



Ascentis Level 3 Certificate in
Managing Property and Residential Lettings
Specification

Ofqual Number:	610/6828/7
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SUMMARY OF CHANGES

Version and Date	Change Detail	Section
December 2025 V1	New Qualification	
January 2026 V2	New Ofqual Number	Front Cover
	New Ofqual Unit Numbers	Page 6
	Clarification on assessment format	Conduct of Assessment
	Minor updates to Learning Objectives	Unit Specifications

ABOUT ASCENTIS

Ascentis was originally established in 1975 as OCNW, a co-operative scheme between Universities and Colleges of Further Education. Ascentis was the first 'Open College' in the UK and served the needs of its members for over 50 years. Throughout this period, OCNW grew yet maintained its independence in order that it could continue to respond to the requirements of its customers and provide a consistently high standard of service to all centres across the country and in recent years to its increasing cohorts of overseas learners.

In 2009 OCNW became Ascentis - a company limited by guarantee and a registered educational charity.

Ascentis is distinctive and unusual in that it is both:

- **an Awarding Organisation** regulated by the Office of Qualifications and Examinations Regulation (Ofqual, England), Council for the Curriculum, Examinations and Assessment (CCEA, Northern Ireland) and Qualifications Wales

and

- **an Access Validating Agency (AVA)** for 'Access to HE Programmes' licensed by the Quality Assurance Agency for Higher Education (QAA).

Ascentis is therefore able to offer a comprehensive ladder of opportunities to centres and their students, including Foundation Learning, vocational programmes and progressing to QAA recognised Access to HE qualifications. The flexible and adult-friendly ethos of Ascentis has resulted in centres throughout the UK choosing to run its qualifications.

ASCENTIS CONTACT DETAILS

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Company limited by guarantee. Registered in England and Wales No. 06799564. Registered Charity No. 1129180

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ASCENTIS LEVEL 3 CERTIFICATE IN MANAGING PROPERTY AND RESIDENTIAL LETTINGS

Introduction

The Ascentis Level 3 Certificate in Managing Property and Residential Lettings qualification has been designed to prepare landlords for letting, understanding contracts and tenancy agreements.

There are several features of this qualification that make it very appropriate for its target learners:

- Verification and certification can be offered throughout the year, allowing maximum flexibility for centres
- Can be delivered either as a classroom-based course or as a blended learning programme
- Assessment is by a multiple-choice test, offered onscreen. This will normally be taken at the end of the course

Aims

The aims of this qualification are to enable learners:

- 1 To prepare landlords for letting
- 2 To know how to set up and manage a tenancy
- 3 To understand property standards
- 4 To know how to end a tenancy
- 5 To understand contractual relationships and business conduct

Target Group

This qualification is aimed at a range of learners, including:

- Those who have undertaken some work in this area and wish to develop their skills.
- Those who wish to acquire formal qualifications to enable them to progress within this sector.

Regulation Codes

Qualification Number (Ofqual):

Ascentis Level 3 Certificate in Managing Property and Residential Lettings 610/6828/7

Rules of Combination

Learners must complete all mandatory units to gain the Ascentis Level 3 Certificate in Managing Property and Residential Lettings.

Ascentis Level 3 Certificate in Managing Property and Residential Lettings				
Minimum credits: 18				
Title	Level	Credit Value	GLH	Unit Code
Health, Safety and Security in Lettings	3	3	30	T/651/8862
Legal Concepts and Agency Responsibilities	3	3	30	Y/651/8863
Lettings Practice and Compliance	3	4	40	A/651/8864
Legislative Obligations and Enforcement	3	4	40	D/651/8865
Ending Tenancies, Possession and Checkouts	3	4	40	F/651/8866

Guided Learning Hours (GLH)

The recommended guided learning hours for the Ascentis Level 3 Certificate in Managing Property and Residential Lettings qualifications is 180 hours.

Total Qualification Time (TQT)

The total qualification time for the Ascentis Level 3 Certificate in Managing Property and Residential Lettings qualifications is 180 hours.

