Course overview

Year 1 (Level 4)

Key principles

An introductory module that explains the various roles in residential management, discusses the concept of property performance and measurement, explores the frameworks available to ensure good ethical practice whilst emphasising customer appreciation and care.

Customer care

In this module, you will learn about how important it is to think about the manner in which you do things, rather than what you do. You will learn about protecting the brand and why exceptional customer service matters.

Portfolio management

This module looks at the role of property within the wider context of the multi-asset portfolio and how investors allocate capital between property and other asset classes such as bonds and equities. It also introduces the economic theory behind how to construct diversified portfolios. Finally, you will learn how performance measurement is used to measure the financial rate of return of a portfolio to help give an understanding of the drivers of performance behind it.

The PRS, B2R, design, planning and sustainability

This module explores why the concept of B2R has grown, the current UK housing crisis, comparisons between the UK and USA, and reviews forms of construction, fit out, customer proposition for B2R. The module then expands to consider environmental and energy performance, detailing the impacts, as well as understanding the impact of the planning framework on the B2R sector.

An introduction to traditional residential management

Starting with an overview of the role of a traditional residential property manager, this module examines the core principles of managing individual units and large blocks of apartments. Topics include income collection, delivering additional services, budgeting, cost control, monitoring and reporting, and finally, an overview of practical management issues.

Year 2 (Level 4)

Building management

The module introduces the role of the build to rent building manager, considering key aspects of inspection, life cycle management, planned maintenance programmes, contract procurement and financial reporting that the manager will use every day. Also included is an overview of the insurance landscape.

Residential letting and management 1

Focusing on the letting and management of the individual tenancy, including key types of legal agreements for residential units, this module dives deep into critical elements, including referencing, right to rent checks, inventories, EPCs, disability management, deposits, and unit handovers.

Residential letting and management 2

Further developing knowledge of the operation of residential tenancies, this module looks at the ending of tenancies, notices and time limits, harassment, and unlawful eviction. It also gives an overview of the roles of agents and types of agency, and marketing and research techniques. Finally, there is an examination of complaints handling and formal dispute resolution through ombudsmen, tribunals and the court system.

Health and safety

In this module you will learn about: safety legislation, understanding the duty of care, and the role and responsibilities of being the "responsible person"; risk assessments of asbestos, fire safety, and legionella; contractor control and safe systems of working; RICS H&S guidance note for residential property managers, disaster recovery and emergencies.

Course summary and case study

This last module draws together the four pillars of learning – asset management, building management, letting management and customer services – demonstrating these disciplines in a case study as part of the final assessment.