



Cambridge English Authorised Platinum Exam Centres
ES439 Catalunya, ES459 Madrid, ES449 Balears & AD439 Andorra

CONDITIONS OF ENROLMENT FOR CAMBRIDGE ENGLISH EXAMINATIONS

Payment of exam registration fees

Registration fees may be paid by bank transfer, cash or by credit/debit card through our online payment facility at **exams-catalunya.com** or **exams-madrid.com**. Our bank details for transfers are:

Banco Santander
0049 4754 89 2516056032

Banc Sabadell
0081 0053 54 0001180228

If you choose to pay by bank transfer please state clearly the candidate's **name and surname/s** as well as the level and date of the exam that he/she will take. It is essential that you send us the payment receipt by email so that we may trace your payment with the bank. Your place on the exam **will not be confirmed** until we receive a payment receipt for the exam fees.

After we receive the exam registration form a confirmation of receipt will be sent to the candidate. Once the exam fees have been settled the candidate will receive confirmation that he/she is registered to take the exam.

Registration and payment for exams may also be made at our offices during opening hours. If candidates choose this option payment should be made on registering. Payment may be made in cash, by bank transfer or credit/debit card.

The candidate may register directly or send someone to register in his/her name.

IMPORTANT: if you do not hear from us within 3 working days of submitting your exam registration please ring us on tel.: 934 111 333 (Barcelona) or 911 041 761 (Madrid).

Our exam centre address is:

Exams Catalunya-Exams Balears
C/ Freixa, 5-9
08021 Barcelona
Tel. 934 111 333

Exams Madrid
Calle de Asura, 40 2ª planta
28043 Madrid
Tel. 911 041 761

Horario de atención al público: De lunes a viernes de 9 a 17 h.

Information, exam session dates and fees

There is an up-to-date exam calendar on our websites **exams-catalunya.com** and **exams-madrid.com** where you can view exam dates, entry deadlines and fees for the Cambridge English examinations.

Illness or serious family incidence

If a candidate is unable to sit an exam due to **illness** or a **serious family incidence** he/she may request a refund of the exam entry fee. In order to do this the candidate will be required to produce a medical certificate or, in the case of a serious family incidence, a relevant document. In this case the exam fee will be returned to the candidate minus a **24€** administration fee.

Summary Regulations for Candidates

Last updated August 2023

This document and the Notice to Candidates contain a summary of the information you need to take a Cambridge English exam. You must read these very carefully. If you do not understand something, please ask your Centre. We reserve the right to modify our regulations as required and from time to time. 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 English:** An examination board and part of Cambridge University Press and 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 English.
- **Centre:** a Cambridge 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 English exam. Referred to as 'you' or 'your' in this document.

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 take all components of an exam on the specified date(s).

1. Registering for an exam:

- You must register for an exam through a Centre. Your agreement is with the Centre, and you pay your exam fees to them.
- You cannot transfer an entry from one exam to another.
- If you are disabled or you require specific access arrangements to enable you to take an exam, we will always try to make appropriate arrangements (e.g., extra time, modified papers). Please tell your Centre as soon as possible if you need specific access arrangements to take your exam, you will need to apply before the entry closing date.
- You can use some exams for immigration purposes. Sometimes your passport/ID number is required, for example when taking C1 Advanced for immigration. You must provide your passport/ID number to the Centre, ideally at the time of registration, and you must bring the same passport/ID to the exam.

2. Photo ID:

You must bring a physical 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 in Africa, Asia, or Australasia and you are outside of your country of permanent residence or taking the exam for immigration purposes, you must use your passport or government-issued national identity card. If you want to use the exam for immigration purposes, provide your Centre with a passport/ID number that the country's immigration authority needs at the time of registration. Take the same passport/ID to the exam. In all other cases, if you are aged 18 or over and you own government-issued photo ID, you must use this ID. If you do not own government-issued photo ID, you can use your university/college/school ID provided it is accepted by the Centre. If you do not have an original, unexpired, physical photo ID, tell your Centre before you register. Digital/electronic ID is not accepted. If you are aged 17 or under and do not have a government-issued photo ID or an acceptable school/college photo 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. **Take an acceptable photo ID on the exam day or you may not be allowed to take the exam or you may not receive a result.**

3. Electronic items:

Before the exam day make sure you know your Centre's electronic items policy and the type of storage available on the exam day. This includes watches and phones. Do not keep any electronic items in the exam room during the exam. You may be electronically scanned for devices on entry.

4. Test day photo:

For some exams (currently B2 First, C1 Advanced, and C2 Proficiency), we need your photo to be taken on the exam day as an extra identity check. By registering for one of these exams, you or your parent/guardian acknowledge that a test day photo will be taken. If you decline a photo, or your parent/guardian decline on your behalf, you may not be allowed to take the exam or you may not receive a result.

For C1 Advanced, if you have a passport or national ID, your ID number will also be recorded in our systems. The test day 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 test day photo and passport/ID number for malpractice checks.

If you are taking C1 Advanced in Africa, Asia, 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.

5. Taking the exam

- Take pencils, pens and other stationery that are allowed in the exam room.
- 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.
- The use of offensive (e.g., rude, or racist) language in your exam answers will not be accepted and you will not receive a result for some or all of your exam.
- You will be asked to complete a Candidate Information Sheet unless you are taking Pre A1 Starters, A1 Movers, A2 Flyers, or paper-based A2 Key for Schools. This information is confidential and anonymous, and we use it for research and improvement purposes.
- We may video or audio record your Speaking test as part of our quality control and research procedures.
- If you do not feel well on the exam day 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 processing your result.
- If you miss the exam because of illness, provide your Centre with a medical statement and they may arrange for a full or partial refund.

