

ENQUIRIES AND APPEALS POLICY

PROPERTYMARK QUALIFICATIONS FORMERLY KNOWN AS NF^oPP AWARDING BODY

This document sets out the process that candidates must follow if they wish to question an assessment decision, for example a mark awarded for an examination or question set within the examination or circumstances which they feel have affected their performance in an examination or their ability to study. Please note that any time limit applicable to the qualification will not be suspended whilst these processes are being followed. If appropriate, the Propertymark Qualifications Examination Board will grant an extension following a successful enquiry or appeal.

[What if I cannot attend an examination for which I have paid?](#)

[What if I feel the questions or assessment decisions are incorrect?](#)

[What if I feel the outcome from the enquiry isn't correct?](#)

[What if I feel the conditions for the Examination were incorrect?](#)

Refund or reschedule policy

The following rules are agreed by both parties, Propertymark Qualifications and Pearson Vue and these policies are stipulated on the Propertymark Qualifications website and on booking confirmation emails issued by the examination supplier Pearson Vue:

Reschedule Policy

If you wish to reschedule your exam, you will need to do so 72 hours prior to your scheduled appointment. You can reschedule your appointment via the website by selecting the rescheduling option and choosing another available appointment. Please be aware, if you reschedule less than 72 hours prior to your appointment your exam fee will not be transferred and you will need to pay for the new booking.

Cancellation Policy

If you wish to cancel your exam, you will need to do so via the website 72 hours prior to your scheduled appointment. Cancelling in advance of 72 hours prior to your appointment will result in your exam fee being automatically refunded back onto the card the original payment was made on. If you paid by voucher you will be able to re-use the said voucher. Please be aware, if you cancel your appointment less than 72 hours prior to your appointment, your exam fee/voucher will not be refunded.

These rules are in place for all candidates and cannot be overturned. Once the 72 hour period has commenced, the test centre have taken the funds and therefore, the computer station at the test centre cannot be booked for another person; no refund will be granted under any circumstances.

Candidates who have enquiries relating to Examination Questions or Assessment Decision

In line with the Examination Regulations **no** question data can be discussed with candidates. All examinations use a 'Live' bank of questions and this means no specific question content will be confirmed or denied.

The only cause of action Propertymark Qualifications will undertake on behalf of candidates is to check the questions presented and complete the following rigorous checks:

- Questions were taken from the current pool of questions
- Questions have been written, moderated and checked by an external examiner
- The electronic system obtained the candidates chosen answer and marked the questions accordingly

In the first instance, candidates must submit, **in writing** (no verbal enquiries will be investigated), an enquiry. Enquiries must be submitted by the candidate, no third party enquiries will be considered. Enquiries must be sent to qualifications@propertymark.co.uk or posted to:

Propertymark Qualifications
Arbon House
6 Tournament Court
Edgehill Drive
Warwickshire
CV34 6LG

The enquiry must contain the following:

- Candidate Number (prefixed 'Q')
- Candidate's full name and date of birth
- Date and name of examination(s) in question
- Details of and reasons for the enquiry

The enquiry must be **received within 10 working days** of the date on the result notification letter issued by Propertymark Qualifications.

Enquiries received after the stated timeframes will not be investigated.

Upon receipt of an enquiry, Propertymark Qualifications will acknowledge this.

Propertymark Qualifications upon receipt of the written enquiry will acknowledge receipt upon the first working day. Propertymark Qualifications will retrieve all relevant data and then investigate this thoroughly. The outcome of the enquiry will be submitted to the Candidate within 10 working days, or the Candidate will be notified of a specific deadline if this is not achievable.

One of the following decisions will usually be the outcome of an enquiry;

- Allow the candidate an extension in which to retake any assessments in question if required
- Vary the requirement to re-sit an assessment

- Reject the enquiry and confirm the mark given

The Propertymark Qualifications will establish whether or not these processes and procedures are consistent with regulatory criteria and applied properly and fairly in arriving at assessment decisions.

What if Candidates wish to Appeal against the outcome from the Enquiry?

Should the candidate still have reason to believe, following an enquiry, that the assessment decision may not be accurate, they may submit an appeal. This is the only cause of action, no further enquiry level investigations will be undertaken.

