



JUNIOR ESTATE AGENT LEVEL 2

The Junior Estate Agent is a customer-facing role responsible for administrative support in property sales. They work under supervision, handling tasks like data registration, arranging viewings, and producing marketing materials. The role spans various estate agency areas, requiring compliance with legal and contractual standards. The Junior Estate Agent gains foundational skills, fostering career progression within their current organisation or the industry. The apprenticeship covers diverse responsibilities, from property research to photography, emphasising collaboration with colleagues and commitment to quality work. Completion opens doors for advancement and further qualifications in the dynamic field of property sales.

WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

TOTAL DURATION: 15 MONTHS

PRACTICAL PERIOD: 12 MONTHS

EPA PERIOD: 3 MONTHS

EPA ORGANISATION: OFQUAL

ASSESSMENT METHOD: KNOWLEDGE TEST, PORTFOLIO, CASE STUDY AND INTERVIEW

KNOWLEDGE, SKILLS AND BEHAVIOURS

THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- How to undertake basic research, including portals, and databases such as Rightmove and Zoopla. Knowledge of Land Registry, layers of marketing and self-presentation...
- Awareness of the basic principles of planning, including the role of national and local government, building regulations and planning, outline and detailed planning consent, highways, building control (including conversions and extensions), permitted development, listing, change of use and use class order and conservation areas.
- Basic knowledge of traditional and non-traditional building construction terminology, knowledge of the most common defects in traditional buildings such as subsidence, damp etc.
- To have an understanding of active listening, active questioning, empathy, handling difficult people and situations, objection handling, public relations and research. To be inquisitive, respectful, polite and know how to take control of a negotiation conversation.

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KNOWLEDGE

- Be aware of the basic principles of rebuilding costs, selling, marketing (including use of social media) and marketing advice, local market information, different methods of sale and a basic understanding of lettings and investments, RICS property measurement standard, and market valuation.
- A general understanding of: Estate Agents Act (1979), Consumer Protection from Unfair Trading Regulations (2008), Consumer Rights Act (2015), Business Protection from Misleading Marketing Regulations (2008), Business Protection Regulations (2008), Stamp Duty and Land Tax, Trades Description Act (1972), Proceeds of Crime Act (2002), Landlord and Tenant Act (1954), Auctioneers Act (1845) etc. and understand Primary Authority Responsibility. Principles underpinning tenure, service charges, ground rent, shared ownership, accounting procedures and handling client's money, illegal practices and role of trading standards
- How to undertake basic research, including portals, and databases such as Rightmove and Zoopla. Knowledge of Land Registry, layers of marketing and self-presentation

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INSPIRE ATA AND SECTOR NEWS:



SKILLS

- To demonstrate an understanding of the competitive market-place and commerciality of Estate Agency, Innovation, recognising opportunities and referrals.
- To be able to organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales.
- Effective use of IT equipment and software, including specific sales and lettings packages, phone systems, use of mobile phones, measuring devices, dictation machines, damp meters, touch typing, cameras, PCs/laptops/tablets, multifunction copiers, cloud data systems (and data compliance), safety devices.
- To be able to demonstrate presentation skills, viewing and selling properties, cross-selling, lettings and referrals. Standard methods of concluding sales; understanding needs.

BEHAVIOURS

- To present the company, oneself and the profession in the best possible light. To have an understanding of how the role fits in within the company structure. To be able to converse appropriately with customers, colleagues and professionals, forwarding enquires as necessary.
- To be able to take timely and responsive action to instructions given, with the aim of being able to work independently.
- To take responsibility for their own personal development, safety and training. Act as an ambassador for the organisation and profession as a whole. Meets personal and work commitments and the expectations of others. Demonstrate good timekeeping and consistency, as well as self-presentation.