

Continuing Professional Development (CPD) Authorisation and Approval Guide



This document provides an overview of the training requirements for re-licensing and for CPD courses.

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This guide is intended for providers who wish to offer Continuing Professional Development (CPD) training to potential licensees who need to obtain a licence renewal.

This document aims to provide guidance on creating a Rent Smart Wales approved CPD training courses as well as information on how to become an Authorised Training Provider for CPD training. If you want to (also) offer 'complete' training – equivalent to the one-day course, then you must read the specific Guide that explains how to apply for this type of course approval and training provider authorisation. This can be found on the Rent Smart Wales website, on the Useful Guides and Downloads page:

<https://www.rentsmart.gov.wales/en/resource-library/>

1. Background

Part 1 of the **Housing (Wales) Act 2014** requires any landlord who has a rental property in Wales, which is rented on an assured, assured shorthold or regulated tenancy, to register. Landlords who undertake letting and management tasks at their rental properties in Wales are required to apply for a licence. Landlords who are not involved in setting up tenancies and 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 development opportunities 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 lettings work 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 activities;
- f) any other requirements in relation to training which the licensing authority considers necessary to be included in an approved training course.

Therefore in order to be awarded a licence, both landlords, agents and any connected persons must have completed either a training course with Rent Smart Wales (RSW) which will cover the minimum content set out in points a) to f) above, or alternatively a course which has been approved by Rent Smart Wales and delivered by an Authorised external training provider (ETP). These courses will again meet the minimum content specified above and these courses are called 'complete' courses.

The **legislation** makes provision for courses to be 'Approved' and Training Providers to be 'Authorised' by RSW, so they can offer suitable training for the purposes of landlords and agents obtaining a licence. Although the law covers the key aspects of what is necessary to apply for approval and authorisation, and the process RSW must adhere to when accepting or rejecting such applications, additional details are covered in this document.

2. Re-licensing training requirements

Additional training options are available for landlords and agents to satisfy the training requirements at re-licensing stage. This additional flexibility is available in recognition of the fact that applicants have previously undertaken the 'complete' course when their first licence was issued.

The options available for licence renewal are set out below:

- a) either original 'complete' licensing course (classroom or online) to be completed within a 1 year period prior to the date of application submission, or,
- b) re-licensing course (classroom or online) to be completed within a 1 year period prior to the date of application submission, or,
- c) approved Continuing Professional Development (CPD) courses to be completed over the 5 year period prior to the date of application submission. A minimum 60 points of CPD must be achieved for a landlord licence and 80 points of CPD for an agent licence. CPD points must be made up of 'Core' Training that is mandatory

for all applicants using CPD, and 'supplementary' CPD training (of the applicant's choice) to make up the rest of the points to the required value for their type of application.

Some courses are available in a classroom and some online. Landlords and agents are able to choose the type of learning that suits them. Learning can be fully completed either online, or in a classroom environment or a mix of the two.

Training can either be done solely through Rent Smart Wales course(s) or solely through an ETPs course(s) or a combination of the two.

Some RSW online courses may be available free of charge and some may incur a cost to the delegate. All courses both online and classroom delivered by Rent Smart Wales will be available in both English and Welsh.

For re-licensing a minimum number of points and core subjects must be covered if CPD is the chosen route to meeting the training requirements for re-licensing.

3. What is CPD?

CPD courses provide the opportunity for landlords and agents to have more flexibility about the timing, subjects and delivery environment for the training, compared to the 'complete' one day equivalent licensing course. This allows landlords / agents to tailor their training to their specific business and individual needs and to learn in far greater detail about specific topics.

Some elements of CPD are mandatory; other elements can be selected based on individual interest / business need.

CPD is based on points, which are awarded by the Single Licensing Authority (Rent Smart Wales) at the approval stage of the course.

The number of points is determined following officer assessment having regard to:

- Pre-determined syllabus
- Time taken to complete
- Method of course completion (classroom or online etc.)

- Whether assessment is an integral part of the course
- Relevance of the subject matter to RSW/Welsh Government (WG) objectives
- How wide ranging the content of the course is

A higher number of points is awarded where courses are considered mandatory and/or more beneficial to RSW/WG objectives.

4. Course matrix

Below is a table to illustrate how a person applying to re-licence can evidence that they have met the training requirements, without completing CPD training. The illustration below is based on the way in which Rent Smart Wales training is structured, and may not reflect the applications submitted for course approval by external training providers.

	Course title	Mandatory
One day course (classroom or online)	Landlord licensing	Yes
	Agent licensing	Yes
	Landlord re-licensing	Yes
	Agent supplementary (top up) re-licensing*	Yes

*A full agent re-licensing course requires two courses: landlord re-licensing course + agent supplementary (top up) re-licensing course.

5. Approved CPD course requirements

For a course to be approved as CPD, an application must be made to RSW.

CPD courses can be any length and cover any content that is relevant to a landlord or agent letting and/or managing rental property in Wales. Broadly speaking, the content of CPD should still fall within the requirements of the training under the Regulations and 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. With a similar principle if it is agent specific training.

When delivering courses, training providers should ensure courses are, as a minimum, interactive and engaging, providing an environment that stimulates learning. Content should be delivered through a variety of means (e.g. not just text) and there should be different methods to aide learning (e.g. validation tests, real life examples, etc).

The CPD course approval assessment process undertaken by RSW will consider whether the course content is relevant to the audience and also, based on the complexity, relevance and detail of the course, RSW will determine how many points the CPD course will have attributed to it.

Depending on the CPD offered, Rent Smart Wales will require learners to validate their understanding of the course via a robust examination process. This will give comfort to RSW that delegates have a very good understanding of the content covered.

There is not a definitive list of CPD courses that an External Training Provider (ETP) could offer and obtain approval for. However, in order to help ETPs RSW has devised a list of standard content for differing levels of CPD courses, which naturally lend themselves to being delivered together. These can be found in [Appendix B](#). The ethos is that certain 'topics' might be covered in low scoring CPD courses (e.g. a quick bite-size course which wouldn't need a validation test but would still need to be engaging and relevant.) Then whole subjects would be attributed more points, but be seen as 'basic' courses and then more involved cross-cutting subjects taught together would be more advanced CPD with more points again (and with some level of validation attributed to the course as well).

To help applicants and potential CPD providers to understand the type of CPD RSW would recognise, we have further defined them as follows:

Core CPD courses

A core CPD course is required to be completed for renewal if a landlord or agent is not completing the 'complete' licence or 're-licensing' course. The core (or mandatory) CPD course is in place to ensure that all landlords (and agents) are reminded of the necessary information to ensure they let out a home that is safe, healthy, warm and secure. The Core CPD together with supplementary CPD on offer will provide the applicant with the total number of CPD points they need for re-licensing.

Supplementary CPD courses

Supplementary CPD Courses are the CPD courses that landlords and agents can choose to complete, in order to make the CPD points they accrue up to the necessary value for renewal, when added to the 'core' training points. The purpose of this is that areas of relevance or specific interest can be selected by a customer, in order to 'specialize' as per the customer's needs. Supplementary courses are further categorised into 'topic' based CPD courses, 'basic' CPD courses and 'advanced' CPD courses

Topic based CPD: To be classed as a topic based CPD course, it must contain at least 3 distinct 'topics' from the list found from [Appendix B](#) in this document. Topic based CPD courses are meant to be condensed 'updates' on information which landlords and agents could complete in a short period of time (under an hour). They are attributed **5** CPD points.

Basic CPD: A minimum of all 'topics' in one 'subject' must be completed, as listed in [Appendix B](#) of this document, for a course to be a basic course, and therefore

attributed **10** CPD points. Basic courses cover distinct matters usually about one key area of interest and would be akin to a couple of hours of studying.

Advanced CPD: A minimum of all ‘topics’ in one subject must be completed, as listed in [Appendix B](#) of this document, for a course to be an advanced course. Advanced courses are meant to cover more detailed information in a variety of matters (often specific to a particular area of the private rented sector) that a landlord or agent should know and would be akin to going to a half day classroom course. Courses in this category might also be less involved but in a subject of significant interest to RSW and its partners (e.g. mental health). These courses are allocated **20** CPD points.

The list in [Appendix B](#) details ‘potential’ CPD courses, which if presented to RSW and assessed as meeting the correct level of content, would be allocated the points described below.

Description of course	Indicative points allocated by RSW	Additional information
Supplementary Topic Based CPD	5 points	Topics can be from any ‘subject’ – but can’t cover the same topic more than once
Supplementary Basic CPD	10 points	
Supplementary Advanced CPD	20 points	
Core: Topic Based CPD	TBC	None currently in place, but may be developed in future
Core Basic CPD	TBC	None currently in place, but may be developed in future
Core Advanced CPD	30 points	Currently this is one course – Safe and Healthy Homes

a. CPD course application process

For an ETPs course to be approved and therefore able to be advertised as offering RSW CPD points for relicensing, the ETP must submit the following to RSW:

- CPD course approval application form completed and signed
- Full course syllabus and content provided with application or access to it if course delivered online
- Copy of presentations and handouts given to course delegates within the classroom setting
- Test papers or pool of questions for online tests and respective pass mark (minimum 70%) for the CPD courses part of the application. There must be a test for 'advanced' or 'core' training.
- Sample of CPD Certificate issued to delegates once they complete the training
- Copy of a Delegate Feedback Form
- Course Approval Fee

The applicable fee for the Course Approval Application can be found in the RSW Fee policy website on the downloads page: <https://www.rentsmart.gov.wales/en/resource-library/#10>. The fee differs for the 'type' of CPD course being applied for and for the amount applied for under one application. For the avoidance of doubt payment for courses determined to be 'core' will follow the same fee structure of topic, basic and advanced, as appropriate. Payment for the course approval can be made by cheque or by invoice.

b. CPD course approval process

Once RSW receive an application to approve a CPD course, they will assess the content of the training and supporting documentation and then make a decision on the 'type' of CPD course it is and therefore how many points it will be attributed. At this point, they will ensure that the fee paid is akin to the actual 'type' of CPD it will be approved as (and arrange for any refund/outstanding amount to be paid as necessary). RSW will also open up a dialogue with the ETP to ensure that the content covered is adequate and discuss options for maximising the amount of CPD points a course could have, if this is something the ETP wishes to pursue.

In addition, 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 Course Approvals. As part of the CPD Course Approval, the ETP will be required to adhere to a set of conditions. The standard conditions are set out in [Appendix C](#); however, additional conditions may be imposed by Rent Smart Wales. This will be assessed on a case by case basis.

c. Things to think about when 'creating' a CPD course, or applying to have one approved

RSW wishes to help ETPs to create CPD that is relevant and accessible for licensees. RSW wants to engage with ETPs from the initial CPD planning stages in order to assist with pitching the CPD at the correct level and covering content that is relevant and useful. The list in [Appendix B](#) of the different types of CPD training and their syllabuses is not exhaustive. If a course offered by an ETP is not listed, then please speak to the Training

Team at Rent Smart Wales and they can assess the suggested content and syllabus and decide which type of CPD training it can be recognised as.

It is also recognised that CPD which ETPs have already had in the marketplace prior to RSW launching CPD will have had its own CPD points attributed to it (usually chosen by the ETP themselves), and this allocation won't always reflect the new RSW CPD point system going forward. RSW will do all that it can to make sure these distinctions are clear to customers going forward but also want to try and align the 'type' of CPD training (topic, basic and advanced) to what is currently in the market with as little additional work as possible for ETPs. RSW CPD points can be allocated to training retrospectively via the approval process, and the approval will make it clear the date from which the CPD course has been approved from, and when the approval expires. ETPs cannot state that CPD training that they offer is RSW CPD points attributable unless it has an official approval by RSW for that specific course. Statements that courses run by XXX ETP are recognised by RSW cannot be used, unless all CPD courses on offer by the ETP are individually approved. Should an ETP be found to be making such a suggestion, then it could affect the ability of that ETP gaining CPD approval in future and may be a violation of trade description law.

6. Training authorisation process

Obtaining approval for a CPD course is only one part of the necessary process for an ETP to deliver CPD training that RSW recognises. The other aspect is Training Authorisation. If the person or company who devised the CPD training which was approved also wants to deliver that training (either online or in a classroom setting) then they would need to follow the process below to become an Authorised Training Provider.

a. Training authorisation application

For an ETP to be authorised they must apply and pay a fee to RSW. However, if the ETP already has an authorisation to cover them for delivering the 'complete' licensing course, then they do not need to apply for an additional authorisation and instead the current authorisation they have can be amended to reflect they also deliver CPD training. To arrange for this amendment, the ETP simply needs to contact the training team to request this.

If an ETP wishes to apply for CPD delivery only, they must submit the following to RSW:

- Trainer/Course Author Full CV (including training certificates)
- Trainers Monitoring Process
- Course Content Monitoring Process (to keep information up-to-date)
- Trainers Code of Conduct/Practice
- Data Protection Policy
- Course/Booking Cancellation Policy
- Complaints Procedure

The applicable fee for an ETP wishing to only apply for CPD Authorisation can be found in the RSW Fee policy on the downloads page of the website:

<https://www.rentsmart.gov.wales/en/resource-library/#10>. Payment for the course approval can be made by cheque or by invoice. If an ETP comes forward with a new application for authorisation but wishes to only apply to deliver CPD training the CPD only fee will be charged. However, if at a later date (during the 5 year authorisation period) the ETP wishes to also deliver the 'complete' course, the difference in fee will be due (that is the difference in fee between the CPD authorisation and complete course authorisation fee they now fall within.)

b. Training authorisation approval process

Once RSW receive an application from a Training Provider for Authorisation, they will assess the application and supporting documentation and then decide whether to grant the authorisation or refuse it. However, before this RSW will open a dialogue with the ETP to ensure that all the information needed to accept the application has been received and to clarify any additional points. The fee will also need to have been paid.

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 Authorisations. As part of the Trainer Authorisation, the ETP will be required to adhere to a set of conditions. The standard conditions are set out in [Appendix D](#); however, additional conditions may be imposed by Rent Smart Wales. This will be assessed on a case by case basis.

7. 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.

a. 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

8. CPD course approval and training provider authorisation renewal

Course approval and Training Provider Authorisation lasts for a period of **five years**. At the end of the approval period ETPs are required to renew their course approval and training provider authorisation.

The Course Approval and Training Provider Authorisation renewal process requires applicants to submit a new application and supporting documents as detailed in this document.

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

Appendix A – glossary of terms

Authorisation fee

CPD training must be pre-determined by the Licensing Authority (Rent Smart Wales) to be suitable for licensing and licence renewal purposes. This is set out in the Housing (Wales) Act 2014. [The Regulation of Private Rented Housing \(Training Requirements\) \(Wales\) Regulations 2015](#) allows for the Licensing Authority to charge a fee for an application from an External Training Provider (ETPs) for authorisation to deliver a course(s) for the purposes of licensing/relicensing under the Act.

Approval fee

A fee to approve an application for a CPD course is done via the same mechanism as for an authorisation fee above. Authorised ETPs can only deliver a CPD course that RSW would accept and allocate CPD points to, if pre-approved as a course under the process set out in this document. The cost of the approval fee depends on the number of CPD points a course would have attributed to it (e.g. how in depth it was).

Complete licensing courses

The equivalent of a one-day classroom course which covers all the topics necessary for licensing training as specified under Regulation 4 of The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015

Continuing Professional Development - CPD

For the purposes of this document, CPD - or continuing professional development, is defined as training which covers a specific set of information, which is categorized into subjects, and topics, as defined below. CPD courses are more specific in nature, and will cover sections of information that have a more definitive aim than the current 'complete' licensing course, which must currently encompass all elements of the landlord (or agent) standard syllabus published by Rent Smart Wales. CPD therefore, will only cover specific elements of landlord/agent training.

CPD points

CPD points are the values accrued through completing CPD courses, for the aim of renewal. For a licence to be renewed, a landlord must reach **60** CPD points and an agent must reach **80** CPD points. CPD points must be made up of 'Core' Training that is mandatory for all applicants using CPD, and 'supplementary' CPD training (of the applicant's choice) to make up the rest of the points to the required value for their type of application.

Core CPD courses

A core CPD course is required to be completed for renewal if a landlord or agent is not completing the 'complete' licence or 're-licensing' course. The core (or mandatory) CPD course is in place to ensure that all landlords (and agents) are reminded of the necessary information to ensure they let out a home which is safe, healthy, warm and secure.

Supplementary CPD courses

Supplementary CPD Courses are the CPD courses that landlords and agents can choose to complete, in order to make the CPD points they accrue up to the necessary value for renewal, when added to the 'core' training points needed. The purpose of this is that areas of relevance or specific interest can be selected by a customer, in order to 'specialize' as per the customer's needs. Supplementary courses are further categorised into 'topic' based CPD courses, 'basic' CPD courses and 'advanced' CPD courses

Topic based CPD: To be classed as a topic based CPD course, it must contain at least three distinct 'topics' from the list found from Appendix B in this document. Topic based CPD courses are meant to be condensed 'updates' to information which landlords and agents could complete in a short period of time (under an hour). They are attributed 5 CPD points.

Basic CPD: A minimum of all 'topics' in one 'subject' must be completed, as listed in Appendix B of this document, for a course to be a basic course, and therefore attributed 10 CPD points. Basic courses cover distinct matters usually about one key area of interest and would be akin to a couple of hours of studying.

Advanced CPD: A minimum of all 'topics' in one subject must be completed, as listed in Appendix B of this document, for a course to be an advanced course. Advanced courses are meant to cover more detailed information in a variety of matters (often specific to a particular area of the private rented sector) that a landlord or agent should know and would be akin to going to a half-day classroom course. Courses in this category might also be less involved but in a subject of significant interest to RSW and its partners (e.g. mental health awareness). These courses are allocated 20 CPD points.

External Training Providers – ETP's

An external training provider is the term for organisations outside of Rent Smart Wales who provide training to landlords and agents for the purpose of licensing/renewal. However, who can only do so after being 'authorised' by RSW to offer such training. Each course they offer and brand as suitable for licensing or re-licensing purposes must be pre-approved by RSW.

Subject

A subject is a broad set of topics that come under one group. An example of a subject could be '**Equality and Diversity**,' which contains the following **Topics**:

Equality Act 2010

Types of Discrimination

Working with tenants with Protected Characteristics

Adaptations and Accessibility

Topics

A topic is a specific piece of information that can be included in a CPD course. A topic is less broad, and a number of topics make up a **subject**. An example of a topic might be 'council tax,' whereas the corresponding subject would be 'tax.'

Appendix B – Standard CPD Course Contents

This section lists proposed ‘topics’ and ‘subjects’ for CPD courses and the levels they will be assessed at. This cannot be an exhaustive list; as and when new legislation or relevant PRS topics emerge, the list and potential topics and subjects that can be attributed CPD will be created. If a course offered by an ETP is not listed below, then please speak to the Training Team at Rent Smart Wales and they can assess it and decide which type of CPD training it can be recognised as.

Basic CPD courses:

Allocated 5 points per 3 or more topics covered (if the whole subject is not covered) and 10 points per full subject covered:

Subject	Topics
Rent Smart Wales (Housing Wales Act 2014: An Overview)	Registration
	Licensing
	Conditions
	Changes which must be notified to RSW by law
	Fit & Proper Person
	Training
	Enforcement
	Code of Practice and ongoing obligations
	Agent Audits
	Maintaining a registration and renewing a licence
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 and professional indemnity insurance
	Accounting and audit trail
	Start/finish of termination
	Estoppel
	Employee contract
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 and options	Investing in a property
	Private rented sector market
	Landlord self-manage
	Agent let only, letting & rent collection, full management
	Conversions, planning and building regulations
Insurance	Building and contents
	Landlord insurance
	Professional indemnity
	Public liability (contractors)

Finding a tenant	How to advertise a property to let
	Viewings
	Interview & references or reference service
	Guarantor
	ID checks, immigration status
	Fees
General Data Protection Regulations (GDPR)	Data Protection Act 2018 and the General Data Protection Regulations (GDPR)
	Lawful basis for processing information
	Data controllers and data processors
	Data collection and processing
	Registering as a data controller
	Privacy notices
	Right to be forgotten
	Penalties and non-compliance
Equality and diversity for the private rented sector	Equality Act 2010
	Types of discrimination
	Working with tenants with protected characteristics
	Adaptations and accessibility
Rent	Agreement with the tenant
	Rent review clause
	Rent assessment committee
	Rent increases during tenancies
	Collection
	Rent books (weekly)
	Section 13 Housing Act 1988

	Rent arrear triggers
	Small claims county court judgement
Universal Credit	Local housing allowance
	Introduction to Universal Credit (UC)
	Who can claim UC
	How a landlord/agent can help with a claim
	Where tenants can get help
Introducing tenants to their new home	Who is responsible for paying what bills and utilities
	Record of meter readings
	Welsh Water Regulations 2014 - Landlord Tap
	Introduction to property – check in
	Waste obligations
	Key information and appliance instruction
Customer service, record keeping and other financial considerations	Financial Conduct Authority (FCA)
	Finance Act 1995
	Proceeds of crime
	Money laundering
	Negligence
	Duty of care
	Tax obligations
	Customer service
	Record keeping
	Data processing and protection
Possession	What to do when things go wrong (sustaining tenancies)

	Antisocial behaviour and nuisance - Section 8
	Rent Arrears - Section 8
	Section 21
	Accelerated possession
	Abandonment
Ending a fixed/periodic tenancy	What to do when things go wrong (sustaining tenancies)
	Unlawful eviction and harassment
	Fixed term/periodic
	Joint tenancies - notice to quit
	Utilities - meter readings, informing Welsh Water
	Council tax
	Inventory
	Deposit return - receipts, alternative dispute resolution
	Property handover
	Rolling AST/new tenancy
Energy Performance Certificates (EPC)	Indicators at advertising
	Certificate at viewing
	Minimum value for renting
	Enforcement and penalties
	How to improve an EPC rating on a property – works that can be done and where help can be received from
Fire safety	General fire safety principles

	LACORS guidance
	Management of Houses of Multiple Occupation
	Fire risk assessment
	Gas and electrical safety
	Furniture and furnishings (fire safety) regulations
	Smoking and Health Act
Waste management	Waste management general information
	Enforcement
	Tenant information
	Recycling
	In Houses in Multiple Occupation
Marketing in the private rented sector	Marketing requirements including fees, EPCs & RSW
	Legal basis
	Viewings (best practice)
	Protected characteristics
	Referencing and considerations when choosing applicants
Referencing and guarantors	Credit checks
	Income reference
	Previous rental
	ID checks
	Guarantors
	Protected characteristics
	Legislative context

Chargeable fees when letting (tenantfees ban in Wales)	Permitted payments
	Rent payments
	Default fees
	Prohibited payments
	Holding deposits (and tenancy deposits)
	Amendments to Consumer Rights Act 2015
	Enforcement (including s.21 and recovery of prohibitive payments)

Advanced CPD courses:

Allocated 5 points per three or more topics covered in a subject (if the whole subject is not covered) and 20 points per full subject covered:

Subject	Topics
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
	Roles of agent, landlord and tenant
	Obedience, loyalty, to account, performance, disclosure
	Remuneration, indemnity, lien
	Impartiality, duty of care, Equalities Act 2010
	Fees

	Professional indemnity insurance and client money protection
	Public liability (contractors)
	Consumer Rights Act 2015
	Consumer Contracts Regulations 2013
	Local Authority enforcement
	Letting fees 'ban' and permitted charges
	Contracts
	Accounting and audit trail
	Employee contract
	Estoppel
	Advertising and lawful instruction to let
	Data protection
	Rent Smart Wales Agent Audit and conditions for licensees
Tenancy agreement types	Assured Shorthold Tenancy (AST)
	Assured
	Regulated tenancy (Rent Act 1977)
	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

