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**Course approval & training
provider authorisation guide – for
'complete' training for licensing
purposes**

Rent Smart Wales

Autumn 2020

Course approval and training provider authorisation guide - for 'complete' training for licensing purposes

This guide is intended for providers who wish to offer 'complete' training to potential licensees who need to obtain a licence. It provides guidance on creating Rent Smart Wales approved landlord and/or agent training courses, as well as information on how to become an authorised training provider for 'complete' training. If you also want to offer Continuing Professional Development (CPD) training, you must read the guide which explains how to apply for CPD course approval and training provider authorisation. This can be found on the Rent Smart Wales website, on the downloads page: www.rentsmart.gov.wales/en/resource-library/

This guide is divided in four sections:

Course approval

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- Course approval fee

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- Supporting documentation
- Training provider authorisation fee

Rent Smart Wales audit

- Monitoring requirements
- Audit objectives
- Assurance ratings

Course approval and training provider authorisation renewal

- Renewal

If you require assistance with completing the application forms, or need further information about the application process, please contact the Rent Smart Wales Training Team on 03000 133 344 or RentSmartWales.Training@cardiff.gov.uk

Course approval

Background

Part 1 of the [Housing \(Wales\) Act 2014](#) requires any landlord who has a rental property in Wales which is let on an assured, assured shorthold or regulated tenancy to register with Rent Smart Wales. Landlords who undertake letting activities and property management work at their rental properties are also required to apply to Rent Smart Wales for a licence. Landlords who are not involved in managing their rental properties do not need a licence, however, they must use a licensed agent and register as a landlord declaring their agent on the registration. Licensing requirements stipulate licence holders must complete approved training. This training should provide landlords and agents with relevant, up to date information and professional knowledge in order to successfully manage tenancies within the law and provide rented accommodation in good repair.

Under Regulation 4 of [The Regulation of Private Rented Housing \(Training Requirements\) \(Wales\) Regulations 2015](#), the Licensing Authority must specify requirements in relation to training (in accordance with 19(3)(a) of the Housing (Wales) Act 2014).

Training must specify:

- a) the statutory obligations of a landlord and tenant
- b) the contractual relationship between a landlord and tenant
- c) the role of an agent who carries out letting activities or property management work
- d) best practice in letting and managing dwellings subject to, or marketed or offered for let under, a domestic tenancy
- e) the role of a landlord who carries out lettings activities or property management work
- f) any other requirements in relation to training which the licensing authority considers necessary to be included in an approved training course

The legislation makes provision for courses to be approved. In determining applications for course approval, the Licensing Authority (Rent Smart Wales) will assess whether a course meets the minimum content requirements. This document covers the minimum requirements for a **landlord** course (as defined under section 2(1) in the Housing (Wales) Act 2014) and a course for a person acting on behalf of a landlord (**an agent**) (as defined in section 9 of the Housing (Wales) Act 2014) for the purposes of licensing.

Under each subject heading the course should deliver stated learning outcomes. This will not just be the statutory obligations for the delegate, but also the statutory obligations of a tenant and best practice in relation to the subject. All training should be in line with the Rent Smart Wales Code of Practice created by the Welsh Ministers under section 40 of the Housing (Wales) Act 2014.

Landlord course requirements

Courses must provide content on **statutory and contractual requirements** and **best practice**, making it clear the differentiation between each. In addition, the landlord must understand their obligations, tenant's obligations, and where a landlord instructs one, the agent's obligations.

The course content can be delivered in any order or under any number of modules; as long as the overarching learning outcomes are met. When delivering courses through an online platform, training providers should ensure courses are, as a minimum, interactive and engaging, providing an environment that stimulates learning.

The course approval assessment process will consider whether there is an adequate validation process. Rent Smart Wales will require that the learners validation involves a robust examination process which demonstrates that the delegate has a good understanding of the syllabus covered.

The content below is relevant for a 'complete' course aimed at landlords or landlords' staff (defined as 'connected persons') who must undertake training either as part of an initial or renewal licence application. You must ensure all areas listed below are covered in your course content.

Landlord course content for initial licence application

The Housing (Wales) Act 2014	
Rent Smart Wales	Overview, purpose of legislation, Welsh Government
	Registration
	Licensing
	Conditions/Code of Practice
	Fit & proper person
	Training
	Enforcement
	Agent Audit (Rent Smart Wales)
	Changes which must be notified to RSW by law
	Maintaining registration and renewing a licence
	'Connected Person' under Housing (Wales) Act 2014
	Key relationships
Definition and responsibilities	Agent, landlord, tenant
Pre-tenancy considerations	
Permissions/instructions	Freeholder
	Mortgage provider
	Insurance company
	Rent Smart Wales registration/licence
Tax	Income tax (HMRC)
	Capital gains tax
	Inheritance tax
	Council tax
	Land transaction tax
Property investment	Investing in a property
	Private rented sector (PRS) market
Where to get advice	Landlord associations
	Rent Smart Wales Code of Practice
Letting options	Landlord self-manage
	Agent let only, letting & rent collection, full management
	Working with vulnerable tenants
Insurance	Building and contents

	Landlord insurance
	Public liability (contractors)
Advertising/marketing	Fees / breakdown and description (CMA Guidelines)
	Tenant fee ban
Energy performance	Indicators at advertising
	Certificate at viewing
Energy improvement	Legislative changes – tenant request
	Consent & minimum E rating
Property improvements	Conversions, planning and building regulations
Setting up a tenancy	
Types of tenancy	Assured shorthold tenancy (AST)
	Assured
	Regulated tenancy (Rent Act 1977)
	New legislation: Renting Homes (Wales) Act 2016
Tenancy considerations	Subletting and assigning
	Joint and several tenancy
	Succession and rights of survivor
	Housing Act 1988 tenant
	Rental licences
Tenancy agreements	Written - best practice
	Verbal
	Unfair terms
Vetting tenants	Interview & references or reference service
	Guarantor
	ID checks, immigration status
Protection of information	Data Protection Act 2018 / GDPR
Tenancy deposits	Deposit protection schemes
	Inventory (receipts)
	Bond guarantee schemes
Unlawful discrimination	Equality Act 2010
Setting the rent	Agreement with the tenant
	Rent review clause
	Rent assessment committee
Inventories/schedule of Condition	Inventory prepared and signed

	Reasonable wear and tear
Housing benefits	Local Housing Allowance
	Universal Credit
Utilities	Who is responsible for paying
	Record of meter readings
	Welsh Water Regulations 2014 - Landlord Tap
Responsibilities and liabilities of a landlord	
Law – statute, contract and Common	Landlord and Tenant Act 1985 – repair responsibilities
	Implied terms and expressed terms
Housing Health & Safety Rating System	Housing Act 2004
	Common hazards - 29 hazards
	Enforcement
Key health & safety legislation	Electrical Safety Regulations (1994)
	Fire Safety Regulations (FSO 2005)
	Legionella - Health & Safety at Work Act 1974
	Asbestos Regulations (2012)
	Gas Safety Regulations (1998)
	Furniture and Furniture Safety Regulations (1988)
	Smoking and Health Act 2006
	Condensation / damp & mould
Houses of multiple occupation (HMOs)	Definition of a HMO
	Duties of a HMO manager - HMO Regulations 2006
	Licencing - Housing Act 2004, fit & proper
	Failure to comply - offences
	Mandatory and additional licencing
Selective licencing	Brief overview of selective licencing scheme
Disposal of waste	Duty of care
During the tenancy	
Moving in	Key information, appliance instructions
Routine visits, maintenance	24 hour notice, right to quiet enjoyment (law)
	Periodic and other visits
Emergency procedures	Emergency contact

	Emergency entry
Rent	Collection
	Rent Books (weekly)
	Section 13 Housing Act 1988
	Rent arrears triggers
	Small Claims County Court Judgement
Changing terms of tenancy	New Terms (Housing) Act 1988 Section 6
Landlord/tenant relations	Preventing, controlling, mediation, legal action
Extending/renewing	Rolling AST / new tenancy
Improving energy efficiency	Tenant rights, grants and schemes
Complaints	Timely response
	Residential Property Tribunal
	Property redress
Ending a tenancy	
Possession	Antisocial behaviour and nuisance - Section 8
	Rent arrears - Section 8
	Section 21
	Accelerated possession
	Abandonment
	Unlawful eviction and harassment
Termination of tenancy by tenant	Fixed term/periodic
	Joint Tenancies - Notice to Quit
Moving out	Utilities - meter readings, informing Welsh Water
	Council tax
	Inventory
	Deposit return - receipts, alternative dispute resolution
	Property handover

Landlord course content for renewal licence application

For licence renewal purposes, the course content below has been revised to focus on less topics but the expectation is that the subject matter covered will be in more detail, more practical with the opportunity for additional case studies and discussion. It is not required that the course follows the sequence described below, as long as the topics are covered.

The Housing (Wales) Act 2014

Rent Smart Wales	Overview and purpose of the legislation
	Recap of the actions taken to comply by the licensee
	Benefits of RSW and encourage sign up for updates
	Duty to keep information up to date
	Licence conditions
	Rent Smart Wales Code of Practice
Definition and responsibilities	Agent, landlord, tenant
Pre-tenancy considerations	
Target audience	Working with vulnerable tenants and support packages
	Student lets, additional challenges
Insurance	Building and contents
	Landlord insurance
	Public liability (contractors)
Advertising/marketing	Fees / breakdown and description (CMA guidelines)
	Tenant fee ban
Energy performance certificates (EPC)	Indicators at advertising
	Certificates at viewing
	Minimum legal standard
Property improvements	What needs planning and building regulation approval
Setting up a tenancy	
Tenancies	Assured Shorthold Tenancy (AST) (joint and several)
	Renting Homes (Wales) Act 2016 - overview
Tenancy agreements	Setting up a tenancy appropriately and correctly
	Unfair terms
Vetting tenants	Interview & references or reference service
	Guarantor
	ID checks, immigration status
Protection of information	Data Protection Act 2018 and GDPR
Tenancy deposits	Deposit protection schemes
	Inventory (receipts)
	Legal compliance requirements and pitfalls
Unlawful discrimination	Equality Act 2010, protected characteristics and relevant case law

Setting and reviewing rent	Importance of dialogue with tenant
	Relevant legal processes - Section 13 Housing Act 1988
Inventories/schedule of condition	Inventory prepared and signed
	Reasonable wear and tear
Financial assistance	Local Housing Allowance
	Universal Credit
	Tenancy Saver Loan
	Other grant assistance for landlords and tenants
Utilities	Notifying suppliers
	Welsh Water Regulations 2014 - Landlord Tap
Responsibilities and liabilities of a landlord	
Law – statute, contract and Common	Landlord and Tenant Act 1985 – repair responsibilities
	Implied terms and expressed terms
Key health & safety legislation	Electrical Safety Regulations (1994)
	Fire Safety Regulations (FSO 2005)
	Legionella - Health & Safety at Work Act 1974
	Asbestos Regulations (2012)
	Gas Safety Regulations (1998)
	Furniture and Furniture Safety Regulations (1988)
	Smoking and Health Act 2006
Housing Health & Safety Rating System	Housing Act 2004
	Common hazards - 29 hazards
	Detail on specific hazard avoidance in relation to:
	Condensation damp and mould
	Infection control
	Fire safety
	Slips, trips and falls and protection from accidents
Disposal of waste	Duty of care
	Legal framework

During the tenancy

Moving in	Key information, appliance instruction
Routine visits and maintenance	24 hour notice, right to quiet enjoyment (law)
	Periodic and other visits
Emergency procedures	Emergency contact
	Emergency entry
Rent	Rent arrears triggers
	Small Claims County Court Judgement
	Early warning signs
	Support packages for tenant
Changing terms of tenancy	New Terms (Housing) Act 1988 Section 6
Landlord/tenant relations	Preventing, controlling, mediation, legal action
Extending/renewing	Rolling AST / new tenancy
Complaints	Complaint procedure and link to licence condition

Ending a tenancy

Possession	Antisocial behaviour and nuisance - section 8
	Rent arrears - section 8
	Section 21
	Accelerated possession
	Abandonment
	Unlawful eviction and harassment
Moving out	Inventory
	Deposit return - receipts, alternative dispute resolution
	Property handover

Agent course requirements

Courses must provide content on statutory and contractual requirements and best practice, making it clear the difference between each. In addition, the agent must understand their duties to landlords and to tenants, tenant's obligations, landlord's obligations and their role as agents in the letting and managing process.

