

JUNIOR ESTATE AGENT

This training programme has been designed for those working in the housing and property sector. Individuals work in a customer facing role with responsibility for securing successful property sales. Junior Estate Agents may work in different areas of an estate agency such as sales, auctioneering and commercial property. They will be required to understand and comply with contractual, statutory and legal restrictions and client confidentiality.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 2
- Duration - 10 months
- Blended approach to delivery which could include webinars, face-to-face, and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Learners aged 16–18 must achieve maths and English at Level 1 or 2, depending on the standard, unless exempt
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End-Point Assessment



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The learner journey

1. 10 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment (EPA). The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

From 1 August 2025, apprentices must complete at least 187 hours of off-the-job (OTJ) training over a minimum of 8 months, with some standards requiring more for those without prior learning. Learn more about [OTJ training hours](#).

2. Gateway – After the 10 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the EPA.

3. End-Point Assessment – This is when your learner will need to demonstrate they have developed the required knowledge, skills and behaviours, through a portfolio of evidence and a professional discussion. The EPA will also include a scenario based task to be completed under exam conditions.

How your employees will learn

Support is available to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online.

This will help the learners to meet the standards set, resulting in them becoming competent and fully qualified as a Junior Estate Agent.

The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

Basic principles of rebuilding costs, selling, marketing advice and local market information; methods of sale; lettings and investments, RICS property measurement standard and market valuation; legislation and regulations; primary authority responsibility; principles underpinning tenure; undertaking basic research; Land Registry; building construction terminology, common defects in buildings; building regulations and planning; private treaty, public and private auctions, informal and formal tender and the relevant legal requirements; principles, policies and practices of the organisation; knowledge and understand how their role fits in within the organisation.

Skills:

To demonstrate an understanding of the estate agency; recognise opportunities and referrals; organise and plan work; ensure tasks are prioritised; decision making; work effectively with colleagues; identify solutions to problems; communication and interpersonal skills; manage relationship with customer; appropriate use of social media; effective use of IT equipment; presentation skills; handling difficult people and situations; take control of a negotiation; administrative skills; digital and hardcopy records; diary management, filing, making and receiving telephone calls; internal and external communications etiquette.

Behaviours:

Demonstrate a responsive approach to customer needs; professional standards of behaviours and personality; dress appropriately and aware of personal presentation; industry codes of practice; present the company and self in best possible light; understanding of how it fits within the company structure; converse appropriately with customers, colleagues and professionals; principles of customer care; timely and responsive action to instructions; responsibility for their own personal development; act as an ambassador for the organisation; meets personal and work commitments; good timekeeping; willingness to accept fast changing priorities and work patterns.

For more information visit: [Skills England](#)