

Property Apprenticeship (level 2 & 3)

Sale of Residential Property Residential Property Lettings & Management



Information for Employers and Training Providers from August 2010

Sector Framework Code 213

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This guide is designed to give information about the Property apprenticeships at level 2 and 3, and to answer frequently asked questions. The framework covers England, Wales and Northern Ireland.

What is the apprenticeship?

The apprenticeship consists of a number of qualifications which make up an apprenticeship framework. The table on the next page details what the apprenticeship consists of, the awarding bodies and the qualification numbers.

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Summary of Mandatory Outcomes for the Level 2 Apprenticeship

Sale of Residential property pathway	Residential Property Letting and Management pathway
Competency Qualification	
<p>ABBE level 2 Certificate in Property: Sale of Residential Property</p> <p>EDEXCEL level 2 Certificate in Property (Sale of Residential Property) (500/9347/2)</p>	<p>ABBE Level 2 Certificate in Property: Residential Property Letting and Management (500/9513/4)</p>
Knowledge Qualification	
<p>The knowledge is separately and independently assessed by use of Asset Skills bank of questions.</p>	
Functional Skills (England) Essential Skills (Wales and NI)	
<p>Functional Skills Level 1 English Level 1 Maths</p> <p>Essential Skills Level 1 Communication Level 1 Numeracy</p>	
Employment Rights and Responsibilities (ERR)	
<p>Employment Rights and Responsibilities (ERR) workbook.</p>	

Summary of Mandatory Outcomes for the Level 3 Apprenticeship

Sale of Residential Property pathway	Residential Property Letting and Management pathway
Competency Qualification	
<p>ABBE Level 3 Diploma in Property: Sale of Residential Property (500/9436/1)</p> <p>EDEXCEL Level 3 Diploma in Property (Sale of Residential Property)</p>	<p>ABBE Level 3 Diploma in Property: Residential Property Letting and Management (500/9472/5)</p>
Knowledge Qualification	
<p>NFOPP Technical Award in the Sale of Residential Property</p>	<p>NFOPP Technical Award in Residential Property Letting and Management</p>
Functional/Essential Skills	
<p>Functional Skills (England) Level 2 Maths Level 2 English</p> <p>Essential Skills (Wales & NI) Level 2 Communication Level 2 Numeracy</p>	
Employment Rights and Responsibilities (ERR)	
Employment Rights and Responsibilities (ERR) workbook.	

Competence qualification

The Certificates are made up of units of competence and knowledge which detail what the apprentice must do in order to be deemed competent. The apprentice will also have to provide evidence that they have the knowledge and understanding to be able to do their job. The qualification structure for the certificates at level 2 and the Diploma at level 3 appear on Appendix 1.

Knowledge qualification

There is no separate knowledge qualification, sometimes referred to as the technical certificate, for the level 2 apprenticeship. Instead the knowledge has been separately identified within the Certificate and is independently assessed through the use of a written set of questions. These questions are the Asset Skills bank of questions. All questions must be answered. There is no time constraint and learners will be expected to research their own answers. I/Vs will be required to sample the answers provided by candidates and look for clear evidence that they have been assessed correctly. E/Vs will be required to do the same and ensure that they have been verified by the training provider.

For the Advanced Apprenticeship candidates must take the NFOPP Technical Award in the Sale of Residential Property or Residential Lettings & property management (dependant on pathway taken) which is assessed through an external multiple choice on-line test. The qualification structure can be seen on Appendix 2.

Functional Skills (England)

Apprentices taking the level 3 apprenticeship will have to pass the functional skills test at level 2 for English and Maths. Apprentices on the Level 2 apprenticeship will have to achieve functional skills at level 1 for both Maths and English. Apprentices starting an apprenticeship before **September 2016** will be exempt from Functional Skills, if they have achieved any of the following

qualifications in the five years before the start the Apprenticeship and before September 2012:

- Key Skills Communication at the equivalent level of GCSE English (Grades A* - C) or A level or AS level English Language, English Literature, or English Language and Literature (Grades A-E)
- Key Skills Application of Number at the equivalent level or GCSE Maths (Grades A*-C) or A level or AS level Maths, Pure Maths, or Further Maths (Grades A-E)

If an apprentice satisfies the above requirements it is necessary to ensure that documentary evidence, usually a certificate, is provided as proof of evidence.

In Wales candidates will be expected to complete a portfolio of evidence.

Employment Rights and Responsibilities (ERR)

The apprentice is asked to complete an ERR booklet which can be downloaded from the Asset Skills website. The booklet will need to be reviewed with the apprentice's assessor, mentor or line manager. Asset Skills require a sign off sheet, page 23 of the workbook, signed by the apprentice, employer or training provider as evidence that ERR has been successfully completed. The sign off sheet must be sent to Asset Skills in order that an Apprenticeship completion certificate can be issued.

