

Q. What is the difference between the existing Associate Exam and the new Level 3 Associate Course and Exam in Leasehold Management?

A. The exam content is the same and follows the same syllabus. We have thoroughly revised and updated the course materials and made them interactive so they are more engaging, convenient and easier to study on any device. The course now contains IRPM's Four Elements of Professionalism (alongside technical content, there is ethics and behaviours, customer and consumer service and safety). Lord Best's review of the Regulation of Property Agents listed all our Four Elements of Professionalism as absolute essentials within minimum qualification requirements for the future regulator.

Q. What are the benefits of taking the new Level 3 Associate Course & Exam in Leasehold Management?

A. Success in the exam means you will be able to use the letters AIRPM after your name. 90% of senior property management job advertisements say applicants must have this qualification. This qualification will help you progress your career and get higher paid jobs with more responsibility.

Q. Why are you retiring the Foundation Course?

A. The Foundation Course is replaced by the course materials in our Level 2 Foundation Course & Exam in Leasehold Management and Level 3 Associate Course & Exam in Leasehold Management. The retiring Foundation Course did not include enough content on ethics and behaviours, customers and consumers and safety. All IRPM members must study all four elements of professionalism and understand them as they are laid out in our syllabuses. This is essential to raising professional standards in our sector and to ensure the future health of our profession. Much of the technical content of the old Foundation Course was still relevant but needed a lot of updating. You will find it updated and overhauled in the new course materials.

Q. Will I have to book the new Level 3 exam on your website?

A. No. We will contact members who have purchased Level 3 Associate Course & Exam in Leasehold Management and let them know dates when they can sit the exam. This will be at least two sessions per year, with one in the spring and one in autumn.

Q. Why is it going to cost £449, when the old exam only cost £195?

A. The new qualification comes complete with the exam and course materials. Most members studying for the old exam would have bought the old Foundation Course for £120 as well as paying for the exam, so they would have spent £315. Additionally, the new qualification is awarded by ABBE and appears on the National Qualifications Framework governed by the exams regulator, Ofqual. This costs us £105 and is included in the £449 price. We are not marking up or making any profit from this, simply passing on the cost. We have made



significant investment in making the course materials more engaging and in technology to allow you to take the exam at your home or at work, without the need to pay for travel to an exam venue.

Q. Why did you have to change things at all?

A. Educational standards need updating as the world changes. The IRPM member board demanded we produced a 21st century course – 100% online and on-demand, which can be used on any device, at anytime and anywhere. We live in a very different world to the one when the old Foundation Course was first launched in 2012. The new course absolutely meets the needs of business and professionals in a world of increased public scrutiny, consumer empowerment and concerns about safety. All our qualifications need regular updating and undergo a complete overhaul every three years. Our qualifications raise standards in our profession and benefit you as the student, your employer and the public. We believe that our pricing represents outstanding value for money and is absolutely appropriate for the sector we serve.

Q. If you are experienced you don't need the course, you used to be able to buy the exam on its own. Is this still the case?

A. We will offer standalone exams in 2021, but will only advertise a bundled course and exam purchase from 2022. The new course materials now cover ethics and behaviours, customers and consumers and safety as well as the technical competences that the old courses covered. These are collectively known as IRPM's Four Elements of Professionalism. Last year's review by Lord Best into the Regulation of Property Agents (RoPA) listed all our 4 professional elements as absolute essentials for minimum qualification requirements for the future regulator. This is essential to raising professional standards in our sector and to ensure the future of our profession.

Q. What's new about the course?

A. The technical content has been overhauled and updated to conform with new legislation. The qualification now covers ethics and behaviours, customers and consumers, and safety. Alongside technical content these are collectively known as IRPM's Four Elements of Professionalism. Last year's review by Lord Best into the Regulation of Property Agents (RoPA) listed all of our Four Elements as absolute essentials for minimum qualification requirements for the future regulator. All IRPM members must study these elements and understand them as they are laid out in our syllabus. This is essential to raising professional standards in our sector and to ensure the future health of our profession. The course materials have been converted from dry PDF reading material to a mix of video, audio, interactive text and quizzes. The exam





can now be taken online from your home or at work, without the need to pay for travel to an exam hall.