The course content can be delivered in any order or under any number of modules; as long as the overarching learning outcomes are met. When delivering courses through an online platform, training providers should ensure courses are at a minimum, interactive and engaging, providing an environment that stimulates learning.

The course approval assessment process will consider whether there is an adequate validation process. Rent Smart Wales will require that the validation process involves a robust examination process which demonstrates that learners have a very good understanding of the syllabus covered.

This content is relevant for any course aimed at agents and their staff (defined as 'connected persons') who must undertake licensing training under the legislation either as part of an initial or renewal licence application. You must ensure all areas listed below are covered in your course content that must complete licensing training under the legislation. You should ensure all areas listed below are covered in your course content.

Agent course content for initial licence application

The Housing (Wales) Act 2014	
Rent Smart Wales	Overview, purpose of legislation, Welsh Government
	Registration
	Licensing
	Conditions/Code of Practice
	Fit and proper person
	Training
	Enforcement
	Agent Audit (Rent Smart Wales)
	Renewing a licence

Agent business considerations	
Contracts	Written
	Verbal
	Cancellation
	Principles of contract law
	Consumer contracts
	Power of attorney
	“Connected Person” under Housing (Wales) Act 2014
Terms of business	Fees
	Client money protection
	Accounting and audit trail
	Start/finish of termination
	Estoppel
	Employee contract
Consumer protection	Tenant fee ban
	Consumer Contracts Regulations 2013
	Local authority enforcement
Law of agency	Limit of authority
	Outside of the law
	Statutory and common law
	Supply of Goods And Services Act 1982 - Section 13
	Verbal authority
	Duty of care and skill
Key relationships impacting the business	
Who’s who	Agent, landlord, tenant
Agent’s duties to a landlord	Obedience, loyalty, to account, performance, disclosure
Landlord’s duties to the agent	Remuneration, indemnity, lien
Agent’s duties to a tenant	Impartiality, duty of care, Equality Act 2010
Pre-tenancy considerations	
Permissions/instructions	Freeholder
	Mortgage provider
	Insurance company

	Rent Smart Wales registration/licence
Tax	Income tax (HMRC)
	Capital gains tax
	Inheritance tax
	Council tax
Property investment	Investing in a property
	Private rented sector (prs) market
Where to get advice/advising clients	Landlord associations
	Agent associations
	Rent Smart Wales Code of Practice
Letting options	Landlord self-manage
	Agent let only, letting & rent
	Collection, full management
Insurance	Building and contents
	Landlord insurance
	Professional indemnity
	Public liability (contractors)
Advertising/marketing	Fees / breakdown and description (CMA guidelines)
	Lawful instruction to let
Energy Performance Certificates (EPC)	Indicators at advertising
	Certificate at viewing
Energy improvement	Legislative changes - request
	Consent & minimum E rating
Property improvements	Conversions, planning and building regulations
Setting up a tenancy	
Types of tenancy	Assured shorthold tenancy (AST)
	Assured
	Regulated tenancy (Rent Act 1977)
	New legislation: Renting Homes (Wales) Act 2016
Tenancy considerations	Subletting and assigning
	Joint and several tenancy
	Succession and rights of survivor
	Housing Act 1988 tenant

	Rental licences
Tenancy agreements	Written - best practice
	Verbal
	Unfair terms
Vetting tenants	Interview & references or reference service
	Guarantor
	ID checks, immigration status
Protection of information	Data Protection Act 1998
Tenancy deposits	Deposit protection schemes
	Inventory (receipts)
	Bond guarantee schemes
Unlawful discrimination	Equality Act 2010
Setting the rent	Agreement with the tenant
	Rent review clause
	Rent assessment committee
Inventories/schedule of condition	Inventory prepared and signed
	Reasonable wear and tear
Housing Benefits	Local housing allowance
	Universal Credit
Utilities	Who is responsible for paying
	Record of meter readings
	Welsh Water Regulations 2014 - Landlord Tap
Responsibilities and liabilities of an agent	
Law – statute, contract and common	Landlord and Tenant Act 1985 – repair responsibilities
	Implied terms and expressed terms
Housing Health & Safety Rating System	Housing Act 2004
	Common hazards - 29 hazards
	Enforcement
Key health & safety legislation	Electrical Safety Regulations (1994)
	Fire Safety Regulations (FSO 2005)
	Legionella - Health & Safety at Work Act 1974
	Asbestos Regulations (2012)
	Gas Safety Regulations (1998)
	Furniture and Furniture Safety Regulations

	(1988)
	Smoking and Health Act 2016
	Condensation / damp and mould
	Disposal of waste
	Flood
Houses of multiple occupation (HMOs)	Definition of an HMO
	Duties of an HMO Manager - HMO Regulations 2006
	Licencing - Housing Act 2004, fit and proper
	Failure to comply - offences
	Mandatory and additional licencing
Selective licencing	Brief overview of selective licencing scheme
Financial and other considerations	Financial Conduct Authority (FCA)
	Finance Act 1995
	Proceeds of crime
	Money laundering
	Negligence
Disposal of waste	Duty of care
During the tenancy	
Moving in	Key information, appliance instruction
Routine visits and maintenance	24 hour notice, right to quiet enjoyment
Emergency procedures	Emergency contact
	Emergency entry
Rent	Collection
	Rent books (weekly)
	Section 13 Housing Act 1988
	Rent arrear triggers
	Small Claims County Court Judgement
Changing terms of tenancy	New Terms (Housing) Act 1988 Section 6
Landlord/tenant relations	Preventing, controlling, mediation, legal action
Extending/renewing	Rolling AST / new tenancy
Improving energy efficiency	Tenant rights, grants and schemes
Complaints	Timely response
	Residential Property Tribunal
	Property Redress (ombudsman)

Ending a tenancy

Possession	Antisocial behaviour and nuisance - section 8
	Rent arrears - Section 8
	Section 21
	Accelerated possession
	Abandonment
	Unlawful eviction and harassment
Termination of tenancy by the tenant	Fixed term/periodic
	Joint tenancies - notice to quit
Moving out	Utilities - meter readings, informing welsh water
	Council tax
	Inventory
	Deposit return - receipts, alternative dispute resolution
	Property handover

Agent course content for renewal licence application

For licence renewal purposes the course content below has been revised to focus on less topics but the expectation is that the subject matter covered will be in more detail, more practical with the opportunity for additional case studies and discussion. It is not required that the course follows the sequence described below, as long as the topics are covered.

The Housing (Wales) Act 2014

Rent Smart Wales	Overview and purpose of the legislation
	Recap of the actions taken to comply by the licensee
	Benefits of RSW and encourage sign up for updates
	Duty to keep information up to date
	Licence conditions and safeguards
	Rent Smart Wales Code of Practice
	Enforcement and compliance
	Agent Audit (Rent Smart Wales)
	Renewing a registration / licence
Agent business considerations	
Terms of business	Fees
	Client money protection
	Accounting and audit trail

