



**OA Neveklov Appeals Procedure based on the LanguageCert Appeals Policy**  
(version 02.2 May 2017)

**OA Neveklov** hereby declares that it approves of establishing and managing an appeals procedure which candidates can use in the event that they wish to challenge the result of an examination if they consider the result does not reflect their actual performance in that examination.

Candidates might appeal on a variety of grounds including issues such as:

*Appeals from candidates in relation to an assessment decision on the basis that the centre did not apply procedures consistently or that procedures were not followed properly and fairly*

*Appeals from candidates relating to a decision made by LanguageCert to decline a centre's request to make reasonable adjustments or give special considerations or to grant recognised prior learning.*

- conduct of the examination
- adequacy of the range, nature and comprehensiveness of the evidence when set against the standards and evidence requirements of the examination
- adequacy of the opportunities offered in order to demonstrate competence or attainment

**Implementation**

*The centre and candidates have 4 weeks from the date LanguageCert notified the centre of the decision the centre is appealing against in which to lodge an appeal against LanguageCert decision, including assessment results.*

**OA Neveklov** agrees to adapt existing appeals mechanisms for LanguageCert programme purposes.

**OA Neveklov** appeals procedure will:

- identify the person with whom the appeal is lodged
- state the adequate form in which the appeal is made
- make clear the times within which appeals may be lodged and must be decided

**Procedure**

*The candidate*

- If a candidate wishes to appeal, the appeal should be lodged with the School Director / ATCM within 20 days of the candidate being notified of the examination result.
- Appeals should be made in writing on an Appeal Form, which can be obtained from the ATCM

Possible outcomes of an appeal are:

- confirmation of the original decision
- a judgement that a different result which more adequately reflects the candidate's actual performance in the examination will be issued.

Appeals should be made in writing on an Appeal Form, which can be obtained from the ATCM.



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### *The centre*

**OA Neveklov** provides a system to support those making a complaint. The appeal documentation is simple and includes a pre-printed form for the candidate to complete with a postage-paid envelope addressed to the centre.

### *ATCM:*

- shall attempt to find a solution with the candidate within 10 working days, where necessary/applicable consulting the candidate's usual teacher - and/or Interlocutor in the case of a spoken examination
- if the dispute is unresolved, shall explain that a request for re-marking the examination can be made to LanguageCert, but that a fee shall be payable to LanguageCert for this service should the latter reconfirm the original marks
- shall immediately notify LanguageCert ([info@languagecert.org](mailto:info@languagecert.org)) in the event that it is decided to request re-marking of the examination, and shall subsequently follow the procedure prescribed by the LanguageCert <http://www.languagecert.org/en/LanguageCert/Policies-and-Procedures/Pages/Policies-and-Procedures.aspx>
- shall promptly inform the candidate in writing of the outcome of the appeal

If a candidate is not satisfied with the outcome of the appeal, he or she may contact the LanguageCert ([info@languagecert.org](mailto:info@languagecert.org)) directly.

Possible outcomes of an appeal are:

- amend LanguageCert original decision in light of the new rationale/evidence being put forward and which has now been reviewed ;  
or
- confirm LanguageCert stands by their original decision and in doing so , the rationale for this decision , and request that the centre confirm, within 10 business days, whether the centre now accept this decision or if the centre wishes to formally proceed to LanguageCert formal appeals process which will be carried out by an independent party.

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Eva Škopková  
ATCM