

**Aptis ESOL**

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# Appeals policy

November 2025



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# Aptis ESOL Appeals policy

## Scope of appeals

The appeals process is a final step test takers could take if they are unsatisfied with the decision made in a number of established, operational delivery areas. Specifically, a test taker may appeal against a decision made relating to:

- Enquiry on Results (EOR) – where the test taker is not satisfied with a reviewed result awarded through the standard EOR process
- a withheld result – where the test taker is not satisfied with a decision taken by operational teams to withhold a result, for example due to malpractice.

(Note that EOR and Complaints policies are detailed in separate documents.)

## Overarching appeals principle

Appeals are reviewed and assessed by the Exams Business Assurance Appeals Team. This team of experts sits fully independent of operational lines, reporting via Head of Business Assurance, Security and Risk to the Director of Exams. This independence ensures objectivity in the appeals process.

## General approach to appeals

In the case of appeals related to EORs, the appeals procedure is not concerned with making judgements about test takers' responses in the Aptis ESOL test. The focus of the appeal procedure is to seek evidence and assurance that standard EOR processes have been applied correctly. An appeal does not involve remarking or reassessment, although further remarking may result from an appeal if it is found that procedures were not satisfactorily followed. An appeal will be considered if a test taker provides reasonable evidence and/or information to support a claim that Global Assessments did not apply EOR procedures consistently or that procedures were not followed correctly.

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

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## Timeline for appeals

Appeals should be submitted within **21 working days** after the EOR or after the test taker receives a notification that their results were cancelled or withheld.

## Appeals fee

The recommended appeals fee is up to **50 per cent of the test fee** to centres. This fee is subject to change on a yearly basis.

## Appeals process

The Aptis ESOL appeals process is as follows:

1. The test taker contacts the centre where they took their test (by email).
2. The test taker pays a set fee and provides proof of payment to the centre, along with the reasons for the appeal.
3. The centre checks if the fee was 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](mailto: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 communicates a decision to the test taker within ten weeks of the appeal request being received.
8. If the appeal is successful, the centre refunds the full appeal fee. If the appeal is unsuccessful, the test taker loses the appeal fee.

## Appeals process

