



Enquiries and Appeals Policy In relation to all

CQHE Awarding Body Examinations

This document sets out the process that candidates **must** follow if they wish to question an assessment decision, for example a mark awarded for an examination or question set within the examination or circumstances which they feel have affected their performance in an examination or their ability to study.

Please note that any time limit applicable to your qualification **will not** be suspended whilst these processes are being followed. If appropriate the Examinations Board will grant an extension following a successful enquiry or appeal.

[What if I cannot attend an examination for which I have paid?](#)

[What if I feel the questions or assessment decisions are incorrect?](#)

[What if I feel the outcome from the enquiry isn't correct?](#)

[What if I feel the conditions for the Examination were incorrect?](#)

[What if I require an Extension to achieve the qualification?](#)

Refund or reschedule policy

The following rules are printed on the bottom of the confirmation email issued by the examination supplier Pearson Vue:

Reschedule Policy

If you wish to reschedule your exam, you will need to do so 72 hours prior to your scheduled appointment. You can reschedule your appointment via the website by selecting the rescheduling option and choosing another available appointment. Please be aware, if you reschedule less than 72 hours prior to your appointment your exam fee will not be transferred and you will need to pay for the new booking.

Cancellation Policy

If you wish to cancel your exam, you will need to do so via the website 72 hours prior to your scheduled appointment. Cancelling in advance of 72 hours prior to your appointment will result in your exam fee being automatically refunded back onto the card the original payment was made on. If you paid by voucher you will be able to re-use the said voucher. Please be aware, if you cancel your appointment less than 72 hours prior to your appointment, your exam fee/voucher will not be refunded.

These terms and conditions are in place for all and cannot be overturned and this is clearly stated on the confirmation email and also within the examination regulations. Once the 72 hours period has commenced the test centre have taken the funds and therefore the computer station cannot be booked for another person; therefore no refund will be granted under any circumstances.

Candidates who have enquiries relating to Examination Questions or Assessment Decision

In line with the Examination Regulations **no** question data can be discussed with candidates. All examinations use a 'Live' bank of questions and this means no specific question content will be confirmed or denied.

The only cause of action the Awarding Body will undertake on behalf of Candidate's is to check the questions presented were taken from the current pool of questions, have been written, moderated and checked by an external examiner and the electronic system obtained the candidates chosen answer and marked the questions accordingly. Please be aware that this rule cannot be overturned on any grounds.

Candidates who wish to ask the Awarding Body to check the papers have been presented correctly and marked correctly must present the following information within 10 working days. Enquiries received after this period of time will not be followed up, and Candidates will be informed of the reason for this action.

In the first instance candidates must submit, **in writing** (no verbal enquiries will be investigated), an enquiry. Enquiries must be submitted by the Candidate, no third party enquiries will be considered. Enquiries can be sent to info@CQHE.co.uk or posted to;

The Qualifications Department
CQHE

This enquiry must contain the following;

- Full name and date of birth of candidate
- Date and name of examination in question
- Details of and reasons for the enquiry

This must be **received within 10 working days** of the date on the result notification letter issued by CQHE Awarding Body for Award and Certificate level qualifications; for Diplomas **this must be received within 10 working days** of sitting the external examination.

Upon receipt of an enquiry the CQHE will acknowledge on **the first working day** that it has been received, and that all of the information they require has been provided.

The CQHE upon receipt of the written enquiry will acknowledge receipt upon the first working day. CQHE will retrieve all relevant data and then investigate this thoroughly. The outcome of the enquiry will be submitted to the Candidate within 10 working days, or the Candidate will be notified of a specific deadline if this is not achievable.

One of the following decisions will usually be the outcome of an enquiry;

- Allow the candidate an extension in which to retake any assessments in question if required
- Vary the requirement to re-sit an assessment
- Reject the enquiry and confirm the mark given

The CQHE will establish whether or not these processes and procedures are consistent with regulatory criteria and applied properly and fairly in arriving at assessment decisions.

What if Candidates wish to Appeal against the outcome from the Enquiry?

Should the candidate still have reason to believe, **following an enquiry**, that the assessment decision may not be accurate they may submit an appeal. This is the only cause of action, not further enquiry level investigations will be undertaken.

Appeals should be submitted in writing to the email or postal address given above and be accompanied by the appropriate appeal fee of **£110**.

If a candidate's appeal is upheld, the appeal fee will be reimbursed in full.

Appeals must be submitted;

- **Within 10 working days** of the date on the official notification of the enquiry process response
- Stating clearly the grounds for appeal against the enquiry response, which cannot be exactly the same grounds as stated for the enquiry
- Including any documentary evidence supporting the appeal
- Signed by the candidate. Third party appeals cannot be accepted

Upon receipt of the appeal the CQHE will acknowledge that the appeal has been received on the **first working day** after receiving the documentation.

The CQHE will issue this appeal information, along with the documentation procedure during the enquiry stage and all communication to the independent Appeal Board and they will independently investigate the case and will aim to respond independently within 10 working days of receipt of all documentation.

This independent person will have access to all of the information previously submitted by a candidate and the CQHE's responses to the enquiry and appeal so far. They will also have access to information regarding the processes and procedures that the CQHE follow and be in a position to ask questions of the CQHE which may aid their review.

