

## ENQUIRIES ABOUT RESULTS POLICY

This document sets out arrangements for Propertymark Qualifications' enquiries about results services and applies to individual (distance learning) candidates taking assessments. Candidates sitting assessments within teaching or training centres should refer to their centre contact.

Enquiries about results falls into two categories: results review and full re-mark.

Candidates requesting any of these services must complete an **Enquiries About Results Request Form** which is available on our Propertymark Qualifications website. Candidates must return this form to Propertymark Qualifications, no later than 10 working days following receipt of their results.

### **Results review**

This is available for all assessment types and levels. Please refer to our current fees list on our Propertymark Qualifications website. The service will not be conducted until payment has been received.

Checks will be conducted to ensure that the candidate's assessment paper has been marked and totaled correctly, the assessment paper has no errors contained within the questions, the number of questions to be asked per learning outcome is correct and the questions reflect the qualification specification.

Requests will be acknowledged within three working days of receipt. Checks will normally be completed within 20 working days but it may take longer, depending on the nature of the findings.

It is important to note that a mark may be adjusted if an error is found. Should an error be found in a candidate's favour i.e. a higher mark to be awarded then a full refund will be issued. If no error is found, the original mark will be upheld and no fee will be refunded.

### **Full re-mark**

This is available for all assessment types and levels. Please refer to our current fees list on our Propertymark Qualifications website. The service will not be conducted until payment has been received.

An independent examiner will re-mark the candidate's assessment paper in question, with no access to previous comments and marks awarded so that it remains impartial.

Requests will be acknowledged within three working days of receipt. Full re-marks will normally be completed within 20 working days but it may take longer, depending on the nature of the findings.

It is important to note that a mark may be adjusted if an error is found. Should an error be found in a candidate's favour i.e. a higher mark to be awarded then a full refund will be issued. If no error is found, the original mark will be upheld and no fee refunded.

If a candidate's mark remains the same, feedback will be provided to understand why the candidate has failed. Please note that feedback cannot be provided on passed assessments and we are unable to provide specific feedback on responses to assessment questions, as all of our questions are live.

### APPEALS

Candidates who are dissatisfied with the outcome of an Enquiry About Results service can appeal by following our [Appeals](#) policy. This can be found on our Propertymark Qualifications website.