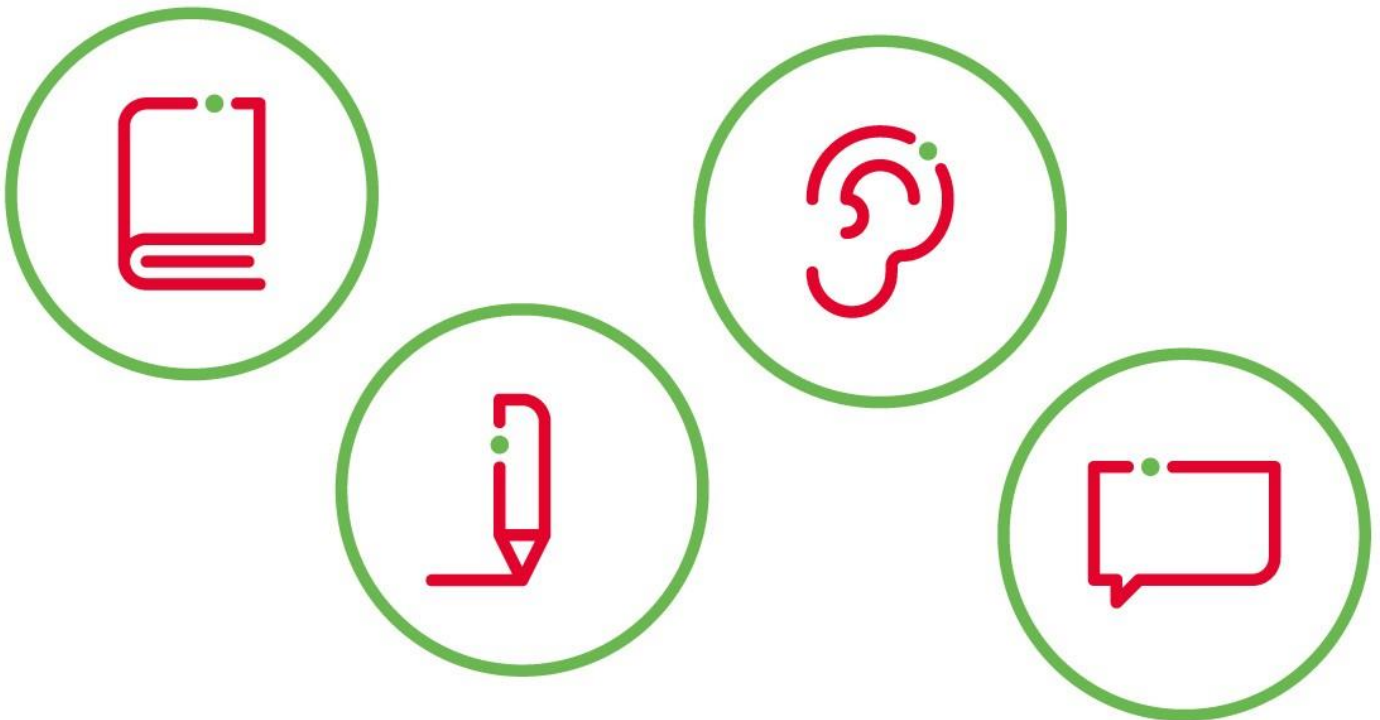


Aptis ESOL

Appeals Policy

December 2024



Aptis ESOL appeals policy

As an Aptis ESOL test taker you may appeal, if you are unsatisfied with:

- 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 to withhold your test result due to malpractice, for example.

Making an appeal after an Enquiry on Results (EOR)

The appeals procedure after an enquiry on results (EOR) aims to seek evidence and assurance that the standard EOR processes have been applied correctly. An appeal does not involve re-marking or re-assessment. However, if it is found that procedures have not been satisfactorily followed, this may result in further re-marking.

An appeal will be considered, if you can provide reasonable evidence and/or information to support a claim that the British Council did not apply the EOR procedures consistently or that procedures were not followed correctly.

Making an appeal 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.

Timelines for appeal

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 fee for an appeal is up to 150% of the Aptis ESOL test fee. If the appeal is successful, the full fee that you paid will be refunded.

Appeals process

The Aptis ESOL appeals process is as follows.

1. If you are a test taker who wishes to make an appeal, you should contact the centre where you took your test (by email).
2. You pay the set fee and provide proof of payment to the centre, along with the reasons for the appeal.
3. The centre checks that the fee has been paid and if the reasons adhere to the Appeals policy.
4. The test centre sends the appeal request to the Exams Business Assurance Appeals Team at exams.appeals@britishcouncil.org. The Exams Business Assurance Appeals Team informs the centre what supporting documents are required.
5. The 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 the test centre.
7. The test centre will communicate a decision to you within ten weeks of the appeal request being received.
8. If the appeal is successful, the full appeal fee will be refunded to you. If the appeal is unsuccessful, the appeal will not be refunded to you.

Appeals process