Time Limit for the Process of Credit Accumulation and Exemptions

Credit accumulation is usually within the life span of the qualification.

Recommended Prior Knowledge, Attainment and/or Experience

No recommended prior learning or experience is required.

Age Range of Qualification

This qualification is suitable for learners 16+.

Opportunities for Progression

Learners may wish to use this qualification as an element of their continuing professional development.

Resources to Support the Delivery of the Qualification

Ascentis does not provide resources to support delivery of this qualification.

Centre Recognition

This qualification can only be offered by centres recognised by Ascentis and approved to run this qualification. Details of the centre recognition and qualification approval process are available from the Ascentis office (tel. 01524 845046) or from the website in the Customer Centre at www.ascentis.co.uk.

Qualification Approval

If your centre is already a recognised centre, you will need to complete and submit a qualification approval form to deliver this qualification. Details of the qualification approval process are available from the Ascentis office (tel. 01524 845046) or from the website in the Customer Centre at www.ascentis.co.uk.

Registration

All learners should be registered within 5 working days of the intended e-Assessment date. Registration is via the Ascentis electronic registration portal. Please refer to our Reasonable Adjustment policy for requesting paper-based assessments.

e-Assessment Re-sits

Learners can re-sit an assessment if they do not achieve a pass however should have sufficient time for additional learning.

Classroom-based e-Assessments

For classroom-based assessments a total of 2 re-sits are permitted, these are free of charge.

e-Invigilated-based Assessments

For e-Invigilated-based assessments a total of 2 re-sits are permitted, there will be a charge for the use of the software for both re-sits per assessment.

Status in England, Wales and Northern Ireland

This qualification is available in England. It is only offered in English. If you wish to deliver it in any other nation, please contact development@ascentis.co.uk.

Reasonable Adjustments and Special Considerations

In the development of this qualification, Ascentis has made every attempt to ensure that there are no unnecessary barriers to achievement. For learners with particular requirements reasonable adjustments may be made in order that they can have fair assessment and demonstrate attainment. There are also arrangements for special consideration for any learner suffering illness, injury or indisposition. Full details of reasonable adjustments and special considerations are available from the login area of the Ascentis website in the Customer Centre at www.ascentis.co.uk or through contacting the Ascentis office.

Enquiries and Appeals Procedure

Ascentis has an appeals procedure in accordance with the regulatory arrangements in the Ofqual *General Conditions of Recognition*. Full details of this procedure, including how to make an application, are available from the login area of the Ascentis website in the Customer Centre at www.ascentis.co.uk or through contacting the Ascentis office.

Useful Links

Web links and other resources featured in this specification are suggestions only to support the delivery of this qualification and should be implemented at the centre's discretion. The hyperlinks provided were live at the time this specification was last reviewed. Please kindly notify Ascentis if you find a link that is no longer active.

Please note: Ascentis is not responsible for the content of third-party websites and, whilst we check external links regularly, the owners of these sites may remove or amend these documents or web pages at any time.

ASSESSMENT AND VERIFICATION ARRANGEMENTS

Overview

To gain the Ascentis Level 3 Certificate in Managing Property and Residential qualification all learning outcomes and assessment criteria within all units must be successfully achieved. The full certificate consists of 5 units.

The Use of Artificial Intelligence (AI) in Assessments

There are potential risks associated with the use of AI in assessments, such as the possibility of bias and the potential for cheating.

Centres are expected to detect and monitor the use of AI tools in assessments. Centres must be satisfied that the work provided is that of the learner. All learners must be aware that they are responsible for ensuring they are not cheating in assessments by using AI tools. All learners must cite the use of AI in their assessments where this is allowed.

External Assessment

This qualification is assessed through the completion of an Ascentis devised multiple choice test that is carried out at the completion of the course, available as an e-Assessment.

The grading of this qualification is pass or did not achieve.

Conduct of Assessment

The Certificate is assessed through five 40-minute e-Assessments consisting of 20 multiple-choice questions per e-Assessment. The learner must pass all five e-Assessments in order to achieve the Certificate.

