

## Kaplan Test of English Regrade Request Policy

This procedure is for Test Candidates who have taken Kaplan Test of English and wish to request their test be regraded.

Any Test Candidate considering submitting a Regrade Request is asked to read through the procedure to ensure they are eligible and to ensure they understand the procedure.

If there are any questions about the procedure, please email:

[englishtest.appeals@kaplan.com](mailto:englishtest.appeals@kaplan.com)

### Things to note prior to submitting an a Regrade Request:

- The Regrade Request Policy **only** applies to tests which are administered and certified by the Kaplan Test of English Team.
- There is a charge of £25 per section, which is non-refundable no matter the outcome.
- Only tests with valid outcomes can be regraded. (If the Test Candidate wishes to dispute an invalid outcome, they should submit an [Appeal](#).)
- The Request must be submitted within 14 days of receiving the outcome of a test, and the outcome of the Regrade Request will be sent within 21 days.
- A new test registration cannot be submitted while a Regrade Request for a previous test is ongoing. The Regrade Request process must be completed before a new application is submitted.

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## 1. Submitting a Regrade Request

The Request should be submitted within 14 days after the test outcome has been made available to the Test Candidate, and must be submitted via the online form: [Regrade Request Form](#).

The Test Candidate will be asked to specify which section(s) they wish to have regraded on the form, and the reason why. The options are:

- Writing; and/or
- Speaking.

Requests made via email will not be accepted.

## 2. Payment

When the online form is submitted, the Test Candidate will be sent details (to the email address specified on the form) confirming how to complete online payment. No action will be taken until payment is received.

The cost of a Regrade Request is £25 per section. If the Test Candidate specifies that they want a regrade for both sections, the charge would be £50.

The payment is non-refundable no matter the outcome.

## 3. Request Rejected

The Test Candidate must ensure they are eligible for a Regrade Request prior to submitting the form.

The Request may be **rejected** for any of the following reasons:

- It is submitted after the 14-day deadline.
- The Test Candidate has already submitted a registration for a new test.
- The outcome of the completed test in question was invalid.
- The Request contains information that is different to the details provided when the Test Candidate registered for the test.
- The Request contains offensive or abusive language/information.
- The Request contains incorrect details regarding the completed test.

#### **4. Regrading & Outcome**

If the Regrade Request is accepted, the test will be reviewed and graded by grader(s), who will not have access to the original test outcome.

The outcome of the review will be verified by an Examination Conduct and Grading Manager. The outcome of a Regrade Request could be:

- A grade increase;
- A grade decrease; or
- No change in the grade.

The Test Candidate will be informed of the outcome via the email address specified on the form within 21 days of receipt of payment.

If the grade(s) for the section(s) in question have changed, the new grade(s) will stand. The previous grade(s) will no longer be considered valid.

#### **5. Appealing the Regrade Request Outcome**

The Test Candidate may appeal the outcome of a Regrade Request only if the Test Candidate can demonstrate that the Regrade Request Policy was not followed correctly.

In this case, the Test Candidate should lodge an appeal using the Appeals Form after reading through the [Appeals Procedure](#).

#### **6. Frequently Asked Questions**

**I have applied for a regrade, while that is happening can I apply for a new test?**

No, the regrade procedure must be completed before you submit a new registration. If you submit a new registration while the regrade procedure is ongoing, it will be rejected.

**I need the regrade now, can I pay to have it sooner?**

No, at this time it is not possible to expedite the result, although we do try to complete the regrade as soon as possible.

**I have changed my mind and no longer want my test regraded; can I have a refund?**

No, once the form is submitted, the fee cannot be refunded. If you want to cancel the regrade request, you can (please email [englishtest.appeals@kaplan.com](mailto:englishtest.appeals@kaplan.com)), but you will not receive a refund of the fee.

**My test was regraded at a lower level, can I have my previous grades instead?**

No, the new grades will replace the previous grades, and you will be issued a new certificate. You would no longer be able to use your previous certificate for verification to a third party (e.g. a university).