

# APPEALS POLICY (MALPRACTICE & MALADMINISTRATION OUTCOMES)

*PMQ Qualifications*

*Apprenticeship Assessments*

V1.0

Issued: 1 May 2026

Effective from: 31 May 2026

## Purpose

1. The purpose of this policy is to set out the key principles Propertymark Qualifications (PMQ) will follow to ensure that PMQ is consistent and fair when considering appeals, ensuring valid and reliable decisions are made taking account of the available evidence.
2. This policy should be read in conjunction with the relevant **PMQ Appeals Procedure (Malpractice & Maladministration Outcomes)**.

## Scope

3. This policy applies to candidates, training providers and their associated staff and contractors, PMQ staff and assessors and other PMQ contractors involved in qualification and/or assessment delivery for PMQ qualifications, apprenticeship assessments, and individuals involved in deciding the outcomes of appeals.
4. Within scope of this policy, PMQ allows appeals of:
  - Decisions relating to sanctions imposed on a candidate, training provider or training provider member of staff, following an investigation into malpractice or maladministration.
  - Other administrative decisions, for example, decisions taken in cases of missing scripts\*.

*\*A missing script in this context may include a candidate's response to an assessment which is lost, damaged or similar whether produced electronically or in hardcopy*

5. PMQ will determine whether a decision an appellant is seeking to appeal is within the scope of this policy and the associated procedure.

## Definitions

6. **PMQ Qualifications/Apprenticeship Assessments** – These terms refer to qualifications regulated by Ofqual, Qualification Wales, CCEA, and/or Skills England.
7. **Candidate** - The term 'candidate' in the context of this policy includes all individuals studying or preparing for PMQ qualifications or apprenticeship assessments.
8. **Appeal** – The term 'appeal' in the context of this policy is a formal request for the review of a decision. An appeal considers whether PMQ followed the correct policies and procedures and applied these policies and procedures fairly.

9. **Assessment(s)** - The term 'assessment' in the context of this policy includes assessments taken towards PMQ qualifications or apprenticeship assessments.
10. **Malpractice** refers to any act, default, or practice that:
  - compromises, attempts to compromise, or may compromise the examination or assessment process, the integrity of a qualification or assessment, or the validity of a result, grade, or certificate
  - damages the reputation or credibility of PMQ.
11. **Maladministration** refers to any activity, neglect, or practice resulting in non-compliance with PMQ regulations, policies, or procedures governing qualification delivery and/or assessment. It may arise from mistakes, carelessness, incompetence, or poor processes.

## Appeal Grounds

12. In all cases, an appellant must set out clearly their grounds for appeal.
13. An appellant must demonstrate genuine grounds for appeal and have reasonable cause to believe that one or more of the following applies:
  - the case, application, or decision was not processed in accordance with the relevant published PMQ policies and procedures;
  - the decision in a malpractice or maladministration case was unreasonable in light of the evidence presented; and/or
  - the sanction imposed in a malpractice or maladministration case was disproportionate to the severity of the incident and/or inconsistent with the PMQ Sanctions Policy.

## Appeals Of Malpractice & Maladministration Outcomes

1. The procedure for appealing a decision relating to a sanction imposed following a malpractice or maladministration investigation is set out in the **PMQ Appeals Procedure (Malpractice & Maladministration Outcomes)**.
2. Where concerns regarding assessment integrity are identified, whether through quality assurance processes or as part of an appeal, PMQ reserves the right to review records of prior examination sittings, including associated details and recordings, and to take such records into consideration as part of its decision-making.

3. The procedure for requesting a Stage 1 and Stage 2 Appeal is set out in the **PMQ Appeals Procedure (Malpractice & Maladministration Outcomes)**.
4. PMQ permits candidates or training providers to appeal the findings of a malpractice or maladministration case and/or the sanction(s) imposed by PMQ.
5. Appeals must be made on reasonable grounds.
6. PMQ operates a 2-stage appeals process. The first stage (Stage 1 Appeal) requires a review of the application and associated evidence to be conducted by a member of the Governance, Compliance and Risk (CGR) team with the requisite competence, who has no personal interest in the decision being appealed. They will determine whether the application meets the grounds for an appeal before submission to the **Appeals Panel**.
7. The **Appeals Panel** decide the outcome of a Stage 1 Appeal. The **Appeals Panel** investigates and examines the grounds for the appeal presented by the appellant and considers whether PMQ followed the correct policies and procedures and applied these policies and procedures fairly in making the decision which is being appealed.
8. The second stage (Stage 2 Appeal) is the final stage of the appeals process. This stage involves a review of the Stage 1 Appeal to determine whether the outcome was fair, valid and informed by the evidence.
9. An independent panel who has no personal interest in the decision being appealed must be involved in deciding the outcome of a Stage 2 Appeal.
10. The decision in relation to a Stage 2 Appeal is final. No further appeal is permitted.
11. The **Appeals Panel** will consider whether the original findings of Stage 1 were reasonable in light of the evidence and whether the sanction(s) were fair and consistent with the relevant **PMQ Sanctions Policy**.