Full details of candidate, Examinations Officer and invigilator instructions are available from the login area of the Ascentis website www.ascentis.co.uk or through contacting the Ascentis office.

Note: Dictionaries cannot be used during the assessment.

Quality Assurance Arrangements

As part of ongoing quality assurance arrangements, Ascentis will carry out quality visits to recognised centres using a risk-based approach. The focus of quality visits will normally be

- Review of resources; both physical and staffing
- Observation of assessment practice

Further details will be provided prior to a visit taking place.

Ascentis reserve the right to carry out inspections of assessments taking place without prior notice.

The delivery of the knowledge required within this qualification should be carried out by subject specialists and should have a theoretical understanding of managing property and residential lettings.

Results

Classroom-based e-Assessments

For classroom-based assessments provisional results are provided immediately after the e-Assessment. An hour after the e-Assessment the achievement list report can be run through the Ascentis electronic portal. Learner result slips and certificates will be issued within 10 working days of the e-Assessment.

e-Invigilated-based Assessments

For e-Invigilation-based assessments that have satisfied exam requirements, the confirmation of results and e-Certificates will be available in the Ascentis electronic portal within 5 working days. For any results that require further scrutiny due to potential breach of exam requirements, results will be released once reviewed by the Ascentis Quality Assurance Team. Learner results slips and certificates will be issued within 10 working days of the e-Assessment.

Ascentis will normally process results and issue certificates within 4 weeks of the verification date for paper-based assessments taken as a reasonable adjustment.

Knowledge, Understanding and Skills required of Assessors and Internal Verifiers

Centres must ensure that those delivering and assessing Ascentis qualifications are occupationally knowledgeable and competent within the relevant subject area.

Centres are responsible for ensuring that all staff involved in the delivery of the qualification are appropriately qualified. Ascentis will not be held responsible for any issues that relate to centre staffing which could impact on the successful delivery of our qualifications and invigilation of assessments.

Those delivering the qualification should preferably hold or be working towards a recognised teaching qualification.

Centres are required to ensure that appropriate training and support is in place for staff involved in the delivery and invigilation of Ascentis qualifications.

Ascentis offers free support for centres. Further information on the support that is available can be found on the Ascentis electronic portal or the Ascentis website

UNIT SPECIFICATIONS

Health, Safety and Security in Lettings Unit Code – T/651/8862

Credit Value of Unit: 3

GLH of Unit: 30

Level of Unit: 3

Learning Outcomes	Assessment Criteria
The learner will be able to:	The learner can:
1 Understand key legal duties for health and safety	1.1 Identify duties under health and safety law. 1.2 Recognise common hazards and key steps in risk assessment. 1.3 Identify enforcement measures and penalties for non-compliance.
2 Understand risks and procedures for lone working.	2.1 Identify risks and environmental hazards linked to lone working. 2.2 Recognise responsibilities and safety measures. 2.3 Understand appropriate responses to travel risks and aggressive situations
3 Understand Property Security.	3.1 Identify common property security risks and control measures. 3.2 Recognise safe procedures for key management and property visits.
4 Understand GDPR principles	4.1 Identify GDPR principles, types of personal data, and data security practices. 4.2 Understand responsibilities for data handling, breaches, and the ICO role.

Indicative Content

Please be aware that the indicative content supplied below is a suggested guide only.

- 1.1 Duties of landlords, employers, employees, supervisors, and contractors.
- 1.2 Common hazards: slips, trips, chemicals, ergonomics, stress.
- 1.3 Enforcement: improvement notices, prohibition notices, fines, prosecution.

- 2.1 Risks: isolation, slips, trips, medical emergencies, lone safety and environmental hazards.
- 2.2 Responsibilities: training, communication, monitoring, reporting, and personal vigilance.
- 2.3 Responses: risk assessment, travel planning, de-escalation techniques, conflict resolution and reporting procedure.

