



England



Able Agent General User Guide

A training guide to help agents progress and get qualified



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How to get the most out of training

How to build training into your busy agency day

The key to training is to have a clear idea of what you want to achieve and use the training to achieve it.

- Gain Legal Confidence
- Higher fees?
- Better customer service?

Hit targets

This training is designed to enable you to design your own training plan.

Set a goal

Whether you would like to be more confident in sales, have better knowledge of legislation or just get better at customer service – there is a course route for you.

The Able Agent has been designed to be flexible – you can follow the course content in any order.

If you decide to sit the formal qualification you **MUST** complete the 5 core modules to be prepared for your exam.

Before you start – why not think about how much you know or don't know currently!

You can do this via a skills analysis

How to use the skills analysis tool

- Book 15 minutes into your diary
- Read the ranking system and mark yourself 1*-5*
- Once completed, check it makes sense. Do the areas where the scores are high reflect where you excel and do the lowest scores reflect where you struggle?
- Review the skills analysis in 6 months' time and see what has happened to the scores

Topics to consider for training

► Make training easy

- 25 minutes per day
- You should work how you like to work. If doing an hour every 2 days works better for you – in a quiet room – then do that
- If you are happy grabbing 10 minutes between appointments – that's fine too

Make sure you **complete** each lesson so that you can pick up where you left off each time.

► **EXPAND your knowledge....Think about different scenarios that are positive, to showcase your business....This will make the training more relevant.**

- The property that sold via auction and achieved a really high price
- The vendor who used your agency, after previous fall through
- The Landlord who converted to full management service
- The First Time Buyer who saved money on their mortgage
- The market appraisal lead that you did really well
- The laws you helped a colleague with

Knowledge & Skills Analysis

A skills and knowledge matrix helps managers to understand how to make the most of the skills and knowledge in their teams.

Use this skills and knowledge matrix tool to:

- Identify strengths and where there may be gaps
- Identify areas to guide staff development
- Define which training may be of use

How to use the matrix

- 1 Decide who is going to complete the matrix – the manager, the employee or both. There are pros and cons to whichever one you choose.
- 2 Read the ranking system and come back to it when you are uncertain.
- 3 Once completed, check does it make sense? Do the areas where the scores are high reflect where you excel and do the lowest scores match where you struggle?
- 4 Are the right people with the right skills and knowledge doing the right tasks?
- 5 Assign those with the most needs to The Able Agent® online training and do the skills matrix again in 6 months and see what has happened to the scores.

Score	Skill Level	Description
5 ★★★★★	Expert	• Fully capable, experienced and knowledgeable • Sought for help by others • Needs no assistance • Seen as a subject expert
4 ★★★★	Capable	• Capable and experienced • Demonstrates knowledge • Able to work independently with little help • Will be expert with more knowledge and time
3 ★★★	Adequate	• Able to perform routine tasks • Has some direct experience • Unsure of knowledge • Needs help from time to time
2 ★★	Basic	• Limited in knowledge • Cannot carry out critical tasks • Needs significant help from others
1 ★	Low	• Little or no experience or knowledge • Requires full supervision

Knowledge & Skills Analysis

Name Date completed by

General Property Knowledge	★★★★★	★★★★	★★★	★★	★
Membership bodies – redress schemes					
The Importance of Notes					
Hot calling					
Applicant management					
Time management					
Empathy and trust					
Mastering phone skills					
Dealing with angry clients					
Handling abusive calls					
Writing a professional email					
Questioning skills					
Selling using features and benefits					
Overcoming Objections					
Closing techniques					
Managing a well categorised applicant list					
Following up a new applicant					
Proactively generating viewings					
Viewing feedback					
Cross selling mortgages					
Cross selling conveyancing					
Dealing with investors					
Stamp duty/LBTT/LTT					
Booking a perfect market appraisal					
Handling fee enquiries					
The Digital Markets, Competition and Consumers (DMCC) Act 2024					
Cooling off period					
Data Protection Act/GDPR					
Equality Act 2010					
Health and safety					
Anti-money laundering					
Town & country planning – boards, permitted development					
Contract law					

Key: Expert ★★★★★ Capable ★★★★ Adequate ★★★ Basic ★★ Low ★

Knowledge & Skills Analysis

Name Date completed by

General Property Knowledge	★★★★★	★★★★	★★★	★★	★
Land law (Tenure/easements and covenants)					
Building regulations					
Party Wall Act					
Enquiries					
Managing a chain					
Testimonials and new business					
Property Structure					

General Property Knowledge	★★★★★	★★★★	★★★	★★	★
Private treaty and other methods of sale					
Auction					
Tender					
Estate Agents Act 1979					
Referral fees guidance					
Negotiating a sale					
Encouraging and taking offers					
Informal tenders (best and final)					
Price reductions					
Vendor contact					
Gazumping and gazundering					
Understanding surveys					
Dealing with a tricky survey					
Retentions and down valuation					
Property searches					
Title and land registry					

Key: Expert ★★★★★ Capable ★★★★ Adequate ★★★ Basic ★★ Low ★

Knowledge & Skills Analysis

Name Date completed by

Lettings & Property Management	★★★★★	★★★★	★★★	★★	★
Inventory					
Check in					
Periodic Inspection					
Fair wear and tear					
Rent reviews					
Tenancy renewals					
HMOs (Houses in Multiple Occupation)					
Selective licensing					
Town and Country planning - C3 and C4 Use Class					
Dealing with anti social behaviour					
Duties of the property manager					
Emergency repairs					
Repairs in practice					
Condensation					
Contractors					
Landlord tax					
Rent arrears					
Insurances					
Client money					
Ending tenancies					
Deposit deductions and disputes					
Abandoned Goods					
Check out					
Landlord and tenant obligations					
Tenancy Agreements					
Deposit legislation					
Electrical Safety					
CGI Safety					
Non-Housing Act tenancies					
Joint and several liability					
EPC and min standards					
Renters' Rights Act 2025 (RRA)					

Key: Expert ★★★★★ Capable ★★★★ Adequate ★★★ Basic ★★ Low ★

The Able Agent Lesson List

New Starter Courses **CeVAP** & **CePAP**

New Starter Induction



Welcome to Able Agent
Navigating The Able Agent
Course Curriculum
Your Profile Area
Viewing Course Content
Completing and Reviewing Quizzes
Qualification Overview
Progression after CePAP?
How to Contact Support
Copyright - Important Notice

The Able Agent Lesson List

Letting Essentials CeVAP & CeVAP

Handling Landlords' Enquiries

- Booking the perfect lettings market appraisal
- Permissions required to let
- Terms of business
- Knowing your landlord type
- Upsell to property management
- Prospecting for new rental property

Handling Tenants' Enquiries

- Registering tenants on your mailing list
- Categorising your applicant list
- Following up a newly registered applicant
- Generating lettings viewings
- Viewing feedback

Negotiating a Let RRA

- Negotiating a Let
- Negotiating a Let (RRA)
- Referencing
- Rental Pricing and Rental Bidding
- Right to Rent Checks
- Guarantors (RRA)
- Letting to Tenants on Benefits (RRA)
- Letting to Tenants with Pets (RRA)
- Letting to Tenants with Children (RRA)
- Business Generation at Referencing
- Landlord Contact and Price Reductions
- Move In Procedures (RRA)
- Move In Procedures – Documentation (RRA)

Lettings Legislation RRA

- Housing Act 1988
- Renters' Rights Act 2025 Overview
- Renters' Rights Act 2025 – Overview and Implementation Timeline
- Tenancy Reforms under the Renters' Rights Act 2025
- Compliance and Documentation Duties under the Renters' Rights Act 2025
- Rent Repayment Orders (RRA)
- Section 13 Rent Increase Notices
- Ending Tenancies Overview
- Section 8 Notices Overview
- Non Housing Act Tenancies
- Landlord Obligations
- Landlord Repair Obligations Overview
- Tenant Obligations (RRA)
- Exclusive Possession
- Property Safety Overview
- Gas Safety
- Electrical Safety Standards (Private Rented Sector) Regulations 2020
- Furniture and Fire Safety Regulations
- Legionnaires' Disease
- Smoke and Carbon Monoxide Safety
- Immigration Act – Right to Rent
- Homes (Fitness for Human Habitation) Act 2018
- EPC Minimum Standards
- Housing Health and Safety Rating System (HHSRS)
- Tenant Fees Act 2019 Overview (RRA updated)
- Client Money Protection
- Deposit Legislation – Housing Act 2004
- Rent Payments and Deposits Overview (RRA)
- Protection from Eviction and Harassment

The Able Agent Lesson List

Estate Agency Essentials **CeQAP**

Handling Vendors' Enquiries ☐

- Booking the perfect market appraisal in sales
 - Handling fee enquiries
 - Terms of business
- Knowing your vendor type
 - Sitting tenants
- Methods of sale – Private treaty
 - Understanding Auction
- Methods of sale (Auction)
- Methods of sale (Tender)

Handling Buyers' Enquiries ☐

- Registering buyers on your mailing list
- How do you categorise your buyer applicant list
- Following up a newly registered sales applicant
 - Generating sales viewings
 - Viewing feedback
- Cross-selling mortgages
- Cross-selling conveyancing
- Understanding Mortgages

Negotiating a Sale ☐

- Encouraging offers
 - Taking offers
- Proof of funds
- Understanding mortgages
 - Negotiating a sale
- Multiple offers – informal tenders (best and final)
 - Gazumping & Gazundering
 - Price reductions
- Vendor contact
- Instruction to exchange overview

New

Sales Progression Introduction ☐

- Instruction to exchange overview
 - Sales progression overview
 - Memorandum of sale
- Introduction to Progressing the Sale
 - Understanding surveys
- Problem solving – Down Valuation and retentions
 - Understanding property searches
 - Problems with Finance
- Listed buildings and conservation areas
 - Selling Leasehold Property

Estate Agency Legislation ☐

- Estate Agents Act Overview
 - Referral fees
- Additional resources

The Able Agent Lesson List

Sales Skills & Customer Service CeVAP & CeVAP

Customer Service

- Meet and greet
- Empathy and trust
- Mastering phone skills
- Dealing with angry clients
- Handling abusive calls
- Customer Service law overview
- Writing a professional email

Sales Skills

- Better Questions, Better Data, Higher Fees
- Features and Benefits
- Overcoming Objections
- Closing Techniques
- Prospecting Power Hour
- Cross Selling Mortgages
- Cross Selling Conveyancing and Solicitors' Services
- Upselling to Property Management
- Guest Expert Sales Skills – Lee Woodward
- Additional Resources

Negotiator Skills

- The importance of notes
- Reviews and tasks
- Hot calling
- Applicant management
- Keeping a pipeline and working to targets
- Handling portal enquiries
- Time management
- How to carry out a perfect viewing
- Different viewing types
- Marketing property
- Security of property
- Additional resources

Preparing for and carrying out the Perfect Viewing

- Prepare for the Perfect Viewing
- Different Viewing Types
- How to Carry out the Perfect Viewing
- Security of Property
- Lone Working
- Viewing Feedback

The Able Agent Lesson List

Legal Compliance CeVAP & CeVAP

Property Law

Land law
CEAR Act
Building regulations
Energy performance certificates
Stamp Duty Land Tax
Party Wall Act 1996
Town and Country planning and boards
Town and Country planning – Planning permission
Permitted development/conservation
Occupancy restrictions
Agent of necessity

Compliance

Digital Markets, Competition and Consumers (DMCC) Act 2024
Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
Equality Act 2010
Worker Protection (Amendment of Equality Act 2010) Act 2023
Health and Safety Overview
Health and Safety – Occupiers’ Liability Law
Safety Viewings in New Homes
Lone Working
Consumer Rights Act
Law of Tort
Business Protection from Misleading Marketing Regulations 2008

UK Data Protection

Data Protection UK GDPR
Data Protection in Practice

New

Ethics and Their Importance

What is meant by ethical practice?
How can you meet ethical objectives?
What is a fit and proper person test?
Why ethics can lead to high standards

AML – Anti Money Laundering

Introduction to Anti-Money Laundering
Employers’ Responsibilities
Assessing Risk and Due Diligence
Employers’ Obligations
Enhanced Due Diligence – Additional Measures
Set Up – A Guide for Business
Employees’ Responsibilities (including lettings)
Anti-Money Laundering ID Checks
SARs and Tipping Off
Politically Exposed Persons (PEPs)
When Should You Be Suspicious?
Register of Overseas Entities – Economic Crime (Transparency and Enforcement) Act 2022
AML in Practice – Record Keeping
Reporting Suspicious Activity
Sanctions
Lettings Sanctions
AML Glossary

