

How to make an appeal

Every ELPAC test taker is entitled to initiate an appeal. This shall be done within 14 days after receiving the results (certificate) of the ELPAC test from the ELPAC test centre administrator. In order to start the appeal process, the test taker shall complete the ELPAC appeal form and give this to the ELPAC test centre administrator. The ELPAC test centre administrator shall confirm the start of the appeal process to the test taker.

The appeals process shall be completed within 4 weeks. An appeal may relate to one or more of the following aspects of the ELPAC test:

1. ELPAC paper 1 technical issues, testroom issues, noise issues, other situations affecting the ability to complete the ELPAC Paper 1 test successfully.

The ELPAC team aims to reply within three working days.

2. ELPAC paper 2 examiner behaviour, test room issues, noise issues, other situations affecting the ability to complete the ELPAC Paper 2 test successfully:

The ELPAC team aims to reply within four working days.

3. ELPAC paper 2 results:

In this case the ELPAC test centre administrator shall be responsible for the following steps:

- An ELPAC paper 2 third assessor will listen to the recording of the ELPAC paper 2 in question and complete the ELPAC assessor sheet for ELPAC third assessor. The final assessment of the ELPAC paper 2 third assessor is conclusive.
- In case the reason(s) for appeal are confirmed by the ELPAC test centre administrator and the ELPAC paper 2 third assessor, a new ELPAC paper 2 test shall be organised.

4. ELPAC paper 3 examiner behaviour, test room issues, noise issues, other situations affecting the ability to complete the ELPAC Paper 3 test successfully:

In this case the ELPAC test centre shall take the following steps:

- Assign an ELPAC paper 3 examiner that was not part of the initial ELPAC test for the specific test taker and listen to the recording of this ELPAC paper 3.
- In case the reason(s) for appeal are confirmed by the ELPAC test centre administrator and the third ELPAC paper 3 examiner, a new ELPAC paper 3 test shall be organised.

ELPAC paper 3 results: the results of ELPAC paper 3 cannot be the subject of an appeal. However, if the test taker feels there were irregularities in the way the test was conducted, the appeal shall be reviewed. If the reason for the appeal can be verified after listening to the ELPAC paper 3 recording of that test taker, and after consulting the ELPAC paper 3 examiners, a new ELPAC paper 3 test shall be organised

ELPAC appeal form

| | | | |
|--------------------------|--------------|---------------------|--------------|
| ELPAC candidate name: | | | |
| ELPAC test centre: | | | |
| ELPAC test date: | Date Paper 1 | Date Paper 2 | Date Paper 3 |
| Appeal date: | | Candidate signature | |
| | | | |
| Appeal form accepted by: | Name | Date | Signature |

Reason(s) for appeal.

Please specify what happened and how you think your ELPAC test has been affected:

Actions taken by ELPAC test centre administrator:

Outcome of the appeal evaluation: