

EXAMINATION REGULATIONS

1. SCOPE

- 1.1 These regulations apply to individual (distance learning) candidates sitting Propertymark Qualifications examinations at Pearson Vue test centres. Candidates sitting examinations within teaching or training centres should refer to their centre contact.
- 1.2 These regulations must be read in conjunction with the requirements for each qualification which are included in the [Qualification Specification](#) document on the Propertymark Qualifications website.
- 1.3 Propertymark Qualifications may vary these regulations from time to time with such variations being effective upon their publication. These regulations are current as of 9th February 2017.

2. REGISTRATION

Qualifications

- 2.1 Candidates must register with Propertymark Qualifications before they are able to sit any examinations. Propertymark Qualifications are open to all, whether members or non-members of Propertymark associations.
- 2.2 It is the candidate's responsibility to ensure they do not register for and sit examinations for qualifications which they have previously passed.
- 2.3 Candidates have **three years from their date of registration** to achieve all required units to complete their qualification. If candidates fail to pass all units within this three-year timescale, they will be required to re-register. Candidates should refer to [Propertymark Qualifications' Recognition of Prior Achievement Policy](#) for information relating to the carry-over of results for units previously completed.
- 2.4 Candidates will be provided with reasonable notice of any qualification Propertymark Qualifications decides to withdraw. Transition arrangements will be published and provided to all affected candidates.

Examinations

- 2.5 Candidates must sit examinations at Pearson Vue test centres. A list of locations can be found on the Propertymark Qualifications website.
- 2.6 Candidates must book examinations with Pearson Vue through their online candidate account or by contacting Pearson Vue directly.
- 2.7 Candidates can cancel or reschedule examinations by contacting Pearson Vue **at least 72 hours before the examination**. No refund will be given for examinations not attended or cancelled with less than 72 hours' notice.

3. EXEMPTIONS

3.1 Unit exemptions can be granted for Level 4 qualifications only. Candidates should refer to [Propertymark Qualifications' Recognition of Prior Achievement Policy](#) for further information.

4. IDENTIFICATION

4.1 Candidates are required to show evidence of identification before sitting an examination. Candidates who are unable to show appropriate identification will not be permitted to sit the examination and will not be entitled to a refund of the examination fee.

4.2 All identification must be valid and bear the exact candidate name that the examination has been booked under. If the name on a candidates' identification does not match the name that their examination was booked under, they will not be allowed to sit the exam.

4.3 Candidates are responsible for ensuring that in the event of a third party booking an examination on their behalf, correct personal details are provided.

Acceptable forms of identification

4.4 Candidates must bring to the examination one item from Group 1 and one from Group 2:

- **Group 1 (which must contain a photograph, name in Roman characters and a signature)**
 - **A valid Passport**
 - **A valid EU photocard driving licence (full or provisional)**

- **Group 2 (which must contain a signature)**
 - **Credit Card**
 - **Debit Card**

4.5 Candidates who do not possess acceptable forms of identification must contact Propertymark Qualifications for advice prior to booking any examinations.

4.6 Candidates should contact Propertymark Qualifications prior to booking any examinations if they are unsure whether their identification will be accepted at the examination centre.

5. PERMITTED EXAMINATION MATERIALS

5.1 Candidates will not be allowed to take anything, including personal belongings, into the examination. This includes but is not limited to; briefcases, bags, books (including dictionaries), revision notes, mobile phones, and other personal belongings. No digital or programmable equipment including watches is allowed into the examination room. Propertymark Qualifications accepts no responsibility for the loss of any valuables.

6. EXAMINATION PROCESSES

6.1 Examination procedures and marking are under the control of the Examination Executive Board.

6.2 All examinations will be provided in the English language.

6.3 Examination questions are the property of the Propertymark Qualifications and will not be made available to candidates under any circumstances.

7. RE-SITS

- 7.1 Candidates are permitted to attempt an examination as many times as necessary until a unit has been passed. For on-demand assessments, at least 10 days must be allowed between exam sittings for the same unit.
- 7.2 Once a candidate has passed the examination for a unit, no further attempts at this unit can be made.

8. NOTIFICATION OF RESULTS

- 8.1 Propertymark Qualifications will confirm examination results in writing to candidates.
- 8.2 Candidates completing all required units for their qualification will receive a certificate confirming their achievement.
- 8.3 All candidates give their permission to Propertymark Qualifications to disclose their achievement to other Propertymark associations and departments for promotional purposes. Candidates who wish to opt out must email optout@propertymark.co.uk stating candidate name, date of birth and the qualification title.
- 8.4 Any queries concerning examination results should be addressed in writing to Propertymark Qualifications.

9. REASONABLE ADJUSTMENTS

- 9.1 Propertymark Qualifications is committed to ensuring access to its qualifications for all.
- 9.2 Candidates are advised to inform Propertymark Qualifications at the point of registration of any reasonable adjustments which they require in order to take the examinations.
- 9.3 Candidates will be required to provide official evidence by an expert reporting on their ability to sit the examination and any difficulties they may encounter.
- 9.4 Candidates should refer to [Propertymark Qualifications' Reasonable Adjustments Policy](#) on the Propertymark Qualifications website for further information.

10. SPECIAL CONSIDERATION

- 10.1 Candidates needing special consideration, perhaps as a result of illness or accident on the day of the examination or recent bereavement, must contact Propertymark Qualifications within 48 hours of the confirmed examination sitting. Candidates will be required to provide official evidence which directly relates to reason for requesting special consideration.
- 10.2 Candidates who feel they have been adversely affected by an examination delivery issue on the day of the examination must contact Propertymark Qualifications within 48 hours of the examination.
- 10.3 Candidates should refer to [Propertymark Qualifications' Special Considerations Policy](#) on the Propertymark website for further information.

11. COMPLAINTS AND APPEALS

- 11.1 Candidates who have a complaint about the level of service received from Propertymark Qualifications should refer to the [Propertymark Qualifications' Complaints Policy](#) which can be found on the Propertymark Qualifications website.

- 11.2 Complaints about a test centre should be made directly to the test centre in question, who will provide an incident number. This incident number must be provided to Propertymark Qualifications if a candidate requests special consideration due to issues at the exam centre.
- 11.3 Complaints relating to the quality of learning resources such as workbooks must be made directly to the provider of such services. Candidates should note that examinations are based on the content of the qualification specification, not on workbooks or training course content.

12. COMPLIANCE WITH THE REGULATIONS

- 12.1 Any candidate who is found to have committed malpractice or otherwise attempted to gain an unfair advantage in any unit shall be deemed to have failed all units at that sitting. Examination fees will not be refundable.
- 12.2 All candidates agree to comply with these regulations and in the event of any failure to do so Propertymark Qualifications may cancel the candidate's entry for any examination, decline to issue the candidate with a result for the examination, and may notify the candidate's employer.