

REMOTE INVIGILATION EXAMINATION CANCELLATION AND RESCHEDULING POLICY

This document sets out the policy of Propertymark Qualifications for individual (distance learning) learners taking remote invigilated examinations.

Learners 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 learners to change or cancel an examination. Any changes to examination bookings must be made a **minimum of 3 working days prior to the start date 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 **3 working days** prior to the date of the original examination. This can be done via a learner's online learner account accessing the schedule tool, or by contacting scheduling support via email support@schedulemytests.com.

It is the learner's responsibility to ensure sufficient time is allowed to cancel or reschedule their examinations. Propertymark Qualifications are not responsible for the failure of learners to cancel or reschedule examinations due to lost or forgotten login details or due to learners attempting to contact Propertymark Qualifications outside of office hours.

Any request for entry to an examination received less than **3 working days** prior to the start date of the examination shall be treated as express consent for Propertymark Qualifications to provide a service. This express consent will also be treated as a formal acknowledgment by the learner that all rights to cancellation will be lost upon booking.

3. Late Arrivals

Learners must access the examination link before the scheduled examination time. On accessing the link, you will be guided through examination security before the examination starts. It is best practice to click the link **at least 5 minutes** before the scheduled examination time. Admittance of late-arriving learners is at the discretion of the online invigilation centre and is out of the control of Propertymark Qualifications. Learners 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. Learner 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 learners must pay to re-book the examination.

5. Extenuating Circumstances

Propertymark Qualifications considers the following to be extenuating circumstances that may allow the requirement for 3 working days' notice to reschedule an examination to be waived. In these circumstances, it will not be possible to reschedule the examination until the original appointment date has passed. No examination fee can be refunded due to extenuating circumstances:

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

The extenuating circumstances must have occurred within the 3 working days' notice period and the learner 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
- Learner'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 learner 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 learner 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 learner will be contacted by email with instructions on 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. Learners 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 learner's request. If requested, this evidence must be submitted within ten working days.