- 3.1 Risks: theft, vandalism, unauthorised access; controls: locks, alarms, CCTV, patrols.
- 3.2 Procedures: key logging, access checks, escorted visits, and reporting incidents.

- 4.1 GDPR principles, personal data types, secure storage, access control, and confidentiality.
- 4.2 Responsibilities: lawful processing, breach reporting, ICO guidance, and staff training.

UNIT SPECIFICATIONS

Legal Concepts and Agency Responsibilities Unit Code – Y/651/8863

Credit Value of Unit: 3

GLH of Unit: 30

Level of Unit: 3

Learning Outcomes	Assessment Criteria
The learner will be able to:	The learner can:
1 Understand general legal concepts.	1.1 Identify fundamental principles of the legal system in England and Wales. 1.2 Recognise the main fundamentals, sources of law, and dispute resolution methods 1.3 Identify the structure of the court system in England and Wales.
2 Understand the law of agency: duties and authority.	2.1 Understand the nature of the agent–landlord relationship. 2.2 Identify key duties and lawful instructions for letting agents. 2.3 Recognise compliance for handling client money, confidentiality, and disclosure.
3 Understand different types of property ownership	3.1 Identify main types of property ownership and key property terms. 3.2 Understand how ownership type affects landlord, tenant, and agent responsibilities.
4 Understand different types of residential occupancy agreements.	4.1 Identify the main types of residential occupancy agreements. 4.2 Recognise legal features and implications for landlords and agents.

Indicative Content

Please be aware that the indicative content supplied below is a suggested guide only.

- 1.1 Principles: rule of law, separation of powers, equality before the law, justice.
- 1.2 Branches: criminal, civil, administrative; sources: legislation, case law, common law; dispute resolution: courts, tribunals, mediation.
- 1.3 Courts: Magistrates, Crown, County, High, Court of Appeal, Supreme Court.
- 2.1 Relationship: agency, fiduciary duties, and conflicts of interest.
- 2.2 Duties: tenancy management, property maintenance, lawful instructions, and compliance with legislation.
- 2.3 Requirements: client money protection, confidentiality, accurate disclosure, and record keeping.
- 3.1 Types: freehold, leasehold, commonhold; key terms: lease, licence, covenants, easements.
- 3.2 Responsibilities: maintenance, repairs, insurance, compliance, and access rights depending on ownership type.
- 4.1 Types: assured shorthold tenancy, assured tenancy, licence, periodic tenancy.
- 4.2 Legal features: term, notice, rent, rights and obligations; implications: compliance, enforcement, record keeping.

UNIT SPECIFICATIONS

Lettings Practice and Compliance
Unit Code – A/651/8864

Credit Value of Unit: 4

GLH of Unit: 40

Level of Unit: 3

Learning Outcomes	Assessment Criteria
The learner will be able to:	The learner can:
1 Understand market appraisals for agents and landlords	1.1 Understand the importance of realistic valuations and comparable evidence. 1.2 Identify codes of conduct and legal and regulatory requirements for appraisals and pricing.
2 Understand how to market a property to let	2.1 Identify legal requirements for advertising, including mandatory information. 2.2 Recognise restrictions on rent bidding, signage, and misleading claims. 2.3 Understand safe and lawful practices during property viewings.
3 Understand how to prepare a property to let	3.1 Identify housing standards, hazards, and required safety certificates. 3.2 Identify fire safety duties, property presentation, and tenant guidance. 3.3 Understand procedures for keys, inventories, and meter readings.
4 Understand the process of tenant selection and verification	4.1 Identify fair tenant selection criteria and Right to Rent checks. 4.2 Recognise referencing, guarantor use, and documentation of decisions. 4.3 Identify lawful data handling in tenant applications.
5 Understand how to create a tenancy	5.1 Identify types of tenancy and licence agreements. 5.2 Understand legal components of compliant tenancy agreements. 5.3 Recognise prohibited clauses and required start-of-tenancy documents. 5.4 Identify duties for deposit protection and safety certification.