## Appeals Of Other Outcomes

12. PMQ may make other decisions which impact on a candidate's results or their completion of a qualification. Appeals against such outcomes are covered within **PMQ Appeals (Special Services Outcomes) Policy**.

## Decision Making

13. PMQ will appoint individuals to decide the outcome of appeals on a case-by-case basis.

14. PMQ will ensure that all individuals appointed to make decisions in relation to appeals, including Stage 1 and Stage 2, are suitably competent and have no actual or perceived conflict of interest in the matter under appeal.

Individuals involved in determining the outcome of an appeal must not have had any prior involvement in:

- the original decision being appealed, or
- the investigation of the incident or appeal.

For example, an examiner who has undertaken a Review of Marking for an examination in accordance with the Enquiries about Results Policy must not participate in the consideration of an appeal relating to the same examination result.

15. Where PMQ requires an independent reviewer or panel to consider an appeal, arrangements will be proportionate to the stage and nature of the appeal.
16. For **Stage 1** appeals, PMQ may appoint suitably competent members of PM or PMQ staff, including a PMQ assessor, provided that the individual:
- had no prior involvement in the assessment of the candidate concerned; and
  - has no actual or perceived conflict of interest in relation to the matter under appeal.

Where an appeal progresses to **Stage 2**, independent panel members must not have:

- been involved in the original decision or investigation;
- previously reviewed the candidate's assessment; or
- any actual or perceived conflict of interest.

Panel members must act independently and will include an individual external to PMQ where this is necessary to ensure fairness and impartiality.

Independence will be assessed on a case-by-case basis and recorded as part of the appeal decision-making process.

17. The standard of proof applied when determining whether an appeal is upheld shall be the **balance of probabilities**, meaning that it is more likely than not that the grounds of appeal are valid.

## Fees

18. PMQ will charge a fee for both Stage 1 and Stage 2 appeals. Details of the applicable fees are published in the relevant **PMQ Fees List**.
19. If the required appeals fee is not paid within 10 working days of the appeal invoice being issued, the appeal will not proceed.
20. The fee will be refunded if the appeal is upheld in full or in part.

## Certificate & Result Revocation

21. Where issues relating to assessment integrity are substantiated, PMQ reserves the right to revoke examination results and any associated certificates where they are found to no longer be valid, whether identified through quality assurance processes or following an appeal, in accordance with its policies.

## Integrity Protection

22. Where the consideration of an appeal identifies failings in PMQ assessment procedures, PMQ will take all reasonable steps to identify any other candidates who may have been affected and to address the failings identified.
23. Where it is not possible to fully correct the failings, PMQ will take appropriate action to mitigate, as far as possible, the impact of those failings, while seeking to protect the interests of candidates and the integrity of the qualification.
24. PMQ reserves the right to carry out further investigations including reviews of the assessments of candidates without consulting training providers or seeking the candidate's permission.
25. PMQ will take steps to prevent the recurrence of any failings identified in the future.

## Compliance with Regulators' appeals process

26. PMQ will comply with the requirements of any appeals or complaints process established by Ofqual, Qualification Wales and/or CCEA, Skills England and DfE as appropriate.
27. PMQ will give due regard to the outcomes of any appeals or complaints process operated by the regulators in relation to PMQ qualifications and apprenticeship assessments, as appropriate.

## Governance

28. The **Quality Assurance, Compliance & Risk Sub-committee (QACRC)** and **PMQ Governing Body** has oversight of appeals and their subsequent outcomes. The governance arrangements enable the effective monitoring of appeals and ensure outcomes inform PMQ self-assessment activities, feeding into review processes where necessary.

## Complaints

29. PMQ has a separate complaints policy. Candidates or training providers who are dissatisfied with any other PMQ service other than those addressed by this policy are referred to in the **PMQ Complaints Policy**.

## Policy Review Arrangements

30. 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.
31. This policy is also reviewed as part of PMQ ongoing quality improvement monitoring.