

Admissions Testing Service Appeals Procedure

For certain Admissions Testing Service tests, if a candidate thinks a Results Enquiry or a Malpractice case was incorrectly handled, they can submit an Appeal. Please note, there is no other basis for a review of a Results Enquiry or for raising an Appeal. To determine if a test is eligible for an Appeal, please refer to the relevant test page of our website at www.admissionstestingservice.org

An Appeal should be submitted on the candidate's behalf by the Exams Officer at the centre where the test was taken, using the online Appeal form which can be found in the [Useful documents](#) section of the Admissions Testing Service website. The centre must confirm they have the candidate's consent to submit the Appeal. If the test was taken at an open centre, the Appeal form may be submitted directly by the candidate.

The Appeal form must be received by us within five working days of the despatch of the outcome of the Results Enquiry or Malpractice case.

The duration of the Appeals process will depend on the nature of the Appeal. The Appeals Panel will aim to resolve any Appeals in time for the outcome to be taken into account in the current University admissions round. We can only inform universities that an Appeal is taking place if the candidate gives explicit permission.

A fee is charged for an Appeal and must be received before the outcome of the Appeal can be released. If a candidate's school or college submitted the Appeal, their school or college will be invoiced for the fee, following the outcome. Candidates should check with their school or college if this fee will be passed on to them. If the candidate submitted the Appeal, they will need to pay the Admissions Testing Service directly by credit or debit card when they submit their Appeal. The fee will be refunded if the candidate's Appeal is upheld. For fees, please refer to the relevant Dates and costs section of the Admissions Testing Service website.

The Appeals process involves:

- The convening of an Appeals Panel made up of representatives of institutions that use the test results in their admissions procedures.
- A review of the evidence submitted by the candidate in making the Appeal.
- If appropriate, a review of the candidate's answer sheet(s) and process applied to handling the answer sheet(s) during the original marking process and the Results Enquiry.
- Where appropriate, the centre will be consulted and information sought on the events on the test day.

The Appeals process is not concerned with making judgements about candidates' work in the test; an Appeal will not involve re-marking or re-assessment of a candidate's work, although further re-marking might be ordered as a result of an Appeal if it is found that procedures have not been satisfactorily followed. If a candidate's results are changed, the revised results will be communicated directly to the institution(s) to which they have applied (if we know where they have applied) and the candidate and/or centre.

Where the outcome of an Appeal results in the discovery of a failure in one of our processes or systems, we will review the relevant process or system and take all reasonable steps to ensure that the failure does not happen again.