

Conditions and Regulations for Entry

Please ensure that this information is distributed to all the teachers running Cambridge English examination courses.

1. EXAM DATES

- For examination dates, fees and closing dates for entries, please consult the registration page on our website. Candidates should only enter if they are free to attend their exams on both dates selected for their level. It is impossible to choose a time.

2. SPEAKING TEST

- The dates are clearly shown on the registration page of our website. Candidates are expected to attend the Speaking Test at any time on the given dates.
- Speaking test partners can be chosen. Once chosen, no further changes are possible. The Exam Centre cannot always guarantee the choice of partner due to exam day circumstances.
- If the candidate does not select a partner on registration, by default the partners are assigned by the centre.
- In the case of absenteeism on the day of the exam, candidates may be given their test in a group of three rather than the normal pair format.
- A change of date or time for the individual Speaking Test is not normally possible after these have been allocated. However in very special circumstances a change may be authorised only with the approval of the Centre Exams Manager. An administrative fee of **CHF 150.00** will be levied for any changes made.

3. ONLINE ENTRY REGISTRATION

- **IMPORTANT:** Registration is only valid when both the registration **and** payment reach the Exam Centre by the closing date.

■ Requests for candidates with special needs:

- Must include full details of needs and reach the exam centre by email a minimum of 2 weeks before the registration closing date.
- Must include a medical certificate PLUS a summary translated into English.
- Cannot be accepted for exams held in February, August, September or November.

■ **Block Entry System:** To be used where schools/teachers are making entry arrangements on behalf of their student(s).

- Use one entry form per exam level/date.
- Schools will receive an email acknowledging provisional registration for each online entry form completed. The *Online Block Entry Candidate Details including Fee* report will be attached to the email.
- To complete the registration schools must send this report together with proof(s) of payment to the office in Bern at the latest by the registration closing date.
- All exams related correspondence (exam timetables, certificates etc.) is sent to the **one** designated contact person at the school for re-distribution to candidates.
- Schools entering candidates using the Block Entry method **must ensure** that:
 - Permission from their students has been obtained to act on their behalf.
 - In the case of minors the necessary permission from a parent or guardian has been obtained.

- **Individual Entry System:** To be used by candidates entering privately or by schools requiring their students to use the individual entry method.
- After completion of the online registration candidates will receive an email of provisional confirmation containing exam/bank details, exam fee due and a reference code.
- All exam-related correspondence (exam timetables, certificates etc.) will be sent directly to the candidate.

4. PAYMENT

- **IMPORTANT:** Registered entries received without payment or payments received without a registered entry are not valid and cannot be processed.
- Payments are accepted by E-Banking, Post or Bank (*Individual entry candidates also have the option of paying by credit card*).
- Payment slips for individual payments are available upon request.
 - Exam Centre Address:
**Cambridge English Examinations Centre,
Entries, Effingerstrasse 15, 3008 Bern.**
- **For School Block Entry Registrations:**
 - For schools/block entries, the preferred method of payment is collective payment.
 - Proof(s) of executed payment (whether collective or individual) must be sent *together with the copy of Online Block Entry Candidate Details including Fee* report to the Centre.
- **For Individual Entry Registrations:**
 - Credit card via PayPal or by E-banking payments must include candidate name and reference code and no further documentation must be sent to the office.
 - **Postal payment(s)** must be made no later than 2 weeks before registration closing date to register and must include **candidate name** and **reference code** as shown on the *Confirmation of Exam Details*. A copy of the *Confirmation of*

Exam Details form together with a proof of payment must be sent by email or by post to the Centre.

5. CONFIRMATION OF ENTRY

- **Schools** will receive a final validation of registration and confirmation of the receipt of payment from the Centre for each completed exam level online entry form.
- **Private Entry Individuals** will receive an email acknowledging that their registration is valid after completing the online registration and upon successful receipt of payment at the Centre.

6. ATTENDANCE TIMETABLES

- Exam venues and time details are sent approximately 3 weeks before the first scheduled exam. Because different venues are used, each candidate should carefully note the addresses, dates and times for their exams.
- **Schools using block entry registration** will be sent their students' Attendance Timetables via *E-Mail* to the one designated contact person for distribution within their institution.
- **Private entry individuals** will be sent their timetables directly.

7. CANCELLATIONS

- Cancellation or transfer after the registration closing date is not possible.
- Candidates who do not sit the exam due to illness or accident will not be entitled to a refund, unless they have selected the "Exam Retake Option" on registration.

8. RESULTS

- Exam results from *Cambridge Assessment English* are issued online.
- Candidates will receive a personal code to retrieve their online results.

- Schools using the **block entry system** can access online and print out their students' results.
- Schools using the **individual entry method of registration** will also have online access to results, BUT ONLY IF their students selected the school's name from a dropdown list *during the registration process*. It is the school's responsibility to inform their students to do so. The Exam Centre is not in a position to supply private individual entry results to schools.

9. EXAM RETAKE OPTION

- Candidates who have not chosen the "Exam Retake Option" on registration are not eligible for this service.
- At the time of registration if the candidate has chosen the "Exam Retake Option" the candidate is entitled to retake his/her exam free of charge and agrees to the following conditions:
- The "Exam Retake Option" entitles candidates to retake the exam within **12 months** after the exam that he/she failed or was not able to attend.
- Once the "Exam Retake Option" has been chosen and paid for, this option is not refundable.
- It is the responsibility of the candidates to contact the centre after the results are released online to arrange a retake registration.
- The candidate must choose an exam date and location from those offered by the Exam Centre Bern **within 12 months** after the exam that was failed or missed.
- If candidates cannot sit the exam within this time frame, the right to retake the exam expires and the 'Exam Retake Option' fee will not be reimbursed under any circumstances.
- An exam retake can be used only once per exam level.

- If the retake exam is missed for any reason, the offer expires and cannot be transferred to another date.
- Retake exam candidates will be considered private entries and therefore it is the responsibility of candidates to supply their retake exam results to schools.

"The Retake Option" covers exclusively:

- **Exam failure.** If a candidate fails to achieve the lowest passing grade in their exam by 1, 2 or 3 points, they can retake the same level exam within 12 months of the exam date free of charge.
 - **Serious illness and accidents with a medical consequence**
 - i) preventing the candidate to be present on the exam day *
 - ii) preventing the candidate from attending their school course over an extended period. Candidate must submit to the Exam Centre a written confirmation by the school.*
- *An original and official medical report from a relevant doctor to the incident is required and needs to reach the Exam Centre Bern within 10 days of the missed exam day.*
- **Death in the family or a person close to the candidate.** The candidate needs to provide sufficient proof (death certificate, death announcement, etc).

10. CERTIFICATES

- Certificates are issued through the Centre by registered post. Certificates returned as undeliverable by the Post to the Exam Centre are held for 2 years. When certificates are returned to the Centre, the candidate is informed by email to the address given upon registration. Against a payment of CHF 15.- the certificate will be resent to the candidate. Certificates not reclaimed within 2 years of the original despatch will be securely destroyed. Thereafter candidates can apply

directly to *Cambridge Assessment English* for a certifying Statement of Results against payment.

11. DATA PROTECTION AND PRIVACY

- Candidate's personal data is collected on behalf of *Cambridge Assessment English* from entry forms for exam processing purposes and held in compliance with local data protection regulations and European GDPR. *Cambridge Assessment English* requires official health information to be provided in order to evaluate special requirement requests.
- In order for local Exams Centres to manage the candidate's participation in English exams, it is necessary to share the personal data with *Cambridge Assessment English*. Health information provided for special requirement requests will be scanned and uploaded to their password protected *Cambridge English for Centres* website.
- The way in which personal data is stored and processed in a country, is the responsibility of the local Exams Centre. Personal data is stored securely - either in password-protected computer systems or in secure/locked filing cabinets. Medical information provided must be held in the Exam Centre for 2 years to be checked in case of Centre inspection. Personal data is destroyed after a period of 2 years for candidates using an address outside of Switzerland upon registration.
- Personal data is not sold, shared or transferred to any 3rd parties outside the scope of *Cambridge Assessment English*.
- Candidates can request to be informed of any personal information held on their behalf by contacting the local Exam Centre in writing.
- Personal data collected includes Candidate's:
 - Identity data – name, gender and date of birth
 - Contact data if provided - postal/email address, phone number and name of school
 - Medical certificate when provided for special requirement requests or absence due to illness

Cambridge English Examinations Centre Bern

12. TEST DAY PHOTOS

- A photo may be taken of candidates on a test day as an extra way of checking identity and to prevent fraud.
- Test day photos are mandatory only for the following Cambridge English exams: FCE / CAE / CPE. The "for Schools" version of the FCE is exempt.
 - This Cambridge English Exam Centre will delete the photo file immediately after successful upload to *Cambridge Assessment English*.
 - In the case of minors (candidates 17 and under) individual registrations/schools registering candidates via block entry should ensure that they have taken the appropriate steps to obtain permission from a parent or guardian for a Test Day Photo to be taken.
 - **Immigration:** Candidates wishing to use their Cambridge English exam for immigration purposes should contact the local exam centre well before the registration closing date.

13. COMPLAINTS

- It is the candidate's responsibility to inform the supervisor, at the exam, of any complaints about the exam day procedure otherwise no further action can be taken.

Registration for a Cambridge English examination is subject to these Conditions and Regulations for Entry. During the registration process test-takers - or schools on their behalf - must sign an agreement to abide by them.

14. CAMBRIDGE ASSESSMENT ENGLISH REGULATIONS

- The Summary of Regulations and Notice for Candidates can be found on our Exam Centre's website.

<https://cambridgeenglish-bern.ch>

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