

ENQUIRIES ABOUT RESULTS POLICY

PMQ Regulated Qualifications

Purpose

1. This document sets out arrangements for Propertymark Qualifications' (PMQ) enquiries about results services. PMQ permits assessment results to be challenged in cases where the result is inconsistent with the training provider's and/or learner's reasonable expectations, subject to the principles and requirements set out in this policy and the associated procedure.
2. This policy should be read in conjunction with the Enquires About Results Procedure – PMQ Regulated Qualifications.

Scope

3. This policy applies to learners, training providers, PMQ staff and contractors involved in the delivery and assessment of PMQ regulated qualifications.

Definitions

4. The term 'learners' in the context of this policy includes all individuals studying for the PMQ regulated qualifications, excluding Apprenticeship Assessment.
5. The term 'assessment' in the context of this policy includes assessments taken towards PMQ regulated qualifications, for example, external examinations, Professional Skills assessments, and online examinations or internal assessments.
6. An enquiry about a result is a formal request for an assessment decision to be reviewed because it is considered to be erroneous.
7. An enquiry about results is applicable to human marked written essay type assessments.
8. An enquiry about results does not include multiple choice or multi response, computer marked assessments. PMQ applies extensive psychometrics measures to question banks and marking criteria to ensure computer marked assessments are valid, reliable and fit for purpose.
9. Where a learner experiences technical issues or has concerns with the construct of a question this information must be submitted to PMQ within **24 hours** using the Exam feedback form which can be found on our website <https://www.propertymark.co.uk/pmq.html>

Key Principles

10. Enquiries about results may involve administrative checks to confirm the accuracy of the result and/or reviews of marking/quality assurance of post exam activities.
11. An enquiry about a result does not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of an assessment.
12. Enquiries about results will be undertaken by persons of appropriate competence who do not have a personal interest in the matter.

13. A learner's result may increase, decrease or stay the same following the conclusion of an enquiry about a result.
14. Learners or training providers, acting on behalf of learners, may request enquiries about results.
15. Enquiries about results will be available for a set period following the release of results. PMQ will not accept requests for enquiries about results after 10 working days of the result being issued.
16. PMQ will process clerical checks and breakdowns of marks within 20 working days of receipt of the request. For reviews of marking within 6 weeks of receipt of the request.

Protecting the integrity of PMQ qualifications

17. In the event that an enquiry about a result identifies failings in PMQ assessment procedures, PMQ will take all reasonable steps to identify other learners who have been affected, to address the failings identified.
18. Where it is not possible to correct any failings identified PMQ will mitigate as far as possible the impact of the failings whilst seeking to protect the interests of learners and the integrity of the qualification.
19. PMQ reserves the right to carry out investigations including reviews of assessments of learners without consulting training providers or seeking the learners' permission.
20. PMQ will take steps to prevent a recurrence of any failings identified in the future.
21. PMQ will ensure that the relevant regulators are informed, as appropriate, where an enquiry about a result identifies an adverse effect.

Fees

22. PMQ will charge a fee for enquiries about results. The fees are published on the PMQ website. <https://www.propertymark.co.uk/pmq.html>
23. PMQ will refund enquiries about results fees, if the outcome of the enquiry is a change of grade.

PMQ certificates

24. PMQ will ensure that any certificate/result issued to a learner which is subsequently found to be invalid following an enquiry about a result is revoked.

Appeals

25. PMQ permits appeals of enquiries about results in cases where there is genuine cause to believe PMQ has not followed its procedures. Further information is provided in the PMQ Appeals Policy – PMQ Regulated Qualifications and the associated PMQ Appeals Procedure.

Governance

26. The Awarding Body Operations Committee has oversight of enquiries about results through the reports it receives. The Awarding Body Operations Committee reports accordingly to the PMQ Qualifications Committee.

Complaints

27. PMQ has a separate complaints policy. Learners or training providers who are dissatisfied with any other PMQ awarding organisation service, other than those addressed by this policy or the PMQ Appeals Policy – PMQ Regulated Qualifications, are referred to the Complaints Policy.

Policy review arrangements

28. 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.
29. This policy is also reviewed as part of PMQ ongoing quality improvement monitoring.