


Kaplan English Regrade

Request Policy

Please note: This Regrade Request Policy only applies to tests which are administered and certified by the Kaplan  English team.

Test takers are eligible to request a regrade if they have:

- a. completed the related test no more than 14 days before the Regrade Request; and
 - b. have not booked another test since the test for which the Regrade Request is made.
- Subject to the eligibility criteria above, the test taker can request a regrade by completing a [Regrade Request Form](#).
 - Regrade Requests for writing and speaking tests incur an administration fee of £15 per test component.
 - Reading and listening tests cannot be regraded. If a technical issue occurs during a test which causes an impediment to test performance, a test taker should lodge an appeal using an [Appeals Form](#) after referring to the Appeals Policy.
 - If the Regrade Request is accepted, the test will be sent to a grader who did not grade the test initially.
 - The Lead Grader in their sole discretion and by referring to the grades given previously by the first and second graders, will determine whether the Regrade Request results in a change of grade. The Lead Grader will not be the first or second grader who graded the test.
 - The test taker will be informed of the outcome within 21 days of receipt of payment. The outcome of a Regrade Request could be:
 - A grade increase;
 - A grade decrease; or
 - No change in the grade.
 - A test taker may not appeal the outcome of a Regrade Request unless the test taker can demonstrate that the Regrade Request Policy was not followed correctly. In this case, the test taker should lodge an appeal using this [Appeals Form](#) after referring to the Appeals Policy.