Appeals should be submitted in writing by emailing (qualifications@propertymark.co.uk) so that Propertymark Qualifications can advise how to make payment for the appeal fee of **£110**.

If a candidate's appeal is upheld, the appeal fee will be reimbursed in full.

Appeals must be submitted;

- Within 10 working days of the date on the official notification of the enquiry process response
- Stating clearly the grounds for appeal against the enquiry response, which cannot be exactly the same grounds as stated for the enquiry
- Including any documentary evidence supporting the appeal
- Signed by the candidate. Third party appeals cannot be accepted

Upon receipt of the appeal, Propertymark Qualifications will acknowledge that the appeal has been received on the first working day after receiving the documentation.

Propertymark Qualifications will issue this appeal information, along with the documentation procedure during the enquiry stage and all communication to the independent Appeal Board and they will independently investigate the case and will aim to respond independently within 10 working days of receipt of all documentation.

'Independent person' is defined as per Ofqual regulations as someone who '**is not**, and has **not been** at any time during the past seven years, a member of the awarding body's board or committees, or an employer or examiner of the awarding body'.

This independent person will have access to all of the information previously submitted by a candidate and Propertymark Qualifications' responses to the enquiry and appeal so far. They will also have access to information regarding the processes and procedures that Propertymark Qualifications follow and be in a position to ask questions of Propertymark Qualifications which may aid their review.

Upon completion of the independent review Propertymark Qualifications will communicate the decision reached to the candidate in writing within 10 working days of receipt or inform the candidate of an anticipated date for the outcome if this cannot be met.

One of the following decisions will usually be the outcome of an enquiry or appeal;

- Allow the candidate an extension in which to retake any assessments in question
- Vary the requirement to re-sit an assessment or the entire qualification
- Reject the appeal and confirm the mark given

Where the outcome of an appeal brings into question the accuracy of other results, Propertymark Qualifications will take steps to protect the interests of all candidates and the integrity of their qualifications.

This is the final stage, no further investigation can or will be conducted in relation to this incident. If the Candidate still feels aggrieved they would need to contact the regulator, which is currently Ofqual.

Appeals may be made regarding any examination result however there are certain circumstances which will not be considered as valid grounds for an appeal. Appeals relating to the following will not be considered;

- The effect of the assessment decision on a candidate's employment or employment prospects
- The fact that candidates may not be able to afford examination re-sit fees
- The effect of an assessment decision on a candidate's family or personal life
- Pressure of work during an examination period
- Against the academic judgement of an examiner or of the Examinations Board

What if I feel the environment for the Examination was incorrect?

In the case of e-assessment exams no moderation of the mark(s) will take place as a result of environmental requests. Candidates will only ever be given the opportunity to re-sit the examination. Should the candidate be outside of their timescale for the qualification their expiry date will be amended as necessary.

Under no circumstances will an aegrotat (award of a pass being granted in the absence of assessment) be granted.

A request with regards to environmental matters must be submitted in writing to Propertymark Qualifications. Requests can be emailed to qualifications@propertymark.co.uk or posted to the following address;

**Propertymark Qualifications
Arbon House
6 Tournament Court
Edgehill Drive
Warwickshire
CV34 6LG**

If the request is regarding an experience during an examination;

- The candidate must report the incident to the test centre (in e-assessment scenarios) or the invigilator (in paper-based scenarios) immediately and before they leave the examination.
- The same must then be reported in writing (email or letter) to the Qualifications Team at the address above within 2 working days of the incident.
- The request must be supported by relevant documentation should this be appropriate.

The Propertymark Qualifications Team will acknowledge receipt of the request on the first working day after the information is received and an indication given as to when a full response can be given.

Propertymark Qualifications will contact the examination location and ask for a detailed report; this may take additional time to receive but the Candidate will be kept informed on the progress of the investigation.

In the case of e-assessment scenarios the Qualifications Team will investigate the circumstances of the examination in question thoroughly and either confirms that circumstances surrounding an examination were not of the standard expected for their candidates and offer a free re-sit, or deny the request.

Candidates should be aware that these investigations will involve third parties and therefore can take some time.

This procedure is in line with regulatory criteria as set out by Ofqual.