

# SAMPLE EXAMINATION QUESTIONS

## LEVEL 2 AWARD IN INTRODUCTION TO SALE OF RESIDENTIAL PROPERTY (ENGLAND, WALES & NORTHERN IRELAND)

- **Unit 1: Health and Safety, Security and General Law (COM1)**
- **Unit 2: Customer Service within the Property Sector (CSPS1)**
- **Unit 3: Regulations Relating to Sale of Residential Property (RSRP)**
- **Unit 4: Practice Relating to Sale of Residential Property (PSRP)**

**Note: In your examinations each unit will be assessed separately.**

**ALL QUESTIONS REMAIN THE PROPERTY OF PROPERTYMARK QUALIFICATIONS AND MUST  
NOT BE REPRODUCED IN ANY FORM**

**Question 1**

Which of the following would be regarded as appropriate conduct in respect of the two fire extinguishers kept in your office?

- A check the expiry date on the equipment
- B Use the equipment to prop open the office door on a hot day
- C Borrow one of the extinguishers for your car
- D Lend one of the extinguishers to a client


**Question 2**

Where a client gives notice to a property professional in line with the terms of a contract, the contract can be said to have ended by:

- A frustration
- B breach
- C performance
- D agreement


**Question 3**

Where a court orders a person to fulfil their part of a contract this is known as:

- A an injunction
- B specific performance
- C enforcement
- D damages


**Question 4**

The property professional is securing a property following a viewing when the key breaks in the lock. Which of the following would be the **BEST** primary course of action?

- A Instruct a locksmith to attend
- B Contact the client and seek their instructions
- C Ask a neighbour to monitor the property until the client returns
- D Leave a note on the front door to advise the client of the problem


**Question 5**

Which of the following has your agency breached if it misdescribes a service or property?

- A Business Protection from Misleading Marketing Regulations 2008
- B Consumer Protection from Unfair Trading Regulations 2008
- C Sale of Goods Act 1979
- D Town and Country Planning Act 1990


**CONTINUE OVER**

**Question 6**

Health and Safety legislation requires all employers to provide which of the following?

- A Work mobile phones for use when out of office
- B Adequate training
- C A nominated room for administrating first aid
- D Security guards for the premises


**Question 7**

In customer care, what is the **MOST** important reason for having the ability to communicate appropriately with customers?

- A It presents you and the company in the best possible light
- B It saves you time when negotiating
- C It ensures the customer will always ask for you when they contact the agency
- D It builds your confidence


**Question 8**

You are in the process of booking a viewing and have gathered the full details from the applicant. Which of the following **BEST** describes the process of recording the appointment?

- A Write a note in your day book
- B Text your colleague to tell them you will be leaving the office shortly
- C Recording the appointment on the manual property file
- D Entering the full details into the office diary


**Question 9**

Which of the following is **MOST** likely to be regarded as a modern method of communication when developing a customer relationship?

- A Email
- B Social media
- C Text
- D Telephone


**CONTINUE OVER**

**Question 10**

Where two agents are selling the same property in competition, this is called:

- A dual agency
- B joint sole agency
- C sole agency
- D multiple agency


**Question 11**

What is the **MAXIMUM** amount of compensation available for the property ombudsman to award?

- A £500
- B £1,000
- C £25,000
- D £10,000


**Question 12**

Which of the following is possible under a redress scheme?

- A Agent can be taken to court
- B Agent can be fined
- C Agent can be issued with a warning notice
- D Agent can receive a formal complaint


**Question 13**

What **MOST** accurately describes client's money?

- A Money paid by the client for the deposit for a house
- B Money paid by the client to the agent by way of their sales commission
- C Money held by the agent on trust
- D Money paid by the client on exchange of contracts


**Question 14**

Which of the following statements is **TRUE** concerning residential For Sale boards?

- A Two boards can be erected at a property
- B Planning permission is never required for the erection of boards
- C Boards must be no larger than 0.5 square metres
- D Boards can stay up at a property for 28 days after completion


**CONTINUE OVER**

**Question 15**

Which one of the following factors have the **LEAST** impact on value?

- A The location of the property
- B A recently fitted kitchen
- C An acre of land is owned by the property
- D The property is an Edwardian character detached house


**Question 16**

What is the **MOST** important procedure to follow when an agent hands keys over to the buyer?

- A To check that legal completion has taken place with the seller's solicitor
- B To check that the sellers have moved out
- C To check that all the keys are available
- D To ask for identification from the buyers


**Question 17**

Which of the following documents are **NOT** required for exchange of contracts to occur?

- A Sale contract
- B Local searches
- C Mortgage offer
- D Council tax confirmation


**Question 18**

What is the **MOST** common method of sale in normal market conditions when multiple offers are expected?

- A Online auction
- B Best and final offers
- C Private treaty
- D Tender


**Question 19**

Which of the following **BEST** describes the way offers should be dealt with?

- A Offers must be put forward verbally to the seller within 72 hours
- B Offers must only be put in writing to the seller
- C Offers must be put forward to the seller promptly and in writing
- D Offers must be put forward to the seller once you have the buyer's solicitor's names


**END**

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