



The  
Property  
Institute

# Level 2 Foundation Qualification In Purpose-Built Student Accommodation



# The Property Institute (TPI)

The Property Institute (TPI) is the professional body for residential property managers in England, Scotland, and Wales facilitating safer managed property communities.

Following the 2022 merger of the Association of Residential Managing Agents (ARMA) and the Institute of Residential Property Management (IRPM), and the integration of The Property Managers' Association Scotland Limited (PMAS) in March 2025, TPI carries a combined legacy of over a century in property management.

As a trusted and credible voice of UK residential management, TPI is committed to driving standards and making a positive difference for members, clients and residents.

We support members in improving building management standards and advancing professionally through essential technical knowledge, industry and legislative guidance, training and qualifications. Our strong professional network helps members succeed in their roles and ensures homes are managed competently, safely and ethically.

Beyond our membership network, TPI accredits and audits member firms against Consumer Charter and Standards. We also offer a range of Ofqual-accredited qualifications, training courses, and Continuous Professional Development (CPD) through seminars, workshops, webinars, conferences, and events, having awarded 10,000 qualifications over the past two decades.

# Course Summary

Designed for both newcomers and industry professionals, this practical course introduces the fundamentals of Purpose-Built Student Accommodation (PBSA). The content explores six core areas of residential property management, supporting long-term career development.

**Course Content Access:** 12 months

**Study Hours:** 30 - 70 hours (guidance purposes only)

**Format:** Online self-study

**Modules:** 6

## Qualification Assessment: Exam

- Online multiple-choice exam: 60 questions, 1-hour time limit
- Passing score: 70%
- Instant results upon completion
- Qualification fee: Includes up to three attempts
- Certification: Successful candidates receive a TPI certificate via email.

## Qualification Fee

- Includes access to course modules and the final exam for 12 months
- Early Bird Offer (Available until 30th April 2026): £149
- Standard Price (From 1st May 2026): £249.



# Course Structure

## **Module 1 : Introduction to Purpose-Built Student Accommodation Property Management**

- Annual business cycle and market drivers
- Investor objectives
- Ensuring visitor safety
- Selecting and managing contractors
- Basic maintenance principles
- Partnerships with universities and agencies
- Understanding student finance in the UK
- Rent schedules and debtor control
- Handling accommodation disputes.

## **Module 2: The Legal Framework**

- The legal framework and key documents
- Relationships between building owners, operators, and residents
- Managing deposits and financial transactions.
- Resident rights and information access
- Best practices in resolving complaints and disputes
- Accreditation and compliance regulations.

## **Module 3: Introduction to Health and Safety**

- Key responsibilities for RPMs, operators, and employees
- Essential legal documents for effective Health & Safety management
- Safe contractor management practices
- Emergency planning
- Key Health & Safety features
- Electrical safety standards, fire safety, water hygiene, and compliance requirements.

## Module 4: Customer Service

- Strategies for strong connections with customers
- Importance of a positive customer service culture
- Techniques for prioritising customer needs
- Impact of body language and communication style
- Key customer categories in PBSA
- Tailoring service strategies to meet customers and specific needs.

## Module 5: Introduction to the Ethics and Behaviours in Purpose-Built Student Accommodation

- Core ethical principles and behaviours in PBSA management
- Environmental, social, and governance (ESG) considerations
- Applying ethical reasoning in complex situations
- Strategies for responsible decision-making
- Lessons from ethical challenges and decision making.

## Module 6: Introduction to Mental Health and Wellbeing in Purpose-Built Student Accommodation

- Key laws related to mental health in the PBSA sector
- Identifying support and addressing student mental health concerns
- Collaborating with relevant support networks regarding resident mental health
- Assistance programmes and resources.

## Progression Pathway

- Members can progress to the [Level 4 Member qualification in Build to Rent management](#)
- MTPI Designation Awarded Upon Completion - Graduates of the Level 4 Member qualification in Build to Rent management will be awarded the **MTPI designation** upon completion.



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## **CONTACT US**

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