

Summary Regulations for Candidates

Last updated January 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.

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

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.

• 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 special arrangements, as you will need to apply before the exam 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.

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.

• Bring the pencils, pens, etc. that you need for the exam.

• 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. For immigration, check which ID document the country's immigration authority needs and use that. 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 a suitable ID, you must notify your Centre before you register for an exam. 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. **If you do not bring your photo 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 what you can and cannot do during the exam. You must read it carefully. If you do not follow these instructions and our regulations, or you do not follow the Centre's instructions and rules, or your behaviour is disruptive, you may be stopped from taking the exam or you may not receive a result.

• You must not keep watches or any electronic items, such as mobile phones, audio/video players/recorders, and cameras, in the exam room during the exam. You may be electronically scanned for devices at any time during the test day. Before the test day make sure you know your Centre's policy regarding electronic items and watches, and what kind of storage they can offer on the exam day. If your Centre advises you they cannot provide secure storage for your watches and electronic items, you may choose to leave them at home.

• The use of offensive (e.g., rude or racist) language in your exam answers will not be accepted.

• You will be asked to fill in 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.

• We may video 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 taken on the test day is required as an extra way of checking your identity. By entering for one of these exams you or your parent/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 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 want to use your C1 Advanced result for immigration purposes, you must tell your Centre.

• 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.

• For A2 Key, A2 Key for Schools, B1 Preliminary, B1 Preliminary for Schools, 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 exam day, if you or your parent/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 Results Service for Candidates website or by sharing your Verification 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 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 and detect attempts at cheating and other forms of malpractice. The investigation of suspected malpractice cases may delay results. We reserve the right to withhold or cancel results if we believe our rules and regulations were breached and/or the scores are not a reliable indicator of your ability.

• For some exams your results will be available from the Results Service for Candidates 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 them 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 pass the exam or your result qualifies for a certificate, 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. Your Centre can destroy unclaimed certificates 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.

• You can request a name amendment 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 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.

