

EXAMINATION REGULATIONS

PMQ Qualifications

V1.0

Issued May 2026

Effective from: 31 May 2026

Purpose

1. These Examination Regulations are in place to protect the integrity of Propertymark Qualifications (PMQ) awards and certificates, and to ensure the fair treatment of all candidates.

Scope

2. Candidates undertaking online exams with remote invigilation for PMQ qualifications must comply with these Examination Regulations.

Definitions

3. **PMQ Qualification(s)** – These terms refer to qualifications regulated by Ofqual, Qualifications Wales, CCEA.
4. **Candidate** - The term 'candidate' in the context of this policy includes all individuals studying or preparing for PMQ qualifications.

Identification Requirements

5. Candidates are required to show proof of identity. They must present one item from the following, which must contain both a photograph and signature:
 - Current Valid Passport (any nationality)
 - Current Full or Provisional UK/Ireland/Jersey/Guernsey/Isle of Man Photo Card Driving License
 - UK Residence Card / EU Settlement Scheme Residence Card
 - Biometric Residence Permit (BRP)
6. If candidates do not have valid ID as identified above, they must contact their centre **before** the examination is booked.
7. Candidates who do not present valid ID, may have their examination voided if PMQ are unable to verify their identity.

Examination Conditions

8. Candidates must behave professionally and honestly during their examination and ensure that their conduct does not compromise the integrity of PMQ qualifications.
9. Candidates must take the examination in a private, well-lit room with a workstation (desk/table) free from personal items. The room must have a closable door.

10. No other person or persons are permitted to be in the room during the examination.
11. The examination is accessed on the PMQ e-assessment platform using a laptop/PC. Candidates are not permitted to access any other applications (e.g. Microsoft Word, Outlook, other internet sites or similar) during the examination.
12. Candidates must carry out all pre-examination environment checks, ensuring they scan themselves and their chosen examination environment in accordance with the onscreen instructions.
13. It is a requirement that candidates are monitored throughout the entire duration of their examination via their webcam, screen and mobile phone (using the ProctorExam App).
14. Candidates must check their cameras (webcam and mobile device) are positioned correctly as instructed onscreen, ensuring that they themselves are in full view, as well as their screen. All footage from the webcam, screen and mobile phone will be recorded and reviewed.
15. Candidates must not block their webcams and are required to remain in full view of their webcams at all times during the examination.
16. Candidates must only use one monitor/screen. Additional monitors are not permitted.
17. There should be no unauthorised materials on bookshelves, walls, tables, workstations or similar.
18. Candidates must not have any pens, papers or notes of any manner in the examination environment.
19. Candidates must not be interrupted for the duration of the examination, nor should they communicate with any individuals during the examination, with the exception of the online technical support chat, available on the ProctorExam webpage.
20. Hats or head coverings are not permitted, except where worn for religious reasons. Where identification or security checks are required, these will be managed in a respectful and proportionate manner. For remotely invigilated examinations, specific visual features may be relied upon for security purposes, for example, candidate's ears.
Where these requirements cannot be met while maintaining religious observance, alternative approved assessment arrangements may be offered under PMQ's Access Arrangements Policy and Procedure.

21. Candidates are not permitted to wear sunglasses, smart watches, headphones/headsets or earplugs. If a candidate has a medical condition that requires the use of such things, they must seek pre-approval from PMQ before their exams are booked.
22. Candidates must not move around or leave the room during the exam under any circumstances.
23. Candidates are not permitted to smoke, vape or consume any unauthorised substances during an exam.
24. If a candidate experiences significant technical difficulties in an examination, they should contact the online technical support agent on the ProctorExam webpage. Candidates are not permitted to pick up their mobile phone to contact their centre or PMQ during a live examination.

Permitted Materials & Devices

25. Candidates are permitted the following items only during an examination:
 - A single laptop or PC
 - A single mobile device
 - A single external keyboard
 - A single computer mouse
 - A drink in a clear drinking vessel
26. Candidates must ensure that their chosen examination environment is cleared of any other items, other than those specified above.

Non-Compliance

27. The mobile phone, webcam and screenshare footage is reviewed to validate each examination. All potential or actual breaches of the Examination Regulations are reported to PMQ.
28. PMQ investigates any potential or actual breaches of the Examination Regulations in accordance with the **Malpractice & Maladministration Policy** and **Malpractice & Maladministration Procedure**.
29. PMQ will act in accordance with the **Sanctions Policy** to minimise risks to the integrity of PMQ qualifications and maintain confidence in the qualifications.
30. Examples of examination violations are set out in Appendix 1.

Appendix 1 – Examination Violation Examples

The following list sets out examples of examination violations. This list is not exhaustive, and any other actions/behaviours which may compromise the integrity of an examination will be investigated:

- Failure to present valid identification, including not showing an acceptable ID (as specified above) or presenting an ID that is not clearly visible to the camera.
- Failure to complete the required pre-examination checks in accordance with the on-screen instructions, including checks relating to permitted materials.
- Possessing or attempting to use unauthorised materials, including textbooks, study guides, revision notes, working papers, dictionaries, or similar materials within the examination environment.
- Possessing an unauthorised electronic device in the examination room, including but not limited to a second mobile device, laptop or PC, smartwatch, portable media player, e-reader, PDA, or similar device.
- Recording or capturing examination content, including screen recording or photographing assessments or questions using third-party software, wearable technology, or additional devices (question harvesting).
- Possessing annotated scrap paper or unauthorised paper in the examination environment.
- Writing down examination questions or answers on paper during or after the exam.
- Discussing, disclosing, or sharing examination content encountered during an assessment. This includes, but is not limited to, questions, answers, topics, or formats, whether communicated verbally, in writing, or through digital platforms.
- Insufficient lighting in the examination environment resulting in the candidate not being clearly visible in the camera recording.
- Possessing or using a calculator during the exam. Where calculations are required, a calculator function will be provided within the online examination system.
- Accessing or attempting to access other applications or resources, including but not limited to Word, Excel, file browsers, websites, email, or similar software.
- Communicating or attempting to communicate with another person during the exam. Candidates may only contact authorised Online Technical Support.
- Having another person present in the examination room at any point during the exam.

- Copying or attempting to copy the work of another individual during an exam.
- Impersonation, including arranging for another individual to take the exam on the candidate's behalf.
- Accessing confidential examination materials prior to the exam without authorisation.
- Smoking or vaping in the examination environment.
- Using earplugs, headphones, or headsets.
- Using multiple screens or monitors.
- Wearing a smartwatch.
- Wearing sunglasses.
- Wearing a hat or head covering (except where worn for religious reasons). A candidate's full facial features must remain clearly visible.
- Engaging in suspicious behaviour, such as repeatedly looking around the room or in specific directions (e.g. up, down, left, right) or frequently looking at wrists or hands.
- Opening drawers, cupboards, or other furniture.
- Altering or interfering with PMQ assessment documentation, including but not limited to results notifications or certificates.