

# ZERO TOLERANCE POLICY

*PMQ Qualifications*

*Apprenticeship Assessment*

V1.0

Issued: 15 June 2026

Effective from: 15 June 2026

## Purpose

1. The purpose of this policy is to ensure that Propertymark Qualifications (PMQ) maintains a safe, respectful, and professional environment in which staff can carry out their duties without fear of abuse, harassment, or violence.
2. This policy establishes PMQ's commitment to a zero-tolerance approach to verbal or physical abuse, harassment, and discrimination, and sets out the expectation that all individuals engaging with PMQ uphold these standards.
3. This policy outlines the potential consequences of unacceptable behaviour, including the possible withdrawal of services to training providers or candidates, and the potential termination of contracts with assessors, examiners, and internal or external quality assurers.

## Definitions

4. **Candidate** – In the context of this policy, this term includes all individuals studying PMQ qualifications and preparing for apprenticeship assessments.
5. **Assessment(s)** – In the context of this policy, assessment(s) includes examinations or assessments taken towards PMQ qualifications and apprenticeship assessment.
6. The Health and Safety Executive (HSE) define work-related violence as “any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.” This includes verbal abuse or threats as well as physical attacks.
7. Under this policy, an incident is defined as “an unwanted, unplanned event that has the potential to cause harm or injury” to PMQ staff or external quality assurers (EQAs). Examples of unacceptable behaviour can include:
  - **Physical and non-physical violence** - threats, abusive behaviour, abusive language (verbal and written), escalating agitation, shouting or intimidating body language.
  - **Unreasonable demands** - repeatedly demanding responses within an unrealistic timescale or insisting on speaking to a specific staff members when that is not appropriate.
  - **Excessive levels of contact** - a high number of calls, emails or messages, within a short period.
  - **Inappropriate use of processes** - using complaints procedures to repeatedly challenge professional judgement or revisit previously investigated issues.

## Scope

8. This policy applies to:
  - Candidates
  - Training providers and their staff
  - Contractors involved in the assessment or delivery of assessments
  - PMQ staff and associated contractors involved in the assessment or delivery processes.

## Mitigating the Risk of Work-Related Violence

9. To reduce the risk of abuse or violence at work, PMQ will ensure:
  - Suitable training and information are provided to staff
  - Workplace design, staff roles, and organisational procedures are reviewed and adapted where necessary
  - Incidents of physical assault or verbal abuse are recorded to identify patterns and inform preventative measures

## Dealing with Work-related Violence

10. To address work-related violence, PMQ will ensure:
  - All incidents involving staff or EQAs are formally reported to the relevant line manager in accordance with PMQ procedures
  - Reported incidents are investigated and reviewed to ensure appropriate control measures are in place
  - Incidents are monitored by the management team, with follow-up actions identified, implemented, and confirmed as completed

## Support

11. In the event of staff member or EQA experiences abuse or violence at work, PMQ will ensure that appropriate support is provided.

## Sources

12. HSE (2017) Work related violence: <http://www.hse.gov.uk/violence/>

## Policy Review Arrangements

13. This policy is subject to a three-year review cycle. However, it 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.
14. This policy is also reviewed as part of PMQ's ongoing quality improvement monitoring.