Copies of this can be found on the Asset Skills website:

<http://www.assetskills.org/QualificationsAndStandards/Apprenticeships/PropertyServicesApprenticeshipInformation.asp>

Delivery of the apprenticeship

This will be negotiated between employers and training providers. In some cases large employers may provide the training in house, using training providers

for specialist functions such as internal verification of competence and Functional Skills. Some organisations might wish to use a training provider for all aspects of the apprenticeship.

Existing in-house training can count towards the apprenticeship. The apprenticeship programme should complement and enhance existing in house training programmes. It is therefore important that initial assessment takes place to check what a learner already knows and a learning plan devised to ensure that the 'missing gaps' in knowledge are taught.

There are limited training providers who deliver the apprenticeship. If organisations are finding it difficult to locate a provider please contact Asset Skills for information, or their local business/skills broker.

Achievement, progression and certification.

An apprentice will receive a certificate for the achievement of the individual components of the framework, e.g., Certificates of Diplomas and Functional skills. The training provider is responsible for claiming the national completion certificate from Asset Skills and for providing evidence of completion of all the mandatory outcomes. They are also responsible for ensuring that the apprentice receives the completion certificate when awarded by Asset Skills. Copies of the Certification Request form can be obtained from the Asset Skills Website: www.assetskills.org

Advanced Apprentices can progress to one of the following options:

- Level 5 Diploma in residential estate agency, residential lettings and commercial property agency.
- Apply for RICS assessment of professional Competence.
- Apply for membership of the National Association of Estate Agents
- Apply for associate membership of the Guild of Letting and Management

Level 2 Apprentices could progress to the Advanced Apprenticeship

Frequently asked questions

Who is the apprenticeship for?

Apprenticeships are available for all ages over 16. An apprentice could be recruited from an external pool of candidates or it could be an opportunity for existing staff to develop and enhance their skills and knowledge. Please check with the local national apprenticeship service (NAS) for detailed information on funding and requirements. **The Diplomas at Level 3 are for Residential Estate Agents, New Homes Site Sales Staff, Residential lettings and property management staff. The Certificates at level 2 are for front office staff.**

How do I find an apprentice?

Employers can register their vacancies with the National Apprenticeship service www.apprenticeships.org.uk or call 08000 150 600 for a broker visit.

How much will the training cost?

If the apprentice is aged 16-18 all the training costs will be met by the government. For apprentices aged 19+ the employer will be expected to pay a % amount. For more information on costs please refer to your local training provider/broker. Details of contacts can be found on page 11 and 12.

Who pays wage costs?

The employer is expected to pay the apprentice. From October 1st 2010 Apprentices need to be paid a national minimum wage of £2.50 an hour and for those aged 19 or over, just in their first year of their Apprenticeship.

Prior to this date apprentices need to be paid £95 a week.

How long will the training take?

This will depend on the individual apprentice, but Asset Skills have estimated between 12 and 18 months for level 2 and 18 - 24 months for the Advanced Apprenticeship.

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Level 2 Certificate in Property:

Sale of Residential Property (18 credits minimum)

ID	WBA reference	Mandatory Suite - 15 credits required	Level	Credit Value
	M/600/2775	Reduce risks to health and safety in the workplace	2	3
Prop6		Maintain the security of individuals and property	2	2
Prop1		Understanding professional conduct	2	1
Prop7		Progress customer enquiries associated with property services	2	2
Prop4		Know the legislation, guidelines, codes of practice and statutory information in residential sales	2	3
Prop8		Maintain displays of marketing materials for properties	2	2
Prop14		Organise and progress viewings of properties	2	2
		Optional Units - minimum 3 credits		
Prop9		Organise market appraisals of properties	2	3
Prop15		Conduct accompanied viewings of properties	2	3
SORP 22		Hand-over new properties to buyers	3	3

Level 2 Certificate in Property:

Residential Property Letting and Management (20 credits minimum)

ID	WBA reference	Mandatory Suite - 11 credits required	Level	Credit Value
	M/600/2775	Reduce risks to health and safety in the workplace	2	3
Prop6		Maintain the security of individuals and property	2	2
Prop1		Understanding professional conduct	2	1
Prop7		Progress customer enquiries associated with property services	2	2
Prop2		Understanding legislation, guidelines, codes of practice and statutory information in residential lettings	2	3
		Optional Units - minimum 9 credits		
Prop8		Maintain displays of marketing materials for properties	2	2
Prop 9		Organise market appraisals of properties	2	3
RL9		Prepare for the marketing of properties to let	2	2
Prop13		Match and promote properties to individuals	2	3
RL13		Progress applications to rent property	3	3
Prop 14		Organise and progress viewings of properties (barred combination with Prop 15)	2	2
Prop 15		Conduct accompanies viewings of properties (barred combination with prop 14)	2	3

Level 3 Diploma in Property: Sale of Residential Property

(minimum 37 credits)