Enhanced learning : Consumer Regulations, Material Information and DMCC Act

Digital Markets, Competition and Consumers (DMCC) Act 2024 (formerly CPRs)
Consumer Protection Regulations vs DMCC Act Comparison
Material Information Overview under the DMCC Act
DMCC Act (formerly CPRs) – Marketing
Example Scenarios – DMCC Act/CPRs
DMCC Act (formerly CPRs) and Estate Agent Act – Listing Guidance
DMCC Act Essentials for Agents: No More Hidden Costs and Review Rules
Material Information and Invitations to Purchase
Property Fact Form – Estate Agency and Lettings

The Able Agent Lesson List

Property Management **CeVAP**

Property Management Overview (RRA) ☐

- The Renters' Rights Act 2025 Overview **New**
- Renters' Rights Act 2025 – Overview and Implementation Timeline
- Investigatory Powers under the Renters' Rights Act 2025 **New**
- Tenancy Reforms under the Renters' Rights Act 2025 **New**
- Compliance and Documentation Duties under the Renters' Rights Act 2025
 - Inventory
 - Documentation after Move In (RRA)
 - Check In
- Section 47 and Section 48 Landlord and Tenant Act
 - Council Tax
 - Periodic Inspections
 - Fair Wear and Tear
 - Rent Reviews (RRA)
- Section 13 Rent Increase Notices (RRA)
- HMOs (Houses in Multiple Occupation) under the RRA
 - Selective Licensing
- Town and Country Planning – C3 and C4 Use Classes
- Dealing with Anti-Social Behaviour under the RRA
 - The Private Rented Sector (PRS) Database **New**
 - Landlord Ombudsman Service **New**
- Landlord and Tenant Support, Redress, Ombudsman and Portal Duties (RRA) **New**
- Non-Housing Act Tenancies
- Ending Non Housing Act Tenancies

Repairs RRA ☐

- Duties of the Property Manager
 - Repairs in Practice
 - Emergency Repairs
- Tenant Repairs and Responsibilities
 - Damp and Condensation
 - Contractors
 - Asbestos
- Repairs – Listed Buildings and Conservation Areas
- Electrical Installation Condition Reports (EICR)
- Awaab's Law Overview
- Part P of the Building Regulations

Client Money and Tax ☐

- Landlord Tax Overview
- Overseas Landlord Tax
- Rent Arrears Overview
- Tenant Fees Act 2019 Overview (RRA updated)
- Insurances
- Rent Payments and Landlord Statements Overview
- Rent Payments and Deposits Overview (RRA)
- Client Money
- Rent Repayment Orders (RRA)
- Rental Pricing and Rental Bidding

Ending Tenancies ☐

- Check Out (RRA)
- Ending Tenancies Process
- Your Tenant Wants to Leave (RRA)
- Ending Tenancies, Gaining Possession and Court Reform
- Section 8 Notices Overview
- Serving Notices – Process
- Deposit Deductions
- Tenant Deposits
- Deposit Disputes
- Deposit Legislation – Non-Compliance Penalties
- Abandoned Goods **New**
- Torts (Interference with Goods) Act 1977 **New**

The Able Agent Lesson List

Sales Progression

Sales Progression Specialism

Instruction to exchange overview
Sales progression overview
Reservation Agreements
Memorandum of sale
Introduction to Progressing the Sale
Managing the chain after instruction
Managing a chain - step one
Communicating with solicitors
Progressing Enquiries
Understanding surveys
Dealing with a tricky survey
Problem solving – Down Valuation and retentions
Understanding property searches
Problems with Finance
Who's Who in Mortgages
Insurance, Warranties and Indemnities
Deed of Variation Process
Understanding Title and Land Registry
Gazumping – taking offers after sale agreed
Listed buildings and conservation areas
Selling Leasehold Property
Stamp Duty Land Tax
Stamp Duty Land Tax Calculator
Exchange and Completion
Selling opportunities
Testimonials, Reviews and New Business
What happens after a fall through?
Top 5 Sales Progression Tips
Progressing Enquiries Scenarios
Searches – Scenario Examples
Exchange and Completion Day Scenarios

