



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 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 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.



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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

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.

Cancellations after the registration 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 50.00 will be imposed. For candidates who do not sit the exam due to illness will not be entitled to a refund, unless they have chosen the "Exam Retake Option". Hardship cases will be considered separately.

All cancellations 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 knows the new exam date before the registration deadline and has already paid the entire exam fee.

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 a valid ID 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.



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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 Assessment English where it will be considered when deciding your final result.

Entry Statement (invitation to the exam)

Entry Statements are sent to the candidates via email 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 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. 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, valid identification (passport, ID card, driver's license, resident permit (Ausländerausweis), the test day photo consent form, a

pen, if water: only in a 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.

- 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. 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 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.



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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"](#);
- 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" 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 failed. 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 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 to right to retake the exam and the Exam Retake Option.

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The Registration-codes cannot be used for late registrations. Candidates must register before the entry deadline of the relevant exam with their code.

"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.

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. Candidates do not need to provide proof as this information is available to the Centre.



e. Death in the family or a person close to the candidate:
If a close family member dies, or a person close to the candidate, 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, 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 exception 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.

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