

# ENQUIRIES ABOUT RESULTS POLICY

*PMQ Regulated Qualifications*

## Purpose

1. This document sets out arrangements for Propertymark Qualifications' enquiries about results services. PMQ permits assessment results to be challenged in cases where the result is inconsistent with the learner's reasonable expectations, subject to the principles and requirements set out in this policy and the associated procedure.
2. This policy should be read in conjunction with the Enquires About Results Procedure – PMQ Regulated Qualifications.

## Scope

3. This policy applies to learners, training providers, PMQ staff and contractors involved in the delivery and assessment of PMQ regulated qualifications.

## Definitions

4. The term 'learners' in the context of this policy includes all individuals studying for the regulated qualifications listed in Appendix 1.
5. The term 'assessment' in the context of this policy includes assessments taken towards PMQ regulated qualifications, for example, external examinations, Professional Skills assessments, and online examinations or internal assessments.
6. An enquiry about a result is a formal request for an assessment decision to be reviewed because it is considered to be erroneous.

## Key Principles

7. Enquiries about results may involve administrative checks to confirm the accuracy of the result and/or reviews of marking/quality assurance.
8. An enquiry about a result does not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of an assessment.
9. Enquiries about results will be undertaken by persons of appropriate competence who do not have a personal interest in the matter.
10. A learner's result may increase, decrease or stay the same following the conclusion of an enquiry about a result.
11. Learners or training providers, acting on behalf of learners, may request enquiries about results.
12. Enquiries about results will be available for a set period following the release of results. PMQ will not accept requests for enquiries about results outside the published timeframes.

13. PMQ will process clerical checks and breakdowns of marks within 20 working days of receipt of the request. For reviews of marking within 6 weeks of receipt of the request.

## Protecting the integrity of PMQ qualifications

14. In the event that an enquiry about a result identifies failings in PMQ assessment procedures, PMQ will take all reasonable steps to identify other learners who have been affected, to address the failings identified.
15. Where it is not possible to correct any failings identified PMQ will mitigate as far as possible the impact of the failings whilst seeking to protect the interests of learners and the integrity of the qualification.
16. PMQ reserves the right to carry out investigations including reviews of assessments of learners without consulting training providers or seeking the learners' permission.
17. PMQ will take steps to prevent a recurrence of any failings identified in the future.
18. PMQ will ensure that the relevant regulators are informed, as appropriate, where an enquiry about a result identifies an adverse effect.

## Fees

19. PMQ will charge a fee for enquiries about results. The fees will be published on the PMQ website.
20. PMQ will refund enquiries about results fees, if the outcome of the enquiry is a change of grade.

## PMQ certificates

21. PMQ will ensure that any certificate/result issued to a learner which is subsequently found to be invalid following an enquiry about a result is revoked.

## Appeals

22. PMQ permits appeals of enquiries about results in cases where there is genuine cause to believe PMQ has not followed its procedures. Further information is provided in the PMQ Appeals Policy – PMQ Regulated Qualifications and the associated PMQ Appeals Procedure.

## Governance

23. The Awarding Body Operations Committee has oversight of enquiries about results through the reports it receives. The Awarding Body Operations Committee reports accordingly to the PMQ Qualifications Committee.

## Complaints

24. PMQ has a separate complaints policy. Learners or training providers who are dissatisfied with any other PMQ awarding organisation service, other than those addressed by this policy or the PMQ Appeals Policy – PMQ Regulated Qualifications, are referred to the Complaints Policy.

## Policy review arrangements

25. 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.
26. 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