

# ASSESSMENT SCHEDULING & RESCHEDULING POLICY & PROCEDURE

*PMQ Qualifications*

*Apprenticeship Assessment*

V1.0

Issued: 1 May 2026

Effective from: 30 July 2026

## Purpose

1. Propertymark Qualifications (PMQ) recognises that clear and consistent assessment arrangements are essential to ensure fairness, transparency, and integrity in the qualification process. These arrangements set out the requirements and responsibilities of training providers, including the scheduling and funding of assessment, and ensuring that candidates have completed an appropriate programme of study or training prior to assessment.
2. This policy also outlines PMQ's position on the rescheduling of assessments in cases of extenuating circumstances, supporting a consistent and compliant approach while maintaining the validity and reliability of the qualification.

## Definitions

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

## Scope

3. 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.

## Key Principles

4. PMQ will ensure that assessments are correctly booked and made available; however, attendance and completion remain the responsibility of the candidate.
5. Assessments can only be scheduled or rescheduled outside the normal policy rules if PMQ agrees. PMQ may approve or refuse such requests at its discretion.
6. Assessment rescheduling is only applicable to the original unit/discipline booked.
7. Assessment rescheduling is not applicable where there is no evidence that the equipment and systems check has been conducted a minimum of 2 days prior to the assessment.

8. The use of this policy will be taken into consideration when granting a rescheduling application request.
9. Rescheduling will not be granted where an assessment window has closed, to protect the integrity of other assessments.
10. Rescheduling will not be granted where extenuating circumstances do not meet with PMQ criteria, as set out in this policy and associated procedure.

## Assessment Scheduling

11. **PMQ 'on-demand' qualifications assessments** - Assessments of this type can be booked and completed every day of the week, including bank holidays. Assessments must be completed within the day they have been booked.
12. **PMQ 'session-based' qualifications assessments** – Assessments of this type can be booked and completed within specific sessions/windows throughout the year. The details of the assessment booking and sitting sessions/windows can be found within the **Qualification Examination Schedule** found in the Creatio document library. Assessments must be completed within the day they have been booked.
13. **PMQ apprenticeship assessments** - Candidates must be prepared to attend their apprenticeship assessments a minimum of 15 minutes prior to the start of their assessment. Admittance of late online joining of the candidate is at the discretion of each Independent Assessor (IA) and will be reviewed by PMQ.
14. Candidates arriving late who are not permitted to complete the apprenticeship assessment will incur a penalty fee, which must be paid by the training provider before the assessment can be rescheduled, except where extenuating circumstances may apply.

## Assessment Rescheduling Eligibility

1. **PMQ 'on-demand' assessments** – On-demand assessments may only be rescheduled if the request is made no later than three clear days before the scheduled assessment date. In cases of extenuating circumstances, rescheduling requests must be submitted via the associated form on Creatio.
2. **PMQ 'session-based' assessments** – Session-based assessments may only be rescheduled if the request is made no later than three clear days before the scheduled assessment date and while the assessment booking window remains open. Assessments cannot be rescheduled once the assessment sitting window has commenced. In cases of extenuating circumstances, rescheduling requests must be submitted via the associated form on Creatio.

3. **PMQ Apprenticeship Assessments** – Apprenticeship assessments may only be rescheduled a minimum of five working days prior to the date of the assessment, except where there may be extenuating circumstances. This notification must be submitted via email by the training provider to [epa@propertymark.co.uk](mailto:epa@propertymark.co.uk).
4. It is the responsibility of the training provider, and/or the candidate to ensure that sufficient time is allowed to reschedule an assessment. PMQ is not responsible for any failure to reschedule assessments resulting from lost or forgotten email addresses, login details, or attempts to contact PMQ outside of office hours.
5. PMQ will consider the following extenuating circumstances when determining whether to approve a free rescheduling request:
  - Major accidents or injury
  - Severe illness
  - Death or serious illness of a close relative or partner
  - Being a victim of a crime
  - Other comparable circumstances
6. Extenuating circumstances must occur within the aforementioned eligibility windows. The training provider must clearly demonstrate with supporting evidence showing how the circumstance has prevented, or will prevent, their candidate from attending their assessment.
7. PMQ does not consider the following to be extenuating circumstances:
  - Minor accidents or injuries
  - Pressures of work
  - Conditions normally able to be controlled (e.g. headaches)
  - Failure to manage time effectively and prepare for the assessment
  - Candidate errors (e.g. booking an assessment for the wrong date, or registering for the wrong qualification, discipline, or nation)
  - Technical issues resulting from failure to complete pre-assessment equipment and system checks

## Submitting a Request Due to Extenuating Circumstances

8. Training providers must submit any request to reschedule within five working days of the candidate's assessment date. Requests submitted outside this timeframe may not be considered and will be reviewed at PMQ's discretion.
9. Assessment reschedule requests must be submitted along with supporting evidence from an independent, qualified third party. Examples of acceptable evidence include, but are not limited to:

- Professional medical letter
  - Police crime number or report
  - Death certificate
10. All supporting evidence must clearly demonstrate the reason why the candidate is, or was, unable to attend their assessment.
11. In some cases, PMQ may request additional evidence to support a reschedule request. If requested, this evidence must be submitted within five working days of the request.

## Responding to An Application

12. A detailed response with an outcome will follow within ten working days of all required evidence being submitted to PMQ.

## Decision Making

13. PMQ decides whether the evidence to support the reschedule request is substantive and meets the criteria.
14. In making decisions PMQ will consider:
- the documented supporting evidence from a qualified professional setting out the impact of the candidate's indisposition
  - the assessment for which the reschedule is required.
15. PMQ will not approve a reschedule request if it does not meet the eligibility criteria set out above.
16. The outcome of a rescheduling application request may be the:
- approval of the reschedule
  - rejection of the application based on insufficient evidence
  - rejection of the application based on timescales (e.g. application submitted outside of published timescales)

## Outcome of An Application

17. If PMQ determines that the rescheduling request and supporting evidence are sufficient, a free reschedule of the assessment will be granted, and the training provider will not be invoiced for the cost of rebooking.
18. If PMQ determines that the reschedule request and evidence are insufficient, a free reschedule will not be granted, and the training provider will be invoiced for the cost of rebooking. This decision is final and cannot be appealed.

19. Candidates are entitled to one free reschedule only. Once this reschedule has been booked, it cannot be changed or moved. If the rescheduled assessment is not sat for any reason, no further free reschedules will be granted.

## **Candidate No Show**

20. All assessments must be completed on the day for which they are booked. Candidates who do not complete their assessment on the scheduled day will be recorded as 'Absent', will forfeit their assessment fee, and must pay to rebook, except in cases where an approved application for extenuating circumstances has been granted.

## **Policy & Procedure Review Arrangements**

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