

| TITLE | ACADEMIC INVESTIGATIONS AND APPEALS POLICY FOR SELTS |
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| Objective | <p>Trinity College London ('Trinity' or 'the company') is committed to providing a high quality service for all of its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders.</p> <p>This policy outlines how Trinity deals with Academic Investigations and Appeals for Secure English Language Tests ('SELTs') which may be raised about any academic activity or action taken by Trinity or anyone acting on Trinity's behalf, including the conduct of examinations.</p> |
| Statement | <p>Trinity will:</p> <ul style="list-style-type: none"> • deal with all academic investigations and appeals professionally and confidentially. • be fair in the way we deal with academic investigations and appeals, treating all parties consistently. • not allow those who raise academic investigations or appeal to gain unfair advantage by doing so. • monitor academic investigations and appeals, and use the monitoring data to improve our service and to review our academic investigations and appeals policy and procedures. |
| Scope | <p>This policy concerns the following Trinity exams taken by candidates at Trinity SELT Centres:</p> <ul style="list-style-type: none"> • Graded Examinations in Spoken English (GESE) Grade 2 and above • Integrated Skills in English exams (ISE) |
| Academic Investigation procedure | |
| Academic investigations | <p>The Academic investigation procedure exists to ensure that all academic investigations are handled fairly, consistently and wherever possible resolved to the enquirer's satisfaction.</p> <p>Requests for an academic investigation must meet the conditions below in order to be investigated.</p> <p>Entry for Trinity qualifications constitutes acceptance of the professional judgement of the examiners/moderators. Requests for an academic investigation which simply question professional judgement will not be accepted. Supporting evidence must be presented demonstrating either or both of the following:</p> <ul style="list-style-type: none"> • a failure to apply Trinity's rules and standard procedures correctly or fairly in arriving at judgements which disadvantage the candidate; |

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| | <ul style="list-style-type: none"> • a mismatch between the marks/letter grades awarded and other feedback given by the examiner. <p>If these grounds are not met the request will not be considered.</p> |
| Submitting a request | <p>Requests must be made directly in writing to:</p> <p>Academic Investigations (SELT) Blue Fin Building 110 Southwark Street London SE1 0TA</p> <p>or via email to:</p> <p>SELTappeals@trinitycollege.co.uk</p> <p>The cost of an academic investigation is 50% of the exam fee. If the grounds for the academic investigation are upheld the fee will be refunded.</p> <p>For all requests we expect you to:</p> <ul style="list-style-type: none"> • bring your request for an investigation in writing, to Trinity's attention normally within 12 weeks of the issue arising. • explain the problem as clearly and as fully as possible, including any action taken to date. <p><i>NB We reserve the right to cease corresponding with a customer if your correspondence is, in our reasonable opinion, frivolous, malicious or abusive.</i></p> |
| Investigating your request | <p>Trinity will:</p> <ul style="list-style-type: none"> • acknowledge your request within two working days of receipt. • give you a target date for response. • respond fully in writing to your query. • deal fairly and confidentially with the investigation. • take action where appropriate. <p>Please note that investigations can take up to 20 working days to carry out. Sometimes they can be complex and may exceed these timescales. We will notify you if this is the case. We ask those requesting an academic investigation to recognise that some circumstances may be beyond Trinity's control.</p> <p>Candidates who choose to re-renter for an exam before hearing the result of their academic investigation will not be eligible to have the exam fee refunded if their complaint is upheld.</p> |
| Further action | <p>If you are not satisfied with the result of your academic investigation you may make an appeal.</p> |

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| Appeals procedure | |
| Appeals | <p>Entry for Trinity qualifications constitutes acceptance of the professional judgement of the examiners/moderators. Requests for an appeal which simply question professional judgement will not be accepted. Supporting evidence must be presented demonstrating either or both of the following:</p> <ul style="list-style-type: none"> • a failure to apply Trinity’s rules and standard procedures correctly or fairly in arriving at judgements which disadvantages the candidate; • a mismatch between the marks/letter grades awarded and other feedback given by the examiner. <p>If these grounds are not met the appeal will not be considered.</p> <p>In order to ensure absolute fairness in Trinity’s assessment practices, arbiter who will provide a report to the Academic Director whose decision is then final.</p> <p>The External Arbiter will always act in an independent capacity. He/she will not be currently or recently employed by Trinity.</p> |
| Making an appeal | <p>You may use the appeals process directly without having previously followed the Academic investigation process. You must send your appeal to Trinity College London within 12 weeks of the issue arising or within 12 weeks of receipt of the outcome of the academic investigation into the issue.</p> <p>Requests must be made directly to:</p> <p>Appeals (SELT) Blue Fin Building 110 Southwark Street London SE1 0TA</p> <p>or via email to: SELTappeals@trinitycollege.co.uk</p> <p>The cost of an appeal is 100% of the exam fee. If the appeal is upheld the fee will be refunded.</p> <p>For all requests we expect you to:</p> <ul style="list-style-type: none"> • bring your request for an investigation in writing, to Trinity's attention normally within 12 weeks of the issue arising. • explain the problem as clearly and as fully as possible, including any action taken to date. <p><i>NB We reserve the right to cease corresponding with a customer if your correspondence is, in our reasonable opinion, frivolous, malicious or abusive.</i></p> |

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| Investigating your appeal | <p>Trinity will:</p> <ul style="list-style-type: none"> • acknowledgement your request within 2 working days of receipt of the appeal documentation. • give you a target date for response. • engage an external arbiter to investigate your appeal. • respond fully in writing to your query. • deal fairly and confidentially with the investigation. • take action where appropriate. <p>Your appeal will not be processed until:</p> <ul style="list-style-type: none"> • all the required documentation has been supplied • the fee is paid. <p>Please note that investigations can take up to 20 working days from receipt of all the necessary information by Trinity. Sometimes they can be complex and may exceed these timescales. We will notify you if this is the case. We ask those requesting an academic investigation to recognise that some circumstances may be beyond Trinity's control.</p> <p>Candidates who choose to re-renter for an exam before hearing the result of their appeal will not be eligible to have the exam fee refunded if their appeal is upheld. They will receive a refund of the appeal fee but not the exam fee.</p> |
| Further action | The result of your appeal is final and there is no route to pursue your grievance further. |
| Retention and storage of personal data | All personal data collected as part of this procedure will be stored securely at all times, in accordance with Trinity's Data Protection Policy and Privacy Statement, which can be viewed here . |
| Notes | This policy is subject to review at the discretion of Trinity's Executive and/or as required by changes to legislation. |
| Effective Date | 23 May 2018 |
| Next review date | 23 May 2019 |

Document Owner and Approval

The Data Protection Officer is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements.

This policy was approved by Trinity's Executive on 23 May 2018 and is issued on a version controlled basis under their signature.

| Document History | | | | |
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| | Details of Amendments | Date | Owner | Approved |
| 0.1 | Policy updated to incorporate GDPR requirements | 23.5.2018 | Compliance Manager | |
| 0.2 | | | | |
| 0.3 | | | | |