

Cambridge English

Regulations

Last updated December 2016



CAMBRIDGE ENGLISH
Language Assessment
Part of the University of Cambridge



2015

Cambridge English Language Assessment Regulations (last updated December 2016)

These are the Regulations under which Cambridge English examinations are provided.

Further information about Cambridge English examinations and a list of authorised centres can be found on www.cambridgeenglish.org. Anyone who requires additional information should contact their nearest authorised centre.

Definitions

Cambridge English Language Assessment, a part of Europe's largest assessment agency, Cambridge Assessment (the trading name for UCLES, a non-teaching department of the University of Cambridge).

Centre: an authorised Cambridge English examination centre. Centres are independent institutions; they are not directly controlled by Cambridge English Language Assessment, and Cambridge English Language Assessment is not liable for actions or omissions by centres. In entering for a Cambridge English Language Assessment examination, schools' and candidates' contractual relationship is with the centre.

Centre Exams Manager: the main point of contact at a centre.

Candidate: someone who has registered with an authorised Cambridge English Language Assessment centre to take an examination.

Important note

Cambridge English Language Assessment accepts examination entries on the basis that schools and candidates fully understand the Regulations. Centre Exams Managers may ask candidates (or their school representatives) to confirm that this is the case.

It is the centre's responsibility to ensure that all candidates are made aware of the information contained in the relevant *Notice to candidates* and, except for *Cambridge English: Young Learners* (YLE) candidates, the *Summary regulations for candidates* at the time of registration.

General regulations and conditions

1 Entry regulations

- 1.1 Cambridge English examinations 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. However, the following restrictions do apply:
- For some examinations, there may be more than one examination session in the same month. There is no restriction on how many times a month a candidate can take an exam, subject to the exam dates published on www.cambridgeenglish.org and the dates an examination centre chooses to hold the exam.
 - All components of an examination must be taken on the dates specified and it is not possible to take some components in one session and the remainder at another time. Any exceptions to this regulation are detailed on www.cambridgeenglish.org.
 - Although there are no age restrictions for Cambridge English examinations, the following examinations are designed for a specific age range:
 - *Cambridge English: Key for Schools* (KET for Schools)
 - *Cambridge English: Preliminary for Schools* (PET for Schools)
 - *Cambridge English: First for Schools* (FCE for Schools)
 - *Cambridge English: Young Learners* (YLE)
 - Qualifications in ESOL Skills for Life (SfL)
- See www.cambridgeenglish.org under the relevant examinations for details.
- 1.2 Candidates can enter for different examinations in the same month for example, *Cambridge English: First* (FCE) and *Cambridge English: Advanced* (CAE) or *Cambridge English: Business Preliminary* (BEC Preliminary) and *Cambridge English: Business Vantage* (BEC Vantage), as long as satisfactory arrangements can be made at the centre.
- 1.3 Qualifications in ESOL Skills for Life (SfL) is a modular examination. Candidates can choose to enter any combination of the three modules at any combination of levels subject to the restrictions given in Section 2.15.2 of the *Handbook for Centres 2016*. This exam will be discontinued after June 2017. Candidates should contact their centre for further information.
- 1.4 Teaching Knowledge Test (TKT) is a modular examination. Candidates can take any combination of the modules on a test date.
- 1.5 Attempts to breach the entry regulations may result in the entry being cancelled without any refund of fees.

2 Entering for an examination

- 2.1 Entries for the examinations are made through an authorised Cambridge English Language Assessment centre. A list of centres is available on www.cambridgeenglish.org. The centre will advise the school or candidate on matters such as the examination dates, entry closing dates and examination fees.
- 2.2 Fees for Cambridge English examinations are charged by centres for each candidate entered. Fees may vary from region to region, depending on variations in local costs.
- 2.3 Cambridge English Language Assessment does not advise on textbooks or courses of study, or recommend teaching establishments. Where a school is permitted to use Cambridge English Language Assessment branding, this is not authorisation to act on behalf of Cambridge English Language Assessment, but only in connection with the licensing of Cambridge English exams and subject to specific approval and regulations regarding such licensing and branding.