Upon completion of the independent review the CQHE will communicate the decision reached to the candidate in writing within 10 working days of receipt or inform the candidate of an anticipated date for the outcome if this cannot be met.

One of the following decisions will usually be the outcome of an enquiry or appeal;

- Allow the candidate an extension in which to retake any assessments in question
- Vary the requirement to re-sit an assessment or the entire qualification
- Reject the appeal and confirm the mark given

Where the outcome of an appeal brings into question the accuracy of other results, the CQHE will take steps to protect the interests of all candidates and the integrity of their qualifications.

This is the final stage, no further investigation can or will be conducted in relation to this incident. If the Candidate still feels aggrieved they would need to contact the regulator, which is currently Ofqual.

Appeals may be made regarding any examination result however there are certain circumstances which will not be considered as valid grounds for an appeal. Appeals relating to the following will not be considered;

- The effect of the assessment decision on a candidate's employment or employment prospects
- The fact that candidates may not be able to afford examination re-sit fees
- The effect of an assessment decision on a candidate's family or personal life
- Pressure of work during an examination period
- Against the academic judgement of an examiner or of the Examinations Board

What if I feel the environment for the Examination was incorrect?

In the case of e-assessment exams no moderation of the mark(s) will take place as a result of environmental requests. Candidates will only ever be given the opportunity to re-sit the examination. Should the candidate be outside of their timescale for the qualification their expiry date will be amended as necessary.

Under no circumstances will an aegrotat (award of a pass being granted in the absence of assessment) be granted.

A request with regards to environmental matters **must** be submitted in writing to the CQHE. Requests can be e-mailed to info@CQHE.co.uk or posted to the following address;

The Qualifications Team
National Federation of Property Professionals (CQHE)

If the request is regarding an experience during an examination;

The candidate **must** report the incident to the test centre (in e-assessment scenarios) or the **invigilator** (in paper-based scenarios) immediately and before they leave the examination.

The same **must** then be reported **in writing** (email or letter) to the Qualifications Team at the address above within 2 working days of the incident.

The request must be supported by relevant documentation should this be appropriate.

The Qualifications Team will acknowledge receipt of the request on the first working day after the information is received and an indication given as to when a full response can be given.

CQHE will contact the examination location and ask for a detailed report; this may take additional time to receive but the Candidate will be kept informed on the progress of the investigation.

In the case of e-assessment scenarios the Qualifications Team will investigate the circumstances of the examination in question thoroughly and either confirms that circumstances surrounding an examination were not of the standard expected for their candidates and offer a free re-sit, or deny the request.

Candidates should be aware that these investigations will involve 3rd parties and therefore can take some time.

What if Candidates feel they require an Extension to achieve the qualification?

Level 3 Technical Awards

No extension requests will be accepted for the Level 3 Technical Award qualifications. All candidates are given one year in which to achieve from their first successfully achieved unit and they are informed of this regulation upon registration for the qualification and subsequently following all further examination sittings. These examinations are available 6 days a week at over 150 test centres and therefore there is no valid reason for an extension request to be accepted.

Extension requests received for Candidate's undertaking the Level 3 qualifications will be returned outlining the examination sittings they have attempted, results letters detailing postal dates and confirmation of the expiry date they agreed to meet.

No further investigation will be conducted for Level 3 Extension requests.

If a Candidate wishes to obtain a Level 3 qualification they would need to present themselves again for all components if their registration has expired.

Level 4 Certificates

If a Candidate wishes to apply for an Extension request for a Level 4 Certificate qualification, they must provide the following information in writing and clearly state:

Their full name

Their date of birth

The qualification for which they are studying

Examinations undertaken with results

Full details of why they are making the request for an extension, and made by the candidate **no third party** applications will be accepted.

The examinations for this level of qualification are only available on scheduled dates, and therefore some allowance can be applied so long as a Candidate has attempted to sit examinations during the 18 month registration period and has a valid reason for not completing within the timeframe. Work commitments will not be taken as a valid reason for an extension request.

Documentary evidence to support the request **must** be included where appropriate. This would ordinarily take the form of a signed letter from a medical practitioner stating clearly how a medical condition has affected the candidate's ability to study, a copy of a death certificate, or some other official documentation.

The CQHE Awarding Body reserve the right to ask for more, or specific, evidence should they feel that what has been provided does not sufficiently support the claims in the request.

Upon receipt of an extension request for a Level 4 qualification the CQHE Qualifications Team will acknowledge receipt during the first working day and then proceed to check that all of the information required for consideration is present. At this point they may ask for further information to be provided.

The decision to grant an extension lies solely with the senior personnel within the CQHE Awarding Body.

The CQHE Qualifications Team will endeavour to provide a full response within 10 working days of the date on which the information is forwarded to the senior personnel. Where this is not possible the candidate will be kept fully informed and a date by which a full response is possible will be provided.

Extension requests will be considered for the following reasons:

Due to illness, death of family members or other extenuating circumstances.

Extensions will not be granted on the grounds of work pressure.

The CQHE may vary this policy from time to time, such variations being effective upon their publication. **This Procedure is in line with regulatory criteria as set out by Ofqual.**