

EXAMINATION REGULATIONS

Updates

Date	Version	Section	Change/addition
March 2023	1.1	7.1	Biometric Residence Permit and Citizen Card added to valid ID
March 2023	1.1	7.2	Original versions of valid ID must be presented
March 2023	1.1	10.2	Equipment check and set up must be carried out at least two working days before exams start
Feb 2024	1.2	10.2	Equipment check and set up must be carried out at least 48hrs before exams start
Feb 2024	1.2	14.2	Changed opt-out email and advised to include subject title Opt-out

Scope

- 1.1** These regulations apply to all learners registering for a qualification with Propertymark Qualifications which includes distance learners and learners registering with recognised teaching or training centres.
- 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. Acceptance of these regulations is required at the point of registration and before the start of all examinations.
- 1.3** Failure to comply with these rules and regulations may mean that the learner is disqualified, and their result is voided
- 1.4** Propertymark Qualifications may vary these regulations from time to time with such variations being effective upon their publication. These regulations are effective of **1st May 2023**.

Where a reference to a learner is made in this document, this would reflect either a distance learner or a learner with a centre recognised by Propertymark Qualifications unless otherwise specified.

Registration

Qualifications

- 2.1 Learners must be registered 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 learner's responsibility, or the recognised centre acting on behalf of the learner, to ensure they register for the correct qualification.

- 2.3 Registrations can be cancelled within **14 calendar days** from the date the registration fee is paid and receive a full refund providing no examinations have been undertaken.
- 2.4 Should a learner be registered 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.
- 2.5 Learners have **a registration period**, as per the qualification information page on PropertyMark Qualifications website, to achieve all required units to complete their qualification. If learners fail to pass all units within this registration period, the learner, or the recognised centre on behalf of the learner, will be required to re-register and pay the associated registration fee. Learners should refer to the [Recognition of Prior Achievement Policy](#) for information relating to the carry-over of results for units previously achieved.

Learners will be provided with reasonable notice of any qualification PropertyMark Qualifications decides to withdraw. Transition arrangements will be published and provided to all affected learners.

Distance learner examinations

- 3.1 Learners must sit examinations using the remote invigilated examination service. Information and guidance on this service can be found on the PropertyMark Qualifications webpage.
- 3.2 Learners must book examinations using the scheduling tool through their online learner account. Payment for examination is taken at the time of booking. Examination bookings with payments that are incomplete will not have examinations made available.
- 3.3 Learners can cancel or reschedule examinations by accessing the scheduling tool via their online learner account, or by contacting the scheduling team at support@schedulemytests.com. Examinations must be cancelled or rescheduled **at least 3 working days before the examination**. No refund will be given for examinations not attended or cancelled with less than 3 working days' notice unless extenuating circumstances can be supported.
- 3.4 Learners can also gain first-line help and support from the schedule support team using the email address: support@schedulemytests.com.
- 3.5 Learners must start the examination at the scheduled time by clicking the link in the email sent 72hrs before the examination date and time.
 - a. Refunds or reschedules are **not** made for learners who are late starting examination security checks. Further guidance for this is found in the [Examination Cancellation and Rescheduling Policy](#).

Recognised centre learner examinations

- 4.1 Learners registered with recognised centres for remote invigilation can sit examinations using the remote invigilated examination service. Centres can undertake invigilation physically in person within the centre for those learners registered for centre-invigilated

exams. Guidance for the centre can be found on the digital library within Propertymark Qualifications' CRM system. There must be **at least 3 working days before the examination** is due to be delivered. No refund will be given for examinations not attended or cancelled with less than 3 working days' notice unless extenuating circumstances can be supported.

Exemptions

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

Identification

- 6.1 Learners are required to present their photographic identification as part of security procedures to invigilation staff before being permitted to sit an examination. Learners 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.
- 6.2 All identification must be valid and match the learner's name entered on their online learner account. If the name on a learner's identification does not match the name on their learner account, they will not be permitted to sit the exam and will not be entitled to a refund of the examination fee.
- 6.3 Learners 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

- 7.1 Learners must bring to the examination suitable identification which must contain a photograph, name in Roman characters and a signature. Accepted forms of identification are:
- i. A valid Passport
 - ii. A valid photocard driving licence (full or provisional)
 - iii. A valid Biometric Residence Permit (BRP)
 - iv. Valid [Citizen card](#)
- 7.2 Original versions of identification must be presented. Photographs, photocopies or app based versions of identification will not be accepted.
- 7.3 Learners who do not possess acceptable forms of identification must contact Propertymark Qualifications for advice before booking any examinations.
- 7.4 Learners should contact Propertymark Qualifications before booking any examinations if they are unsure whether their identification will be accepted at the examination centre.

Learner requirements when sitting examinations

- 8.1 Wearing any sunglasses, hats, caps or scarves is not permitted. You may be requested to remove these items to show your ears.
 - a. If this requirement presents any challenges, you must contact Propertymark Qualifications to seek guidance before booking any examination.
 - b. Clothing with a hood is permitted, but the hood must be down
- 8.2 The use of headphones either in or over the ear are not permitted.
- 8.3 Smoking or vaping is not permitted whilst in an examination.
- 8.4 Speaking to others or reading aloud is not permitted.
- 8.5 Learners must focus on the examination screen.
- 8.6 Abusive or inappropriate language and/or behaviour will not be tolerated during an examination.
- 8.7 Learners are required to remain seated, in full view of the invigilator, or both camera devices for remote invigilation, for the entire examination.
- 8.8 Learners must be appropriately clothed for an examination.

Remotely invigilated examination environment requirements

- 9.1 Examinations must take place inside a suitable building, in a room with closable doors.
- 9.2 The room used for the assessment must be well-lit and of a suitable temperature.
- 9.3 No one else is permitted to be in the examination room during the examination.
- 9.4 Learners must remain seated during the assessment unless previously agreed with Propertymark Qualifications via a request for reasonable adjustments.
- 9.5 Under no circumstances are any kind of notes to be removed from the examination room.
- 9.6 Invigilators, in person or remotely, will be required to see:
 - a. the full room including all walls, corners, and ceiling where the examination is being sat. There must be no posters/guides or notes on the walls or in the room relating to the qualification.
 - b. the desk /table which is being used as a workspace including behind the laptop/screens used. Workspace must be free from any other items such as books, pads, or information guides.
 - c. under the desk/table.

Remote invigilated examination equipment requirements

- 10.1 Learners are required to ensure IT equipment used meets the requirements of examination delivery as per the "**Remote Invigilation User Guide**" available on the Propertymark Qualifications webpage and within email communications once the examination has been booked.
- 10.2 A test equipment procedure link will be sent out 240hrs (10 days) before the examination has been scheduled and must be completed for **each** examination booking. Learners experiencing difficulties should contact Propertymark Qualifications to seek guidance.
 - a. Learners not successfully performing the equipment set up and checks at least **48hrs before the examination time** and experiencing difficulties during the examination as a result of not performing all the necessary checks, will not be eligible for a refund or reschedule. The following equipment checks and set up are required:
 - i. Microphone
 - ii. Speaker
 - iii. Laptop/desktop Camera
 - iv. Screen share - Proctorexam must be loaded onto the laptop/computer as part of the equipment check set up stage.
 - v. Mobile phone linking with the laptop/computer – Proctorexam app must be downloaded onto the mobile phone as part of the equipment check set up stage.
 - vi. Enable pop ups in Proctorexam
 - vii. Stable internet speed of at least 2 MBPS
- 10.3 Learners with multiple screens in the same room as the examination must ensure that **only one screen** is switched on and used for the examination.
- 10.4 Camera devices used for delivery of remote examinations are to be located at the required distance from the workstation and directed at the learner and workspace. The learner must be in full view of the camera.
- 10.5 Water bottles are permitted in the examination room. The water bottle must be clear and free from any text or labels.
- 10.6 Additional devices other than the laptop/desktop and second camera device used for the assessment are not permitted. No additional digital or programmable equipment including smart watches are allowed into the examination room.
- 10.7 Audio and video links must be maintained throughout the entire examination recording.
- 10.8 Devices used for examinations must not have any additional applications or browsers open other than that provided for the examination.
- 10.9 Devices used for the examination must be mains powered during the examination.

