

Purpose Built Student Accommodation Management

Level 2

Syllabus (Learning outcomes and assessment criteria)

This course is aimed at new entrants to the Purpose Built Student Accommodation (PBSA) sector at property level, or those already working in the sector at this level, wishing to gain a broader understanding of it, in order to develop their skills and knowledge to further their careers. It is designed to give them a general overview of six important areas of PBSA management in the PBSA sector. Throughout this course, the learner will be referred to as Residential Property Manager, however this is a broad term that will encompass many actual job roles including, Building Manager, Assistant Building Manager, City Manager, General Manager, Building Administrator or Customer Service Assistant, amongst others.

Unit 1: An Introduction to Purpose Built Student Accommodation Management for Residential Property Managers and on-site staff

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to explain how building management can be provided in line with the agreed requirements for the resident and landlord.*

Unit 2: An Introduction to the Legal Framework in Purpose Built Student Accommodation Management

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to know the link between legal requirements and the services provided in the management agreement.*

Unit 3: An Introduction to Health and Safety in Purpose Built Student Accommodation Management

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to explain safety and risk management in Purpose Built Student Accommodation Management*

Unit 4: An Introduction to the Customer in Purpose Built Student Accommodation Management

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to explain the importance of customer service, behaviours and attitude. This unit also explores the how to build up a rapport with the customers and the skills required.*

Unit 5: An Introduction to Ethics and Behaviours in Purpose Built Student Accommodation Management

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to explain the knowledge and understanding required to enable managing agents to give consideration towards ethics and behaviours in PBSA management based on the International Ethics Standards (IES).*

Unit 6: An introduction to Mental Health and Wellbeing in Purpose Built Student Accommodation Management

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to explain the importance of recognising and understanding mental health and wellbeing issues affecting students, best practise to deal with them and the extent of their duty to the students.*

Unit 1: An Introduction to Purpose Built Student Accommodation PBSA management for Assistant Building Managers and on-site staff

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to explain how building management can be provided in line with the agreed requirements for the resident and landlord.*

Learning outcomes The learner will	Assessment criteria The learner can:
1 Know about the Purpose Built Student Accommodation sector	1.1 Know how and why this sector of the market emerged, its development over time and what purpose it currently serves
	1.2 Know the annual cycle of a typical PBSA year
2 Know how to manage buildings	2.1 Know how repair, maintenance and service needs for specific buildings are managed
3 Know about the client's financial drivers and objectives	3.1 Know the importance of income
	3.2 Debtor Control
	3.3 Other Revenue Streams
4 Know about operational budgets	4.1 Know how to control operational budgets
	4.2 Know how to monitor budgets
	4.3 Know how to report on budgets
5 Know about financial aspects specific to student accommodation	5.1 Know how Student Loans work in different parts of the UK and eligibility criteria
	5.2 Know how overseas students fund their studies including overseas bursaries
6 Know how to provide services and manage service providers	6.1 Know why various types of insurance are needed in PBSA management
	6.2 Know how service level agreements monitor contractor performance
7 Know the site staff employment process	7.1 Know the responsibilities for the administration and supervision of staff on site

8 Know why it is important to respond to residents' needs	8.1 Know how to deal with disputes between residents including anti-social behaviour
9 Know about building contractual and non-contractual relationships with educational and external institutional partners	9.1 Know about accommodation nomination agreements with universities
	9.2 Know about other important relationships such as with overseas accommodation agencies

Unit 2: An Introduction to the Legal Framework in Purpose Built Student Accommodation PBSA management

Unit Summary: *This unit enables Assistant Building Managers to know the link between legal requirements and the services provided in the management agreement.*

