



BTEC Certificate in Letting & Management

Level 2



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advancing learning, changing lives

Taking the Letting Industry to New Heights of Professionalism



The Guild of Letting and Management is a recognised professional membership body serving the Lettings industry. A registered national trade association, the Guild was established over 9 years ago to support the industry in its quest for higher professional standards and codes of practice.

In addition the Guild provides a framework of professional support for its membership, offering legal advice, guidance, networking opportunities, training and recognised qualifications for anyone looking at personal, professional and business development within the lettings industry.

The Guild is more than just an organisation, it is rapidly becoming a community of like minded professionals whose common goal is raising and maintaining the very highest standards of good practice and integrity.



The Guild of Letting and Management chose to develop the Diploma with Edexcel which is the largest awarding body in the UK. It develops a diverse range of academic and vocational qualifications, prepares course specifications, assesses, examines and provides quality control of qualifications and certifies achievement.

In the UK Edexcel qualifications are offered by over 4,200 secondary schools, 450 further education colleges, more than 80 higher education institutions, 800 public and private sector employers and, increasingly, e-learning providers. Internationally, Edexcel operates in 112 countries worldwide.

The organisation's strengths include the diversity of its products across academic and vocational sectors and more than 28 years' pedigree in providing 'Qualifications for Work'. Qualifications offered by Edexcel include A levels, GCSEs, GNVQs, Key and Basic Skills, and its vocational BTEC suite that provides progression from pre GCSE level through to sub-degree Higher National Diplomas and tailor-made qualifications for employers.

REGISTRATION FORM

THIS REGISTRATION FORM CAN BE PHOTOCOPIED FOR EXTRA INDIVIDUALS

1. Your Personal Details

Title (Mr, Mrs, Ms, Miss etc.)	
Forenames in full	
Surname/family name	
Date of Birth	
Nationality	
Address	
Postcode	
Telephone No: (Day):	
(Eve):	
Mobile No.	
Fax No:	
E-mail address	

2. Professional Background

(Use additional sheet if required)

How long have you worked in Residential Lettings?

Have you taken/achieved any other letting qualification?
(please give details)

Has your company/employer sponsored you for this programme?
YES / NO

If yes, please provide your company / employers details.

Contact Name:	
Company Name:	
Address:	
Postcode:	
Tel:	Fax:
E-mail:	

3. Diploma Option Details

How would you like to study the diploma?
(Please circle option chosen)

Home Study	Level 2
In-House Tutorial Classes	Level 2

4. Fees

BTEC CERTIFICATE IN RESIDENTIAL LETTING (Level 2)

Home Study Level 2	£400.00 + VAT
In-House Tutorial Classes Level 2	£700.00 + VAT
Registration Fee (Applicable to all applicants)	£90.00 + VAT
Exam Fee	£55.00 + VAT

I hereby enclose my full total payment for: £

5. Payment Method

Payment for the diploma can be paid by cheque or credit / debit card. Cheques should be made payable to 'The Guild of Letting and Management Ltd', and crossed 'payee only' for the full amount as stated under fees.

Credit Card Payments

For Credit / Debit card payments, complete your card details below.

I authorise you to charge my credit/debit card/VISA/MASTER CARD/SWITCH/DELTA with the amount of £	
Card Number	
Start Date	Issue No.
Expiry date	
Security Code	
Name on card	
Signature:	Date:

6. Declaration

I agree to comply with the regulations governing the BTEC Certificate in Residential Letting as set out in the prospectus and certify that the information given is correct.

Signature: _____ Date: _____

Once the Guild of Letting and Management Ltd have accepted your registration form all fees will be non-refundable.

OFFICIAL USE ONLY

Candidate No:	Option:
Date received:	Date Received:
Course Fees:	Pack sent date:
Venue:	Information Pack:

- Diploma Correspondence
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
 - 7.
 - 8.
 - 9.
 10. Completed Syllabus:



Module Five Setting up Tenant Arrangements & System Administration

In Module five candidates will have the opportunity to explore the various procedures and processes associated with an initial meeting with a prospective tenant. It will also outline the types of questions that will form the initial interview whether in person or by telephone.

Candidates will review the procedures with regard to the suitability of a prospective tenant in accordance with the agents and landlord's criteria.

Module Six Legal Safety Regulations for Letting Management

Module six covers the safety requirements in relation to letting property. Candidates will learn about the legislation and regulations that are in place and how they should be applied in practice. They will classify properties that do not comply with safety regulations and define the correct safety check procedures.

Module Seven Property Maintenance and Management

Module Seven allows candidates to examine the practical and legal requirements associated with the letting of property. The module also covers the landlord's duties for repair as laid down in the Landlord and Tenant Act 1985.

Module Eight Diversity, Discrimination and Human Rights

Module Eight will cover the current major aspects of diversity, discrimination and human rights and will include the four main areas: ageism, disability, racism and sexism. Candidates will review discrimination in the following contexts: social, commercial, legal. They will interpret the legal requirements and be able to apply them to a commercial setting.

Module Nine Health and Safety at Work

Module Nine covers all aspects of health and safety provision including what HSE inspectors look for. Candidates will be able to identify and comply with required standards. The module also covers matters of personal safety when dealing with clients both in and out of the office.

Module Ten Developing Property Management Skills

Module Ten covers the development and extension of skills and expertise supporting business generation and the promotion of best practice. It will concentrate on honing general abilities and perfecting newly acquired skills.

