



Rightmove Training & Development Centre – Appeals Policy

1. Introduction

Rightmove aims to provide a robust and high-quality assessment process which accurately grades work according to the assessment criteria published by its awarding organisation. Every effort is taken to ensure that the assessment is relevant and reflects the standards appropriate for the level of course.

Learner work will be marked against the qualification criteria in a way which is fair, equitable, consistent and without prejudice towards any individual.

2. Purpose

As a part of its commitment to ensuring the standard and quality of its assessments, Rightmove has established this Policy for dealing with appeals from its learners.

Note: This Policy does not cover complaints which are covered by separate procedures.

3. Scope

This Policy applies with respect to appeals relating to how the Awarding Organisation undertakes:

- The grading of an item of assessed work, a unit or a qualification. Appeals may only normally be made on the following grounds: an irregularity in recording, aggregating, collating or weighting of grades when a procedure has been incorrectly followed.
- An irregularity in applying assessment criteria or regulations.
- An irregularity in the conduct of an assessment.
- Where a learner believes that an allegation of plagiarism has been made that has no grounding.

Where a learner feels that they have grounds to appeal against an assessment decision they will have the right to follow the process set out below.

4. Process

Test Breakdown

Where a learner did not achieve the grade, they believe to be correct the learner should first request a test break down. This can be requested from qualifications@propertymark.co.uk

Enquiry about result

Enquiries about results:

- may be requested by learners or training providers, acting on behalf of learners
- are subject to the payment of the relevant fee as per the fees list on <https://www.propertymark.co.uk/pmq.html>
- may involve administrative checks to confirm the accuracy of the result and/or reviews of marking/quality assurance of post exam activities.
- does not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of an assessment.

- will be undertaken by persons of appropriate competence who do not have a personal interest in the matter.
- may conclude with a learner's result increasing, decreasing or remaining the same
- will be available for a set period following the release of results.

Propertymark Qualifications will:

- not accept requests for enquiries about results after 10 working days of the result being issued.
- process clerical checks and breakdowns of marks within 20 working days of receipt of the request. For reviews of marking within 6 weeks of receipt of the request.

Stage 1 appeal

A Learner only has grounds for appeal against an outcome of a **Special Service** provided by Propertymark Qualifications. Special Services include:

- Enquiry About Result
- Reasonable Adjustment application
- Malpractice or Maladministration and the sanctions imposed on a learner
- other administrative decisions, for example, exemption application decisions or decisions taken in cases of missing or damaged scripts in either digital or hardcopy format.

The stage 1 appeal will only be considered with the payment, of the appropriate fee as advertised in the Awarding Organisations fees list. The appeal must be made formally, in writing, within ten working days of receiving the assessment outcome. Propertymark Qualifications will acknowledge your complaint within 7 working days.

The first stage (Stage 1 Appeal) requires an investigation to be conducted by a person with the requisite competence who has no personal interest in the decision being appealed. The investigation examines the grounds for appeal presented by the appellant and considers whether Propertymark Qualifications followed the correct policies and procedures and applied these policies and procedures fairly in making the decision which is being appealed.

The outcome of the appeal will be shared within twenty working days. Where this timeline cannot be met, a communication will be sent to notify as such.

The outcome of the appeal maybe:

- The original grade:
 - decision remains
 - may increase or decrease
- The appeal has been:
 - supported.
 - not supported

Where appeals are supported, in full or in part, payments for appeals are refunded.

Stage 2

If the learner appeals against the result of the stage 1 appeal, further stage can be requested. Application for stage 2 must be completed and the relevant payment made, as per Awarding Organisations fees list made before the appeal will be processed. Stage two appeal is processed internally and reviewed externally by a panel of assessment delivery, and or awarding organisation, experts.

The outcome of the appeal maybe:

- The appeal has been:
 - supported.
 - not supported

The decision in relation to a Stage 2 Appeal is final. No further appeal is permitted. Where appeals are supported, in full or in part, any payments for appeals at stage 1 and 2 are refunded.

Propertymark Qualifications ensures that any certificate/result issued to a learner which is subsequently found to be invalid following an appeal is revoked.

5. Contacting the Awarding Organisation

The Awarding Organisation can be contacted in writing at:

Propertymark Qualifications
Propertymark Qualifications Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG
Or via email: qualifications@propertymark.co.uk

6. Contact

For further help or assistance with this Policy, please contact:

Jason Charles, Head of Events & Education

Email: Jason.Charles@rightmove.co.uk

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