Learning outcomes The learner will	Assessment criteria The learner can:
1. Know about the management agreement	1.1 Know what is included in the management agreement
2. Know residents' rights and responsibilities	2.1 Know the legislative framework
	2.2 Know the residents right to information
	2.3 Know operator's rights and responsibilities
	2.4 Introduction Renters Rights Act 2025
3. Know about the Assured Shorthold Tenancy Agreement / Assured Periodic Tenancy	3.1 Know how the Assured Shorthold / Assured Periodic Tenancy Agreement is structured
	3.2 Know how the Assured Shorthold / Assured Periodic Tenancy Agreement works as a contract.
	3.3 Know how does a Common Law Tenancy (CLT) differ from an AST/APT?
	3.4 Know how covenants can control the service requirements for a Purpose-Built Student Accommodation block
	3.5 Know remedies for breaches of covenants
	3.5 Know about guarantors
	3.6 Deposits and advanced rent
	3.7 An alternative to AST/APT: Licence to Occupy
4. Know about complaints procedures and dispute resolution	4.1 Know the options available for dispute resolution following complaint policies and how to use dispute resolution services

5. Know about industry codes of practice in Purpose
Built Student Accommodation

5.1 Know the industry relevant codes of practice and guidance advice

Unit 3: An Introduction to Health and Safety in Purpose Built Student Accommodation PBSA management

Unit Summary: *This unit enables managing agents to explain safety and risk management in PBSA management.*

Learning outcomes The learner will	Assessment criteria The learner can:
1. Know about basic health and safety (H&S) legal requirements in PBSA management	1.1 Outline the meaning of the terms 'Responsible Person' & 'Principle Accountable Person'
	1.2 Know the legal basis for obligations on the landlord and building operator
	1.3 Describe the statutory health and safety documents that are required in PBSA management
	1.4 List the reasons for gaining admission to residents' accommodation for health and safety reasons
2. Understand how health and safety risks are managed in PBSA management	2.1 Define the terms 'hazard' and 'risk'
	2.2 Outline the process for carrying out risk assessments
	2.3 Explain the process of contractor management
	2.4 Outline the importance and process of emergency response planning in PBSA properties <ul style="list-style-type: none"> - Emergency guide - Premises Information Box - Emergency Bag - First Aid Kit - Incident Escalation Policy - Training and Drills

	2.5 Describe the health and safety assets and other equipment that are found in PBSA buildings and how they should be maintained
	2.6 Outline how accidents and near misses should be dealt with in PBSA
3. Understand what areas of health and safety resident property managers are required to understand and be compliant in.	3.1 Describe the Housing Health and Safety Rating System (HHSRS) guidance on health and safety for residential property managers
	3.2 Outline what is required for fire safety management by residential property managers
	3.3 Outline what is required for water hygiene management by residential property managers
	3.4 Outline what is required for gas safety management by residential property managers
	3.5 Outline what is required for electrical safety management by residential property managers
	3.6 Outline what is required for working at heights management for residential property managers
	3.7 Outline what is required for Control of Substances Harmful to Health management for residential property managers
	3.8 Other areas of health and safety that residential scheme managers should be aware of in PBSA

Unit 4: An Introduction to Customer Service in Purpose Built Student Accommodation PBSA management

Unit Summary: *This unit enables managing agents to explain the importance of customer service, behaviours and attitude. This unit also explores the how to build up a rapport with the customers and the skills required.*

Learning Outcomes The Learner will:	Assessment Criteria
1 Know the right attitude for customer service	1.1 Know how to recognise how customers are feeling and establish a rapport with them
	1.2 Know the importance of showing customers that you are willing and enthusiastic at all times
	1.3 Know the importance of building a positive customer service culture
	1.4 Know the importance of showing customers and colleagues that you can be relied on
2 Know how to show appropriate and positive behaviours to customers	2.1 Know what being customer focused means
	2.2 Know how to recognise and respond when a customer wants or needs attention
	2.3 Know how to interact with customers
	2.4 Know how to identify and utilise non verbal communication
3 Know the different types of customers who may use PBSA	3.1 Outline the different potential resident groups living in your property <ul style="list-style-type: none"> - Undergraduate - Postgraduate - Domestic - International - Under 18's - Other residents e.g. short stay summer residents

Unit 5: An Introduction to the Ethics and Behaviours in Purpose Build Student Accommodation Management

Unit Summary: *This unit enables managing agents to explain the knowledge and understanding required to enable residential property managers to give consideration towards ethics and behaviours in PBSA management*

Learning outcomes The learner will	Assessment criteria The learner can:
1. Understand the basic principles of Ethics and behaviours in PBSA management	1.1 Explain the meaning of the term 'ethics'
	1.2 List the ethical areas applicable to PBSA management
	1.3 Outline the consequences of breaching ethical standards in PBSA management
2. Know how common ethical principles relate to PBSA management	2.1 Give examples of integrity as it relates to PBSA management
	2.2 Outline issues of honesty in PBSA management
	2.3 Know the meaning of respect as it relates to PBSA management
	2.4 Know the meaning of accountability as it relates to PBSA management
	2.5 Explain confidentiality as it relates to PBSA management
	2.6 Outline what is meant by competence in PBSA management
	2.7 Outline what is meant by consumer protection in PBSA management

	2.8 Identify common conflicts of interests in PBSA management
3 Know the importance of giving due attention to social, environmental, and governance considerations.	3.1 List the social and environmental considerations that are important in PBSA management
	3.2 Explain why ethical governance is important in PBSA management
4 Know how to behave when faced with ethical issues in PBSA management	4.1 Identify common legal requirements in PBSA management
	4.2 Outline the steps to be taken when you identify a legal breach
	4.3 Outline the steps to be taken when faced with an ethical issue or dilemma in the workplace
5 Understand the benefits of reflection in improving ethics and behaviours	5.1 Explain the meaning of the term 'reflection' as it relates to the workplace
	5.2 Give examples of how reflection can benefit people and organisations in practice

Unit 6: An introduction to Mental Health and Wellbeing in Purpose Built Student Accommodation Management

Unit Summary: *This unit enables Assistant Building Managers and on-site staff to explain the importance of knowing and understanding mental health and wellbeing issues that affect students, how to deal with them and the extent of their duty to the students.*

Learning outcomes The learner will	Assessment criteria The learner can:
1. Understand legislation governing mental health and equality	1.1 Identify rights under Mental Health Act 2007 & Equality Act 2010
2. Recognise the role that residential property managers have in supporting the mental health of residents.	2.1 Be able to identify the role and support mechanisms that residential property managers use to support the mental health of residents
	2.2 Be able to identify duty of care/boundaries
	2.3 Be able to identify support needed for victim of abuse and those accused of abuse.
	2.4 Identify how to build supportive and positive experiences between staff and residents through community building activities
3 Recognise common issues that affect student mental health and wellbeing	3.1 Know and understand factors in educational stress
	3.2 Know and understand biggest contributors to loneliness
	3.3 Know and understand what constitutes sexual harassment
	3.4 Know and understand common financial burdens
4 Recognise how to deal with student mental health issues	4.1 Understand what mental health training is suitable for your role.
	4.2 Know how to recognise the signs of mental health and distress
	4.3 Know how to recognise the signs of suicide

	4.4 Know the process for dealing with urgent or emergency situations.
	4.5 Understand the importance of signposting and knowing contact details for external support organisations.
	4.6 Understand the importance of incident escalation policies
	4.7 Know the importance of crisis reporting, have clear post-incident procedures and staff debriefing guidelines. Understand what actions need to be taken post incident report. Understand what support is required to staff post incident.
5 Communication with other parties on resident's mental health	5.1 Know the data protection rights of residents when speaking to: <ul style="list-style-type: none"> • Emergency services • Parents/ Guardians • Friends • Educational institutions • Other institutions
6 Additional support networks for residents	6.1 Know support pathways at the educational institution at which the resident studies.
	6.2 Know external organisations that support mental health and wellbeing