

EQUALITY, DIVERSITY & INCLUSION POLICY

PMQ Qualifications

Apprenticeship Assessment

V1.0

Issued: 15 June 2026

Effective from: 15 June 2026

Purpose

1. The purpose of this policy is to outline Propertymark Qualifications' (PMQ) commitment to promoting equality across the organisation, including in the development, delivery, and assessment of its qualifications. It sets out the expectation that PMQ and its approved training providers operate in accordance with the principles of the Equality Act 2010 and comply with the General Conditions of Recognition, ensuring fair and inclusive access to qualifications and assessments for all candidates.

Definitions

2. **Candidate** – In the context of this policy, this term includes all individuals studying PMQ qualifications and preparing for apprenticeship assessments.
3. **Assessment(s)** – In the context of this policy, assessment(s) includes examinations or assessments taken towards PMQ qualifications and apprenticeship assessment.

Scope

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

Employee Conduct

5. PMQ is committed to ensuring equal opportunity in access to all of its qualifications and assessments.
6. Every effort is made to ensure that the PMQ systems and procedures are objective and reflect its commitment to equal access and treatment. However, it is the responsibility of all PMQ employees and contractors to ensure that these are implemented with fairness and equity.
7. All communications with customers, both internal and external, remain free from bias and discrimination. Care is taken by all PMQ employees to safeguard against more subtle and unconscious types of discrimination. This requires the active participation and commitment of all employees, contractors, and those responsible for implementing equality and diversity procedures:

- The PMQ Management Team is responsible for the professional conduct of those employees within their direct reporting line.
 - The Qualifications Manager & Responsible Officer (RO) is responsible for ensuring that all qualifications and assessments are accessible, fair and without unnecessary barriers to achievement.
 - The Chief Executive Officer (CEO) is ultimately responsible for ensuring that all employee actions are subject to the overarching requirements within this policy.
8. PMQ recognises that specific and positive programmes of action are necessary to ensure that the aims of this Equality, Diversity & Inclusion Policy are achieved for all qualifications and assessments which it makes available.

Development of Qualifications and Assessments

9. PMQ ensures that qualifications and assessments are developed to promote accessibility and fairness. Development processes embed equality and diversity principles by considering potential barriers linked to protected characteristics under the Equality Act 2010 and addressing these prior to launch.
10. PMQ will ensure that the qualifications and assessments that it makes available are:
- Available to all those who are able to achieve the required standard, in conjunction with the PMQ Reasonable Adjustments Policy.
 - Free from unnecessary barriers which restrict access and progression.
 - Free from overt or covert discriminatory practice.
 - Designed with due regard to the needs of individuals.
11. Any feedback from stakeholders relating to unnecessary difficulty in understanding, access or achievement of PMQ qualifications or assessments is immediately considered and where appropriate, incorporated into the ongoing review process of those qualifications/assessments.
12. Where training is required for qualification development staff in the requirements for equal access, PMQ will make available that training.

Delivery of Qualifications

13. The Training Provider Agreement between an approved training provider and PMQ outlines the requirements for adhering to the Equality Act 2010.
14. PMQ requires all approved training providers to be familiar with this policy and their own obligations to equality law. Training providers are also required to have their own Equality, Diversity & Inclusion Policy that works together with ours and covers all its processes for the delivery and assessment of units and qualifications – including the provision of learning materials and administrative documentation.

15. PMQ audits training providers (as a minimum annually) to ensure the appropriate application of equality, diversity and inclusion policies and that training providers have effective systems and procedures in place.
16. Training providers are required to have clear, informal counselling and grievance procedures for dealing with allegations of discrimination, both unlawful and non-contractual, and ensure these are communicated to all participants.
17. Training providers are required to have a clear procedure for dealing with allegations of victimisation or harassment, which are communicated to all participants in the assessment process.
18. Training providers are required to have a strategy to regularly monitor and evaluate the implementation and effectiveness of their Equality, Diversity & Inclusion policy and working practices, with procedures for amending these practices if they are shown to be unfairly discriminatory.
19. Training providers must also maintain an effective appeals and complaints procedure and tell candidates how to find and use this, and how or when to appeal or complain to PMQ.
20. PMQ ensures that training providers and candidates are informed of their rights in relation to equality, diversity and inclusion, including how to request reasonable adjustments and how to raise concerns or complaints.
21. Feedback forms for all PMQ qualifications are provided at the certification stage, and any suggestions or improvements are considered and implemented where appropriate.

Access to Assessments

22. PMQ facilitates access to assessment by having in place clear arrangements for making reasonable adjustments in relation to our qualifications. These will reflect the needs of individual candidates and ensure the assessment remains valid, reliable and consistent where adjustments are approved.
23. As a regulated Awarding Organisation (AO) offering qualifications with no specified entry requirements, we must seek to apply adjustments, where it is reasonable to do so, which ease access to assessment for those with special requirements in line with PMQ's published policies.
24. We will ensure that adjustments do not diminish the rigor or validity of the assessment methodology or provide unfair advantages or disadvantages to any candidate. In doing so, we fulfil our duty to ensure open and fair access to all qualifications and assessments we make available.

Feedback & Monitoring

25. PMQ qualifications and assessments are subject to ongoing monitoring through periodic review and stakeholder feedback.
26. PMQ provides all candidates with the opportunity to provide feedback at various points during their learning and assessments and will continue to review each individual response to ensure best practice is applied to the development, delivery, and award of qualifications.

Policy Review Arrangements

27. This policy is subject to a three-year review cycle. However, it 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.
28. This policy is also reviewed as part of PMQ's ongoing quality improvement monitoring.