbeenquiries@bcu.ac.uk

Website: www.abbqa.co.uk



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2. Qualification Information

2.1 Qualification Purpose

The purpose of the ABBE Level 3 Certificate in Property Advice and Practice is to provide the learner with the knowledge, understanding and skills required to support those working in residential sales and/or lettings to take a qualification which not only recognises their current skills and knowledge but gives them an opportunity to develop them further.

On successful completion of the qualification learners can apply for:

- The Association of Residential Letting Agents (ARLA),
- The Association of Residential Letting Agents (Inventories) (ARLA (Inventories)),
- The National Association of Estate Agents (NAEA),
- The National Association of Estate Agents (Commercial) (NAEA (Commercial)),
- The National Association of Valuers and Auctioneers (NAVA).
- Propertymark is the umbrella organisation representing all and replaces NFoPP.

2.2 Who could take this Qualification?

In order to take the qualification, learners must already be working in a residential sales or lettings environment but it is suitable for new starters or those with limited experience who would like to underpin and develop their knowledge and understanding or for more experienced workers to recognise their existing abilities.

2.3 Qualification Number

ABBE Level 3 Certificate in Property Advice and Practice: 610/7533/4

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: 210
- Guided Learning (GL) for this qualification is: 85
- Credit Value: 21 credits

2.6 Age ranges

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



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2.7 Structure of the Qualification

To achieve this qualification, learners must achieve **three** mandatory units.

Mandatory Unit(s)			
URN	Unit Name	Credit Value	Level
D/617/5868	Introduction to the Purpose and Structure of the Property Market	5	3
H/617/5869	Handling Customer Enquiries and Customer Service Requirements	7	3
L/652/1865	Negotiating Sales and Rentals and Selling Property Services	9	3

2.8 Grading

This qualification is: Pass/Fail.



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3. Qualification Unit(s)

Unit 1 – Introduction to the Purpose and Structure of the Property Market

Unit reference Number: D/617/5868

Level: 3

Credit: 5

GLH: 20

Learning outcomes:

1. Understand how an estate/lettings agency works
2. Understand the structure and regulation of the property services industry
3. Understand how to use digital software to record and supply information and data
4. Understand how to reduce the risks to health and safety in the workplace
5. Understand how to evaluate risks in the workplace
6. Understand how to take responsibility for own safety, training and personal development



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Unit 2 – Handling Customer Enquiries and Customer Service Requirements

Unit reference Number: H/617/5869

Level: 3

Credit: 7

GLH: 35

Learning Outcomes:

1. Understand the principles which impact on customer expectations in the property sector
2. Understand how to create customer relationships
3. Understand how to satisfy customer requirements
4. Understand how to advise all clients on property descriptions, information and viewings
5. Understand how to prepare property details and arrange marketing for listed properties
6. Understand how to register client details effectively
7. Understand how to suggest and arrange different types of viewings



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Unit 3 – Negotiating Sales and Rentals and Selling Property Services

Unit reference Number: L/652/1865

Level: 3

Credit: 9

GLH: 30

Learning Outcomes:

1. Understand how to use sales skills to sell agency services
2. Understand how to use sales skills in negotiation to encourage offers
3. Understand how to negotiate the sale of residential property
4. Understand the process of obtaining relevant information from landlords and tenants for negotiations on residential rental properties
5. Understand the process of accepting offers to buy or rent a residential property
6. Understand how to negotiate a price adjustment
7. Understand organisational procedures for progressing the sale of residential property
8. Understand what is meant by ethics and the relationship between ethics and good practice



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Head Office Address:

ABBE
Birmingham City University
Curzon Building,
4 Cardigan Street,
Birmingham,
B4 7BD

Contact:

Telephone: 0121 331 5174
Email: abbeenquiries@bcu.ac.uk
Website: www.abbeqa.co.uk



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