

telc Procedure for Reviews or Appeals

Reviews or Appeals

After the examination, a candidate may request a review of examination results or may appeal any aspect of the examination procedure. A review involves a re-check of the candidate's examination paper.

An appeal refers to a situation where the candidate appeals against a decision made by the examination centre, examination centre coordinator, an individual rater and examiner or telc gGmbH itself on an issue which affects the grade awarded to the candidate. These could be decisions relating to results outcomes, malpractice, special considerations and administration.

Making a request

A request for a review or an appeal must be made in writing within six weeks of receiving the examination results (date of issue on the certificate or the results sheet). You must provide us with accurate contact information, including your name, candidate number, postal address, telephone number and email address. The information provided about your identity in your application form must match the identity information you have previously provided to us. You will receive confirmation that your request has been received within three days, and a definitive reply within four weeks. When making a request, the claim must be sufficiently justified. telc gGmbH may reject insufficiently justified claims. It is not sufficient for candidates merely to claim that they were not awarded a particular score.

Procedure - Results review

On receipt of the written request with appropriate reasons, the candidate's examination papers are retrieved from the archive. The candidate's answer sheet is rechecked against the original answer key. The Writing subtest is then subjected to an independent review by a professional, experienced rater. In the case of original scores being validated, the candidate will be given a report, explaining the test scores and the relevant assessment criteria.

If there is a reassessment of a candidate's performance, the result of the reassessment will be final. The candidate will be issued a new certificate or results sheet. In this case, as part of telc's quality management procedure, the respective raters will also receive a detailed explanation and the newly issued results.

Procedure - Appeal

Requests for appeals relating to malpractice, special considerations and administration should be made as soon after the examination as possible. In this case, the A50 is reviewed and a written statement pertaining to the issue is requested from the examination centre.

The Quality Management team reviews the documentation to confirm the incident the candidate claims occurred did indeed happen. If the incident did happen, the Quality Management team speak to those involved to gain a full understanding of the situation. If the incident is not documented or relates to a situation where the candidate's behaviour contravened telc examination regulations, the appeal is denied.

If the appeal is deemed valid, the candidate may resit the examination at a test centre of his or her choice at no additional charge. However, the examination centre is flagged by the Quality Management team for future inspection.

Quality improvement

All appeals or requests for reviews are statistically recorded at telc and the results are used in internal analyses for quality improvement. Data is collected on the percentage of requests in relation to certain examination versions, examination dates, examination subjects, examination numbers, etc. In addition, the grounds for the request and the reasons for the rejection or the placing of an opposition are recorded in these statistics. All candidate information is handled confidentially, in accordance with German confidentiality laws.

Information regarding services or exams

Any individual interested in telc examinations can find comprehensive information regarding telc tests, telc training, examination centres and telc services on the website. Exam results are given as the CEFR level and so are easy to understand. Information about each exam and the interpretation of results is presented in various documents related to each individual test, such as, the Examination Handbook and the Mock Examination. The certificate also includes some basic explanation of the relevant CEFR levels. Thus, test-takers, educational institutions or employers can always refer to the certificate to review which linguistic skill can be expected at these levels.

Contact Details for Appeals or Enquiries

Written requests may be sent to telc at Bleichstraße 1, 60313 Frankfurt am Main, Germany, by e-mail to info@telc.net or via our website www.telc.net (under Contact).

Costs for review

This service costs 40€. Should a review result in a grade change, this charge will be refunded. In this event, telc gmbH will request a return of the original certificate. Requests for appeals do not incur a charge.