

LANGUAGE POLICY

PMQ Qualifications

Apprenticeship Assessments

V1.0

Issued: 15 June 2026

Effective from: 15 June 2026

Purpose

1. This policy is intended for centres delivering Propertymark Qualifications (PMQ) that need to understand the requirements relating to the delivery of learning and support materials where these may be provided in a language other than English.
2. It outlines the key considerations centres must address prior to delivery, including resource availability, quality assurance, and compliance with PMQ standards. All PMQ assessments are conducted in English; however, training providers may determine the language used for teaching, learning, and support materials.

Definitions

3. **Candidate** – In the context of this policy, this term includes all individuals studying PMQ qualifications or preparing for apprenticeship assessments.
4. **Assessment** – In the context of this policy, assessment(s) includes examinations or assessment(s) taken towards PMQ qualifications or apprenticeship assessments.

Scope

5. This policy and statement applies to:
 - Candidates
 - Training providers, and their staff
 - Contractors involved in the assessment or delivery of PMQ qualifications.
 - PMQ staff and associated contractors involved in delivery and quality assurance processes

Overview

6. PMQ is committed to providing services that are relevant, accessible, and inclusive to all learners.
7. All PMQ qualification assessments are produced and delivered in English.
8. Candidates must complete assessments in English to ensure consistency, fairness, and the integrity of the qualification.
9. Training providers may choose to deliver teaching, learning, and support materials in languages other than English where appropriate to meet learner needs. However, this must not disadvantage candidates when undertaking assessments in English.

10. Where materials are provided in another language (e.g. Welsh or Irish), training providers are responsible for ensuring translations are accurate, appropriate, and of a professional standard.
11. All training provider approval processes and quality assurance activities conducted by PMQ will be undertaken in English. The following will only be available in English:
 - Training provider guidance materials
 - Training provider training materials

For Delivery in Alternative Languages

12. Where a training provider chooses to deliver learning or support materials in another language, they must:
 - Be approved to deliver the qualification
 - Ensure delivery staff are appropriately qualified and competent
 - Maintain responsibility for ensuring learners are adequately prepared to complete assessments in English
 - Ensure any translated materials are accurate and produced by competent translators with no conflict of interest
 - Have sufficient resources to meet translation needs and provide materials to PMQ in English upon request for quality assurance, standardisation, audit, or investigation purposes

Policy Review Arrangements

13. This policy is subject to a three-year review cycle but may be reviewed more frequently in response to regulatory changes, operational feedback, or identified risks to ensure it remains fit for purpose.
14. This policy is also reviewed as part of PMQ's ongoing quality improvement processes.