

Specialist Knowledge, Skills and Understanding

Residential Lettings and Property Management

This document defines the additional subject-specific criteria required to quality assure **residential lettings and property management provision**.

It must be read in addition to the **Core EQA Role Profile**.

Scope of Subject Coverage (Additional to EQA Core Profile)

The Subject Specialist must be occupationally competent to quality-assure assessment decisions across residential lettings, property management, and associated compliance-based qualifications. This includes units and learning outcomes covering:

- Residential lettings practice and property management operations
- Legal frameworks affecting property, clients and consumers
- Health and safety in property-related contexts
- Contract law, land law and rights over land
- Consumer protection, data protection, equality and money laundering compliance

Industry Experience

To be considered occupationally competent, the EQA should demonstrate **significant industry experience** within residential lettings or property management. This may include roles such as:

- Lettings Manager
- Property Manager
- Compliance Manager
- Senior Negotiator
- Housing Officer or similar practitioner roles

The EQA must have:

- Practical experience of applying legislation and regulatory requirements in day-to-day property operations
- Familiarity with industry practices, including:
 - Security of properties and access arrangements
 - Management and control of keys
 - Lone working and personal safety procedures
 - Conducting and reviewing risk assessments for appointments, inspections and visits

This experience ensures the EQA can judge whether learner evidence reflects **credible, safe and current industry practice**.

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Version: 1.0

Knowledge of Relevant Property Legislation

The Subject Specialist must demonstrate applied knowledge of property-related legal frameworks sufficient to judge the accuracy and depth of learner explanations and examples. This includes:

- **Health and Safety legislation**, including the Health and Safety at Work Act and associated personal safety procedures relevant to property work
- **Landlord and Tenant legislation** and general principles of land law
- **Common Law duties** owed by agents to clients and customers
- **Law of Contract**, including:
 - Formation of contracts
 - Breach and remedies
 - Termination of contracts
 - Special rules relating to land and property contracts
- **Occupiers' liability and vicarious liability**
- Rights to occupy land, rights over land, and circumstances where rights pass with property

The EQA must be able to determine whether learner evidence demonstrates both **legal accuracy and appropriate vocational context**.

Knowledge of Compliance and Consumer Protection

The Subject Specialist must also be competent to quality assure assessment decisions relating to statutory compliance and consumer protection, including:

- **Data protection legislation**, such as:
 - GDPR principles
 - Lawful bases for processing personal data
 - Rules governing disclosure and data security
- **Discrimination legislation**, including:
 - Protected characteristics
 - Direct and indirect discrimination
 - Situations where discrimination may arise within property practice
- **Money laundering regulations**, including:
 - Customer due diligence requirements
 - Indicators of suspicious activity
 - Reporting and record-keeping procedures

As these areas are explicitly assessed within the qualification, the EQA must be able to verify that learner evidence is **accurate, sufficient and compliant with current regulatory expectations**.

Understanding of Legal Concepts and Frameworks

The Subject Specialist must be capable of evaluating whether learners can correctly:

- Distinguish between **common law, equity and statutory law**, and understand how these interact
- Identify appropriate **legal remedies** and explain how laws apply to real-life residential property scenarios
- Apply key legal concepts such as:
 - Authority to act
 - Contractual obligations
 - Termination and enforcement of contracts

Judgements must confirm that learners are not only describing legal principles, but are able to **apply them accurately to practical lettings and property management situations.**

Scope Clarification

This specialist template does **not restate**:

- Generic EQA or IQA competencies
- Quality assurance methodology, sampling strategies or reporting requirements
- Professional conduct or customer service expectations

These requirements are fully addressed within the **Core EQA Role Profile**.