- 2.4 Centres decide which examinations and which sessions to offer. Sometimes, they may not be able to accept an entry because, for example, they are not running the examination in that session, or they already have as many candidates as they can accommodate for the examination, or they do not have enough candidates to meet Cambridge English Language Assessment's minimum entry requirements.
- 2.5 Wherever possible, Cambridge English Language Assessment makes arrangements for candidates with special requirements (e.g. extra time or adapted papers). Enquiries about this service must be made through authorised centres as soon as possible as special arrangements requests generally need to be received by Cambridge English Language Assessment about 8-12 weeks before the examination (depending on what is required and for which examination). Up to 3 months' notice may be required for some examinations.
- 2.6 Entries made after the entry closing date may be accepted on payment of an additional fee. However, acceptance of late entries will depend upon the facilities and examination material being available at the centre in question.
- 2.7 Entries cannot be transferred from one examination session to a future one or to an examination at a different level.
- 2.8 If a candidate entry is withdrawn for medical reasons, or if the candidate misses the examination because of illness, the centre may make a full or partial refund of the fee, as long as the centre has checked a doctor's certificate or statement and is satisfied by it, and keeps a copy of it on file. This statement should give the medical reasons why the candidate had to withdraw from the examination and must confirm that the candidate was unable to sit the examination. Requests for refunds for other reasons will only be considered in exceptional cases. If the request is approved, the entry will be removed and no statement of results will be issued.

3 Taking the examination

- 3.1 Centres will tell candidates where and when the examination will take place, this may be via a Confirmation of Entry. For the exams where this confirmation is issued, it should be checked very carefully, particularly for any incorrect name spelling, and any corrections should be drawn to the attention of the Centre Exams Manager immediately. A fee is charged for name amendments requested after certificates have been issued. Any request for name amendments received more than 2 years after the original certificates were issued will not be accepted. Instead the candidate will need to apply for a Certifying Statement. Please note that an additional fee is payable for this service. For some exams the results will be available from the Results Online website between the dates specified. The centre will give candidates access to this site. For other exams a copy of the results will be posted to the centre who will forward the information on to candidates.
- 3.2 For security reasons, requests to deviate from the published timetable are not normally approved. However, if it is impossible for a candidate to sit an examination at the scheduled time, the centre may ask Cambridge English Language Assessment if it is possible to vary the time of the paper(s) affected. Centres must contact the Helpdesk with such requests and they must be received no later than four weeks before the published date or window of the paper(s). Any decision of Cambridge English Language Assessment in this respect must be in writing and is final and binding.
- 3.3 Test day photos are mandatory for the following Cambridge English exams: *Cambridge English: First*, *Cambridge English: Advanced*, *Cambridge English: Proficiency*. This list is subject to change. Centres will notify candidates about procedures accordingly. If candidates for *Cambridge English: Key*, *Cambridge English: Preliminary* and *Cambridge English: Business Certificates* would like a test day photo, candidates must tell centres at the time of registration, so the centre can offer a test day photo service. If a candidate,

or their parent or guardian, does not give consent to the centre for the photo to be taken, the centre will not allow the candidate to take the exam. The photo will only be visible on the Results Verification website www.cambridgeenglish.org/verifiers and candidates choose who can view it by sharing their candidate ID number and secret number.

- 3.4 **Candidates for all exams except *Cambridge English: Young Learners (YLE)*, must bring a photo ID on the day of the test. The ID must be an original unexpired ID** (e.g. passport or government-issued ID). If a candidate does not have a government-issued ID and they are under 18 years old, they must notify their centre of this when they register for an exam. The centre will then provide them with a **Candidate Identification form** that they must fill in before the exam day and bring to the exam. If a candidate is a college/university student in a country where there are no compulsory national IDs for citizens, and they do not have a passport or government-issued ID, then their college/university photo ID can be used provided the college/university carried out appropriate checks before issuing the ID.

If candidates do not have any of these ID documents, then they must obtain one of them before registering for an exam.

If centre staff doubt the identity of the candidate (based on the guidance given in the *Checking candidates' photo ID* section of the *Exam Day Booklet*) they have the right not to allow them to sit the exam.

If the candidate does not bring the ID or the ID form to the exam, they will not be allowed to take the exam and they will not receive a result.

- 3.5 Except for *Cambridge English: Young Learners (YLE)*, candidates will be asked to complete a **Candidate Information Sheet**. This provides information that we use as part of our research programme to improve the quality of the examinations. The information provided is treated anonymously and is strictly confidential.
- 3.6 Candidates may also be required to take a short written **Anchor Test**. This provides information that we use as part of our quality control programme. Candidates' performance in the anchor test will not affect their examination results.
- 3.7 The rules and regulations on how candidates must behave during the examination are given in the relevant *Notice to Candidates*. Centres will make available a copy to each candidate. Anyone not following the instructions contained in this Notice may be stopped from taking the examination or may be subject to our Malpractice procedures, full details of which are available on www.cambridgeenglish.org/help/malpractice. Candidates are not permitted to keep any electronic items, such as mobile phones, recording devices, mp3 players, smart watches etc in the exam room during the exam. Centres must advise candidates before the test day about the arrangements for electronic items, so that candidates can decide whether to bring these with them or not. Malpractice such as copying is likely to be noticed by the invigilator or supervisor, but may also be detected by examiners during marking and by statistical checks applied to candidates' answers. Any candidate found to have been involved in malpractice will not receive a result. Candidates have the right to appeal, via their Centre Exams Manager, against any decision relating to malpractice, and details of the Cambridge English Language Assessment Appeals Procedure are also available on www.cambridgeenglish.org.
- 3.8 The use of offensive, rude or racist language in examination answers will not be accepted and an examination will not be marked or a result given if the examiner finds language like this. Cambridge English Language Assessment's decision on this is final.
- 3.9 Cambridge English examinations are marked by qualified examiners who are subject to a rigorous training and monitoring programme. Part of the monitoring of Speaking Examiners may involve audio-recording of selected live interviews. Centres will provide the equipment in order to record the interviews and also upload the files, (e.g. MP3 and PDF of the mark sheet). Candidates should, therefore, be made aware

that their Speaking test may be recorded and that a Team Leader may also sit in on a Speaking test to monitor the Speaking Examiners.

- 3.10 Cambridge English Language Assessment regularly monitors its authorised centres to ensure that they are administering examinations according to its strict regulations and to check quality of service. Centre staff are expected to act in a polite and professional manner towards inspectors. Most inspections are unannounced and can be carried out at any venue used by a centre to administer Cambridge English exams. We monitor our inspectors regularly and a centre might be visited by an inspector and a monitoring inspector who is observing the inspector's work. Inspectors may carry out additional ID checks. Mystery shopping may be used to check quality of service or compliance with regulations.
- 3.11 If there is any problem which might affect the performance of a candidate during the examination, this must be reported to the centre on the day of the examination. If appropriate, the Centre Exams Manager will report it to Cambridge English Language Assessment. Special Consideration may be given in such instances and, where appropriate, the marks of affected candidates are adjusted to take the adverse circumstances into account. Where candidates have been given **Special Consideration** in this way but have still failed the examination, centres will be informed. Special Consideration cannot be given once results have been released.

4 After the examination

- 4.1 Cambridge English Language Assessment cannot be held responsible for the loss of exam scripts or materials while in transit from the centre and/or its venues to Cambridge.
- 4.2 Results are issued as soon as possible after the examination. For some examinations, individual paper performance is shown in a graphical profile on candidates' Statement of Results as well as the overall grade. Individual paper performance is not given to those candidates with grade X (absent from part of the examination), grade Z (absent from all of the examination), or PENDING (result to follow).
- 4.3 If a school or candidate believes that an incorrect result has been awarded, their centre may submit a **Results Enquiry**. The Centre Exams Manager will advise on the fee for this service and the dates by which all such requests must be received. It is extremely rare for such enquiries to lead to a change in the result for the following reasons: the majority of papers in Cambridge English examinations are, at the time of initial marking, either machine-marked, or clerically marked and checked; examiner-marked papers are marked only after intensive training of examiners and all examiners are monitored throughout the marking period.
- 4.4 If a school or candidate is dissatisfied with the outcome of a Results Enquiry, their centre may submit an **Appeal**. The Centre Exams Manager will be able to advise on fees for this service and the dates by which appeals should be received.
- 4.5 The result of either a Results Enquiry or an Appeal may be a higher grade, a lower grade, or no grade change. Full details of the Results Enquiry and the Appeals procedures are available on www.cambridgeenglish.org.
- 4.6 It should be noted that an enquiry about the accuracy of a result is not the same as a request for feedback on the performance of a candidate (e.g. "where did he or she go wrong?"). Information about a candidate's performance in individual papers is limited to what is contained in the statement of results. No further information will be given to candidates, schools or centres. Under no circumstances will Cambridge English Language Assessment return work done by candidates. Statements of results are continually reviewed and revised in order to provide the most useful information about candidate performance that can be deduced from a single examination.

