

EXAMINATION CANCELLATION AND RESCHEDULING POLICY

PROPERTYMARK QUALIFICATIONS FORMERLY KNOWN AS NFOPP AWARDING BODY

This document sets out the policy of Propertymark Qualifications for individual (distance learning) candidates taking examinations at Pearson Vue test centres.

Candidates sitting examinations within teaching or training centres should refer to their centre contact.

1. Examination Cancellation Policy

After confirming an examination booking it may be necessary for candidates to change or cancel an examination. Any changes to examination bookings must be made a **minimum of 72 hours prior to the start time of the original examination** except where there are extenuating circumstances as detailed below.

2. How to cancel or reschedule an examination

Examination bookings must be cancelled or rescheduled a minimum of 72 hours prior to the start time of the original examination. This can be done via a candidate's online candidate account or by telephoning Pearson Vue directly on 0161 8557 537 between the hours of 9am and 5pm Monday to Friday.

Please note: Candidates who have made discounted back-to-back bookings on the same day must telephone Pearson Vue directly during office hours of 9am to 5pm Monday to Friday to cancel or reschedule their examinations.

It is the candidate's responsibility to ensure sufficient time is allowed to cancel or reschedule their examinations. Propertymark Qualifications are not responsible for the failure of candidates to cancel or reschedule examinations due to lost or forgotten log in details or due to candidates attempting to contact Pearson Vue or Propertymark Qualifications outside of office hours.

Any request for entry to an examination received less than 72 hours prior to the start time of the examination shall be treated as express consent for Propertymark Qualifications to provide a service. This express consent will also be treated as formal acknowledgement by the candidate that all rights to cancellation will be lost upon booking.

3. Late Arrivals

Candidates must arrive at a Pearson Vue test centre a minimum of 15 minutes prior to the start of their examination. Admittance of late arriving candidates is at the discretion of each individual test centre and is out of the control of Propertymark Qualifications. Candidates arriving late who are not permitted to sit the examination will forfeit their examination fee except where they are late due to extenuating circumstances.

4. Candidate No Show

Failure to attend an examination without notification will appear as a 'No Show' and is classed as a cancellation. The examination fee will be forfeited and candidates must pay to re-book the examination.

5. Extenuating Circumstances

Propertymark Qualifications considers the following to be extenuating circumstances which may allow free rescheduling of an examination within the 72-hour notice period or in the case of a no-show. Under no circumstances will any examination fee be refunded due to extenuating circumstances.

- Major accidents or injury
- Severe illness
- Death or serious illness of close relative or partner
- Being a victim of a crime
- Other comparable circumstances

The extenuating circumstances must have occurred within the 72 hour notice period and the candidate must be able to clearly demonstrate how this will prevent them, or has prevented them, from attending their examination.

Propertymark Qualifications does not consider the following to be extenuating circumstances:

- Minor accidents or injuries
- Pressures of work
- Conditions normally able to be controlled, such as headaches
- Failure to manage time effectively
- Candidate's own error, such as booking an examination for the wrong date or registering for the wrong qualification.

6. Submitting a reschedule request due to extenuating circumstances

Candidates have until five working days after their examination date to notify Propertymark Qualifications by email (qualifications@propertymark.co.uk) of their intention to apply for rescheduling an examination due to extenuating circumstances.

Propertymark Qualifications will issue an **Examination Reschedule Form** to be completed and returned by the candidate with supporting evidence. This form and all supporting evidence must be returned within ten working days of the date of the examination. Requests made outside these timescales will not be considered.

Any request must be accompanied by supporting evidence from an independent third party. Examples of acceptable evidence includes:

- Professional medical letter
- Police crime number or report
- Death certificate
- Other evidence that may be requested by Propertymark Qualifications in relation to the request

All supporting evidence must clearly demonstrate the reason why the candidate is, or was, unable to attend the examination.

7. Responding to a request

Propertymark Qualifications will acknowledge receipt of the rescheduling request email within three working days of the request being received. A detailed response with an outcome will follow within ten working days of all required evidence being submitted to Propertymark Qualifications.

8. Outcome of a request

If Propertymark Qualifications find the rescheduling request and evidence submitted to be sufficient, a free reschedule of the examination will be granted. The candidate will be contacted by email with instructions of how to reschedule their examination.

If Propertymark Qualifications do not find the rescheduling request and evidence submitted to be sufficient, a free reschedule of the examination will not be granted. Candidates are unable to appeal this decision and are required to meet the cost of re-booking the examination.

In some cases, Propertymark Qualifications may ask for further evidence to help support a candidate's request. If requested, this evidence must be submitted within ten working days.