Kaplan Test of English

Appeals Policy

This procedure is for Test Candidates who have taken a Kaplan Test of English assessment administered by the central Kaplan Test of English Team and wish to appeal against the outcome. This Appeals Policy does not apply to tests taken via 'Tencent Meeting' or 'Voov Meeting.' For information about the appeals process for tests taken via these platforms, please contact takektechina@kaplan.co.uk

Any Test Candidate considering submitting an Appeal is advised to please read the procedure to ensure they are eligible to submit an Appeal and to ensure they understand the procedure. If there are any questions about the procedure, please email: englishtest.appeals@kaplan.co.uk

Points to note prior to submitting an Appeal:

- The Appeals Procedure **only** applies to tests which are administered and certified by the central Kaplan Test of English Team.
- The Appeal must be submitted within 14 days of receiving the outcome of a test, and the outcome of the Appeal will be sent within 21 days of the Appeal fee payment being confirmed by the Kaplan Test of English Team.
- A new test registration cannot be submitted while an Appeal for a previous test is ongoing. The Appeal process must be completed before a new application is submitted.

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1. Basis of an Appeal

Appeals can be submitted for the following reasons:

a. An invalid outcome for one or more section(s) of the test.

b. Suspension from any future test.

c. If one or more technical issues, (for which Kaplan Testing Services are responsible), negatively affected the test performance (whether this resulted in a valid or invalid outcome).

d. Incorrect or insufficient information was provided to the Test Candidate causing an impediment to test performance (whether this resulted in a valid or invalid outcome); or

e. The Test Candidate previously applied for a Regrade Request and the process was not followed correctly.

2. Timeframe for an Appeal

Submission of an Appeal:

An Appeal must be submitted within 14 days (including weekends) after the test outcome has been released. The Appeal Team will acknowledge the Appeal within 2 business days.

If an Appeal is submitted after the 14-day deadline, it will be rejected without a hearing.

Outcome of an Appeal:

The Appeal will be heard, and outcome sent via email within 21 days (including weekends) after the Appeal payment is confirmed. The result cannot be expedited.

3. How to Submit an Appeal

Appeals must be submitted via the online form: KTE Appeal Form. There is a fee of £58 (GBP) for an Appeal, which is refunded if the Appeal is upheld by the Appeals Panel.

The Appeal must be submitted via the online form only (Appeals received via email will not be considered).

All details must be correct and must match the details provided when the Test Candidate registered for the Kaplan Test of English.

Additional documents (any pertinent evidence or information) can be uploaded to the Appeal Form. All additional information must be submitted with the Appeal Form; additional information will not be accepted if submitted at a later date.

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The Test Candidate can specify the outcome they are hoping for in the Appeal (such as a resit of the test or a refund of the test). The request will be considered during the hearing but is not a guaranteed outcome if the appeal is upheld.

When the online form is submitted, the Appeal fee payment information will be displayed on-screen. Candidates must pay the Appeal fee immediately after the online form is submitted otherwise the Appeal will be rejected. Should the Test Candidate still wish to continue with their Appeal they will be required to complete a new KTE Appeal Form. No action will be taken until payment is received and confirmed by us.

4. The Appeal Process

After the Appeal form has been received, it will either be acknowledged or rejected. For details on why the Appeal would be rejected without a hearing please see below.

- **Appeal Acknowledgement:**

After an Appeal is received the Appeal Team will acknowledge receipt within 2 business days and confirm that the outcome will be sent to the Test Candidate within 21 days of the Appeal payment being confirmed.

- **Appeal Rejected:**

The Appeal may be rejected without hearing for any of the following reasons:

- The Appeal is submitted after the Test Candidate has already registered for a new test.
- The Appeal is submitted after the 14-day deadline.
- The Appeal is a request for a regrade. In this case, the Test Candidate would be directed to complete a Regrade Request;
- One or more technical issues was caused by problems or incompatibility with the Test Candidate's equipment or internet connection.
- The Appeal is a duplicate of an ongoing Appeal.
- The Appeal is a duplicate (or contains insufficient significant, relevant evidence) from an Appeal that was previously submitted and heard by the Appeal Panel.
- The Appeal contains information that is different to the details provided when the Test Candidate registered for the test.
- The Appeal contains offensive or abusive language/information; or
- The additional documents/evidence submitted are found to be false/tampered with and/or containing false information.

- **Further Information:**

If, during a test, there is one clear instance of misconduct (including, but not limited to, smoking, vaping, dual/shared screens, off camera for extended periods, use of unauthorised materials, impersonation or collusion), the whole test will be invalidated based solely on that incident and the remaining sections of the test will not be reviewed. If an appeal is submitted, the Appeal Team will request a comprehensive review of the test from the Examination Conduct Team which will include a review of those test sections that were not reviewed previously. If this review leads to the addition of any new information relevant to the test outcome, the Test Candidate will be notified and afforded the opportunity to submit supplementary information and evidence to support their case prior to its consideration by the Appeal Panel.

The Appeal Team will also request information from the Examination Conduct and Grading Teams pertaining to the outcome received for the test and, where necessary, information from the Kaplan Technical Team.

