

SPECIAL CONSIDERATIONS POLICY

PMQ Qualifications

Apprenticeship Assessment

V1.0

Issued: 1 May 2026

Effective from: 29 June 2026

Purpose

1. Propertymark Qualifications (PMQ) recognises that some candidates who are fully prepared for an assessment may have been temporarily disadvantaged by adverse circumstances beyond their control at the time of the assessment. The Special Considerations Policy sets out PMQ's position for supporting candidates who have been disadvantaged, whilst ensuring the integrity of assessments are maintained.
2. This policy should be read in conjunction with the **PMQ Special Considerations Procedure**.

Scope

3. This policy applies to:
 - Candidates
 - Centres, training providers, and their staff
 - Contractors involved in the assessment or delivery assessments
 - PMQ staff and associated contractors involved in the assessment or delivery process.

Definitions

4. **Candidate** - The term 'candidate' in the context of this policy includes all individuals studying or preparing for PMQ qualifications or apprenticeship assessments.
5. **Assessment(s)** - The term 'assessment' in the context of this policy includes assessments taken towards PMQ qualifications or apprenticeship assessments.
6. **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).
7. Special consideration may include:
 - A small post-assessment adjustment to a candidate's mark or grade
 - Rearranging/rebooking a candidate's assessment for a future date, at no extra charge

Key Principles

8. Approved special considerations must not compromise the integrity of the assessment.

9. Any post-assessment mark adjustment must be minor: usually a maximum of 3% of available marks/grade boundary, or 5% in exceptional circumstances.
10. Special considerations should not give an unfair advantage or mislead stakeholders about a candidate's achievements. Results must reflect actual performance, not potential ability.
11. PMQ does not permit a qualification or assessment to be awarded to a candidate who has not successfully completed all assessment components.

Eligibility

12. Special consideration may be applied to candidates who were fully prepared and sat the assessment, where adverse circumstances beyond their control had a material impact on performance.
13. Circumstances for which special considerations will not be granted include, but are not limited to, the following:
 - Issues that did not occur at or around the time of the assessment
 - Problems arising from the candidate's actions or personal choices
 - Issues affecting preparation for an assessment (e.g., loss of learning)
14. Circumstances that may be considered for special consideration include, but are not limited to, the following:
 - Temporary illness or injury occurring at or around the time of the assessment
 - Acute personal trauma or distress at or around the time of the assessment (e.g. bereavement)
 - Adverse circumstances directly related to the assessment administration (e.g. significant disruption at the examination venue)
 - Serious and unforeseen circumstances beyond the candidate's control that had a demonstrable impact on assessment performance
15. Candidates receiving reasonable adjustments or access arrangements cannot claim special consideration for the same circumstances.
16. Special consideration cannot be applied where the assessment requires a demonstration of practical competence.
17. Applications must be accompanied by relevant supporting evidence in accordance with PMQ requirements.

Supporting Evidence

18. Applications will only be considered where they are supported by written, verifiable evidence from an independent and authoritative third-party source.

19. It is the responsibility of the candidate's training provider to provide sufficient supporting evidence.

Decision Making

20. PMQ decides outcomes of special consideration applications; decisions are not devolved to training providers.
21. PMQ establishes criteria for post-assessment mark adjustments to ensure decisions are evidence-based and consistently applied.
22. PMQ defines the criteria under which assessments may be rearranged without additional charge and may take into account whether the associated cost implications are reasonable before approval.
23. In reaching its decision, PMQ will take into account the following factors, as applicable:
 - documented and valid supporting evidence
 - the type and characteristics of the assessment
 - the published criteria for post-assessment mark adjustments
 - the published criteria for rearranged assessments
 - the potential impact on the validity and integrity of the assessment
24. Following consideration, PMQ may determine one of the following outcomes:
 - application of a post-assessment mark adjustment
 - approval of an assessment rearrangement at no additional cost
 - rejection of the special consideration request

Appeals

25. Information about appealing the outcome of a special consideration application is detailed in the **PMQ Appeals Policy (Special Services Outcomes)**.

Policy & Procedure Review Arrangements

26. This policy is subject to a three-year review cycle but may be reviewed more frequently to address operational feedback or concerns.
27. This policy is reviewed as part of PMQ's ongoing quality improvement monitoring.