Auction

Auction

Understanding the different types of Auction
From market appraisal to launch
The Modern Method of Auction
Marketing
The Auction Pack
Vendor contact and setting a reserve
Differences Between Online & In-Room Auction
On the Auction day
The difference between a fee and a deposit
Spotting opportunities
Objection Handling – Auction
What are ideal properties to enter into Auction?
Pricing at Auction
Selling the benefits of Auction
Understanding the Disadvantages of Auction
Agreeing the sale at Auction
Legislation at Auction
The Buyer & Seller Friendly Auction
What happens if the property doesn't sell at Auction?
Sales progression at Auction
Best Practice Auction Guide
Who is our Guest Expert – I Am Sold

The Able Agent Lesson List

Listing & Marketing Appraisal CeVMA

Prospecting and Preparing for a Market Appraisal

- Prospecting from your database
- Prospecting for new rental property from your database
- Getting market appraisals from previous valuations
 - Prospecting from other sources overview
- Booking the perfect market appraisal in sales
- Booking the perfect market appraisal in lettings
 - Marketing appraisal preparation overview
 - What makes a good lister?
- The importance of understanding your local market
 - Comparable evidence overview
- Understanding factors that affect property value – Condition
 - Know your competitors

General Lister Skills

- Measuring practice
- Sales skills – building rapport
- Overcoming objections on a market appraisal
- Selling and letting leasehold property
- How to raise fees in sales (features and benefits)
- How to raise fees in lettings & property management
- Closing techniques for listers
- Market appraisal follow up
 - Confirming terms
- Vendor introductory call
- The lister branch relationship – clear client service standards
 - How to prepare for the perfect viewing
 - Carrying out the perfect viewing

Carrying Out the Perfect Market Appraisal

- Carry out the perfect sales market appraisal – introduction
 - Advising your Seller
- Presenting price on the market appraisal
 - Presenting different methods of sale
- The Importance of good rental stock
 - Role of admin
- Carry out the perfect lettings market appraisal
 - Assessing rental value
- Lettings market appraisal – presenting your services

Managing Stock and Preventing Withdrawals

- Preventing Withdrawals
- The Lister/Brand Relationship and Clear Client Service Standards
 - Vendor Contact Overview
 - Introductory Call
- Vendor Contact 4-Week Review Call
- Writing a Professional Email
- Know your Property Market Pricing and Amenities
 - Managing Price Adjustments
- Landlord Contact and Price Reductions
- Managing Price adjustments in Lettings
 - Upselling to Property Management

The Able Agent Lesson List

Listing & Marketing Appraisal **Ce~~V~~MA**

Advanced Law for Listers



The Digital Markets, Competition and Consumers (DMCC) Act 2024

DMCC Act (formerly CPRs) and Estate Agent Act – Listing Guidance

DMCC Act (formerly CPRs) and Estate Agent Act – Selling Guidance

Material Information Overview

Example Scenarios – DMCC Act (formerly CPRs)

Gathering the Right Information

Estate Agents Act 1979 Overview

Estate Agents Act for Listers

Land Law

Land Law Overview

Land Law for Listers – Understanding Tenure

Easements and Covenants

Understanding Tenure (Flying Freeholds)

What is a Section 106?

New Build Warranties

Town and Country Planning (Display of Advertisements)

General Law Overview

Negligence and Law of Tort

Confirming Terms for New Property for Sale or Let

Contract Law and Ending Contracts

Agents' Obligations and Common Law Obligations

Consumer Contracts Regulations

Consumer Rights Act

Property Structure **Ce~~V~~MA & Ce~~S~~P**

Property Structure



Common Issues at Market Appraisal that might affect Sale

Common Issue at Marketing that may affect Letting or Property Management

Property Types and Terminology

Understanding Property Styles and Ages

Understanding Building Defects on Survey/Listing

Construction Methods

Foundations and Common Defects

A Basic Guide to Cracks

Floors

Roofs and Guttering Overview

Roofs

Guttering

Windows and Doors

Damp and Rot Overview

Gas, Electrics and Water – What to Check on Listing

Japanese Knotweed

Garage Conversions

Lead, Radon and Shale

The Able Agent Lesson List

Agency Management – Not included in standard subscription

Principles of Management and Leadership

- Introduction to the role of a manager
- Qualities of a good manager
- What are daily tasks of the manager?
- Features of good management
- Leadership Vs Management
- Understand the application of management
- Features of good management
 - Leadership Styles
- 5 top tips to help you excel
- Mastering daily activities
- 6 reasons your team hate you
 - Being a good manager
- Leaders lead by example

Ethics and their importance

- What is meant by ethical practice?
- How can you meet ethical objectives?
- What is a fit and proper person test?
- Why ethics can lead to high standards

Managing the Team

- Getting to know your Team
- Knowledge and Skills Matrix
- Honey and Mumford Learning Styles
- Managing Team Dynamics
 - Psychological Safety
- Managing a Team to Achieve Business Goals
 - Managing a Team Remotely
 - Managing Change
 - Meetings Overview
 - The Morning Meeting
- Stages of Team Development
 - Wellbeing for Managers
- Equity, Equality and Diversity

General Law

- General Law
 - General Legal Concepts
 - Agents Obligations
 - Contract Law and Ending Contracts
 - Managers Negligence and Law of Tort
 - Equality Act
 - Health & Safety Overview

The Able Agent Lesson List

Agency Management – Not included in standard subscription

Managing Individuals ☐

- How can a manager support individuals to perform well?
- How to monitor underperformance of individuals
- Understanding the Differences between Skill & Will
 - Disciplining
- Implementing More Formal Disciplinary Procedures
- Help Staff Cope With Your New Role
- Performance Reviews

Managing Legal Compliance ☐

- Why does legal confidence improve Business Practice
- DMCCs Act (formerly CPRs) and Estate Agents Act
 - Selling Services
 - Consumer Contracts
- The Manager's role Monitoring Legal Compliance
 - Equality Act
- Business Protection From Misleading Marketing Regulations
 - Health & Safety Overview
 - Health & Safety Legislation

Skills for Business Performance & Personal Development ☐

- Setting SMART Goals
 - Procrastination
- How to Overcome Procrastination
 - EAT THE FROG
 - Time Management
- The Pomodoro Technique
- Benefits of Coaching
 - GROW Coaching
 - Delegation
- Decision Making
- Problem Solving

Managing Customer Service ☐

- Customer Service starts with Communication
 - Cause of Complaints
- Understanding your Complaints Policy and Procedure
 - Complaint Handling
- Turning Complaints into Positive Reviews and Referrals

Managing Budgets, Data & Resources ☐

- Maximising Performance with KPI's
- Keeping a Pipeline and Working to Targets
 - Understanding a P&L
 - Budgeting Overview
 - SWOT for Business
- SWOT for Property Marketing
- Manager & Marketing
 - Data Fundamentals
 - Data & Marketing
- Prospecting from your Database
- Market Appraisal Preparation
- How to Use Social Media for Business
- The Importance of Keeping Business Records
 - Auditing Your Business

Managing HR and Relevant Legislation ☐

- Understand the Process of Recruitment
- Understand and apply principles of Strategic HR
 - How to Conduct an Interview
 - How to Write a Job Advert
 - How to Discipline and Dismiss
- Brief Overview of Employment Law & Equality
 - Right to Work

CeLAP Training Timetable

To succeed in your CeLAP level 3 qualification you need to complete these 5 modules.
By successfully completing these modules you will have fulfilled all the learning requirements to prepare you for your qualification.

Use this training timetable to plan your training and track your progress!

Module	Date Started	Learning Completed	Course Certs Downloaded	Register for L3 Qual	Book Exam Date	Qual Completed
New starter Courses						
New Starter Induction						
Letting Essentials						
Handling Landlord Enquiries						
Handling Tenants' Enquiries						
Negotiating a Let RRA						
Lettings Legislation RRA						
Sales Skills & Customer Service						
Customer Service						
Sales Skills						
Negotiator Skills						
Preparing and Carrying out the Perfect Viewing						
Legal Compliance						
Property Law						
Compliance						
UK Data Protection						
Ethics and Their Importance New						
AML – Anti Money Laundering						
Consumer Regulations, Material Information and DMCC Act						
Property Management						
Property Management Overview						
Repairs RRA						
Client Money and Tax						
Ending Tenancies RRA						

CePAP Training Timetable

To succeed in your CePAP level 3 qualification you need to complete these 5 modules.
By successfully completing these modules you will have fulfilled all the learning requirements to prepare you for your qualification.

Use this training timetable to plan your training and track your progress!

