



Terms & Conditions for candidates

This document has been written to give you the information you need when you register for a Cambridge English 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 exam regulations are listed in the “[Regulations Booklet](#)” which is available from Swiss Exams - Cambridge English Examination centre www.cambridge-exams.ch. The “Summary regulations for candidates” and “Notice to Candidates” are integral part of this document. You must also read the [privacy policy](#) of Cambridge Assessment English.

- Cambridge Assessment English is part of Cambridge Assessment, which is the international exams group of the University of Cambridge.
- Centre means an authorized Cambridge English Examinations Centre. Centres are legally independent institutions; they are not directly controlled by Cambridge Assessment English, and Cambridge Assessment English 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 e-mail. Candidates are required to provide an active email address checked regularly by the candidate. 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 it in time.

Cambridge English Exams 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 Cambridge English Exam through an authorized Cambridge English examination centre. Your contract is with the centre to which all fees must 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 their examinations online and select the centre of their choice. The location of the exam can be in the greater area of the location indicated on the registration webpage.

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 (invitation to the exam). 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 payment 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 exam day as necessary. This could result in a candidate having to accept a later interview time.

By selecting a school during the registration process, the results of the candidate will automatically be disclosed to the relevant school when the results are released. If there is no school selected, no results will be disclosed.

Deadlines

Registration (entry) deadlines apply for all exams. These deadlines are indicated on the online registration webpage.

Late Registrations

Depending on available space, entries are accepted after the registration deadline up to 7 days before the first exam. Please note that after the registration deadline a CHF 50 late entry fee will be charged. For Cambridge English Young Learners exams CHF 20 late entry fee will be charged.

Payments

Depending on the date of your registration, your payment deadline may differ. Payment deadlines are clearly indicated on your invoice. Candidates who fail to pay the exam fee within the indicated deadlines are not allowed to sit the exam or are subject to an additional charge (Late Payment fee). The centre reserves the right to hold back results and/or certificates for reasons of unpaid dues.

Invoices are either sent via e-mail or post. If candidates do not receive their invoice in the time frame indicated 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, Educational Institutions or Companies

Schools can ask the centre for a collective invoice. For more information contact the centre.

**Late payments**

All payment deadlines are indicated on the invoices sent to candidates. Candidates who fail to pay the exam fee on time are subject to a late payment fee of CHF 50.00. Late registrations (all registrations after the registration deadline) are subject to a late entry fee of CHF 50.00.

Cancellations

Generally, cancellations are possible up to the registration deadline indicated on the online registration website. An administration charge of CHF 50.00 applies in this case. The exam fee, minus the administration fee, will be refunded. However, Swiss Exams reserves the right to move candidates to an alternative exam date in which case a refund is not granted. Cancellations after the registration deadline are not possible and fees paid cannot be refunded.

Candidates who do not sit the exam (e.g. due to illness) will not be entitled to a refund, however, if they have chosen the "Exam Retake Option" upon registration and if they meet the respective conditions, they can resit the exam according to the "Exam Retake Option" special Terms and Conditions. Hardship cases may be considered separately.

All cancellations and changes of exams must be in writing (email, fax, post) regardless of whether or not payments have been made. Exam fees cannot be transferred to a future exam, except if the candidate has booked the "FLEX" package and has chosen a new exam date before the registration deadline and has already paid the entire exam fee. Such exam can only be postponed once.

Special Arrangements

Where possible, Cambridge Assessment English 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 exam 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 at the right place and that you have everything 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. You must read the Entry Statement carefully before the exam takes place and bring it to the exam. If you do not follow the instructions, you may be stopped from taking the examination, or you may not receive a result.

All candidates are required to present valid and non-expired government-issued identification on all exam days. Candidates who are not able to present such will not be permitted to sit the exam.

Candidates may be asked to complete a Candidate Information Sheet. This provides information that Cambridge Assessment English uses as part of its research program to improve the quality of the exams. 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 Assessment English uses as part of its quality control program; the Anchor Test will not affect your examination result. Candidates may also have their Speaking test recorded as part of Cambridge Assessment English's quality control procedures. If so, you will be asked for your consent.

If there is a 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 Assessment English where it will be considered when deciding on your final result.

