



## BTEC Advanced Certificate in Residential Letting Level 3

## BTEC Professional Diploma in Letting & Management Level 4



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### **Module Ten** Block Management

Module ten covers all aspects of block management, in particular, the different sets of responsibilities entailed in block management with regard to tenants and landlords.

### **Module Eleven** Property Maintenance and Management

Module Eleven 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 Twelve** Organisational Management

Module Twelve will consider the key criteria associated with the day-to-day running of an efficient office, including all fundamental aspects, including employment law and recruitment procedures. It also presents candidates with an opportunity to demonstrate and apply core skills in people and systems management.

### **\* Module Thirteen** Administration of Systems

Module thirteen covers the importance of organisational management within a modern business environment. Candidates will have the opportunity to explore various levels of business management within a lettings office.

### **Module Fourteen** Marketing, Advertising and PR

Module fourteen will provide the opportunity to recognise the importance of effective marketing, advertising and PR and how these disciplines can be applied to support business development. The module will also outline the requirements of a successful marketing campaign and its constituent elements such as PR and their relationship to achieving overall objectives.

### **Module Fifteen** Diversity, Discrimination and Human Rights

Module fifteen 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 Sixteen** Health and Safety at Work

Module sixteen 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 Seventeen** Developing Property Management Skills

Module seventeen 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.

### **Module Eighteen** Developing Your Letting Business

Module eighteen examines the ways in which an established agency can further develop its business in a strategic and effective manner. Candidates will have the opportunity to reflect on the potential growth of their own business and their own personal growth.

### **\* Module Nineteen** Final Project

The final project provides the candidate with the opportunity to integrate learning from all modules within the Residential Letting & Management Diploma programme with practical and contextual experience. It provides candidates with an opportunity to demonstrate an understanding of the subject matter and show an ability to apply acquired theoretical knowledge to a real problem in their professional work.

\* Candidates opting for Level 3 will cover only twelve modules

## **The BTEC Professional Diploma in Residential Letting & Management Level 4** **The BTEC Advanced Certificate in Residential Letting Level 3** **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 letting and management 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 Professional Diploma in Residential and Letting Management is a nationally recognised qualification validated by Edexcel as a BTEC level 4 qualification.

It has been developed by The Guild of Letting and Management (GLM) to address every aspect of agency work. As such, it is a truly professional qualification tailored to the unique requirements of the industry and the professionals who work within it. A lifetime qualification.

The content has been structured to help enhance and broaden student's existing knowledge of the letting industry, drawing on wherever possible reference to students' own experience and practice.

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 DIPLOMA?**

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

The only other condition is that all applicants must be over 18.

Those relatively new to the industry will benefit from the well structured course material; whilst others with several years' experience and a good working knowledge of the letting market will find that their expertise will be of direct benefit in tackling some of the units and will help them gain the qualification more quickly.

### **Prior Learning**

The Guild of Letting & Management are able to consider crediting some of the course units through an Assessment of Prior Learning module. This option is only available to students who have successfully gained the original GLM Diploma within the last 2 years.

### **ABOUT THE COURSE**

#### **Delivery**

The Lettings & Management 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 Advanced Diploma through the following programmes themselves open to mixing and matching according to individual circumstances.

**Open Tutorial classes:** These are held at convenient venues throughout the UK and cover 16 of the core units delivered on a basis of 2 per day.

Classes, which are kept small and friendly to instill confidence and provide you with individual support, are run by experienced trainers in Letting and Management. Each session will give candidates a chance to ask questions, take part in discussions and to participate in workshop activities.

The remaining 4 units including the Practical Project will be achieved through self-study.

**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 a small 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 previously 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 19 units that make up the qualification, students will be awarded the BTEC Professional Diploma in Residential Letting & Management.

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 enroll 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 479974, alternatively, you may like to go our website at [www.guild-let.co.uk](http://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.

## DIPLOMA SYLLABUS IN RESIDENTIAL LETTING & MANAGEMENT

### \* 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, and incorporates all new legislation relating to Housing Act 2004.

### \* 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.

### \* Module Five Setting up Tenant Arrangements

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 agent's 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 Evictions, Repossessions and Court Procedures

Module Seven examines the grounds for repossession and the serving of notices. It outlines the steps that have to be taken towards the eviction of a tenant and the repossession of a property. The Acts relating to legal repossession are analysed, as are all aspects of the law relating to eviction.

### \* Module Eight Financial Hardship and Housing Benefit

Module Eight defines financial hardship and enables candidates to become aware of those tenants who may be experiencing financial difficulties. Candidates will be able to identify the signs of actual or impending hardship and ascertain how long to monitor the situation before acting.

### \* Module Nine Codes of Practice

Module Nine defines codes of practice and identifies their relevance to a letting agency. The law will be discussed and best practice as applied to letting agencies, as well as the need for compliance.

\* Candidates opting for Level 3 will cover only twelve modules



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):	
(Even):	
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:

### 5. Fees

BTEC ADVANCED CERTIFICATE IN RESIDENTIAL LETTINGS (Level 3)

Home Study Programme	£500.00 + VAT
Tutorial Classes (6 classes)	£1200.00 + VAT
In-house Tutorial classes	£800.00 + VAT

BTEC PROFESSIONAL DIPLOMA IN RESIDENTIAL LETTINGS AND MANAGEMENT (Level 4)

Home Study Programme	£600.00 + VAT
Tutorial Classes (9 classes)	£1500.00 + VAT
In-house Tutorial classes	£1100.00 + VAT
Conversion from GLM Diploma Level 3 to BTEC Level 4 Homestudy	£500.00 + VAT

Conversion from GLM Diploma Level 3 to BTEC Level 4 Tutorial (5 Classes)

Registration Fee (Applicable to all applicants)	£90.00 + VAT
Exam Fee	£55.00 + VAT

I hereby enclose my full total payment for: £

### 6. 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

Expiry date

Security Code

Name on card

Signature: Date:

### 7. Declaration

I agree to comply with the regulations governing the BTEC Diploma in Residential Letting and Management 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.
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11.	12.
13.	14.
15.	16.
17.	18.
19.	Completed Syllabus:

