

# HOUSING AND PROPERTY MANAGEMENT

propertymark

PROPERTYMARK LEVEL 3 AWARD  
IN RESIDENTIAL LETTING AND  
PROPERTY MANAGEMENT



## Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

### The programme in brief

- Health and Safety, Security and General Law
- Legal Aspects of Letting & Management
- Residential Property Letting Practice
- Residential Property Management Practice

Call: **01388 777 129**

Email: **[training@learningcurvegroup.co.uk](mailto:training@learningcurvegroup.co.uk)**

Visit: **[www.learningcurvegroup.co.uk](http://www.learningcurvegroup.co.uk)**

## The learner journey

**1. 18 to 24 months on-programme** – This is when learners will gain the skills, knowledge and behaviours which will then support them in the End-Point Assessment. Learners can partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits, in order to support their learning and development. They must also partake in 20% off-job training.

**2. Gateway** – After 18 to 24 months teaching and learning, you, your training provider and the learner will review the learner's journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when learners will need to demonstrate that they have learnt the required knowledge, skills and behaviours, through a scenario-based knowledge test and a discussion of an evidence-based portfolio.

## What does this mean for the employer?

By enhancing the knowledge, skills and behaviours of your employees, this will, in turn, have a positive impact on your strategic business objectives. The affordability of the programme often results in a greater return on investment than other alternative training, such as graduate programmes.

## What your employees will learn

### Knowledge:

- Legislation and regulation
- Organisation background information
- Assets
- Customers
- Context
- Range of services
- Quality standards
- Organisational policies

### Skills:

- Customer service
- Responding to vulnerability
- Information collection and sharing
- Time management
- Decision-making

### Behaviours:

- Trust and integrity
- Adaptability
- Dependability
- Customer care
- Teamwork

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