

APPEALS POLICY (SPECIAL SERVICES OUTCOMES)

PMQ Qualifications

Apprenticeship Assessments

V1.0

Issued: 1 May 2026

Effective from: 30 July 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 **PMQ Appeals Procedure (Special Services)**.

Scope

1. 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.
2. Within the scope of this policy, PMQ allows appeals of:
 - Decisions relating to special services outcomes, including reasonable adjustments, access arrangements, special consideration, and enquiries about results.
 - Other administrative decisions taken by PMQ which impact upon a candidate's assessment outcome or progression.
3. Decisions relating to sanctions imposed following investigations into malpractice or maladministration are outside the scope of this policy and are addressed under the **PMQ Appeals Policy (Malpractice & Maladministration Outcomes)**.
4. PMQ will determine whether a decision an appellant is seeking to appeal is within the scope of this policy and the associated procedure.

Definitions

5. **PMQ Regulated Qualification(s)/Apprenticeship Assessment Qualifications (AAQ)**
– These terms refer to qualifications regulated by Ofqual, Qualifications Wales, CCEA, and/or Skills England.
6. **Candidate** - The term 'candidate' in the context of this policy includes all individuals studying or preparing for PMQ regulated qualifications or apprenticeship assessments.
7. **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.

8. **Special services** – The term 'special services' in the context of this policy are arrangements or considerations put in place to ensure fair access to assessment, including reasonable adjustments, access arrangements, special consideration, and enquiries about results.

Appeal Grounds

9. In all cases, an appellant must clearly set out the grounds on which the appeal is being made.
10. An appellant must have reasonable cause to believe that one or more of the following applies:
 - the application, case, or decision was not processed in accordance with the relevant published PMQ policies and procedures; and/or
 - the outcome of the special services or other administrative decision was unreasonable in light of the evidence presented.
11. Appeals must relate to the application of PMQ policies and procedures, not disagreement with their content.
12. Appeals cannot be made against:
 - the academic judgement of a PMQ assessor or examiner; or
 - the rules, regulations, or published policies governing the qualification or assessment.
13. PMQ will consider each appeal submission to determine whether the stated grounds are valid, within scope, and supported by appropriate evidence before the appeal proceeds.

Appeals of Special Services Outcomes

14. The procedure for appealing decisions relating to special services outcomes is set out in the **PMQ Appeals Procedure (Special Services & Other Administrative Outcomes)**.
15. PMQ operates a two-stage appeals process for special services outcomes.
16. **Stage 1 Appeal**
 - A review will be undertaken by an appropriately competent individual who has had no prior involvement in the decision being appealed and has no actual or perceived conflict of interest.
 - The review will consider whether PMQ followed the correct policies and procedures and applied them fairly in reaching the original decision.

17. **Stage 2 Appeal**

- This is the final stage of the appeals process.
- It involves a review of the Stage 1 decision to determine whether the outcome was fair, valid, and informed by the available evidence.
- An independent individual must be involved in determining the outcome at this stage.

18. The decision at Stage 2 is final. No further appeal is permitted.

Appeals of Other Administrative Decisions

19. In its role as an awarding organisation, PMQ may make other administrative decisions which affect a candidate's results or progression.

20. Appeals against such decisions may be permitted where the decision:

- involved an element of judgement; and
- is alleged not to have been made in accordance with PMQ policies and procedures.

21. PMQ operates a one-stage appeals process for appeals of other administrative decisions.

Decision Making

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

23. 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.

24. An individual must not be involved in deciding an appeal if they:

- were involved in the original decision under appeal; or
- have previously reviewed or considered the same application, assessment, or evidence.

25. Where PMQ requires an independent reviewer or panel to consider an appeal, arrangements will be proportionate to the stage and nature of the appeal.

26. 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 original decision or candidate assessment 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.

27. 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

28. PMQ will charge a fee for appeals, as published in the relevant **PMQ Fees List**.
29. If the required fee is not paid within 10 working days of an appeal invoice being issued, the appeal will not proceed.
30. The fee will be refunded if the appeal is upheld in full or in part.

Certificate Revocation

31. Where a result or certificate is found to be invalid following an appeal, PMQ will revoke the result and/or certificate in accordance with its policies.

Integrity Protection

32. Where an appeal identifies failings in PMQ processes, PMQ will take reasonable steps to:
- identify other affected candidates; and
 - address and mitigate the impact of those failings.

33. PMQ reserves the right to carry out further investigations including reviews of assessments and special service applications without consulting training providers or seeking the candidates' permission.
34. PMQ will take steps to prevent recurrence of identified issues.

Compliance with Regulators' Appeals Process

35. PMQ will comply with any relevant appeals or complaints processes operated by Ofqual, Qualifications Wales, CCEA, Skills England, and the Department for Education.
36. PMQ will give due regard to the outcomes of any such regulatory processes.

Governance

37. 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

38. 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 the **PMQ Complaints Policy**.

Policy Review Arrangements

39. 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.
40. This policy is also reviewed as part of PMQ ongoing quality improvement monitoring.