There may also be other reasons why we may request further information from a Test Candidate. In all instances, the Appeal Team will request further information via email to the email address specified in the Appeal Form.

- **Hearing:**

The Appeal will be heard at an Appeal Panel, where the information and any evidence provided by the Test Candidate will be reviewed, along with proctoring reports and any information provided.

- **Outcome:**

The Appeal outcome will be sent via email to the email address specified in the Appeal Form. See potential outcomes in Section 5 below.

5. Appeal Outcomes

- **Appeal Upheld**
- **Appeal Not Upheld**
- **Appeal Partially Upheld**

Appeal Upheld:

The Appeal Panel agreed to uphold the Appeal and one of the following outcomes will be applied depending on the circumstances and the request made in the Appeal by the Test Candidate:

- **Valid Outcome:** The invalid section(s) of the test will be graded, and the Test Candidate will be sent the valid outcome and certificate.
- Where the Test Candidate is appealing against a Regrade Request the test will be regraded.

Or

- **Resit:** Where the Test Candidate has requested this outcome, or it is not possible to grade the invalid section(s), or the Test Candidate is appealing against a valid outcome affected by technical issues/insufficient information provided, the Test Candidate is permitted a free resit.
- This would be for either the full test or the section(s) affected, depending on the circumstances. If the Test Candidate accepts the resit, the new test would be set up as soon as possible.
- If one section of the test was invalidated only due to an invalid result in another section (and therefore a resit is not required), that section would be graded.
- If the resit result is valid, it would be combined with the other scores from the original test.

Or

- **Refund:** Where it is not possible for the Test Candidate to complete a resit, the Test Candidate may be offered a refund at the Panel's discretion.

Suspension Lifted: Where the Test Candidate is also appealing against a Suspension, the Suspension on future tests will be lifted, and one of the above three outcomes may also be applied.

Appeal Not Upheld:

The Appeal Panel could not uphold the Appeal and there is no change to the test outcome.

Appeal Partially Upheld:

If the Appeal Panel is unable to change the test outcome, the Test Candidate may be permitted to undertake a free or discounted resit for either the whole test, or for the section(s) that were either invalid or affected, (for example by technical issues which prevent grading). The new test would be set up as soon as possible.

In this instance, the Test Candidate would not be permitted a refund for the test. If the Appeal is also against a **Suspension**, the Suspension on future tests would be lifted.

If one section of the test was invalidated only due to an invalid result in another section (and therefore a resit is not required), that section would be graded.

If the Test Candidate declines to take the available resit, no change will be made to the original test.

6. Appealing the Appeal Outcome

The Test Candidate can appeal the decision made by the Appeal Panel for the following reasons:

- The Test Candidate can demonstrate that the Appeals Procedure was not followed correctly; or
- The Test Candidate provides significant relevant evidence which was not available at the previous hearing.

The Test Candidate should complete a new Appeal Form within 14 days of receiving the outcome, and the Appeal Process restarts.

A decision by the Appeal Panel can only be appealed twice, and the decision made by the Appeal Panel in the third Appeal will be final.

7. Frequently Asked Questions

I have changed my mind and do not want to appeal, what should I do?

Please email the Appeal Team to confirm: englishtest.appeals@kaplan.co.uk

I need my test result very soon and cannot wait 21 days, can you send me the result sooner?

Unfortunately, we are unable to expedite the Appeal Process, though we do try to complete the process as quickly as possible.

I forgot to include some relevant information when submitting my Appeal, what should I do?

We cannot accept any information or documents after the Appeal is submitted. If you are still within the 14-day deadline, you may contact the Appeal Team to withdraw your Appeal, and then resubmit it with the relevant information. In this instance, the 21-day deadline would start again.

If you are not within the 14-day deadline, you would need to wait until the Appeal Process is at an end, and if the outcome is not satisfactory, you can then submit an Appeal against the Appeal decision. (See Section 6.)

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I have already registered for a new test but have not taken it yet, can I choose to cancel my test and appeal a previous test outcome?

No, by applying for a new test you are no longer eligible to appeal the outcome of a previous test.

Who will attend the Appeal hearing?

The meeting is held between: Chair of the Appeal Panel (KTE staff member), Examination Conduct Officer (KTE staff member), and an Independent Appeal Panel Member (non-KTE member). Additional Kaplan Assessments representatives/members may be called in for assistance to provide supporting evidence and operational guidance as required. This will be determined on a case by case basis.

My Appeal was partially upheld, but I don't want to resit the test, what should I do?

You should reply to the outcome email confirming you do not wish to take the offered resit test. If you are unhappy with the outcome of your Appeal, you may be able to submit an Appeal against the Appeal decision (if you meet the given criteria). (See Section 6.)

My Appeal was upheld but I do not want to resit. I asked for my test to be graded, so why isn't it being graded?

If there is a technical issue, it may not be possible to grade the test. For example, if there was no audio on the e-proctoring video, it would not be possible to grade the Speaking section of the test. If it is not possible for the test to be graded, it would be a requirement for you to resit.

My appeal was upheld, if I resit and my mark is lower in any section, can the best scores from both of my attempts be used on my certificate?

No, if you are resitting the full test, then only the marks from the new test will be on your certificate.