

# 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.
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 for RQF Level 2 & 3 and SCQF Level 5 & 6 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 Examination Schedule found within the [Creatio Document Library](#).

## Definitions

7. The term 'learners' in the context of this policy includes all individuals studying for PMQ regulated qualifications, excluding Apprenticeship Assessment.
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. PMQ will ensure that learners complete the examination they have booked and paid for through the secure online assessment platform.
11. The use of scheduling and rescheduling policy will be taken into consideration when granting a reschedule application request.
12. Rescheduling will not be granted for closed examination windows to protect the integrity of other examinations.
13. Rescheduling will not be granted where extenuating circumstances do not meet with PMQ criteria

## Scheduling examinations

### 14. On demand

Examinations for RQF Level 2 and 3 and SQCF Level 5 and 6 qualifications are currently on demand. They 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.

### 15. Examination sessions/windows

Level 4 qualification examinations are booked and completed within specific sessions/windows throughout the year, the details of the exam booking and sitting sessions/windows can be found within the Examination Schedule. Exams can be completed within 24 hours from the original booked time slot.

## Re-scheduling examinations

### 16. On demand

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.

### 17. Examinations windows

Examinations for Level 4 qualifications may only be rescheduled whilst the exam booking windows are open, i.e. up to 72 hours before the first examination starts within the sitting window/session. They **cannot** be canceled or rescheduled once the examination session has started, i.e. during the two week exam window.

## Eligibility for Rescheduling examinations

18. 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 to approve the rescheduling request for an examination booking:

- 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 72 hours prior and the learner must be able to clearly demonstrate how this will prevent them, or has prevented them, from attending their examination.

19. 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.

## Submitting a reschedule request due to extenuating circumstances

20. Training Providers have up to five working days after the learner's examination date to apply for a free rescheduling of an examination due to extenuating circumstances. Requests made outside these timescales will not be considered.

The Exam Reschedule Form can be found on the [Creatio Homepage](#). This form will need to be completed online and submitted with 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.

In some cases, Propertymark Qualifications may ask for further evidence to help support a request. If requested, this evidence must be submitted within five working days.

### 21. Responding to a request

Propertymark Qualifications will acknowledge receipt of the reschedule request 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. Decision making

PMQ decides whether the evidence to support the reschedule request is 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 exam for which the reschedule is required.

PMQ will not approve a reschedule request if it does not meet the eligibility criteria set out above.

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 timescales, i.e., application submitted outside of timescales set above.

23. **Outcome of a request**

Should Propertymark Qualifications find the reschedule request and evidence submitted to be sufficient, a free reschedule of the examination will be granted and the Training Provider will not be invoiced for the cost of rebooking.

If Propertymark Qualifications do not find the reschedule request and evidence submitted to be sufficient, a free reschedule of the examination will not be granted. This decision cannot be appealed and the Training Provider will be required to meet the cost of re-booking the examination.

Learners 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.

## **Learner No Show - Exam fee forfeit**

24. 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.

## **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