



Cambridge ESOL Terms & Conditions for Candidates

This document has been written to give you the information you need when you register for a Cambridge ESOL examination. You must read this document very carefully. If there is anything you do not understand, the examination centre will explain it to you. The full examination regulations are listed in the "Regulations Booklet" which is available from your centre and from the Cambridge ESOL website at www.cambridge-exams.ch. The "Regulation Booklet" as well as the "Summary regulations for candidates" and "Notice to Candidates" is an integral part of this document.

- ESOL means 'English for Speakers of Other Languages'.
- Cambridge ESOL is the short name for 'University of Cambridge ESOL Examinations', a part of Cambridge Assessment, Europe's largest assessment agency, which is itself a non-teaching department of the University of Cambridge.
- Centre means an authorised Cambridge ESOL examination centre. Centres are independent institutions; they are not directly controlled by Cambridge ESOL, and Cambridge ESOL is not liable for actions or omissions by centres.
- Candidate: a candidate is someone who has registered to take an examination.

Entry Regulations & Registration

These terms and conditions are binding upon receipt of your registration. By sending off their registration online, candidates confirm that they have read and understood these terms and conditions and also agree to abide by the rules and regulations set forward in this document.

The main channel of communication between the centre and the candidate is by e-mail. Candidates are required to provide an active e-mail address checked regularly by the candidate from the registration day onward. If candidates do not hear from us in an expected period of time, they must immediately contact the centre. The centre cannot be made responsible for candidates who fail to contact us in time.

Cambridge ESOL examinations may be taken by people of any age, gender, race, nationality or

religion. Although they are designed for native speakers of languages other than English, no language related restrictions apply.

You enter for the examination through an authorised Cambridge ESOL examination centre. Your contract is with the centre to which all fees should be paid.

For some examinations, there may be more than one written date in the same session (one or two months in a row). You can only choose one date for the same examination level.

Candidates register for the examinations online and select the centre of their choice. The location of the exam can be in the greater area of the centre you have chosen. All computer-based exams take place in Winterthur or Chur.

For the speaking exam, interviews will take place on the date chosen by the candidate. Candidates will receive information about the exact location and the time of their interview with the Entry Statement. In rare cases the centre might have to contact you and ask you to choose a different date. All interviews must be conducted in pairs. If you request an interview partner, both candidates must choose one another, must select the same date and centre for the speaking test and pay the exam fee within the deadline. A chosen interview partner can only be considered if both candidates have paid their exam fee on time. The consideration of the partner request cannot be guaranteed. The centre equally reserves the right to rearrange pairings (e.g. groups of three) on the examination day as necessary. This could result in a candidate having to accept a later interview time.

Deadlines

Entry deadlines apply for all exams. These deadlines are indicated on the websites as well as in the online registration process.

Late Registrations

Depending on available space, entries are accepted after the registration deadline. Please note that after the registration deadline a CHF 50.00 Late Entry Fee will be automatically charged. For computer based exams no entries/payments can be considered 11 days after the registration deadline.

Payments

Depending on the date of your registration, your payment deadlines may differ. Payment deadlines are clearly indicated on your invoice. Candidates who fail to pay their dues within the indi-



cated deadlines are subject to an additional charge. The centre reserves the right to hold back results and/or certificates for reasons of unpaid dues or the absence of valid identification.

Invoices

Invoices are either sent via e-mail or post. If candidates do not receive their invoice in the timeframe indicated either in the online registration process or in the confirmation e-mail sent to them, they must contact the centre immediately. The centre cannot be made responsible for delays and possible additional charges imposed on the candidate if the candidate did not contact the centre on time as indicated.

Collective Invoices for Schools and Companies

Schools can ask for collective invoices by the centre. For more information consult the "Guidelines for Collective Invoicing". Contact the centre for more information.

Late Payments

All payment deadlines are indicated on the invoices sent to candidates. Candidates who fail to pay the exam fees on time are subject to a late payment fee of CHF 50.-. Late registrations (registrations after the registration deadline) are subject to a late entry fee of CHF 50.- as well.

Cancellations

Cancellations are possible up to the entry deadline. An administration charge of CHF 50.- applies in this case. The exam fee, minus the administration fee, will be refunded. Cancellations after the entry deadline are not possible and fees paid cannot be refunded. For candidates who have failed to pay their dues and decide to cancel after the deadline, an administration fee of CHF 50.- will be imposed. For candidates who do not sit the exam due to illness, a partial refund (Approx. 1/3 of the total fee) can be made if a doctor's report arrives at the centre within 14 days of the written exam. All cancellations must be in writing (email, fax, post) regardless of whether or not payments have been made. Examination fees can not be transferred to a future exam, except if the candidate knows the new exam date before the registration deadline and has already paid the entire exam fee.

Special Arrangements

Where possible, Cambridge ESOL makes provision for candidates with special requirements (e.g. extra time or adapted papers). You must let

your centre know as soon as possible if you have any special requirements as applications will need to be received by the centre 12 weeks before the examination (depending on what is required and which examination you are taking). Up to 6 months' notice may be required for some examinations. For requests reaching us later than the indicated timeframes mentioned above, special arrangement accommodations may not be possible.

Taking the Examination

The centre will tell you where and when your examination will be held. You must make sure that you arrive at the right time and the right place and that you have all that you need for the examination.

The centre will post a copy of the Notice to Candidates outside of the examination room. Furthermore, rules and guidelines are also outlined on the Entry Statement. This information tells you how you should behave in the examination, and you must read it carefully. If you do not follow the instructions, you may be stopped from taking the examination, or you may not receive a result.

Candidates may be asked to complete a Candidate Information Sheet. This provides information that Cambridge ESOL uses as part of its research programme to improve the quality of the examinations. The information you provide is treated anonymously and is strictly confidential.

Candidates may be asked to complete a short 'anchor test'. This provides information that Cambridge ESOL uses as part of its quality control programme; the Anchor Test will not affect your examination result. Candidates may also have their Speaking test recorded as part of Cambridge ESOL's quality control procedures. If so, you will be asked for your consent.

If there is any problem which might affect the performance of the examination the Candidate (not the teacher) must tell the centre on the day of the examination or immediately afterwards. Complaints of that sort must be received by the centre in writing within one working day after the examination has taken place. If appropriate, the centre will report it to Cambridge ESOL where it will be considered when deciding your final result.

Entry Statements (Invitation)

Entry Statements are sent to the candidates via e-mail at least two weeks before the examination. In rare cases Entry Statements are sent to candidates less than two weeks before the examination. If the Entry Statement is not received within



two weeks before the examination, the candidate must contact the centre immediately.

The Entry Statement includes important information such as date and time for the written as well as the oral exam, etc. It is the candidate's responsibility to be aware of all the information that is written on the Entry Statement and show up for each exam on the correct day and at the correct time. The centre has no obligation to provide an alternative exam date.

On the Exam Day

Candidates must bring to the exam:

- The Entry Statement, Valid Identification (Passport, ID Card, Driver's License, Resident Permit (Ausländerausweis), a pen, if water: only in non-coloured transparent plastic bottle.

Candidates must:

- arrive at least 30 minutes before the written examination.
- arrive at least 15 minutes before the speaking examination.
- must not disturb other candidates once the exam is in progress
- must abide to all rules and regulations indicated on the "Notice to Candidates" displayed outside of every exam hall.

After the Examination

Candidates are able to access their results online 6–8 weeks (computer based exam results: 2-3 weeks) after the examination depending on the type of assessment. Candidates will receive an "Online Result Letter" by email. This letter indicates when and on which website the results can be accessed. The "Online Results Letter" also includes secret login information.

Certificates

If you have passed the examination, your centre will send you your certificate about 4-6 weeks after you have received your result. Certificates are issued only if all fees have been paid and you have provided valid identification. Certificates are sent to candidates via registered mail. Certificates returned to the centre can either be picked up at the Cambridge ESOL Centre or can be resent registered mail at a charge of CHF 20.-.

You must not lose the certificate as Cambridge ESOL does not replace certificates. If you do lose your certificate and need to prove your result, you can apply for a certifying statement, which provides official verification of your result.

Appeals

If you do not think that your result is correct or if you have not received a grade for any reason, the centre will give you details of the enquiries and appeals procedure. The appeals process is very strict and deadlines must be adhered to. It is the responsibility of the candidate to inform him/herself of the procedures as well as the deadlines involved.

Copyrights

Copyright on all question papers and examination material belongs to Cambridge ESOL. You must not take question papers, notes or other examination material out of the examination room.

Data Protection

Cambridge ESOL complies with the requirements of UK Data Protection legislation, and examination centres comply with local Data Protection and privacy laws. Your information will be stored securely for a limited period of time, except in the case of information which may later be required in order to confirm your result, which is kept indefinitely. Information on how you performed in the examination will be sent to your centre, and may be sent to your school or to another authorised third party for verification purposes. Work you produce in the examination will not be returned to you, or to your school, and will not be retained by the centre. Neither Cambridge ESOL nor will any of its centres use your personal details for any purpose which is not directly connected with the examinations. In particular, the information you provide will not be used to contact you for marketing purposes without your explicit consent.