Unit ID No	WBA	Unit title	Level	Credit
		Mandatory units (minimum 24 credits)		
	M/600/2775	Reduce risks to health and safety in the workplace	2	3
Prop 6		Maintain the security of individuals and property	2	2
Prop 1		Understanding professional conduct	2	1
Prop5		Understanding legislation, guidelines, codes of practice and statutory information in residential sales	3	6
SORP 10		Implement and review marketing activities for the sale of properties.	3	4
Prop 13		Match and promote properties to individuals	2	3
SORP 16		Negotiate the sale of properties in England, Wales and NI.	3	5
		Optional units (minimum 13 credits)		
Prop 10		Monitor changes and assess their impact in the local property market	3	5
Prop 11		Undertaking market appraisals and advising on the presentation of properties	3	5
Prop 12		Obtain instructions and agree marketing activities for properties	3	5
SORP 9		Produce marketing appraisals for individual properties	3	5
SORP 13		Conduct accompanied visits around local property areas. (Barred combination with SORP 14)	3	3
SORP 14		Conduct accompanied visits around development sites (Barred combination with SORP 13)	3	4
Prop 15		Conduct accompanies viewings of properties	2	3
SORP 17		Qualify prospective buyers of property	3	3
SORP 18		Progress Sales of residential property	3	4
SORP 20		Progress the part-exchange of properties	3	4
SORP 21		Agree specifications for new properties with buyers	3	4
SORP 22		Hand-over new properties to buyers	3	3
SORP 23		Provide after-sales support to buyers of residential property	3	4
SORP 24		Develop marketing materials for the promotion of residential property services	3	4

Level 3 Diploma in Property: Residential Property Letting and Management (minimum 37 credits)

Unit ID No	WBA	Unit title	Level	Credit
		Mandatory units (minimum 24 credits)		
	M/600/2775	Reduce risks to health and safety in the workplace	2	3
Prop 6		Maintain the security of individuals and property	2	2
Prop 1		Understanding professional conduct	2	1
Prop 3		Understanding legislation, guidelines, codes of practice and statutory information in residential lettings	3	6
Prop 12		Obtain instructions and agree marketing activities for properties	3	5
RL 13		Progress applications to rent property	3	3
RL 14		Negotiate tenancies	3	4
		Optional units (13 credits minimum overall)		
		Optional Group A (minimum 3 credits)		
Prop 10		Monitor changes and assess their impact in the local property market	3	5
Prop 11		Undertaking market appraisals and advising on the presentation of properties	3	3
RL 15		Prepare inventories for properties to let	3	3
RL 17		Visit tenanted properties	3	3
RL 18		Facilitate the maintenance of managed properties	3	3
RL 19		Renew and extend tenancy agreements and review rents	3	3
RL 20		Bring tenancy agreements to an end	3	3
RL 21		Implement check-out procedures and dispersals in a letting environment.	3	4
		Optional Group B (0 credits minimum)		
RL 9		Prepare for the marketing of properties to let	2	2
Prop 13		Match and promote properties to individuals	2	3
Prop 15		Conduct accompanies viewings of properties	2	3
RL 16		Implement pre-entry and hand-over procedures for property to let	2	2

NFOPP Technical Award in the Sale of Residential Property

The qualification syllabus is divided into 4 Units as follows:

- Unit 1 - Health and Safety, Security and General Law
- Unit 2 - Law Relating to Residential Property Sales
- Unit 3 - Practice Relating to Residential Property Sales
- Unit 4 - Property Appraisal and Basic Building Construction

Each unit is assessed by a multiple-choice exam which is taken on a computer at a test centre. Each exam consists of 20 multiple-choice questions which must be answered within 30 minutes.

NFOPP Technical Award in Residential Lettings & Property Management.

The qualification syllabus is divided into 4 units as follows:

- Unit 1 - Health, Safety, Security and General Law
- Unit 2 - Legal Aspects of Lettings and Management
- Unit 3 - Residential Property Lettings Practice
- Unit 4 - Residential Property Management Practice

Each unit is assessed by a multiple-choice exam which is taken on a computer at a test centre. Each exam consists of 20 multiple-choice questions which must be answered within 30 minutes.

Useful Contact Details

England

<p>Connexions: www.connexions.gov.uk</p>	<p>National Apprenticeship Service www.apprenticeships.org.uk Helpline 08000 150 600</p>
<p>Asset Skills www.assetskills.org Tel: 01604 233336</p>	<p>Small business Service www.smallbusinessadvice.org.uk</p>
<p>Train to Gain skills brokers www.traintogain.gov.uk</p>	

Awarding bodies

<p>Awarding Body for the Built Environment (ABBE) Birmingham City University Perry Barr Birmingham, B42 2SU Tel no: 0121 331 5174 abbeenquiries@bcu.ac.uk</p> <p>EDXCEL One90 High Holborn London United Kingdom United Kingdom WC1V 7BH Tel: 0870 2409800 Serviceoperations@edexcel.com</p>	<p>National Federation of Property Professionals (NFOPP) Arbon House, 6 Tournament Court, Edgehill Drive , Warwick, info@naea.co.uk, CV34 6LG Tel: +44 (0)1926 496800 Fax: +44 (0)1926 417788</p>
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