

Propertymark Qualifications

Correlation of Workbook Topics with Propertymark Qualification Unit Specification

Level 2 – Introduction to Residential Property Management Practice Dispute Resolution and Redress Schemes

Unit 2 has a section on Problems, Disputes and Complaint Handling and Unit 4 has a section on Redress Schemes (part of section 11). Unit 4 now seems to be concentrating on deposit disputes and the general dispute resolution section now appears to be in unit 2. Consequently, before you sit the unit 2 exam it would be advisable to study the section on redress schemes in unit 4 section 11.

Summary

Unit 1	Unit 2	Unit 3	Unit 4
No change	Suggest study section 11 in unit 4 before taking exam for unit 2	No change	Dispute resolution section seems to be just about deposits