

### EXAMINATION REGULATIONS

#### SCOPE

- 1.1 These regulations apply to individual (distance learning) candidates registering for Propertymark Qualifications awards and certificates and sitting Propertymark Qualifications examinations at Pearson Vue test centres. Candidates undertaking qualifications and sitting examinations within Propertymark Qualifications recognised 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 **18<sup>th</sup> July 2022**.

#### REGISTRATION

##### Qualifications

- 2.1 Candidates must register with Propertymark Qualifications and pay the associated registration fee before they can book any examinations. Propertymark Qualifications are open to all, whether members or non-members of Propertymark associations.
- 2.2 The registration fee is a mandatory non-refundable cost that covers the administration and certification of your qualification. It is a candidate's responsibility to ensure they register for the correct qualification. Candidates have 14 calendar days from the date they paid the registration fee to cancel their registration and receive a full refund providing they have not undertaken examinations. Should a candidate register for the incorrect qualification then they have 14 calendar days from the date they paid the registration fee to transfer the fee to the correct registration, providing they have not undertaken examinations.
- 2.3 Candidates have **three years from the 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 and pay the associated registration fee. Candidates should refer to the [Recognition of Prior Achievement Policy](#) for information relating to the carry-over of results for units previously achieved.
- 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.

## EXEMPTIONS

- 3.1 Candidates should refer to the [Recognition of Prior Achievement Policy](#) on the Propertymark Qualifications website for further information.

## IDENTIFICATION

- 4.1 Candidates are required to present their identification to test centre staff before being permitted to sit 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 match the candidate's name entered on their online candidate account. If the name on a candidate's identification does not match the name on their candidate account, they will not be permitted to sit the exam and will not be entitled to a refund of the examination fee.
- 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 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 before booking any examinations.
- 4.6 Candidates should contact Propertymark Qualifications before booking any examinations if they are unsure whether their identification will be accepted at the examination centre.

## 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.

## EXAMINATION PROCESSES

- 6.1 Examination procedures and marking are under the control of Propertymark Qualifications' Governing Body.
- 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.

## 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 calendar 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.

## 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 Any queries concerning examination results should be addressed in writing to Propertymark Qualifications after referring to the [Enquiries About Results Policy](#).

## DATA PROTECTION

- 9.1 Unless they choose to opt-out, all candidates give their permission to Propertymark Qualifications to disclose their achievements to other Propertymark associations and departments for promotional purposes
- 9.2 Candidates who wish to opt-out must email [optout@propertymark.co.uk](mailto:optout@propertymark.co.uk) stating their name, date of birth and the qualification title.

## REASONABLE ADJUSTMENTS

- 10.1 Propertymark Qualifications is committed to ensuring fair access to its qualifications for all.
- 10.2 Candidates are advised to inform Propertymark Qualifications at the point of registration of any reasonable adjustments that they require to take the examinations.
- 10.3 Candidates will be required to provide official evidence by an expert reporting on their ability to sit examinations and any difficulties they may encounter.
- 10.4 Candidates should refer to the [Reasonable Adjustments and Special Considerations Policy](#) on the Propertymark Qualifications website for further information.

## SPECIAL CONSIDERATIONS

- 11.1 Candidates needing special considerations, perhaps because of illness or accident on the day of the examination or recent bereavement, must contact Propertymark Qualifications within 2 working days following the examination date. Candidates will be required to provide supporting evidence which directly relates to the reason for requesting special considerations.
- 11.2 Candidates who feel they have been adversely affected by an examination delivery issue on the day of the examination must contact Propertymark Qualifications within 2 working days following the examination date.
- 11.3 Candidates should refer to the [Reasonable Adjustments and Special Considerations Policy](#) on the Propertymark Qualifications website for further information.

## COMPLAINTS AND APPEALS

- 12.1 Candidates who have a complaint about the level of service received from Propertymark Qualifications should refer to the [Complaints Policy](#) which can be found on the Propertymark Qualifications website.
- 12.2 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 test centre.
- 12.3 Complaints relating to the quality of third-party learning resources must be made directly to the provider of such products and services. Candidates should note that examinations are based on the content of the qualification specification, not on workbooks or training course content.

## COMPLIANCE WITH THE REGULATIONS

- 1.1 Any candidate who is found to have committed malpractice or otherwise attempted to gain an unfair advantage in any examination shall be deemed to have failed all units on that given day. Examination fees will not be refunded.
- 1.2 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.