Entry Statement (invitation to the exam)

Entry Statements are sent to the candidates via email at the latest 10 days before the examination. In rare cases, Entry Statements are sent to candidates less than 10 days before the examination. However, receiving the Entry Statement in less than 10 days before the exam is not a reason for cancellation or refund.

If the Entry Statement is not received within 10 days before the exam, 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 Speaking exam. 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 and at the correct venue. The centre has no obligation to provide an alternative exam date.

Test Day Photo

For security reasons you consent to have your photo taken by the test centre on the day of the Speaking exam. You agree for this photo to be held on the secure Cambridge Assessment English results verification website. You understand and accept that the photo and your results shall only be available to organizations or individuals that you give your personal access details to.



It is mandatory for all candidates to have a photo taken on the day of the speaking test. If you refuse to have your picture taken, you will not be able to take the exam.

On the Exam Day

Candidates must bring to the exam:

- The Entry Statement, a valid and non-expired government-issued identification (passport, ID card, driver's/learner's license (Führerausweis / Lernfahrausweis), resident permit (Ausländerausweis), the test day photo consent form (either signed by yourself if you are over 18 years old or signed by the holder of parental responsibility if you are under 18 years old), a pen, if water: only in a non-coloured transparent bottle.
- Electronic devices such as laptops, tablets, e-readers, ipods, recording devices are NOT allowed in the exam room. Secure storage for these items will not be provided so candidates must NOT bring these items to the exam. It is permitted to bring mobile phone to the exam. Mobiles phones must be switched off and placed on the candidates desk at the start of the exam. Candidates are NOT permitted access to their mobile phone or other electronic devices for the entire duration of the exam day, including breaks.

Candidates must:

- Arrive at least 30 minutes before the written examination.
- Arrive at least 15 minutes before the Speaking examination.
- Not disturb other candidates once the exam is in progress.
- Abide by all rules and regulation indicated on the "Notice to Candidates" displayed inside or outside of every exam hall.

After the Examination

Candidates are able to access their results online 2 - 6 weeks after the examination depending on the type of assessment. Candidates will receive an "Online Result Letter" by email at the latest 10 working days after their exam. This letter indicates the date of the result release and the details on how to access the results, the "Online Result 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. Certificates are sent to candidates via registered mail. Certificates returned to the centre can be either picked up at our office in Winterthur or Chur or can be resent via registered mail at an additional charge of CHF 20.00.

You must not lose the certificate as Cambridge Assessment English 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 Assessment English. You must not take question papers, notes or other examination material out of the examination room.

Data Protection

On the question of how your local examination centre as well as Cambridge Assessment English collect, protect, use and process your personal data, please refer to the following regulations and documents, which constitute an integral part of these terms and conditions:

- i. The section "Data Protection" in the "Summary Regulations for Candidates" (see page 6);
- ii. The "[Candidate Privacy Policy](#)" of Cambridge Assessment;
- iii. The "[Data Protection Declaration](#)" of Swiss Exams.

Please note that your personal data will be used and shared on cross-border basis (i.e. Switzerland and UK) between your examination centre and Cambridge Assessment English for the purposes outlined in the documents referred to above and that different data protection laws and standards will apply.

"Exam Retake Option" special Terms and Conditions

If a registered candidate has chosen the "Exam Retake Option" and has paid the relevant fee, the candidate is entitled to retake his/her exam for free and agrees to the following conditions:

- The candidate must be registered, choose the "Exam Retake Option" upon registration and pay the relevant fee together with the exam fee. For this fee he/she can retake the exam within 12 months after the exam that he/she was not able to attend or has failed by 3 points or less. This coverage expires at the end of the last exam day (written or speaking exam).
- Once the "Exam Retake Option" is chosen and paid, no refund is possible. The exam to be retaken cannot be postponed nor retaken a second time.



- The candidate must choose an available and open exam date and location offered by our Centre anywhere in Switzerland within 12 months after the exam day that was missed or failed. If no date is available in any of the available locations within 12 months for the relevant exam, the candidate is required to take the next open and available option. If the candidate is not able to take the exam within this time frame, the right to retake the exam for free expires, independent of the reason.

