

# ENQUIRIES ABOUT RESULTS POLICY

*PMQ Qualifications*

*Apprenticeship Assessment*

V1.0

Issued: 1 May 2026

Effective from: 31 May 2026

## Purpose

1. This policy sets out the principles, scope, and governance arrangements for Enquiries About Results (EARs) operated by Propertymark Qualifications (PMQ).
2. PMQ permits enquiries about assessment results where there is a belief that an error may have occurred in the application of assessment, marking, or administrative procedures. Enquiries are considered in accordance with the principles defined in this policy and the associated **PMQ Enquiries About Results Procedure**.

## Scope

1. This policy applies to:
  - Candidates
  - Centres, training providers, and their staff
  - Contractors involved in the assessment or delivery of assessment
  - PMQ staff and associated contractors involved in assessment delivery and quality assurance.

## Definitions

2. **Candidate** - The term 'candidate' in the context of this policy includes all individuals studying or preparing for PMQ qualifications or apprenticeship assessments.
3. **Assessment** - The term 'assessment' in the context of this policy includes assessments taken towards PMQ qualifications or apprenticeships assessments.
4. **Special consideration** – The term 'special consideration' may be applied when a candidate is materially affected by adverse circumstances beyond their control at the time of an assessment (e.g. temporary injury, illness, or other indisposition or event outside of the candidate's control).
5. **Enquiries About Results** - An Enquiry About Results (EAR) is a formal request for an assessment decision to be reviewed where it is believed that an error may have occurred in the application of assessment or administrative procedures.

## Key Principles

6. Enquiries provide a formal mechanism to check the accuracy and integrity of assessment outcomes.
7. Enquiries confirm whether assessment procedures, marking criteria, and required standards have been correctly applied.
8. Enquiries are conducted impartially by persons of appropriate competence with no personal interest in the original assessment.
9. Enquiries do not take into account illness, indisposition, adverse circumstances, or similar issues experienced at the time of assessment.
10. The outcome of an enquiry may result in a mark increasing, decreasing, or remaining unchanged.

## Enquiry Types

11. The enquiry types set out below include both candidate-initiated enquiries and quality assurance activities undertaken by PMQ. Not all enquiry types are requested by candidates or training providers.
12. PMQ operates different types of enquiry about results to ensure both fairness to individual candidates and the integrity and consistency of assessment outcomes.
13. **Clerical and Administrative Checks**  
Clerical and administrative checks confirm the accuracy of assessment administration and result processing, including:
  - correct data capture and transcription
  - correct processing of candidate responses
  - accurate calculation and recording of marks and grades
14. **Review of Marking (Human-marked Assessments)**  
A review of marking is an assurance check of the original marking decision. It is undertaken to confirm that the published mark scheme, assessment criteria, and required standards have been applied correctly.  
  
A review of marking:
  - does not involve discretionary re-marking
  - does not permit fresh academic judgement
  - results in marks being amended only where a genuine marking error is identified
15. **Assessment Remark (Human-marked Assessments)**

An assessment remark involves a complete re-marking of all of a candidate's assessment responses by a different qualified assessor.

An assessment remark:

- permits the exercise of fresh academic judgement within the published mark scheme
- replaces the original marking outcome in full
- results in a final mark or grade that supersedes the original result

**16. Quality Assurance Review**

PMQ may undertake a Quality Assurance Review as part of its arrangements to maintain the integrity, consistency, and standards of assessment outcomes. A Quality Assurance Review is initiated by PMQ and is not an alternative route for requesting an assessment remark.

A Quality Assurance Review:

- is initiated by PMQ, not by candidates or training providers;
- is undertaken to confirm that assessment criteria, standards, and quality assurance processes have been applied correctly and consistently; and
- is not an alternative route for requesting an assessment remark or for challenging academic judgement.

Where a Quality Assurance Review identifies a material error affecting an assessment outcome, PMQ will take appropriate action in accordance with its quality assurance and governance arrangements.

The detailed operation of Quality Assurance Reviews is set out in the **PMQ Enquiries About Results Procedure**.

## Eligibility and Exclusions

**17. Computer-marked assessments**

Enquiries About Results related to computer-marked assessments are limited to clerical and administrative checks only. As these assessments involve no academic judgement, reviews of marking and remarks are not permitted.

**18. Apprenticeship assessments**

Enquiries About Results do not apply to apprenticeship assessments. These are subject to a separate appeals process, as set out in the **PMQ Appeals Policy**.

**19. Assessment construction or exam experience concerns**

Issues relating to assessment wording, construction, or technical operation are managed separately and do not constitute an enquiry about an individual result.

## Integrity and Quality Assurance

20. Where an Enquiry About Results identifies failings in assessment or quality assurance processes, PMQ will:
  - investigate the potential impact on other candidates
  - take reasonable steps to address systemic issues
  - implement proportionate measures to prevent recurrence
21. PMQ reserves the right to conduct investigations, including Quality Assurance Reviews, to protect the integrity of its qualifications. Where appropriate, relevant regulators will be informed.

## Fees

22. PMQ charge fees for Enquiries About Results. Fees are with the relevant PMQ Fees List and Policy.
23. PMQ will refund enquiry fees if the outcome of the enquiry results in a change of grade.

## Qualification Certificates

24. PMQ will ensure that any certificate or result subsequently found to be invalid following an enquiry about a result is revoked. Further information can be found in the **PMQ Certification and Achievement Policy**.

## Appeals

25. PMQ permits appeals against enquiry outcomes, and in relation to apprenticeship assessments, in cases where there is genuine cause to believe that PMQ has not followed its published procedures or where maladministration may have occurred. Further information is provided in the **PMQ Appeals Policy (Special Services Outcomes)**.

## Governance and Oversight

26. The **Compliance, Governance and Risk (CGR) Team** has oversight of enquiries about results through reports it receives. The CGR team reports accordingly to the **PMQ Governing Body**.

## Complaints

27. PMQ has a separate complaints policy. candidates or training providers dissatisfied with other aspects of PMQ's services, not covered by this policy or the **PMQ Appeals Policies**, are referred to the **PMQ Complaints Policy**.

## Policy Review Arrangements

29. This policy is subject to a three-year review cycle but may be reviewed more frequently to address regulatory changes, operational feedback, or emerging concerns to ensure it remains fit for purpose.
30. This policy is also reviewed as part of PMQ's ongoing quality improvement monitoring.