# Junior Estate Agent - Level 2 LEARNING JOURNEY - 12 Months



#### Unit I- Organisational **Awareness**

#### This unit focuses on:

- The organisations values
- The business plan
- Targets & KPI's
- Services available to customers
- Your role in the organisation





#### Unit 2 - Customer Service in Estate Agency

#### This unit focuses on:

- Managing customer relationships
- Communication
- Using social media effectively
- Effective administration

#### Unit 3 - Legal & Compliance

#### This unit focuses on:

- Legislation and legal requirements
- Primary authority responsibility

#### Unit 5 - Valuation -Part 2

#### This unit focuses on:

- Basic principles of rebuilding costs
- Local market information
- RICS property measurement standard

#### Unit 7 - Marketing & **Self Presentation**

#### This unit focuses on:

- Undertaking basic research using portals and databases
- Land registry
- Layers of marketing
- Self-presentation

### Unit 9 - Planning Part 2

#### This unit focuses on:

- Building control (conversions and extensions
- Change of use
- Conservation areas

#### Unit I I - Construction & Defects

#### This unit focuses on:

- Traditional & nontraditional construction methods
- Common defects in buildings











# Unit 4 - Valuation Part I

This unit focuses on: Rudiments of types of valuation including:

- Lending
- Researching property values
- Yields and investment values



#### Unit 6 - Tenure, Service Charge & Shared Ownership

#### This unit focuses on:

- Principles underpinning tenure
- Service charges
- Ground rent
- Illegal practices



## Unit 8 - Planning Part I

#### This unit focuses on:

- Basic principles of planning
- Building regulations
- Planning consent
- Highways
- Permitted development



#### Unit 10 - EPA Support & Guidance

#### This unit focuses on:

Preparing you for End Point Assessment



#### Unit 12- EPA Support & Guidance

#### This unit focuses on:

- Preparing you for Gateway
- Preparing you for End Point Assessment