

EXAMINATION SCHEDULING AND RESCHEDULING POLICY AND PROCEDURE

PMQ Regulated Qualifications

Purpose

1. PMQ requires centres and learners to schedule and pay for examination booking in order to complete PMQ examinations. Examinations are scheduled and booked and paid for on the PMQ examination booking tool Scheduler. Training providers are provided access to the scheduling tool upon approval. Training providers may also choose to permit learners access to the scheduling tool to book and pay for examination themselves.
2. This policy also sets out the PMQs policy position in relation to the rescheduling of exams under extenuating circumstances.
3. We recommend that this policy and procedure is read in conjunction with the examination regulations, candidate guide for online examinations and Equipment and Systems Requirements for Online Examinations.

Scope

4. This policy applies to PMQ learners, training providers, training provider staff and associated contractors, PMQ staff and contractors involved in the assessment and/or delivery of PMQ regulated qualifications.
5. The policy relates to PMQ on demand examinations RQF Level 2 & 3 and SCQF Level 5 Qualifications.
6. Level 4 examinations are planned and take place in two-week windows, three times a year. The exam windows are detailed on the website [Examinations | Propertymark](#)

Definitions

7. The term 'learners' in the context of this policy includes all individuals studying for the regulated qualifications listed in Appendix 1.
8. The term 'assessment' in the context of this policy includes assessments taken towards PMQ regulated qualifications, for example, external examinations, online examinations and internal assessments.
9. Examinations must be scheduled before an assessment takes place

Key principles

10. Scheduled examinations allow for arrangements to be put in place to allow learners to complete PMQ examinations for the scheduled exam.
11. PMQ will ensure that learners complete the examination they have booked and paid for through the secure online assessment platform.
12. The use of scheduling and rescheduling policy will be taken into consideration when granting a reschedule application request.

13. Rescheduling will not be granted for closed examination windows to protect the integrity of other examinations.
14. Rescheduling will not be granted where extenuating circumstances do not meet with PMQ criteria

Scheduling examinations

15. Examination Scheduling - on demand examinations [currently L2/L3 & SCQF L5/L6]

When exams can be taken

PMQ on demand examinations can be booked and completed every day of the week including bank holidays. Exams can be completed within 24 hours from the original booked time slot.

16. Examination Scheduling Level 4 [examination windows]

PMQ Level 4 exams are completed within specific examination windows, the details of the exam windows can be found on our website. PMQ examinations can be completed within 24 hours from the original booked time slot. The Level 4 examinations are two hours in duration, it is recommended that learners book their exam slots when they are at their optimum performance.

How to book: PMQ examinations are booked through the online examination's platform scheduler.

Re-scheduling examinations

17. Examination Reschedule (on demand examinations) [currently L2/L3 & SCQF L5/L6]

After confirming an examination booking it may be necessary for learners to reschedule an examination. Any changes to examination bookings for on-demand exams must be made a **minimum of 72 hours prior to the start date of the original examination** except where there are extenuating circumstances as detailed below.

18. Examination Reschedule - (examinations windows)

Level 4 Certificate in Property Agency

Level 4 Certificate in Residential Letting and Property Management

Level 4 Certificate in The Sale of Residential Property

Examinations for the above Level 4 Qualifications may only be rescheduled whilst the Level 4 examination window is open. The Level 4 examination windows are published [Examinations | Propertymark](#). Examinations for Level 4 qualifications cannot be rescheduled once the window has been closed.

Eligibility for Rescheduling examinations

19 Where candidates are unable to meet the three working day window, to reschedule the examination booking, Propertymark Qualifications will take into consideration the following extenuating circumstances when determining whether or not to approve the rescheduling request for an examination booking.

The following are considered 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' 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, minor
- Failure to manage time effectively
- Learner's own error, such as booking an examination for the wrong date or registering for the wrong qualification.

20 Submitting a reschedule request due to extenuating circumstances

Candidates have up to 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.

The exam reschedule Form can be found on the Propertymark website. This form will need 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.

21 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.

22 Outcome of a request

Should 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.

Candidates will only be granted **one** free reschedule. Once this has been booked in, it cannot be changed or moved further. If the rescheduled exam is not sat for any reason, further free reschedules will not be granted.

23 Learner no Show and Exam fee forfeit

On accessing the link, you will be guided through examination security before the examination starts. On demand examinations must be completed within 24 hours of the selected booked time. Learners who do not start their exam within 24 hours of the booked time, will forfeit their examination fee except where there are extenuating circumstances.

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.

Supporting evidence

Supporting evidence, which is sufficient, valid and reliable, from an appropriately qualified professional, must accompany all requests for access arrangements. The evidence must set out the access arrangements required to reduce the barrier to the assessment.

Decision making

PMQ decides whether or not the evidence to support the rescheduling application are substantive and meet the criteria.

In making decisions PMQ will consider:

- the documented supporting evidence from a qualified professional setting out the impact of the learner's, indisposition;
- the assessment for which reschedule exam is required;
-

PMQ will not approve a request for access arrangements if it is not meet the extenuating circumstances criteria.'

The outcome of an reschedule application request may be:

- approval of the reschedule
- rejection of the application based on insufficient evidence;
- rejection of the application based on insufficient time to process the reschedule application ie after 72 hours of the examination.

Policy review arrangements

This policy is subject to a three-year review cycle. However, the policy may be reviewed more frequently to address regulatory changes, operational feedback or concerns brought to the attention of PMQ to ensure the policy remains fit for purpose.

This policy is also reviewed as part of PMQ ongoing quality improvement monitoring.

Appendix 1

PMQ Regulated Qualifications:

1. PMQ Level 2 Award in Introduction to Residential Property Management Practice
2. PMQ Level 2 Award in Introduction to Sale of Residential Property
3. PMQ Level 3 (SCQF Level 6) Certificate in Property Agency
4. PMQ Level 3 Award in Chattels Auctioneering
5. PMQ Level 3 Award in Real Property Auctioneering
6. PMQ Level 3 Award in Residential Inventory Management and Practice
7. PMQ Level 3 Award in Residential Tenancy Deposit Protection and Management
8. PMQ Level 4 Certificate in Property Agency Management