- 10.10 Calculators are not permitted in the examination room. An on-screen calculator will be provided if required.
- 10.11 Dictionaries are not permitted in the examination room. If a dictionary is required for translation purposes prior consent must be requested and approved by Propertymark Qualifications.

Recognised centre in-person examination

- 11.1 Centres are responsible for ensuring the IT equipment meets the requirements for examination delivery.

Examination processes

- 12.1 Examination procedures and marking are under the control of Propertymark Qualifications' Governing Body.
- 12.2 All examinations will be provided in the English language.
- 12.3 Examination questions are the property of the Propertymark Qualifications and will not be made available to learners under any circumstances.

Re-sits

- 12.1 Learners are permitted to attempt an examination as many times as necessary until a unit has been passed. Once a learner has passed the examination for a unit, no further attempts at this unit can be made.

Notification of results

- 13.1 Propertymark Qualifications will confirm examination results in writing:
- Distance learners will receive results via the online learner account.
 - Learners sitting exams within recognised centres will receive results from the recognised centre.
- 13.2 Learners completing all required units for their qualification will receive a certificate confirming their achievement. Certificates will be issued to the address held by Propertymark Qualifications.
- 13.3 Any queries concerning examination results should be addressed in writing to Propertymark Qualifications after referring to the **Enquiries About Results Policy**.

Data protection

- 14.1 Unless they choose to opt out, all learners give their permission to Propertymark Qualifications to disclose their achievements to other Propertymark associations and departments for promotional purposes.
- 14.2 Learners who wish to opt-out must email qualifications@propertymark.co.uk with the subject title Opt-out stating their name, date of birth and the qualification title.
- 14.3 For regulated qualifications, anonymised information will be shared with the relevant regulators in respect of registration and achievement.

Reasonable adjustments

- 15.1 Propertymark Qualifications is committed to ensuring fair access to its qualifications for all.
- 15.2 Learners, or recognised centres on behalf of the learner:
 - a. Learners are advised to inform Propertymark Qualifications at the point of registration of any reasonable adjustments that they require to take the examinations.
 - b. Learners will be required to provide official evidence by an expert reporting on their ability to sit examinations and any difficulties they may encounter.
 - c. Learners should refer to the [Reasonable Adjustments and Special Considerations Policy](#) on the Propertymark Qualifications webpage for further information.

Special considerations

- 16.1 Learners 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. Learners will be required to provide supporting evidence that directly relates to the reason for requesting special considerations.
- 16.2 Learners 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.
- 16.3 Learners should refer to the [Reasonable Adjustments and Special Considerations Policy](#) on the Propertymark Qualifications website for further information.

Complaints and appeals

- 17.1 Learners 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.
- 17.2 Complaints about an examination delivered in a recognised centre, where used, should be made directly to the recognised test centre in question, which will provide an incident number. This incident number must be provided to Propertymark Qualifications if a learner requests special consideration due to issues at the recognised centre.
- 17.3 Complaints relating to the quality of third-party learning resources must be made directly to the provider of such products and services. Learners should note that examinations are based on the content of the qualification specification, not on workbooks or training course content.

Compliance with the regulations

- 18.1 Any learner 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.
- 18.2 All learners agree to comply with these regulations, and in the event of any failure to do so, Propertymark Qualifications may cancel the learner's entry for any examination and decline to issue the learner with a result for the examination.