	Start/finish of termination
	Estoppel
	Employee contract
Consumer protection	Tenant fee ban
	Consumer Rights Act 2015
	Consumer Contracts Regulations 2013
Key relationships impacting the business	
Who's who	Agent, landlord, tenant
Agent's duties to a landlord	Obedience, loyalty, to account, performance, disclosure
Landlord's duties to the agent	Remuneration, indemnity, lien
Agent's duties to a tenant	Impartiality, duty of care, Equality Act 2010
Pre-tenancy considerations	
Target audience	Working with vulnerable tenants and support packages
	Student lets, additional challenges
Permissions/instructions	Freeholder
	Mortgage provider
	Insurance company
	Rent Smart Wales registration/licence
Insurance	Building and contents
	Landlord insurance
	Professional indemnity
	Public liability (contractors)
Advertising/marketing	Fees / breakdown and description (CMA guidelines)
	Lawful instruction to let
Energy performance	Indicators at advertising
	Certificate at viewing
	Minimum legal standard
Property improvements	Conversions, planning and building regulations approval approval and approval and examples
Setting up a tenancy	
Tenancies	New legislation: Renting Homes (Wales) Act 2016
	Subletting and assigning

	Joint and several tenancy
	Succession and rights of survivor
	Housing Act 1988 tenant
	Rental licences
Tenancy agreements	Setting up a tenancy appropriately and correctly
	Unfair terms
Vetting tenants	Interview & references or reference service
	Guarantor
	ID checks, immigration status
Protection of information	Data Protection Act 1998 and GDPR
Tenancy deposits	Deposit protection schemes
	Inventory (receipts)
	Legal compliance requirements and pitfalls
Unlawful discrimination	Equality Act 2010 protected characteristics and relevant case law
Setting the rent	Importance of dialogue with tenant
	Relevant legal processes - Section 13 Housing Act 1988
Inventories/schedule of condition	Inventory prepared and signed
	Reasonable wear and tear
Financial assistance	Local housing allowance (current)
	Universal Credit (new)
	Tenancy Saver Loan
	Other grant assistance for landlords and tenants
Utilities	Notifying suppliers
	Welsh Water Regulations 2014 - Landlord Tap
Responsibilities and liabilities of a agent	
Law – statute, contract and common	Landlord and Tenant Act 1985 – repair responsibilities
	Implied terms and expressed terms
Key health & safety legislation	Electrical Safety Regulations (1994)
	Fire Safety Regulations (FSO 2005)
	Legionella - Health & Safety at Work Act 1974
	Asbestos Regulations (2012)
	Gas Safety Regulations (1998)

	Furniture and Furniture Safety Regulations (1988)
	Window Covering Safety (EN13120)
	Smoking and Health Act 2016
	Condensation / damp and mould
	Disposal of waste
	Flood
Housing Health & Safety Rating System	Housing Act 2004
	Common hazards - 29 hazards
	Detail on specific hazard avoidance in relation to:
	Condensation damp and mould
	Infection control
	Fire safety
	Slips, trips and falls and protection from accidents
Disposal of waste	Duty of care
	Legal framework
During the tenancy	
Moving in	Key information, appliance instruction
Routine visits and maintenance	24 hour notice, right to quiet enjoyment
	Periodic and other visits
Emergency procedures	Emergency contact
	Emergency entry
Rent	Rent arrear triggers
	Small Claims County Court Judgement
	Early warning signs
	Support packages for tenant
Changing terms of tenancy	New Terms (Housing) Act 1988 Section 6
Landlord/tenant relations	Preventing, controlling, mediation, legal action
Extending/renewing	Rolling AST /new tenancy
Complaints	Complaint procedure and link to licence condition

	Property redress
Ending a tenancy	
Possession	Antisocial behaviour and nuisance - Section 8
	Rent arrears - Section 8
	Section 21
	Accelerated possession
	Abandonment
	Unlawful eviction and harassment
Moving out	Inventory
	Deposit Return - receipts, alternative dispute Resolution
	Property handover

Course approval conditions

Section 6 of [The Regulation of Private Rented Housing \(Training Requirements\) \(Wales\) Regulations 2015](#), authorises the Licensing Authority to attach or remove a condition or conditions to course approval applications. As part of your course approval, you are required to adhere to a set of conditions. The standard conditions as set out below, however, additional conditions may be imposed by Rent Smart Wales, based on the merits of individual applications. This will be assessed on a case by case basis.

