

POST RESULTS SERVICES

This document sets out arrangements for Propertymark Qualifications' post results services and applies to 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.

Post results services fall into two categories; enquiries about results and candidate feedback.

Candidates requesting these services must complete a Post Results Services Request Form and submit this to Propertymark Qualifications no later than 20 working days following the receipt of their results.

ENQUIRIES ABOUT RESULTS

The following services are available to candidates who believe they have been awarded an incorrect mark due to an assessment or examination error:

- Clerical check
- Results review
- Full re-mark
- Examination paper review

Clerical check

This is a free service which is available for both multiple choice and short essay examinations.

Checks will be made to ensure the candidate's examination mark has been entered correctly on the Propertymark Qualifications IT system and that it matches the result awarded. For short answer essay examinations checks will also be made to ensure that all parts of the examination have been marked and totaled correctly.

Requests will be acknowledged within three working days of receipt. Clerical checks will normally be completed within 10 working days.

If an error in a recorded mark is identified it will be corrected. This may lead to results being adjusted up or down.

Results Review

This service is available for short essay examinations only. Please see our current fees list for the cost of this service.

A second examiner will review the original examiner's assessment. A clerical check will also be carried out.

Requests will be acknowledged within three working days of receipt. Results reviews will normally be completed within 20 working days.

A candidate's mark may be adjusted up or down following a results review. If a higher mark is awarded, then the fee will be refunded.

Re-mark

This service is available for short essay examinations only. Please see our current fees list for the cost of this service.

Examination scripts will be fully re-marked by a Chief Examiner. A clerical check will also be carried out.

Requests will be acknowledged within three working days of receipt. Re-marks will normally be completed within 20 working days.

A candidate's mark may be adjusted up or down following a re-mark. If a higher mark is awarded, then the fee will be refunded.

Examination Review

This is a free service which is available for both multiple choice and short essay examinations.

If a candidate believes there was an error in an examination paper which they have sat we will review the examination paper.

Requests will be acknowledged within three working days of receipt. Reviews will normally be completed within 20 working days.

If an error is found in an examination paper we will take appropriate action dependent on the nature of the error. This may involve adjusting marks or offering free re-sits to all candidates affected by the error.

FEEDBACK TO CANDIDATES

Candidates who fail a short essay examination can request feedback. This feedback can be informal or formal.

Candidates who fail multiple choice examinations are provided with feedback on their Pearson Vue results slip and no further feedback can be provided.

Feedback cannot be provided on any passed examinations.

Informal Feedback

This is a free service which is available to candidates who have failed short essay examinations.

We will provide general feedback on candidate performance based on the examiner's comments. We are unable to provide specific feedback on responses to examination questions as all our examination papers are live.

Requests will be acknowledged within three working days of receipt. Informal feedback will normally be completed within 10 working days.

Formal feedback

This service is available for candidates who have failed short essay examinations only. Please see our current fees list for the cost of this service.

A Chief Examiner will review the marked examination and provide reasons why the candidate has not passed. We are unable to provide specific feedback on responses to examination questions as all our examination papers are live.

Requests will be acknowledged within three working days of receipt. Feedback will normally be provided within 20 working days.

APPEALS

Candidates who are dissatisfied with the outcome of an Enquiry About Results service can appeal by following the Propertymark Qualifications Appeals process. This can be found on the Propertymark Qualifications website.