	Written - best practice
	Verbal
	Unfair terms
	Fees
Inventories, tenancy deposits and disputes	Deposit Protection Schemes and the Housing Act 2004 and subsequent regulations and orders.
	Using an inventory provider
	Inventories
	Deposit protection and returning deposits
	Wear and tear
	Bond guarantee schemes
	Dispute resolution and abandonment
Managing tenancies effectively	Preventing problems, controlling situations, mediation, legal action
	Complaint procedures
	Timely responses
	Record-keeping
	Data processing and protection
	Property redress
	24 hour notice, right to quiet enjoyment
	Emergency contact
	Emergency entry
	Rent Smart Wales Code of Practice for licensees (and periodic inspections)
Maintaining tenant relations (sustaining tenancies)	Communication including data protection
	Financial difficulties (including HB/UC)

	Poor mental health (including adverse childhood experiences (aces))
	Tenants going into or from prison
	Anti-social behaviour
	Support to live Independently
	External help and support
Managing Houses of Multiple Occupation (HMOs)	Definition of an HMO
	Housing Act 2004 Part 2
	Contract types
	Most common 'hazards'
	Duties of an HMO manager and tenants - HMO Regulations 2006
	Licensing - Housing Act 2004, fit and proper
	Failure to comply - offences
	Mandatory and additional licensing schemes
	Practical steps to managing HMO tenants
	Fire safety
	Regulatory reform fire safety order
	Waste obligations and communal areas
	Anti-social behaviour
	Mediation and sustaining tenant relations
	Dealing with complaints
	Record keeping
Reasonable adjustments	
Mental health awareness	

	Sustaining tenancies and signposting for support
Managing student lets	Marketing
	Contracts
	Tenancy length
	Rent & half-rent
	Referencing and guarantors
	Deposits and inventories
	Most common 'hazards'
	HMO regulations
	Fire safety
	Waste
	Council tax
	Anti-social behaviour
	Periodic inspections and emergency contacts
	Dealing with complaints
	Record keeping
	Maintain and ending tenancies
Reasonable adjustments	
Mental health awareness	
Check out process	
Energy efficient, warm and damp free homes	Hazard of excess cold and damp and mould growth
	Impact of cold on health
	Heating methods
	Removing damp

	Energy efficiency and EPCs
	Legislative requirements and penalties
Mental health challenges in the private rented sector	Mental Health Context – Equality Act and key issues
	Behaviours linked to mental health problems, implications for landlord
	Identifying tenants with mental health issues and offering support
	Communication and mental health
	Mental health and welfare benefits
	Mental health issues and managing finances
	Landlords (and Agents) and their Mental Health
	Using legal processes as a last resort

Core (Advanced) CPD (awarded 30 points):

Subject	Topics
Safe and Healthy Homes	Landlord and Tenant Act 1985 – repair responsibilities
	Implied terms and expressed terms relating to repair
	Housing Act 2004 – Housing Health and Safety Rating System
	29 Hazards & most common hazards
	Condensation, damp and mould
	Electrical safety regulations
	Gas safety regulations
	Fire safety regulations (FSO 2005)
	Legionella - Health & Safety at Work Act 1974

	Asbestos regulations
	Furniture and furniture safety regulations
	Infection control and accidents
	24 hour notice, right to quiet enjoyment
	Emergency contact
	Emergency entry
	Rent Smart Wales conditions for licensees (Code of Practice and periodic visits)
	Enforcement

Appendix C – standard conditions for approvals

The standard conditions for cpd 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 RSW 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 CPD Course'. The training certificate is required to include the following disclaimer 'This record of training is not proof of obtaining a licence from Rent Smart Wales; it is only to certify the named person has attended and passed a landlord or agent CPD training course.'
- Issued training certificates need to display the full forename and surname of the delegate. RSW reserves the right to request a new certificate to be issued if a certificate does not correspond to the delegate's name on the RSW 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, RSW may issue recommendations that need to be adopted in order for course approval to continue.
- Training which is delivered in a classroom environment must where possible provide disabled access and have a suitable learning environment.
- You / your organisation must adhere to the Data Protection Act 2018.

Appendix D – standard conditions for authorisations

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 RSW.
- 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 RSW approved training courses. RSW must be notified if any trainers cease to deliver the course(s). The addition of new trainers is subject to RSW 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. If a trainer or anyone they are associated with or formally 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 that trainer being a fit and proper person. 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 being made by RSW.
- 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 (copy enclosed).