The BTEC Certificate in Residential Letting – Level 2

Professional progression & personal development

Introduction

In our busy and competitive world, two factors are recognised as key benchmarks for success - quality and professionalism. It is no different in the residential letting industry. As a vibrant sector offering an important service to private individuals and companies, there is an essential need to be seen as thoroughly professional at all times, to be aware of the market, and to constantly strive to meet recognised codes of practice.

The BTEC Certificate in Residential Letting Level 2 is a nationally recognised qualification validated by Edexcel.

It has been developed by The Guild of Letting and Management (GLM) to address aspects of agency work for junior members of staff or those new to the letting industry. As such, it is a truly professional qualification tailored to the unique requirements of the industry and the professionals who work within it.

A firm aim being to provide in effect a lifetime qualification to aid future development and improve career prospects.

WHO CAN APPLY TO TAKE THE CERTIFICATE?

The programme of study is open to anyone that is seeking to develop professional skills within the letting industry.

The only other condition is that all applicants must be over 16.

Those relatively new to the industry will benefit from the well structured course material.

ABOUT THE COURSE

Delivery

The letting sector is nothing if not extremely busy and in developing this course, GLM have been very aware of the need to offer flexible delivery and access options to offer hard working agents and their staff every opportunity to follow the programme.

We are pleased therefore to be able to offer the Certificate through the following programmes themselves open to mixing and matching according to individual circumstances.

In house tutorial classes: This option is particularly applicable where a group of students from an agency are undertaking the course together. A personal tutor will run workshops in your own agency environment or suitable venue. This allows for the group to work closer together, encourages mutual collaboration to tackle the units, and can give the sessions a more corporate feel. This in turn can create a more unified approach that can have distinct benefits for the agency.

Home Study & Distance Learning programmes: Students following this option receive a course pack featuring comprehensive workbooks, guidance manual, test papers, assignments and other resources. Completed assignments are submitted by post or email to your allocated Personal Tutor. In addition students are able to seek assistance from their personal tutor throughout the course by email or telephone. The advantage of this approach is that units can be tackled at your own pace. You can start the course at any time of the year and if you feel you need to switch to the tutorial sessions, you can do so for an additional fee. Working on your own requires self-motivation, a good reallocation of spare time, and a degree of peace and quiet within domestic surroundings, so you would be well advised to consider carefully before making a decision.

Additional Courses: Students are also able to undertake some of the various specialist courses provided by our sister organisation The Letting Training Centre which cover relevant topics in depth and can re-enforce study.

Duration of course: The diploma allows for a 2 year study course GLM staff and your Personal Tutor make every effort to help students review their efforts, plan and timetable course work to meet this timescale.

Resources
As indicated above all students whether undertaking Tutorials or following a self-study route will receive a comprehensive course pack, unit work books, handouts, test papers, assignments, guidance manual and other resources.
In addition students on all delivery options will have open access to GLM Tutors to answer queries and discuss progress.

QUALIFICATION

On successful completion of all 10 modules that make up the qualification, students will be awarded the BTEC Certificate in Residential Letting.

An assignment must be completed for each of the units and in addition students are required to complete a practical summative project which will relate to student's own professional practice.

Students who have not completed or are unable to complete the full course within the recommended 2 year period can through negotiation with GLM arrange to delay or defer completion, though this could involve repeating some of the core units where aspects such as legislation may have significantly changed.

Each year, the Guild is pleased to present The Frank Ciraolo Professional Development Award to the best student in each year group. This award will be in recognition of the high standard a particular candidate has consistently achieved throughout the course, and is in memory of the founder, Frank Ciraolo, who initiated the diploma programme of learning and made such a contribution to the industry through his knowledge, experience and teaching.

MAKING AN APPLICATION

To enrol on the diploma, you will need to complete the enclosed registration form. Please keep a photocopy for your records until your application is confirmed.

Should you require any assistance in completing the registration form or if you have questions about the diploma, please call the Guild of Letting & Management on 01992 479949, Alternatively, you may like to go our website at www.guild-let.co.uk

Once we have received and processed your registration application form, your documents and study aids will be sent to you within 10 working days. It is recommended that you contact us if you have not received your pack within this period.

BTEC CERTIFICATE SYLLABUS IN RESIDENTIAL LETTING

Module One

An Introduction to Letting Management

Module one provides an introduction to letting management explaining the historical context of tenancy agreements, their development over recent years to the present day. It also provides background knowledge required to understand the current system and legislation relating to tenancies.

Module Two

Buying the Right Property to Let

Module two allows candidates to compare the different types of property suitable for letting purposes. It will highlight the different conditions that can prevail and how each market must be individually considered. This Module also looks at the needs of different tenant groups and how they can influence the choice of property and the type of letting which follows.

Module Three

The Legal Context of Tenancy Agreements

Module three gives an overview of the basic legal responsibilities of both the landlord and the tenant, and their obligations in relation to tenancy agreements. Candidates will explore different forms of tenancy agreements and the various legislation, statutes and issues which directly affect the landlord and letting agent.

Module Four

Tenancy Agreements in Depth

Module four covers tenancy agreements and will explain per se how each different kind of tenancy functions. The module will also cover the relevant sections of the Landlord and Tenant Act 1987 and in addition, outlines the financial and administrative procedures.