The standard conditions for course approval:

- The course(s) can only be delivered by an authorised training provider under Part 1 of the Housing (Wales) Act 2014
- The Rent Smart Wales branding must be used in accordance with the brand guidelines at all times
- You must notify Rent Smart Wales if any significant changes are made to the course validation method
- You must notify Rent Smart Wales if any significant changes are made to the course content

- The course syllabus must be kept up to date and amended to reflect any relevant legislative changes impacting Wales, within 28 days of the change
- Training certificates issued to course delegates must be in accordance with that agreed by Rent Smart Wales at the time of your application which needs to include the Rent Smart Wales Approved Landlord / Agent Course logo or if this is not possible, the wording 'Approved Rent Smart Wales Course'. The training certificate is required to include the following disclaimer '**This certificate is not proof of obtaining a licence from Rent Smart Wales; it is only to certify the named person has completed landlord or agent training.**'
- Issued training certificates need to display the full forename and surname of the delegate. Rent Smart Wales reserves the right to request a new certificate to be issued if a certificate does not correspond to the delegate's name on the licence application
- Classroom training courses are to be assessed by a Rent Smart Wales Auditor within the first 3 months (or on first course run) of course approval being granted. Upon course assessment, Rent Smart Wales may issue recommendations which need to be adopted in order for course approval to continue.
- Training which is delivered in a classroom environment must where possible provide meet accessibility standards and have a suitable learning environment
- You / your organisation must adhere to the Data Protection Act 1998

Course approval supporting documentation

When applying for course approval, you are required to provide a set of documents which will support your application. These are listed below:

- Completed course approval form
- Full course syllabus or access to it if course delivered online
- Copy of presentations and handouts
- Three test papers (20 questions minimum each) or 60 pool questions for online tests and respective pass mark (minimum 70%)*
- Sample Training Certificate
- Sample delegate feedback form

*Number of questions and test papers as well as the pass mark are evaluated on a case by case.

Course approval fee

Course approval fees are set out in the Rent Smart Wales Fee Policy 2020 which can be viewed here: <https://www.rentsmart.gov.wales/en/resource-library/>

Rent Smart Wales will not process applications without payment being received.

Training provider authorisation

Under Regulation 3 of [The Regulation of Private Rented Housing \(Training Requirements\) \(Wales\) Regulations 2015](#), the Licensing Authority is authorised to specify general requirements in relation to training (in accordance with 19(2)(b) of the Housing (Wales) Act 2014). Paragraph (b) of regulation 3, stipulates that training is carried out by an authorised training provider or by the Licensing Authority.

Rent Smart Wales training provider authorisation conditions

Section 6 of [The Regulation of Private Rented Housing \(Training Requirements\) \(Wales\) Regulations 2015](#), grants the Licensing Authority the right to attach or remove a condition or conditions to Training Provider Authorisation applications. As part of your training authorisation approval you are required to adhere to a set of standard conditions. However, additional conditions may be imposed by Rent Smart Wales, based on the merits of individual applications. This will be assessed on a case by case basis.

The standard conditions for training provider authorisation:

- Your authorisation allows you and/or your company to deliver only the course(s) named on your application form which will be approved under Part 1 of the Housing (Wales) Act 2014
- You can only deliver the course(s) named on your application under the name of the approved training provider stated on your application. This authorisation does not allow you to outsource the delivery of the course(s) to any other organisation without the expressed authorisation of Rent Smart Wales
- The Rent Smart Wales branding must be used in accordance with the brand guidelines at all times
- You must implement the validation method strictly in accordance with the requirements of the Course Approval issued under Part 1 of the Housing (Wales) Act 2014. Any changes to the validation method must be agreed with Rent Smart Wales prior to implementation
- You must update presentation slides and training delivery to reflect significant changes made to the Approved Course syllabus immediately
- The minimum experience and qualifications set out in your application must be maintained for all trainers employed by your company who deliver Rent Smart Wales approved courses
- Only the trainers listed on your application are authorised to deliver the Rent Smart Wales approved training courses. Rent Smart Wales must be notified if any trainers cease to deliver the course(s). The addition of new trainers is subject to Rent Smart Wales approval; until such approval has been granted new trainers cannot deliver training course(s)
- All trainers (and all persons associated with the organisation/company) need to be fit and proper to represent Rent Smart Wales. If a trainer or anyone they are associated with or formerly associated with has unspent convictions such as those listed below, Rent Smart Wales must be made aware in order that a decision is made as to whether this will affect the ability of the trainer to represent the service. A list of applicable offences is as follows:

