

TERMS and CONDITIONS

This document has been written to give you the information you need when you enter for a Cambridge English Examinations Centre examination. You must read this document carefully. If there is anything you do not understand, please contact the Valais & Vaud East Centre.

Schools and Course Administrators should ensure that this information is distributed to all the teachers running Cambridge English Examinations Centre courses.

1. Exam Dates

Please consult the Examination Calendar for the exams offered, their dates, entry closing dates and fees.

2. Speaking Test

The possible dates for the Speaking tests are clearly stated on the Examinations Calendar. Candidates are expected to attend the Speaking Test at any time on these given dates. The authorized Cambridge English Examinations Centre will arrange for candidates to be paired on a Speaking test day as indicated on the Examinations Calendar.

If a candidate is unable to attend on one or more of the dates on the calendar, he/she must inform the Centre in writing at the time of entry.

A change of date or time of a Speaking test after the allocation of the tests is only possible under special circumstances. The reason for a request of change must be made in writing to the Centre and will be authorized only with the approval of the Centre Exams Manager. **Any change to a Speaking test date or time will be subject to a CHF 75.- administration fee.**

3. Entries

Block Entry: This is to be used by schools/teachers making entry arrangements on behalf of their student(s). ONE registration form per examination and date must be used. Ask the Center for the Block entry form. Preparation Centres entering candidates using the Block Entry must ensure that:

1. they have received permission from their candidates to act on their behalf.
2. in case of minors the necessary permission from a parent or guardian has been obtained.

Individual Entry Form: This is to be used by candidates entering privately. Please complete all parts of the form, including your school or teacher. A private email is necessary in order to receive your Confirmation of Entry. Please write legibly.

Registrations are only valid if the printed copy of the entry and **proof of payment** reaches the Centre within the registration deadline. If you have a problem with the payment date, please telephone the Centre before submitting your registration.

4. Late entries

After the closing date, a few places may be available at an additional cost of CHF 50.-.

5. Payment

For schools/block entry the preferred form of payment is collective payment. The payment is to be received before the date of the written test (at the latest).

Payments are accepted by e-banking, post or bank transfer. Payments are payable to

- **Account Holder:** Cambridge English Examinations Centre, Rte de Montana 12, 3975 Randogne
- **Bank:** Banque Raiffeisen Haut Plateau, 3971 Chermignon
- **IBAN:** CH74 8061 5000 00321553 3
- **Account number:** 32-1553-3
- **Clearing:** 80615
- **PostFinance account of bank:** 19-8313-5

When paying through e-banking, please ensure that a statement confirming an **executed** transaction is included with entry.

Payment slips are available upon request.

Payments must be made at time of entry.

6. Confirmation of entry

Individual Entry candidates will receive an email acknowledging that their registration is valid after completing the online registration form and upon successful receipt of payment at the centre.

Preparation Centres will receive an email acknowledging their registration for each completed exam level entry form.

7. Statement of Entry with complete timetable

Individual Candidates will receive a Statement of Entry with timetable stating dates, times and venues for each part of the examination at least 3 weeks before the first scheduled examination **by email**. If a timetable has not been received by that time, please contact the Centre.

Preparation Centres will receive the Attendance Timetables for their students via email to the person responsible for the entries at the school.

8. Withdrawals and Refunds

Refunds are only given when a registration is withdrawn before the entry deadline. After the entry deadline, all withdrawals and cancellations are **NON-REFUNDABLE** apart from for absenteeism resulting from illness. In this case, a medical certificate must be submitted to our office within 10 days of the written exam. The candidate will receive a partial refund (KET, PET, and BEC P - CHF 100.- | all others CHF 180.-).

Entries cannot be transferred from one examination to a later one, to a different level of examination or to another person.

9. Re-take Option

Candidates who fail their exam by 2 points or less are entitled to request the re-take option.

The fees for a re-take exam are the following:

- KET / KET for Schools / PET / PET for Schools / BEC Preliminary – CHF 50.-
- FCE / FCE for Schools / CAE / CPE / BEC Vantage / BEC Higher – CHF 90.-

The Centre must be contacted within 15 days of the official examination result release date.
The resit must be taken within 9 months of the official examination result release date.
The re-take option is only valid for the same examination which was failed.

10. Results

Results are available on the Cambridge English Language Assessment Online Results websites. Candidates will receive access codes to obtain their results online.

Preparation Centres will be granted access to the Preparation Centre website where they will be able to receive their candidates' results online.

11. Re-checks for results

This service is available for candidates who request a re-check after receiving the results. There is a fee of CHF 60. - for Stage 1 and a fee of CHF 160. - for Stage 2. You must have the Stage 1 result before going on to Stage 2. Contact the Centre Exams Manager for this service.

12. Certificates

Certificates will be sent by registered post several weeks after the results are available. If a certificate is returned, it will remain in the Centre until the candidate contacts the office but for no more than 2 years. **Returned certificates will only be resent on payment of CHF 20.-.**

13. Candidates' Answers

Work produced by candidates in the examination will not be returned to the candidate, to their school or the Centre. These remain the property of Cambridge English Examinations Centre, Cambridge, UK.

14. Data Protection and Test Day Photos

Cambridge English Language Assessment examinations are becoming increasingly high stakes with many organisations worldwide recognising them for a range of purposes. As a result, test day photos are mandatory for most of the Cambridge English Language Assessment examinations, except for the "for Schools" suite.

- The photo will be usually taken on the day of the Speaking Test.
- The photo will be uploaded to Cambridge English Language Assessment Online.
- The photos will be stored on Cambridge English Language Assessment's servers.
- Cambridge English Language Assessment assumes responsibility for the storage.
- The storage is governed by UK Data Protection Law and Cambridge English Language Assessment is fully compliant with this.
- Cambridge English Language Assessment will provide the local Centre with software that is password protected.
- The files stored on the laptop or PC are temporarily stored.
- Cambridge English Examinations Centre Valais & Vaud East Centres will delete the file immediately after successful upload to Cambridge English Language Assessment Online.
- All security provisions will be taken by Cambridge English Examinations Centre Valais & Vaud East Centres for this confidential information while it is temporarily stored at the Centre.

Registration for a Cambridge English Language Assessment examination is subject to these Conditions.

Attention

Do not bring anything of value to the examinations as the Centre is not responsible if belongings are lost or stolen. You are not allowed to keep anything on your table except your passport, pencils and pens. One small bottle of water is tolerated. **No other drinks or food are allowed. All electronic equipment must be given to the Centre staff before the start of the examination. Failing to do so will result in disqualification.**

Further information

For further information consult the following on the website; www.cambridgeenglishvalais.ch