The right to retake the exam and the registration-code are not transferable to another person. The identity of candidates will be checked on the day of the exam. Any misuse will automatically revoke the right to retake the exam and the Exam Retake Option.

The Registration-codes can be used for late registrations (after registration deadline of relevant exam). Please note that after the registration deadline a CHF 50 late entry fee will be charged.

“The Exam Retake Option” is only available for candidates who have chosen the FLEX package.

Candidates who have chosen the BASIC package are not eligible for this service.

The “Exam Retake Option” covers the following incidences exclusively. Covered are only incidences which occur after the candidate registered and paid all fees:

a. Serious illness and accidents with a medical consequence not enabling the candidate to follow his/her line of work or schooling: An original and official extensive medical report from a relevant doctor to the incident is required and needs to reach our office within 10 days of the incident. Cases where the candidate acted irresponsibly or exposed him/herself to an unusual risk situation with a medical consequence are not covered.

b. Breakdown of public transportation: An original and official statement from the relevant transportation company needs to reach our office within 10 days of the incident and state the incident in detail and the length and location of the breakdown. Train, bus or other transportation delays in general, as well as incidents shorter than 1 hour, are not covered by this service.

c. Car failure or accident: An original and official police report for accidents, and a TCS report (Touring Club Schweiz) for car failures is required and needs to reach our office within 10 days of the incident. All reports provided need to include the full name of the candidate. Other unexpected traffic situations, such as traffic jam, unexpected rerouting etc. are not covered by this service. Only incidences which occurred on the direct way to the exam are covered. Car incidences are immediate and unexpected situations which occur, and which do not allow for a continuation of the journey to the exam. In addition to accidents or a car failure, the following incidences are covered as well: a flat car or bike tire, car running out of fuel, locked-in car keys or failure of car

battery if such transportation was supposedly to be used.

d. Exam failure: Exclusively candidates having seriously prepared for the exam and having failed their exam with 3 points or less on the official Cambridge English Scale are covered. Specifically, this means: 3 points below the passing grade for each exam level. In this case, the candidate has to send to the centre his/her statement of result by email within 10 days after having received the results.

e. Death in the family or a person close to the candidate: If a close family member or a person close to the candidate dies, the candidate needs to provide sufficient proof of the death (e.g. death certificate, death announcement, etc.) as well as a confirmation of how close he/she was to the deceased (confirmation of an employer, school director, authority etc.).

Not covered are incidences which at the point of registration have already occurred or incidences which the candidate should have known will occur.

There are no exceptions to the present Terms and Conditions. The right to retake your exam for free expires, if any of the Terms and Conditions are not met. The “Exam Retake Option” fee will not be reimbursed under any circumstances. The candidate agrees that his or her data and information, relevant for the case, can be provided to a third-party (“Europäische Versicherungs AG”) in order to verify the authenticity of the case and the incident. In case of illness or accident where a medical statement is required, the candidate is required and agrees to release the relevant doctor of his/her confidentiality in the matter of the relevant case.

Candidates need to comply with and must follow the current Covid-19 regulations and guidelines of Swiss Exams. If candidates do not follow the regulations by Swiss Exams, they will not be allowed to take the exam and they will not be eligible for a refund or retake option.

Swiss Exams
Zürcherstrasse 46
8400 Winterthur
Tel.: +4152 209 04 50
Email: info@swiss-exams.ch



Summary Regulations for Candidates

Summary Regulations for Candidates

Last updated November 2020

This document and the Notice to Candidates contain a summary of the information you need in order to take a Cambridge Assessment English exam. You must read these very carefully. If you do not understand something, please ask your Centre. The full regulations, which set out your rights and obligations as a candidate, are in the Regulations booklet which is available from your Centre or you can download it from cambridgeenglish.org/help

- **Cambridge Assessment English:** An examination board and part of Cambridge Assessment. Experts in English language assessment, responsible for creating, distributing and marking your exam. Where 'we', 'our' and 'us' is used in this document it means Cambridge Assessment English.
- **Centre:** a Cambridge Assessment English Authorised Examination Centre. Centres are independently run institutions and we are not responsible for any actions or omissions by Centres.
- **Candidate:** someone who has registered to take a Cambridge Assessment English exam. Referred to as 'you' or 'your' in this document.

1. Entry regulations

- Our exams 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 must not enter for the same exam more than once in any 28 day period.
- All components of an exam must be taken on the dates specified.

2. Entering for an exam

- You must register for an exam through a Centre. Your contract is with the Centre and you pay your exam fees to them.
- You cannot transfer an entry from one exam to another.
- We will always try to make arrangements for candidates with special requirements (e.g. extra time or adapted papers). You must tell your Centre as soon as possible if you have any special requirements. Depending on what is required and which exam you are taking, up to 3 months' notice may be required.
- Some exams can be used for immigration purposes. Sometimes your passport number is required, for example when taking C1 Advanced for Australian Immigration. You must provide your passport number to the Centre, ideally at the time of registration.

3. Taking the exam

- The Centre will tell you where and when your exam will be held. You must make sure that you arrive well before the scheduled start time. If you arrive late for any part of the exam, report to the supervisor. In some cases you may be allowed to take the exam. Please check your Centre's policy for late arrivals. If you are admitted late, not all of your work may be accepted.
- Bring the pencils, pens, etc. that you need for the exam.
- You must bring a photo ID on the day of the test unless you are taking Pre A1 Starters, A1 Movers or A2 Flyers. The ID must be valid, original and unexpired. If you are taking C1 Advanced outside of your home country, you must use your passport or national identity card. In all other cases, your ID must be government-issued (e.g. passport) or a college/university photo ID can be used if you are from a country where there are no compulsory government-issued IDs and provided the college/university carried out appropriate checks before issuing the ID. If you do not have a suitable ID, you must notify your Centre of this before you register for an exam. If you are aged 17 or under and do not have suitable ID, the Centre will provide you with a Candidate Identification form that you must fill in before the exam day and bring with you to the exam. If you do not bring your ID to the exam, you may not be allowed to take the exam or you may not receive a result.
- The Centre will give you a copy of the Notice to Candidates which tells you how you must behave in the exam. You must read it carefully. If you do not follow the instructions or regulations, you may be stopped from taking the exam, or you may not receive a result.
- You must not keep any electronic items, such as mobile phones, audio/video players/recorders, cameras, in the exam room during the exam. Before the test day make sure you know your Centre's policy regarding electronic items and what kind of storage they can offer on the test day. If your Centre advises you they cannot provide secure storage for your electronic items, you may wish to leave them at home.
- You are not allowed to wear a wrist watch during the exam unless you are taking Pre A1 Starters, A1 Movers or A2 Flyers.
- The use of offensive (e.g. rude or racist) language in your exam answers will not be accepted.
- You will be asked to fill out a Candidate Information Sheet unless you are taking Pre A1 Starters, A1 Movers or A2 Flyers. We use this information as part of our research and development programme to improve the quality of the exams. The information you give is treated anonymously and is strictly confidential.
- You may be asked to complete a short 'Anchor Test'. We use this information as part of our quality control programme. The 'Anchor Test' will not affect your exam result.
- We may also record your Speaking test as part of our quality control procedures.
- If you take a B2 First, C1 Advanced or C2 Proficiency exam, a photo of you is required and will be taken of you on the test day as an extra way of checking your identity. By entering for one of these exams you or your parent or guardian acknowledge that a test day photo is required. If no photo is taken, you may not be allowed to take the exam. We reserve the right to withhold results if no photo is taken.
- For C1 Advanced, if you have a passport or national ID, your ID number will also be recorded in our systems. The photo and any passport/ID number will be added to our verification site where you can share your result with recognising organisations. We will also use the photo and passport/ID number for malpractice checks.
- If you want to use your C1 Advanced result for immigration purposes, you must tell your Centre.
- If you are taking C1 Advanced in Asia, Africa or Australasia, we will not issue a result if a suitable test day photo is not uploaded into our systems. If your photo is uploaded after the deadline, your result will be delayed.
- For A2 Key, B1 Preliminary, B1 Business Preliminary, B2 Business Vantage and C1 Business Higher, you must tell your Centre in advance if you want to have a test day photo or passport number collected, so the Centre can provide this service to you.
- The list of exams where test day photos are mandatory or available is subject to change. On the test day, if you or a parent or guardian asks for the photo not to be taken, you might not be allowed to take the exam; your result might be cancelled; or the options for using your result may be limited because there is no photo on our verification site.

- Your photo will only be visible on the Results Verification Service website cambridgeenglish.org/verifiers and you choose who can view it by sharing your result via our Candidate Website or by sharing your Candidate Reference Number directly with the chosen institution. For more information, contact your Centre.

- If you do not feel well on the day of the exam or think that your work may be affected for any other reason, tell the supervisor immediately. If appropriate, the Centre will report this to us for consideration when deciding your result.

- If you miss the exam because of illness, you may be allowed a full or partial refund. You will need to give medical evidence to your Centre for this to be considered.

4. After the exam

- We cannot be held responsible for loss of exam scripts or materials while in transit from the Centre and/or its venues to us.
- We value the integrity and reliability of our exams and therefore have strategies, such as statistical analysis, that counter attempts at cheating and other forms of malpractice. The investigation of suspected malpractice cases may delay results. We reserve the right not to issue results for those candidates who breach our rules and regulations, or to cancel results if we believe the scores are not valid.
- For some exams your results will be available from the Results Service website by the date specified. You need to register for access to this site. Your Centre will provide you with the registration details. For other exams your results will be released to your Centre who will forward the information on to you. We may amend result information under exceptional circumstances.
- If you think that your result is not correct, please contact your Centre without delay and they will give you details of the enquiries and appeals process and the related fees. Information is also available on cambridgeenglish.org.
- We will not give feedback on your performance for individual questions. All the available information is given in your Statement of Results.
- If you have passed the exam, we will send your certificate to your Centre approximately 3–4 weeks after the results are released for paper-based exams. For computer-based exams this is approximately 2–3 weeks after the release of results. Contact your Centre for their policy on how to collect certificates. Unclaimed certificates can be destroyed by your Centre after one year.
- If you lose your certificate, you can apply for a Certifying Statement, which provides an official confirmation of your result, or if you took Pre A1 Starters, A1 Movers or A2 Flyers you can request a replacement certificate within 5 years of the date of issue. An additional fee is payable for this service. The Certifying Statement application form is available from cambridgeenglish.org or contact your Centre regarding replacing your Pre A1 Starters, A1 Movers or A2 Flyers certificate.
- A name amendment can be requested under certain circumstances for up to two years after the exam. For details please contact your Centre.

5. Copyright

- Copyright on all question papers and exam material belongs to us. You must not take question papers, notes or any other exam material out of the exam room. You must not distribute or post any exam content on websites or social media.
- We do not allow candidates, schools or Centres to view candidates' answers or any other work done as part of an exam.
- We will not return any work you produce in the exam to you, your Centre or your school.

6. Data Protection

- We take the protection of personal data seriously and comply with the Data Protection Act 2018, the General Data Protection Regulation 2016/679 (as amended) and all applicable laws and regulations relating to the processing of personal data and privacy.
- We will not use your personal data for any purpose other than as described below.
- We will store your information securely for a limited period of time except with regard to information which may be needed later to confirm and verify your results which we will keep for an extended time.
- We will use your information for the following legitimate business purposes:
 - I. In administering the exam, including processing exam entries and results, marking exam scripts, issuing certificates, processing enquiries about results and investigating cases of malpractice;
 - II. To carry out quality control and research, standards setting and other activities that are related to the business of delivering qualifications and which are aimed at ensuring the delivery, as well as the integrity, of our exams and the protection of candidates;
 - III. To notify your Centre, and if applicable the school which prepares you for the exam, of your results as well as notifying any other third party to whom you expressly request us to release your results;
 - IV. To notify you from time to time of other Cambridge products and services although if we contact you in this regard you will be given the choice to request not to be contacted again. We may also share your personal data with other parts of Cambridge University;
 - V. To comply with applicable law or a court order or governmental regulation, including immigration laws and procedures, or for the purpose of any criminal or other legal investigation or proceeding here or abroad.
- We may use anonymised data (that is data that does not identify a candidate) and pseudonymised data (that is data that is anonymous to the people who receive it) for research purposes and we may share that data with third parties for research purposes. The third party recipients of this data are required to abide by strict data protection principles in their handling of the data and are also bound by a duty of confidentiality.