

CUSTOMER CHARTER

PMQ Qualifications

Apprenticeship Assessment

V1.0

Issued 15 June 2026

Effective from: 15 June 2026

Our Commitment

1. At Propertymark Qualifications (PMQ) we are committed to providing a fair, transparent, and high-quality service to all our customers, including approved training providers, candidates, and partners. This Customer Charter outlines the standards of service you can expect from us and what we ask from you in return.

What You Can Expect from Us

2. Clear Information

- Provide accurate, up-to-date qualification information and guidance
- Make policies, procedures, and requirements accessible and easy to understand
- Communicate changes clearly and in a timely manner

3. Responsive Support

- An automatic acknowledgement is issued immediately upon receipt
- Provide a full response within 3 working days, depending on complexity
- Signpost to specialist support where required

4. Fair and Consistent Assessment

- Apply assessment and quality assurance processes fairly and consistently
- Ensure decisions are evidence-based and aligned with regulatory requirements
- Treat all training providers and candidates equitably

5. Timely Services

- Process candidate registrations, results, and certification within published timescales
- Notify training providers promptly if delays occur, explaining the reason
- Continually review our service delivery to improve efficiency

6. Professional Conduct

- Treat all customers with courtesy and respect
- Act professionally, impartially, and ethically at all times
- Protect confidentiality and handle data in accordance with data protection legislation

7. Handling Complaints and Appeals

- Take complaints seriously and investigate them fairly
- Respond in line with our published complaints and appeals procedures
- Use feedback to improve our services

What We Ask You

8. To help us deliver our services effectively, we ask that you:

- Comply with our policies, procedures, and agreements
- Provide accurate and complete information in a timely manner
- Respond promptly to requests for information or action
- Treat our staff and representatives with courtesy and respect

Continuous Improvement

9. We welcome feedback and regularly review our services to ensure we meet customer needs and maintain compliance with regulatory requirements.

Charter Review Arrangements

10. This charter is subject to a three-year review cycle. However, it may be reviewed more frequently to address regulatory changes, operational feedback, or concerns raised with PMQ, ensuring it remains fit for purpose.
11. This charter is also reviewed as part of PMQ's ongoing quality improvement monitoring.