

# Kaplan Test of English Appeals Policy

**Please note: This Appeals Policy only applies to tests which are administered and certified by the Kaplan Test of English team.**

Kaplan Test of English test takers are permitted to appeal an academic decision in accordance with this Appeals Policy. This Appeals Policy outlines the:

- I. Grounds for Appeal
- II. No Grounds for Appeal
- III. Appeals Process
- IV. Appealing an Appeals Panel Decision

## I. Grounds for Appeal

An appeal will be considered if:

- a. A test taker wishes to dispute a decision by the Kaplan team that a test is invalid;
- b. A test taker wishes to declare that one or more technical issues, for which Kaplan Test of English is responsible, caused an impediment to test performance; or
- c. A test taker wishes to declare that incorrect or insufficient information was provided, and that this caused an impediment to test performance.

## II. No Grounds for Appeal

An appeal will be rejected if:

- a. A test taker wishes to request a regrade. In this case, test takers should complete a [Regrade Request Form](#);
- b. One or more technical issues was caused by problems or incompatibility with a test taker's equipment or internet connection; or
- c. The appeal is lodged more than 14 days after the test taker was notified of their results.

## III. Appeals Process

Appeals are processed as follows:

1. The test taker completes an [Appeals Form](#), providing as much information and evidence as possible. **Note: Only evidence presented on the Appeals Form will be considered during the appeal.**
2. The Appeals Team acknowledges receipt of the Appeals Form within 3 days of submission and notifies the test taker that the outcome of the appeal will be provided within 21 days of the Appeals Team's acknowledgement.
3. The Appeals Team will investigate by:
  - a. Requesting more details from the grading team;
  - b. Reviewing e-proctoring report and plagiarism check;

- c. Requesting details from the technical team;
  - d. Requesting details from the e-proctoring service;
  - e. Requesting more information from the test taker who submitted the appeal; and/or
  - f. Any other reasonable means.
4. The Appeal is considered at an Appeals Panel.
  5. The Appeals Panel will determine whether:
    - a. To uphold the appeal;
    - b. Not to uphold the appeal; or
    - c. To seek more information from the test taker making the appeal or the Kaplan Test of English Team.
  6. The test taker will be informed of the outcome of the Appeals Panel by email.
  7. If an appeal is upheld, the Appeals Panel may offer the following remedies, including:
    - a. Free full test;
    - b. Free partial test;
    - c. Full Refund of a previous test;<sup>1</sup>
    - d. Partial Refund of a previous test;<sup>2</sup>
    - e. A combination of (a) to (d); or
    - f. Any other reasonable remedy determined at the Appeals Panel's discretion.

#### IV. Appealing an Appeal Panel's Decision

A decision by the Appeal Panel can only be appealed twice. The decision made by the Appeal Panel in the second instance will be final.

A decision may not be appealed unless:

- a. The test taker can demonstrate that the Appeals Process was not followed correctly;  
or
- b. The test taker provides significant new evidence which is accepted at a subsequent Appeals Panel. In this case, the test taker should complete an updated Appeal Form, and the Appeal Process restarts.

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<sup>1</sup> A full refund is the full cost of the test minus a £25 administration fee.

<sup>2</sup> A partial refund is calculated as: one test section is a quarter of the full test price minus a £10 administration fee.