Module	Date Started	Learning Completed	Course Certs Downloaded	Register for L3 Qual	Book Exam Date	Qual Completed
New starter Courses						
New Starter Induction						
Letting Essentials						
Handling Landlord Enquiries						
Handling Tenants' Enquiries						
Negotiating a Let RRA						
Lettings Legislation RRA						
Estate Agency Essentials						
Handling Vendors' Enquiries						
Handling Buyers' Enquiries						
Negotiating a Sale						
Sales Progression Introduction						
Estate Agency Legislation						
Sales Skills & Customer Service						
Customer Service						
Sales Skills						
Negotiator Skills						
Preparing and Carrying out the Perfect Viewing						
Legal Compliance						
Property Law						
Compliance						
UK Data Protection						
Ethics and Their Importance						
AML - Anti Money Laundering						
Consumer Regulations, Material Information and DMCC Act						

Qualification Roadmap

Certificate in Property Advice & Practice

Certificate in Lettings Advice & Practice



You have to complete all the courses in these **5 modules** if you want to gain a Level 3 qualification



New Starter
Induction



Lettings
Essentials



Sales Skills &
Customer Service



Legal
Compliance

+



Estate Agency
Essentials



OR



Property
Management



You have to complete 2 further **modules** if you want to gain a **Level 3 DipPap** qualification



Listing &
Market Appraisal



Sales
Progression



Auction



Property
Management

OR



Agency
Management



	CePAP [®] Level 3 Certificate in Property Advice and Practice	CeLAP [®] Level 3 Certificate in Lettings Advice and Practice
Registration fee	£195 + VAT for exam includes e-certificate	£225 + VAT for exam includes e-certificate
When to apply?	You can apply for (CeLAP / CePAP) when you are ready throughout the year	
Benefits for the individual	Qualify in 7 to 12 months Online study to suit different learning and life styles Covers both sales and lettings in one exam Use the 'CePAP' designation after your name once you qualify	Qualify in 7 to 12 months Online study to suit different learning and life styles Covers both property management and lettings in one exam Use the 'CeLAP' designation after your name once you qualify Eligible for membership of Propertymark ARLA
Assessment Type	1 x 105 minute multiple choice exam	1 x 105 minute multiple choice exam
Assessment Location	Either at a Pearson Vue Centre or take the exam at home or in your office using OnVue remote e-proctoring	
Regulation	Registered with Ofqual in the Regulated Qualifications Framework (RQF) ABBE (Awarding Body for the Built Environment) a recognised provider of property industry qualifications	



Training Course and Qualification updates covering Renters' Rights Act and the DMCC (Digital Markets, Competition and Consumers Act 2024 formerly the Consumer Protection Regulations)

Important updates to training courses and qualification exams

December 2025

Industry Consultation Closes



Government consultation on mandatory qualifications for estate and letting agents closes.

February 26th 2026

AML Digital Identity Update



New guidance issued by HM Treasury on Digital Identity checks under Anti-Money Laundering Regulations.

- Able Agent AML eBook updated

March-April 2026

Renters' Rights Act Course Launch



New Renters' Rights Act short course.

- Included for subscription users
- Available in Lettings Essentials
- Pay-As-You-Go short course available
- Continually updated

30th April 2026

Current Courses End



- Lettings Legislation
- Negotiating a let
- Property Management

1st May 2026

New Courses Go Live



All content now Maps to new L3 CePAP®, CeLAP and CePM exams and syllabus.

- Lettings Legislation RRA
- Negotiating a let RRA
- Property Management Overview
- Repairs RRA
- Ending Tenancies RRA
- Client Money & Tax
- Sales Progression Introduction
- Ethics

June-July 2026

Transition Complete



Exam content in **CePAP** updated to include:

- Renters' Rights Act, CPRs and DMCC, Sales Progression Introduction & Ethics

Exam content in **CeLAP** updated to include:

- Renters' Rights Act, Digital Markets, Competition and Consumers Act 2024 (DMCC Act)

New Content Includes:



Renters' Rights Act



AML & Digital ID updates



Consumer Protection Regulations updates

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DipPAP
Level 3 Diploma in Property Advice and Practice

CeLAP
Level 3 Certificate in Lettings Advice and Practice

CePAP
Level 3 Certificate in Property Advice and Practice

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