Indicative Content
<p>Please be aware that the indicative content supplied below is a suggested guide only.</p> <p>1.1 Valuations: realistic pricing, comparable market evidence, property condition, and location factors. 1.2 Requirements: compliance with legislation, industry standards/ombudsman, transparency, and record keeping.</p> <p>2.1 Legal requirements: accurate descriptions, mandatory details, energy performance, and fees disclosure. 2.2 Restrictions: no rent bidding, no false/misleading claims and compliant signage. 2.3 Practices: accompany visitors, risk assessment, safeguarding, and health and safety compliance.</p> <p>3.1 Standards: property condition, hazards (HHSRS), gas/electrical/energy safety certificates. 3.2 Fire safety: alarms, escape routes, signage; presentation: cleanliness, repairs; tenant guidance: safety, usage. 3.3 Procedures: key control, inventory checks, meter readings, documentation and handover records.</p>

- 4.1 Selection: fair criteria, non-discrimination, Right to Rent verification.
- 4.2 Referencing: credit, employment checks, previous landlord and guarantors, documenting decisions.
- 4.3 Data handling: secure storage, digital and paper, confidentiality, GDPR compliance.

- 5.1 Types: assured shorthold tenancy, assured tenancy, licence, periodic tenancy.
- 5.2 Legal components: names, rent, term, rights and obligations, notice periods.
- 5.3 Prohibited clauses: unlawful terms; required documents: EPC, gas/electric safety certificates, tenancy agreement.
- 5.4 Duties: deposit protection, issuing prescribed information, safety certificate compliance and how to rent guide.

UNIT SPECIFICATIONS

Legislative Obligations and Enforcement Unit Code – D/651/8865

Credit Value of Unit: 4

GLH of Unit: 40

Level of Unit: 3

Learning Outcomes	Assessment Criteria
The learner will be able to:	The learner can:
1 Understand legislative obligations of the landlord and tenant	1.1 Identify key landlord and tenant responsibilities under housing law.
	1.2 Recognise consumer protection principles and equality requirements.
	1.3 Understand legal consequences of breaches of obligations.
2 Understand property standards and enforcement	2.1 Identify property standards and enforcement powers under housing law.
	2.2 Identify tenant rights under housing legislation, including damp and mould duties.
	2.3 Understand enforcement tools and penalties for non-compliance.
3 Understand the process of management, repairs and maintenance	3.1 Identify landlord management and repair responsibilities.
	3.2 Recognise lawful processes for access, consent, planned maintenance and cyclical management.
	3.3 Understand the role of records and communication in reducing disputes.
4 Understand rent transactions, increases and arrears	4.1 Identify responsibilities for transparent rent transactions and records.
	4.2 Identify legal limits and processes for rent increases and arrears management.
	4.3 Understand best practice in professional rent communications.
5 Understand anti-money laundering (AML) and financial sanctions.	5.1 Identify money laundering risks relevant to letting agents.
	5.2 Recognise key AML and sanctions requirements, including due diligence and reporting.
6 Understand additional obligations for House in Multiple Occupations (HMO) and licensed properties.	6.1 Identify HMO definitions, licensing requirements, and management duties.
	6.2 Understand fire safety obligations and consequences of non-compliance.

Indicative Content
<p>Please be aware that the indicative content supplied below is a suggested guide only.</p> <p>1.1 Responsibilities: repairs, maintenance, rent payment, property safety, and tenant rights. 1.2 Principles: fair treatment, transparency, equality, and consumer rights compliance. 1.3 Consequences: fines, compensation, court action, and enforcement notices.</p> <p>2.1 Standards: property condition, HHSRS hazards, statutory maintenance; enforcement powers: improvement and prohibition notices. 2.2 Tenant rights: safe and habitable property, repair of damp/mould, quiet enjoyment. 2.3 Tools and penalties: enforcement notices, fines, rent repayment orders, prosecution.</p>

- 3.1 Responsibilities: repairs, maintenance, safety compliance, and property upkeep.
- 3.2 Processes: notice for access, tenant consent, scheduled maintenance, and emergency access.
- 3.3 Records and communication: tenancy logs, correspondence, repair documentation, dispute prevention and resolution.

