

APPEALS POLICY

PROPERTYMARK QUALIFICATIONS FORMERLY KNOWN AS NFOPP AWARDING BODY

This document sets out the policy and procedure of Propertymark Qualifications for individual (distance learning) candidates who are dissatisfied with a decision made by Propertymark Qualifications and wish to make an official appeal. An appeal differs from a complaint as it is a specific request for Propertymark Qualifications to reconsider a decision or action taken.

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

1. Definition of an Appeal

An appeal is an application made by a candidate to Propertymark Qualifications requesting for a decision to be reconsidered should a candidate feel they have a justified reason.

The types of appeals covered by this policy include:

- appeals against assessment decisions;
- appeals against the outcome of a Reasonable Adjustment or Special Considerations request; and
- appeals against a decision made following a malpractice investigation.

The types of appeals not covered by this policy include:

- content of published policies;
- dissatisfaction with professional membership divisions within Propertymark;
- dissatisfaction with decisions made by third party suppliers such as Pearson Vue or MOL;
- matters which have previously been investigated following this appeals policy; and
- examination content.

Appeals regarding professional membership divisions within Propertymark, such as ARLA Propertymark or NAEA Propertymark, must be directed to the relevant membership division following their own appeals procedure.

Appeals regarding the services provided by Pearson Vue or MOL must be directed to the relevant organisation following their own appeals procedure.

Candidates requesting review of their examination result or the content of an examination must refer to the **Post Results Services Policy** on the Propertymark Qualifications website in the first instance.

2. Appeals Against Assessment Decisions

A candidate has the right to appeal against the results of an assessment should they feel they are not satisfied with the outcome of an Enquiry about Results.

An appeal against an assessment decision will not be considered should a candidate:

- feel disappointed with their examination result;
- believe their performance was adversely affected by factors such as ill-health (see Reasonable Adjustments and Special Considerations Policy); or
- wish to question the academic judgement of assessment personnel.

An appeal against an assessment decision will be considered should a candidate:

- feel a decision made regarding reasonable adjustments or special considerations is unfair; or
- feel that an injustice or instance of maladministration has occurred.

3. Appeals Against Reasonable Adjustments or Special Consideration Decisions

A candidate has the right to appeal against decisions made regarding the provision of a reasonable adjustments and/or special considerations should they feel that Propertymark Qualifications refused the request without reason, or the adjustment/consideration was limited and proved to be inappropriate or insufficient.

4. Appeals Against Malpractice Investigation

A candidate has the right to appeal against decisions made following an investigation into malpractice should they feel that the outcome was unjustified.

5. Submitting an Appeal

Propertymark Qualifications' relationship is with the candidate, irrespective of who pays for the candidate's assessments. Therefore, Propertymark Qualifications will not accept appeals submitted by a third party.

Candidates should request an Appeals Form from Propertymark Qualification by email, and submit using the contact details listed below, no later than 10 working days following notification of the decision in question. Appeals submitted after this timeframe will not be considered. The fee for an appeal can be found in the Propertymark Qualifications Fees List which is available on our website. This will be refunded if the appeal is upheld.

Propertymark Qualifications will acknowledge receipt of an Appeals Form within 3 working days, at which point the candidate will be invoiced for the appeals fee. Once payment has been received in full the candidate will be informed and the appeal will then be considered by an independent adjudicator.

6. Outcome of an Appeal

PropertyMark Qualifications will inform the candidate of the independent adjudicator's decision within 20 working days from the date the appeals fee has been received in full, and appropriate action(s) will be taken dependent upon the subject of the appeal and the decision made by the adjudicator/independent person.

If the appeal is upheld by the independent adjudicator, then the appeals fee will be reimbursed in full.

7. PropertyMark Qualifications Contact Details

Appeals forms should be requested from and submitted to qualifications@propertymark.co.uk

If a candidate prefers to write to us, our address is:

PropertyMark Qualifications
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG