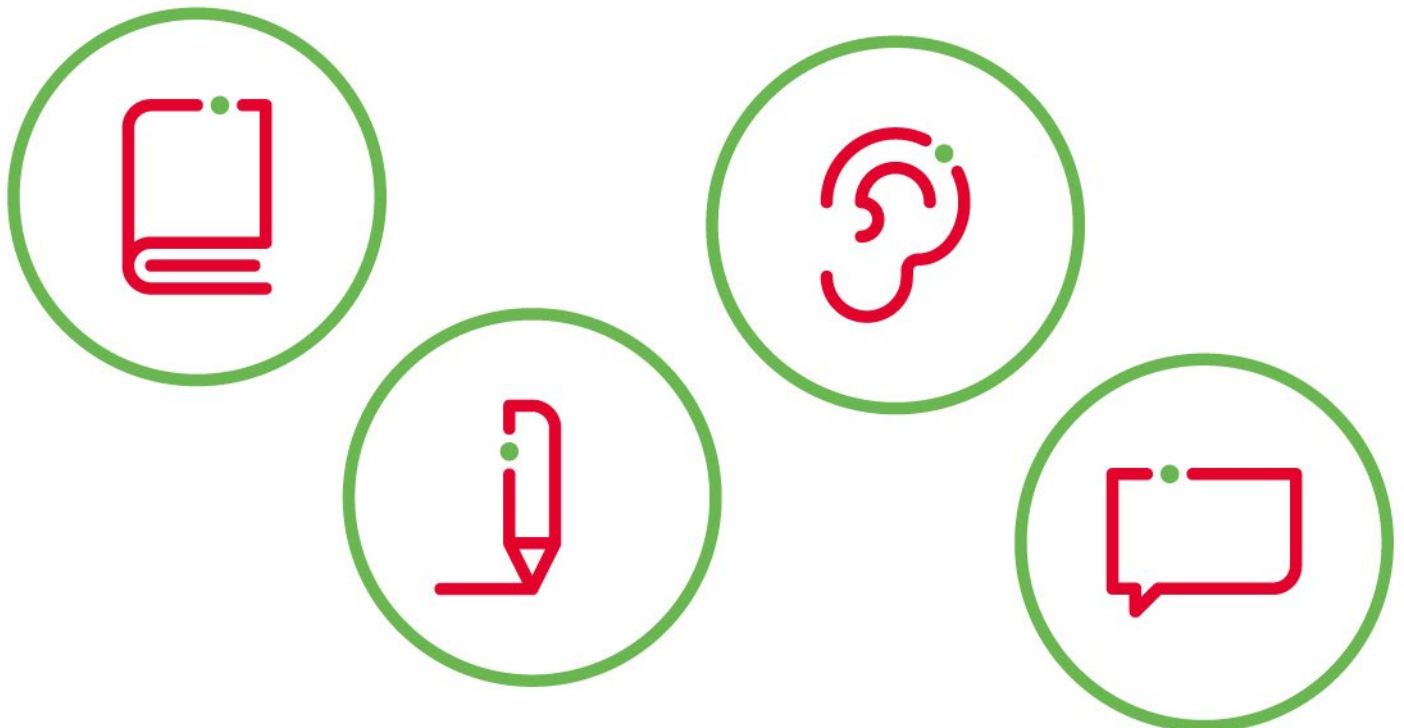


Aptis ESOL

Appeals policy

June 2024



Aptis ESOL Appeals policy

What is an appeal?

The appeals process is a final step that you as an Aptis ESOL test taker can take, if you are dissatisfied with a decision made relating to:

- An Enquiry on Results (EOR) – where you are not satisfied with a reviewed result awarded through the standard EOR process.
- A withheld result – where you are not satisfied with a decision taken by the British Council to withhold your test result due to malpractice, for example.

Who reviews and assesses an appeal

Appeals are reviewed and assessed by the British Council Exams Business Assurance Appeals Team. This team of experts is an independent team that reports via the British Council Head of Business Assurance, Security and Risk to the Director of Exams. This independence ensures objectivity in the appeals process.

How we respond to appeals

Appeals after Enquiry on Results (EOR)

If you make an appeal following an enquiry into your result (EOR), the focus of the appeal will be to seek evidence and assurance that the standard EOR processes have been applied correctly. The appeals procedure will not judge your work in the Aptis ESOL examination and will not involve re-marking or reassessment. However, further re-marking may result from an appeal, if it is found that procedures have not been satisfactorily followed. An appeal will be considered, if you as the test taker can provide reasonable evidence and/or information to support a claim that the British Council did not apply EOR procedures consistently or that procedures were not followed correctly.

Appeals against a withheld result

In the case of an appeal relating to a withheld result, the Exams Business Assurance Appeals Team will review the evidence which led to the non-release of a result, to ensure processes were followed without bias and that the original decision reached to withhold the result was indeed valid. If it is found that processes were not applied correctly, your Aptis ESOL result will be released.

Timeline for appeals

Appeals should be submitted within **21 working days** after your EOR or after you have received a notification that your results have been cancelled or withheld.

Appeals fee

The appeals fee that is charged is up to **50 per cent of the test fee** that you have paid.

Appeals process

The Aptis ESOL appeals process is as follows.

1. You contact the centre where you took your Aptis ESOL test (by email).
2. You pay the set fee for an appeal and provide proof of payment to your test centre, along with your reasons for requesting an appeal.
3. Your test centre checks if you have paid the fee and if the reasons given adhere to the Appeals policy.
4. Your test centre sends your appeal request to the Exams Business Assurance Appeals Team at exams.appeals@britishcouncil.org. The Exams Business Assurance Appeals Team informs your test centre what supporting documents are required.
5. Your test centre fills out the application form and provides the relevant documents and information required by the Exams Business Assurance Appeals Team.
6. The Exams Business Assurance Appeals Team reviews the request and shares the outcomes with your test centre.
7. Your test centre communicates the decision to you within ten weeks of the appeal request being received.
8. If the appeal is successful, the centre refunds the full appeal fee to you. If the appeal is unsuccessful, the appeal fee that you have paid is not refunded to you.

Appeals process

