

ACCESS ARRANGEMENTS POLICY

PMQ Qualifications

Apprenticeship Assessment

V1.0

Issued: 1 May 2026

Effective from: 30 June 2026

Purpose

1. Propertymark Qualifications (PMQ) recognises that access arrangements enable candidates to demonstrate what they know and can do, without altering the validity, reliability, or demands of the assessment. This Access Arrangements Policy sets out PMQ's position on the provision, consideration, and implementation of access arrangements.
2. This policy should be read in conjunction with the associated **PMQ Access Arrangements Procedure**.

Scope

3. This policy applies to PMQ candidates, training providers, training provider staff and associated contractors, PMQ staff and contractors involved in the assessment and/or delivery of PMQ qualifications and apprenticeship assessment.
4. Reasonable adjustments, for candidates with disabilities, are addressed separately in the **PMQ Reasonable Adjustment Policy**.

Definitions

5. **PMQ Qualification(s)/Apprenticeship Assessments** – 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 qualifications or apprenticeship assessments.
7. **Access Arrangements** – The term 'access arrangements' in the context of this policy refers to arrangements that are agreed in advance of an assessment to remove or reduce barriers to access. This includes arrangements for temporary injury or illness, as well as arrangements to accommodate religious observance, including the wearing of religious head coverings. Examples may include extra time for breaks, alternative assessment delivery model, or the use of a scribe.

Key Principles

8. Access arrangements allow candidates to demonstrate their attainment without circumventing the assessment requirements, or affecting the validity or reliability of the assessment outcomes.
9. PMQ will consider the safety, practicality and effectiveness of the access arrangements.

10. The use of access arrangements will not be taken into consideration in the marking of a candidate's assessment responses.
11. Access arrangements should not give a candidate an unfair advantage, neither should they mislead stakeholders regarding a candidate's achievements.
12. Candidates must not be charged for access arrangements. Where access arrangements are approved, PMQ will determine how any associated costs are managed.
Costs associated with access arrangements will be handled in a way that does not disadvantage candidates, restrict access to assessment, or undermine the principles of fairness and inclusion.

Access Arrangements Eligibility

13. Candidates who are fully prepared for an assessment may be eligible for access arrangements where a temporary illness, temporary injury, other temporary indisposition, or requirements arising from religious observance (including the wearing of religious head coverings) place them at a substantial disadvantage in the assessment situation.
14. Where the barrier to access arises from temporary illness, temporary injury, or other temporary indisposition, candidates should consider postponing the assessment to a later date when the issue is likely to present less of a barrier.
This expectation does not apply where the request relates to religious observance.
15. Candidates will only be eligible for access arrangements where appropriate supporting evidence accompanies the application, in accordance with the requirements set out below.
For requests relating to religious observance, evidence requirements will be proportionate and may differ from those required for medical or temporary conditions.

Supporting Evidence Requirements

16. All requests for access arrangements must be supported by appropriate evidence. Evidence relating to temporary illness, injury, or indisposition must be provided by a suitably qualified professional. Requests relating to religious observance will be considered on the basis of proportionate evidence and will not normally require medical documentation.

Decision Making & Outcomes

17. PMQ will determine the access arrangements to be applied, having considered the individual circumstances of the candidate and the information provided in support of

the request. This includes consideration of proportionate evidence relating to religious observance.

18. PMQ reserves the right to devolve access arrangements decisions to training providers in circumstances where it is considered appropriate to do so. In such circumstances, PMQ will set out the arrangements with which training providers must comply.
19. In determining access arrangements, PMQ will decide how any associated costs are to be met. Where access arrangements are approved for reasons other than disability, PMQ may, where appropriate and agreed in advance, require training providers to meet reasonable and proportionate costs associated with implementing the arrangements, provided this does not disadvantage candidates or restrict access to the assessment.
20. In making decisions, PMQ will consider:
 - the documented supporting evidence provided, including evidence from a qualified professional where the request relates to temporary injury, illness, or other indisposition, or proportionate information provided in support of requests relating to religious observance (including the wearing of religious head coverings)
 - the characteristics and requirements of the assessment for which access arrangements are requested
 - the cost and practicability of the proposed arrangements
 - the likely impact of the arrangements on the candidate and, where applicable, on other candidates

Decisions will be made in a fair, consistent, and proportionate manner, balancing the needs of the candidate with the integrity and security of the assessment.

21. PMQ will not approve access arrangements that are not reasonable. This includes arrangements that involve unreasonable cost or timeframes, compromise health and safety, or compromise the security or integrity of the assessment.
22. The outcome of an access arrangements request may be:
 - approval of the access arrangements
 - rejection of the application based on insufficient evidence
 - rejection of the application based on the reasonableness of the request, such as a request for specialist equipment
 - rejection of the application based on insufficient time to put in place the arrangements
 - suggested alternative arrangements.

Outcomes - Appeals

23. Information about appealing a decision in relation to an access arrangements application is set out in the **PMQ Appeals Policy (Special Services Outcomes)** & **PMQ Appeals Procedure (Special Services Outcomes)**.

Policy Review Arrangements

24. 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.
25. This policy is also reviewed as part of PMQ ongoing quality improvement monitoring.