- 4.7 Cambridge English Language Assessment may amend the result information under exceptional circumstances. Amendments to the results originally awarded may be due (rarely) to correction following an enquiry about a result, or (even more rarely) to the need to adjust marks for a particular paper following one of their post-examination quality checking procedures. Cambridge English Assessment reserves the right to cancel exam results if they believe the scores are not valid. If a candidate breaches our rules and regulations for any of the components, they may not receive the result for the entire exam or qualification.
- 4.8 Cambridge English Language Assessment reserves the right not to issue results for those candidates where a test day photo is required and was not taken.
- 4.9 **Certificates** are issued through the centre to candidates with passing grades. For paper-based exams this is approximately 3–4 weeks after the results are released. For computer-based exams this is approximately 2–3 weeks after the results are released. Cambridge English Language Assessment certificates are important documents containing a number of security features in order to make it difficult for them to be forged or copied. Because of the value placed on them, Centre Exams Managers may require candidates to collect and sign for them in person. Unclaimed certificates may be destroyed after one year.
- 4.10 Cambridge English Language Assessment will only replace damaged certificates if the original has been damaged accidentally, the damaged certificate is returned, and the original was issued less than five years ago. Where these circumstances apply, applications should be made through the original centre of entry, with the appropriate fee and proof of identity.
- 4.11 Certificates are issued in the name of the candidate at the time the award was made. Replacement certificates will not be provided to accommodate a subsequent change of name.
- 4.12 A candidate who has lost a certificate may apply for a **Certifying Statement of Results**, for which a fee is payable. See www.cambridgeenglish.org for more information.

5 Copyright

- 5.1 Cambridge English Language Assessment holds the copyright on all question papers and examination material. Question papers and examination material may not be taken from the examination room or reproduced in whole or in part without permission in writing from Cambridge English Language Assessment.
- 5.2 Cambridge English Language Assessment does not allow candidates, schools or centres to view candidates' answers or any other work done as part of an exam.
- 5.3 Cambridge English Language Assessment will not return any work candidates produce in the exam to candidates, schools or centres.

6 Data protection

- 6.1 Cambridge English Language Assessment meets the requirements of UK Data Protection legislation, and authorised examination centres are required to comply with local data protection and privacy laws.
- 6.2 Cambridge English Language Assessment will not use candidates' personal details without consent for any purpose which is not directly connected with administering the examinations, except for research and development or quality control purposes, or to inform candidates about Cambridge English exam preparation material. If the information candidates provide is used to contact them for marketing purposes, they will be given the choice not to be contacted again.

- 6.3 Information provided when registering for a Cambridge English exam will be used in the administration of the exam, and may be used as part of Cambridge English Language Assessment quality control, in research and development activities or to inform you about other Cambridge English products and services. Cambridge University Press may also use information for these purposes. Work produced in the exam will be used in the assessment of performance in the exam and written work, video and audio recordings of candidates' speaking tests may also be used as part of Cambridge English Language Assessment's quality control, research and development activities, or extracts in anonymised form may be reproduced in published exam preparation material. This work may include activities within Cambridge University, such as with Cambridge University Press.
- 6.4 Information on how candidates performed in the examination will be sent to the authorised centre through which they entered for the examination, and may be sent to their school or to another authorised third party for verification purposes.
- 6.5 If a candidate is suspected of and investigated for malpractice, their personal details and details of the investigation may be passed to a third party.
- 6.6 If a candidate wants to use their result for visa or immigration purposes for any country, they must check with that country's immigration authority whether their results will be accepted. Cambridge English Language Assessment may need to share candidate information with the relevant immigration authority.



Cambridge English
Language Assessment
1 Hills Road
Cambridge
CB1 2EU
United Kingdom

www.cambridgeenglish.org/helpdesk
Email: helpdesk@cambridgeenglish.org
Tel: +44 1223 553997



cambridgeenglish.org



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Cambridge English Language Assessment is part of the University of Cambridge. We develop and produce the most valuable range of qualifications for learners and teachers of English in the world. Over 5 million people in 130 countries take our exams every year. Around the world over 20,000 universities, employers, government ministries and other organisations rely on our exams and qualifications as proof of English language ability. Cambridge English exams are backed by the work of the largest dedicated research team of any English language test provider.

Cambridge English Language Assessment – a not-for-profit organisation.

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