

POLICY

Scope

This policy applies to all Enquiries About Results (EARs) and Appeals

Introduction

Enquiry on Results is a procedure by which candidates can request to have their papers re-marked. The candidates must apply for a re-mark at their original test centre within six weeks of the Test date.

Definition of terms

Enquiry on Result - the process by which candidates ask for one or more test modules, i.e. Listening and/or Reading test, Writing script and Speaking interview to be re-marked by experienced Examiners and Senior Clerical Markers. This request is made after the test results have been released and is designed to ensure candidate performance has been accurately assessed.

Enquiry on Results - General regulations

Candidates are entitled to request a full re-mark (i.e. all test papers) or a partial re-mark (I.e. one or more module) of their original results.

The Candidate is requested to return the original Test Report Form when applying for an EOR.

Candidates must submit all their requests for re-mark to the Centre Exams Officer within six weeks of the test date.

EAR submission

Timescale

If a candidate believes that the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EAR) may be made within **one calendar month** of the date of issue of the result to which it relates (this is known as the EAR closing date).

Results Enquiries must be submitted by the exam officer on behalf of the candidate. The following Results Enquiry stages are available:

Results Enquiry Stages			
Stage	What is the enquiry process?	How long does it take?	What does it cost?
Stage 1	A full clerical re-check	Within five working days of receiving the request	
Stage 2	A re-mark of written papers (including review of the Listening paper where relevant, but does not apply to any Speaking test component)	Letters will be sent within three weeks (All requests for Stage 2 will be acknowledged by return)	Fee depends on the exam

Requesting a Stage 2 enquiry

To request a Stage 2 enquiry, a candidate must have completed Stage 1 and received their results.

Implemented September 2012

S J Crank