- 4.1 Responsibilities: accurate rent records, transparent payments, receipts, and bookkeeping.
- 4.2 Legal limits: statutory notice for increases, fair rent, arrears procedures, recovery actions.
- 4.3 Best practice: clear communication, written notices, respectful and professional correspondence, no discrimination.

- 5.1 Risks: client identity fraud, cash payments, unusual transactions, and offshore buyers.
- 5.2 Requirements: customer due diligence, record keeping, suspicious activity reporting, and compliance with sanctions.

- 6.1 HMO: definition, mandatory licensing, management responsibilities, occupancy limits.
- 6.2 Fire safety: alarms, escape routes, risk assessments; consequences: fines, prohibition notices, prosecution

UNIT SPECIFICATIONS

Ending Tenancies, Possession and Checkouts Unit Code – F/651/8866

Credit Value of Unit: 4

GLH of Unit: 40

Level of Unit: 3

Learning Outcomes	Assessment Criteria
The learner will be able to:	The learner can:
1 Understand how a tenant can end a tenancy	1.1 Identify lawful ways tenants can end a tenancy and valid notice methods. 1.2 Recognise tenant responsibilities before, during, and after notice.
2 Understand how a landlord can end a tenancy (Landlord-Initiated)	2.1 Identify lawful grounds, notice requirements, and processes for possession. 2.2 Understand implications and restrictions of periodic tenancies.
3 Understand the Legal Process for Obtaining Possession	3.1 Identify when possession proceedings are required, lawful termination and supporting documents. 3.2 Recognise steps in possession claims and court considerations. 3.3 Identify enforcement routes and related risks.
4 Understand how to prevent harassment and unlawful eviction	4.1 Identify harassment and unlawful eviction. 4.2 Understand lawful processes for ending tenancies and landlord access. 4.3 Recognise criminal and civil consequences of non-compliance.
5 Understand the process of checkouts and deposit management	5.1 Identify correct check-out inspection and documentation procedures. 5.2 Identify lawful management of deposits, deductions, and dispute resolution.

Indicative Content
<p>Please be aware that the indicative content supplied below is a suggested guide only.</p> <p>1.1 Ending tenancy: surrender, notice periods, written notice, mutual agreement, statutory procedures. 1.2 Tenant responsibilities: rent payment, property upkeep, handover, return of keys, and inventory checks.</p> <p>2.1 Possession: statutory grounds, notice periods, Section 8 notices, court application procedures. 2.2 Periodic tenancies: notice requirements, possession, legal implications.</p> <p>3.1 Requirements: court action, tenancy agreement, notices served, supporting evidence. 3.2 Steps: claim submission, court hearing, legal arguments, judgment considerations. 3.3 Enforcement: bailiff action, eviction, risks of non-compliance, delays, additional costs</p> <p>4.1 Harassment: intimidation, threats, unlawful eviction, interference with tenant rights. 4.2 Lawful processes: notice periods, court orders, agreed access, tenancy termination procedures. 4.3 Consequences: fines, compensation, criminal prosecution, civil claims and redress schemes. 5.1 Check-out: property inspection, inventory comparison, photographic evidence, written report. 5.2 Deposits: protected schemes, lawful deductions, dispute resolution, and tenant communication, deposit release timescale and process.</p>

APPENDIX 1

Summary Record of Achievement

Ascentis Level 3 Certificate in Managing Property and Residential Lettings

Unit Title	Level	Credit Value	Date completed	Assessor Signature	Internal Verifier Signature (if sampled)

Learner Name _____

Minimum Credit Value of Qualification: 18

I confirm that the minimum number of credits at the appropriate level have been achieved in order for a claim for certification to be made. I can confirm that the credit has been achieved from the correct combination of mandatory and optional units as specified within the Rules of Combination.

Assessor Signature _____

Internal Verifier Signature (if sampled) _____