(a) Committed any offence involving:

- Fraud and other dishonesty;
- Violence, firearms or drugs;
- Any offence listed in Schedule 3 to the Sexual Offences Act 2003 (offences attracting notification requirements);

(b) Practised unlawful discrimination or harassment on the ground of any characteristic which is a protected characteristic under section 4 of the Equality Act 2010, or victimised another person contrary to the Act, in or in connection with carrying on of any business.

(c) Contravened any provision of the law relating to housing or landlord tenant such as:

- Unlawfully evicted a tenant; Been refused a House in Multiple Occupation licence or selective licence under the Housing Act 2004;
- Had a licence revoked for breach of any conditions under the Housing Act 2004;
- Been subject to a Management Order under the Housing Act 2004; Failed to comply with a Housing Notice (requiring works etc.) served by a local authority;
- Been subject to complaints from tenants or other sources, regarding serious or repeated breaches of the conditions of a licence under the Housing Act 2004.

In addition, you and/or your organisation must obtain the necessary assurances from all of your trainers, who are landlords of properties in Wales, that they will run their properties in accordance with all relevant legislation and the Rent Smart Wales Code of Practice.

- You must provide quarterly figures for the total number of agents and/or landlords who have completed the course(s) named on your application. You must provide the quarterly figures within 28 days of the request
- You and /or your organisation agree to be audited by Rent Smart Wales as stipulated by section 10 of The Regulations of Private Rented Housing (Training Requirements) (Wales) Regulations 2015

Training provider authorisation supporting documentation

When applying for training provider authorisation, you are required to provide a set of documents which will support your application. These are listed below and are mandatory:

- Completed training provider authorisation form
- Trainers CV (including training certificates)
- Trainer monitoring process
- Trainer code of conduct/practice
- Data protection policy
- Course/booking cancellation policy
- Complaints procedure
- Sample delegate feedback form

Training authorisation fee

Training provider authorisation fees are set out in the Rent Smart Wales Fee Policy 2020 which can be viewed here: <https://www.rentsmart.gov.wales/en/resource-library/>

Rent Smart Wales will not process applications without payment being received

Rent Smart Wales Audit

Under Regulation 10 of [**The Regulation of Private Rented Housing \(Training Requirements\) \(Wales\) Regulations 2015**](#), the Licensing Authority has the right to monitor an authorised training provider. (1) An authorised training provider must, on request from the licensing authority, supply to the licensing authority;

- a) such information concerning the authorised training provider's administrative arrangements and the conduct of courses and in such manner, as the licensing authority may reasonably require; and
- b) records or other documents (in whatever form they are held) which are kept for the purposes of compliance with these Regulations.

(2) Information or documents (as the case may be) requested under paragraph (1) must be supplied by the authorised training provider within such time limit as the licensing authority may reasonably require or as soon as reasonably practicable.

Audit objectives

The overall objective of the audit is for Rent Smart Wales to obtain assurances that an approved training provider manages a robust training system. The controls in place should enable the training provider to comply with the law, conditions set out in the training authorisation and Course approval (for training providers) applications and the course approval and training provider authorisation guide. This in turn, will ensure compliance of legislation within the Housing (Wales) Act 2014. Where it is considered that improvements can be made, these will be communicated with the training provider, so that controls can be enhanced.

A copy of the **Rent Smart Wales training authorisation and approval audit framework and guidance** can be obtained by contacting the training team on 03000 133 344 or RentSmartWales.Training@cardiff.gov.uk

Course approval and training provider authorisation renewal

Renewal

Course approval and training provider authorisation lasts for a period of **five years**. At the end of the approval period, external training providers are required to renew their course approval and training provider authorisation.

Course approval and training provider authorisation renewal process requires applicants to submit a new application, supporting documents and appropriate fee.

Rent Smart Wales will review this guide on a periodic basis.