

## Remote Invigilated Exams – FAQ

This guide explains how Propertymark Qualifications (PMQ) remote invigilated exams work, how to book them, and what learners can expect before, during and after their assessment.

### **What are remote invigilated exams?**

Remote invigilation allows you to complete your PMQ exams online from anywhere in the UK. Your exam is supervised live by a trained invigilator using secure assessment software.

### **Where can exams be completed?**

Exams can be taken in any suitable private location within the UK, provided you have a stable internet connection, approved equipment and an appropriate exam environment.

### **How do remote exams work?**

Remote exams are delivered using the same robust security and assessment procedures as test centre exams. You will be monitored via your webcam and screen sharing throughout the exam to ensure exam conditions are met.

### **What are the benefits of remote invigilation?**

Remote invigilation offers greater flexibility as exams can fit around work and home commitments. There is no need to travel, making exams more convenient, cost-effective and environmentally friendly.

### **How do learners book an exam?**

Learners must enrol on a study programme and log into the learner portal. Within the portal, select “Schedule Exams”, choose the relevant qualification and unit, select an available date and complete payment online.

### **How much notice is required to book an exam?**

All exams must be booked at least five days in advance. On the chosen exam day, learners may start their exam at any time between 02:00 and 23:59.

### **Are there additional rules for Level 4 exams?**

Yes. Level 4 exams can only be booked or rescheduled during published booking windows and must be booked at least five days before the first exam in the sitting window. Once the two-week exam window has started, exams cannot be cancelled or rescheduled.

**Can exams be rescheduled or re-sat?**

Learners may sit an exam as many times as required. Exams can be rescheduled provided at least five days' notice is given, except for Level 4 exams once the exam window has opened.

**What happens before the exam?**

Ten days before the exam, learners receive guidance on testing their equipment and understanding the exam process. A live exam link is sent by email three days before the scheduled exam date.

**What support is available for learners with additional needs?**

Reasonable adjustments such as additional time, screen readers and personalised display settings are available. Learners should contact PropertyMark Learning before booking their exam to allow arrangements to be made.

**When are exam results released?**

Results are typically issued within five working days after invigilation checks have been quality assured.

**When will learners receive their certificate?**

Once a study programme has been successfully completed, qualification certificates are issued by post within 20 working days of the final unit being awarded.