



Appeals Policy (SELT)

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About us

LanguageCert is a business name of PeopleCert Qualifications Ltd, hereinafter referred to as LanguageCert. It is part of PeopleCert Group, a leading global certification provider which has been delivering millions of exams in 215 countries.

LanguageCert is a UK-registered awarding organisation, responsible for the development and awarding of language qualifications. It is recognised and regulated by Ofqual and Qualifications Wales and approved by UK Visas & Immigration as a Secure English Language Test (SELT) Provider worldwide.

LanguageCert's SELTs are delivered through a business partnership of PeopleCert and Prometric.

Prometric is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognised licensing and certification organisations, academic institutions, and government agencies. It supports more than 7 million test takers annually at testing locations in more than 160 countries around the world.

Introduction

This policy is aimed at our candidates, who have enrolled on or have taken a Secure English Language Test (SELT) with LanguageCert. It sets out the process that should be followed when submitting result enquiries or appeals to us and the process we will follow when responding to enquiries and appeals. It is also for use by our staff to ensure they deal with all enquiries and appeals in a consistent manner.

Review arrangements

We will review our policy annually as part of our self-evaluation arrangements and revise it when necessary in response to Test Centres' and candidates' feedback, requests or good practice guidance issued by the regulatory authorities (e.g. to align with any appeals process established by the regulatory authorities such as Ofqual/Qualifications Wales).

Areas covered by the policy

This policy covers:

- Enquiries from candidates in relation to SELT results.
- Appeals from candidates in relation to a SELT result or certification decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly.
- Appeals from candidates relating to a decision to decline a request for reasonable adjustments or special considerations.
- Appeals from candidates relating to a decision to amend a candidate's results following a malpractice and/or maladministration investigation.

Fees

We will charge you a fee to cover the administrative and personnel costs involved in dealing with enquiries and appeals. Fees for each enquiry or appeal stage are detailed in the table below.

Appeal stage	Fee
Results Enquiry	£50
Appeal Stage 1 – Initial Review of the Appeal details	£100
Appeal Stage 2 – Seeking an Independent Review	£130

If the decision is in your favour, the fee will be fully refunded.

Timescales for making a results enquiry or raising an appeal

You have 4 (four) weeks from the date we notified you of the test result to make a results enquiry or raise an appeal against our certification or test result decision. Hence, please retain any evidence you may need for an enquiry or appeal, until you receive your test result.

Results enquiry

If an appeal is being considered in relation to statement of results or a certification decision, then a results enquiry must be made in the first instance. A candidate cannot proceed to raising an appeal without first having made a results enquiry.

To make a result enquiry, you should complete the “Exam Results Enquiry & Appeals form” available on our website. When submitting an enquiry, please provide the following information:

- Candidate’s full name.
- Candidate’s Unique Registration Number (URN) and Candidate Number.
- Date(s) when you received notification of the test result decision.
- Title of the SELT exam affected.

Our Customer Service team will acknowledge receipt of the enquiry within 48 hours and a full response will be provided within 10 business days.

A results enquiry will consist of:

- A clerical and systems check of the marking process undertaken in relation to the candidate’s test.
- Confirmation of results per each part of the test (after the clerical check).

Following the analysis, we will write to the appellant with details of our decision to either:

- Amend the statement of results and our original certification decision, in light of the analysis.
- Confirm the statement of results and our original certification and inform you that within 10 business days you are entitled to raise an appeal.

Process for raising an appeal

When making an appeal, you should update the Exam Results Enquiry & Appeals form that you previously completed and submitted for your Results Enquiry. When submitting an appeal, please provide the following additional information:

- Date when you received notification of the decision regarding the Results Enquiry.
- The full nature of the appeal.

Appeal stage 1 - Initial review of the appeal details

Our examinations team will acknowledge receipt of the appeal within 48 hours and aim to respond fully to the initial review of the potential appeal within 20 business days. Please note that in some cases the review process may take longer. In such instances, we will contact you to inform you of the revised timescale.

When performing initial appeal reviews and investigations, we will ensure (at all times) that personnel assigned to carry out the review / investigation, or to oversee and manage the investigation have the appropriate level of training and competence and that they have had no previous involvement or personal interest in the matter. If required, we will appoint external investigators/assessors.

In the first stage, we will undertake an initial, informal assessment of any appeal to ensure the application is complete and to ascertain whether the issue can be resolved before it escalates to a formal appeal.

Following the initial review of the potential appeal, we will write to the appellant with details of our decision to either:

- Amend the statement of results and our original certification decision, in light of the new rationale/evidence being put forward, which has now been reviewed.
- Confirm the statement of results and our original certification decision and in doing so, the rationale for this decision, and request that you confirm, within 10 business days, whether you now accept this decision or if you wish to proceed to our formal appeals process (Stage 2) which will be carried out by an independent party.

Appeal stage 2 - Seeking an independent review

If you decide to proceed to the independent appeal stage, we will arrange for an independent review to be carried out by an independent reviewer, who is not our employee or an assessor working for

us, or otherwise connected to our organisation. It will also be someone with the relevant competence to make a decision in relation to the appeal and who will not have a personal interest in the decision being appealed.

The independent reviewer will review all the evidence gathered in the above stages and seek to ascertain whether we have applied our procedures fairly, appropriately and consistently in line with our policy.

*The independent review process may involve:

- A discussion / interview with the appellant and relevant LanguageCert, PeopleCert or Prometric personnel.
- A request for further information from the appellant or LanguageCert, PeopleCert or Prometric personnel.
- A centre visit by authorised LanguageCert and Prometric personnel.*

The list above is not exhaustive.

The independent reviewer's decision is final in relation to how LanguageCert will consider such appeals and we will let you know the outcome of the review within 25 business days of receipt of the request for an independent review of your appeal. If you are still unhappy with the outcome at this stage, you are entitled to raise the matter with the relevant regulator (e.g. Ofqual in England or Qualifications Wales in Wales).

Successful appeals and/or issues brought to our attention by the regulator(s)

In situations where an appeal has been successful, or an investigation following notification from the regulator(s) indicates a failure in our processes, LanguageCert will give due consideration to the outcome and will, as appropriate, take actions such as:

- Identifying any other candidates who have been affected and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (e.g. including amending the results for the candidate(s) affected following an appropriate investigation).
- Reviewing our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible, if the failure that occurred cannot be corrected.

We will also cooperate with any follow-up investigations required by the regulators and if appropriate agree any remedial action with them.

Contact us

For any queries about the contents of the policy or in case you would like to feedback any views, please contact us at SELT@languagecert.org or by using the channels described in our website.

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