6. Suspected malpractice and cheating

We value the integrity and reliability of our exams, and all candidates should have a fair and equal chance to prove their skills. Cheating, or attempting to cheat, is considered malpractice. We investigate suspected malpractice. This may delay your result. If we determine that our rules and regulations may have been broken and/or the scores are not a reliable indicator of your ability, we may withhold or cancel your result. We may also ban you from taking future Cambridge English exams.

7. Results

- Your Centre will forward your result for Pre A1 Starters, A1 Movers, A2 Flyers, and Teaching Knowledge Test exams. For all other exams, your result will be available from the Results Service for Candidates website by the scheduled date. You need to register to access this website. Your Centre will provide you with the registration details. If we determine that our rules and regulations may have been broken and/or the scores are not a reliable indicator of your ability, we may withhold or cancel your result.
- We may amend results under exceptional circumstances. If you think your result is not correct, contact your Centre and they will give you details of the enquiries and appeals process including the fees or visit cambridgeenglish.org
- We will not give feedback on your performance. All the available information is in your Statement of Results.

8. Certificates

- If we award a certificate, we will send it to your Centre approximately 3–4 weeks after the results are released for paper-based exams or 2–3 weeks for computer-based exams. Contact your Centre for their policy on how to receive certificates. Your Centre can destroy unclaimed certificates after one year.
- If you lose your certificate, you or your Centre can apply for a Certifying Statement, which provides an official confirmation of your result. If you take Pre A1 Starters, A1 Movers, or A2 Flyers, you can request a replacement certificate within five years of the issue date. There is a fee 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.
- You can request a name amendment under certain circumstances for up to two years after the exam. For details please contact your Centre.

9. 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 and/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.

10. 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 in the United Kingdom 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.



Notice to Candidates

Please read these important rules and regulations carefully.

If there is anything you do not understand, ask your teacher or exam supervisor.

WARNING: If you do not follow the rules and regulations, or if Cambridge has evidence of cheating (this may come from post-exam checks), you will not receive a result.

✓ DO ...

Arrive well before the scheduled start time.

Provide a physical photo ID which is original, valid, and in date (for example, passport or government-issued identity card) for each part of the exam.

Have on your desk only what is allowed for the exam (for example, pens, pencils, erasers, & ID).

Listen to the supervisor and follow their instructions.

Read and follow all written instructions carefully.

Put up your hand if:

- your personal details on the answer sheet or on the screen are wrong
- you think you have the wrong exam
- the questions are incomplete, missing or badly presented
- your headphones are not working, or you cannot hear the Listening test
- you are not sure what to do (no explanation of the exam questions can be asked for or given).

Tell the supervisor if you do not feel well.

Stop writing immediately when you are told to.

✗ DO NOT ...

Keep watches or any electronic items (for example, mobile phones, and cameras) in the exam room or access these items during any breaks in the exam.

Have with you at your desk any items which are not allowed.

Cheat, copy, help another candidate, or give anything to or take anything from another candidate during the exam.

Talk to, try to communicate with, or disturb other candidates during the exam.

Use a dictionary.

Use erasable pens, correction fluid or tape.

Smoke, eat, or drink (except water) in the exam room.

Leave your seat until you are allowed to.

Leave the exam room for any reason without the permission of the supervisor.

Take any question papers, answer sheets, candidate logins, or extra paper out of the exam room.

Make any noise near the exam room.

THIS NOTICE MUST BE VISIBLY DISPLAYED OUTSIDE (NOT INSIDE) THE EXAM ROOMS

Use for all Cambridge English Qualifications (except Starters, Movers, and Flyers)
and TKT and DELTA Module One from Cambridge English Teaching

If you cheat or break the rules, you may be disqualified.

Effective from January 2024

© Cambridge University Press & Assessment 2023
ENG/36171/VI/NOV23

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CAMBRIDGE
English



Starters, Movers, Flyers

Notice to Candidates

Read this notice carefully. If you do not understand something, ask your teacher.

BEFORE THE DAY of your exam ...

Ask your teacher:

What to bring with you
The time the exam starts
Where to go

ON THE DAY of your exam ...

✓ DO ...

Be quiet outside and inside the exam room.

Listen carefully to the person who tells you what to do.

Switch off your phone and anything else electronic. Give it to this person before the exam (they will give it back to you at the end of the exam).

Ask questions before the exam starts.

Put your hand up if you do not have a pen, pencils or an exam paper.

Put your hand up if you do not feel well or you want to go to the toilet.

Stop writing and put your pen or pencil down at the end of the exam.

✗ DO NOT ...

Keep your phone or anything else electronic in the room during the exam.

Keep or use a dictionary or spell-checker.

Take notes to your desk.

Take food or drink (except water) into the exam room.

Talk to or help other children during the exam.

Ask anyone to tell you or help you with the answers.

Copy answers from other children.

Take exam papers out of the room.

THIS NOTICE MUST BE VISIBLY DISPLAYED OUTSIDE (NOT INSIDE) THE EXAM ROOMS

IMPORTANT

**Don't cheat in your exam - you
will not get a result or a certificate**



NO TALKING



NO TABLETS



NO COPYING



NO CAMERAS



NO PHONES



NO ELECTRONICS