

Cambridge ESOL Examinations: Terms & Conditions

A. Registering for an examination

1. **Eligibility:** Cambridge ESOL examinations may be taken by people of any age, race or nationality, but are specifically designed for speakers of languages other than English. Young candidates (under 16) should seek advice from the LEEC office. Candidates must provide photo identification on request, at every exam sitting.
2. **Individual candidates:** Individual candidates are only enrolled for examinations once we have confirmed receipt of registration and payment. Candidates must enrol for examinations by the closing entry date. Langports English Exam Centre (LEEC) accepts late entries where possible; however a late fee does apply so, please contact us as soon as possible if you want to register for an examination after the closing entry date. When enrolling in person at LEEC offices, candidates will be required to bring their passport or Australian government issued ID for identification purposes.
3. **Preparation centres:** Preparation centres must submit their entries using a LEEC block registration form. Entries must be submitted to LEEC by the closing entry date. Payment must be made by the closing entry date, or for late entries, within five working days of the date of the invoice to avoid additional fees. When enrolling candidates by means of block registration, the preparation centre undertakes to ensure these candidates are made aware of and comply with the regulations and the arrangements made by LEEC. The preparation centre must also receive permission from the candidates to act on their behalf and ensure that the preparation centre takes all reasonable steps to identify any candidates with learning or physical disabilities and notify LEEC. When signing and dating the block registration form, the preparation centre, on behalf of all candidates it enrolls, accepts and agrees to all of the terms and conditions, and exam day regulations set out by LEEC.
4. **Enrolments:** Enrolment is only complete when candidate names have been registered and corresponding exam fees have been received by LEEC. A receipt will be issued as confirmation of enrolment. Candidate names can be registered on line at LEEC's website or in person at LEEC's offices, on or before the entry closing date (see current Dates and Fees schedule). After enrolment ,candidates cannot:
 - Change examinations (e.g. FCE to CAE)
 - Change to another session (e.g. June to December)
 - Give their place to another person (e.g. one student for another)
 - Transfer fees between centres in Australia or overseas
5. **Closing entry dates:** You can find the closing entry dates on our website. All closing entry dates are provisional and subject to amendment.
6. **Late entries:** There are two late enrolment stages: stage 1 – up to 21 calendar days after the entry closing date. Stage 2 – between 22 and 35 calendar days after the entry closing date. Late enrolments can only be made by contacting the LEEC office to check availability

of places, and must be accompanied by the additional stage 1 or stage 2 late fee. See Dates and Fees schedule for late entry fees.

7. **Enrolments for computer-based examinations:** There are a limited number of spaces available for computer-based examinations. This means that we may run out of spaces even before the closing entry date. We therefore recommend that candidates enrol for computer-based examinations as soon as possible to avoid disappointment. By enrolling for computer-based examinations, candidates acknowledge that their examination may be held on any type of standard computer (including laptops or desktop computers). It is the candidate's responsibility to be fully trained and competent with the use of a computer.
8. **Candidates with learning or physical disabilities:** Candidates with learning or physical disabilities need to contact LEEC at least 2 weeks before the closing entry date with a medical report in English (not older than 2 years, where applicable) giving detailed information about their condition so that appropriate arrangements can be made if possible. LEEC cannot guarantee that a special arrangement can be accommodated so please contact us for more information. Special arrangements may not be possible for late enrolments.
9. **Double enrolments:** It is the candidate's responsibility not to enrol for the same exam in the same session more than once. Before the closing entry date, double enrolments can be refunded (minus a \$AU50 administration fee). After the closing entry date, double enrolments cannot be refunded.
10. **Enrolment for more than one level of exam in the same session:** A candidate may be able to enrol for more than one level of exam in one session. The candidate must ensure to check that the exams do not take place on the same day / at the same time. Candidates can contact LEEC for more information.
11. **Examination fees:** LEEC reserves the right to change prices where necessary. All set fees are GST inclusive. Fees must be paid in \$AUD when candidates are enrolled. Proof of payment must be sent to the LEEC office by email, fax or post by the entry closing date (see current Dates and Fees schedule).
12. **Exam numbers:** LEEC is not required to run all sessions as all sessions run with numbers permitting. Candidates / preparation centres are informed within one week of the closing entry date should LEEC not be able to run a session.
13. **Timetables:** Notification of exact times and test venues will be provided by email approximately three weeks before the Speaking paper, where applicable.
14. **Cambridge ESOL Regulations and Notice to Candidates:** When enrolling for a Cambridge examination, the candidate automatically agrees to the Cambridge ESOL Regulations and the Notice to Candidates (both can be found on the LEEC website).
15. **Exam preparation:** LEEC does not prepare candidates for examinations and does not provide preparation material. We can, however, make recommendations on where to find information about preparation material. Please contact us for details. It is the candidate's responsibility to be adequately prepared for an examination.
16. **Australian Student Visas:** Any candidate registering for CAE (Cambridge Advanced English exam) for the purpose of an Australian student visa application, must select the relevant DIAC (Department of Immigration and Citizenship) session on the online registration form. This cannot be changed after registration. Late enrolling candidates must tick the DIAC box on the late enrolment form.

B. Confirmation of Entry (CoE)

1. A CoE containing detailed information on exam dates, times and addresses of the venues will be e-mailed to the candidate / preparation centre at least 10 days before the first part of the exam. CoE dates for computer-based exams, however differ due to later closing entry dates. The first part of the exam might be the day of the speaking exam or the day of the written papers. It is important to know what date the speaking exam is (the speaking exam window can be found on our website) so that the approximate arrival of the CoE can be anticipated.
2. The CoE will be e-mailed to the e-mail address on the application form. Candidates need to inform LEEC immediately if the e-mail address has changed.
 - i. If no CoE has been received by the dates mentioned above, please contact LEEC immediately. It is the candidate's responsibility to ensure receipt of the CoE.
 - ii. If a candidate's name is not correct on the CoE please advise the supervisor on the day of the first exam. The name will then be changed and it will be printed correctly on the statement of results and on the certificate.

C. Attending the examination

1. Candidates take full responsibility for attending every part of their exam. Failure to attend every part of the exam will result in a 'Fail' grade.
2. Candidates need to arrive at the venue at least 30 minutes before the time on their CoE or they may not be allowed entry which will result in a 'Fail' grade.
3. Candidates need to bring with them required documents to every part of the examination. LEEC will only accept passport or Australian government issued identification. If the candidate is not of possession of the required proof of identity, it is the candidate's responsibility to contact LEEC before the date of the exam(s). Failure to do so may result in the candidate not being allowed entry which will result in a 'Fail' grade. The CoE will contain information on what documents to bring.
4. Candidates may need to bring a pen/pencil to certain parts of the examination. The CoE will contain information on what materials to bring.
5. Candidates agree to comply with all exam day regulations set out by LEEC. These regulations will be sent out to each candidate with the CoE. If no CoE and Exam Day Regulations form has been received, the candidate must contact LEEC. It is the candidate's responsibility to ensure receipt of these documents.

D. Examination dates and times

1. The written papers take place on a date set by Cambridge. The Speaking paper usually takes place on a separate day within the speaking test window set by Cambridge. As the Speaking paper may fall on any of those dates, it is recommended that candidates keep the entire window free until the final date is confirmed. Candidates will not be able to choose the date / time. Closer to the exam, LEEC may be able to give you a narrowed down Speaking paper window. Please contact LEEC for more information.

E. Examination venues

1. All examinations organised by LEEC will take place in South East Queensland. The main venues for examinations will be the Gold Coast or Brisbane. All venues will be in walking

distance of public transport. Candidates cannot choose the venue as they will be allocated by LEEC.

2. LEEC does not provide parking for candidates at any of its venues. You will need to take into consideration the availability and cost of parking in nearby areas.
3. It is the candidate's responsibility to look up the location of the venue and plan their journey well in advance to avoid last-minute problems.
4. For Cambridge examinations: The written papers and the Speaking paper may not be held at the same venue.

F. Results

1. Results are generally available approximately 4-6 weeks after the exam. For the exact date, please visit our website or contact LEEC.
 - i. Individual candidates can access their statement of results online on the Cambridge website. Details on how to download the statement can be found on the candidate's CoE.
 - ii. Preparation centres can access their students' statement of results online on the Cambridge website.
 - iii. Cambridge has a system in place for candidates to appeal if they feel their results are incorrect. A fee will apply. Please contact LEEC for details.
2. On the day of the written papers, candidates receive a letter containing a personalised ID number, secret number, instructions, and the exact date of results publication.

G. Certificates

1. Certificates are generally posted to the candidate approximately 4-6 weeks after the results have been published. For the exact date, please visit our website or contact LEEC. Candidates will be asked for the address where certificates should be sent to on the day of the speaking test. Candidates need to notify us of changes to their postal address. Preparation centres can request that their students' certificates be sent to them directly (not to the candidate).

H. Refund policy

1. **Before the closing entry date:** refunds may be given at the sole discretion of LEEC with a \$AU50 administration fee. Students may also transfer their enrolment to a later session with a \$AU50 administration fee.
2. **After the closing entry date:** examination fees are non-refundable and non-transferable.
 - i. No refunds are given where candidates travel to a wrong venue or arrive too late to be admitted entry to the examination.
 - ii. No refunds are given where candidates are denied entry to an examination due to insufficient identification.
 - iii. No refunds are given where candidates have been formally disqualified by Cambridge for breaches of regulations (cheating, use of mobile phone during exam, etc).
 - iv. If candidates miss the examination due to illness or withdraw their entry on medical grounds, at the sole discretion of LEEC, they may receive a 30% refund.

A written refund request (LEEC Refund Request Form) in English must be received by LEEC no more than five working days after the examination.

Candidates requesting a refund must provide:

- a. Full personal details (full name, address, e-mail address, mobile phone number, name and date of examination, candidate number)
- b. Candidate's reasons for requesting a refund
- c. A formal statement in English from a qualified medical practitioner giving the medical reasons for being unable to sit the examination
- v. Examination fees are non-refundable where no acceptable proof of medical grounds can be provided. The above mentioned documents must be received by LEEC no more than five working days after the examination.
- vi. If a candidate misses the examination due to compassionate or other reasons, LEEC may consider giving a partial refund. A written request for a refund (LEEC Refund Request Form) must be received by LEEC no more than five working days after the examination. Candidates requesting a refund must provide:
 - a. Full personal details (full name, address, e-mail address, mobile phone number, name and date of examination, candidate number)
 - b. A cover letter giving detailed information of the circumstances
 - c. Proof where possible
- vii. A refund will not be considered where a candidate is not prepared to travel to an exam venue.
- viii. Refunds will be made to the same person / organisation that made the original payment and by the same means (e.g. debit card, credit card, etc.).
- ix. If LEEC cancels a session due to insufficient enrolment, a full refund will be made.

I. Test day photograph

1. Test day photos are part of the standard process for taking Cambridge ESOL examinations. Any failure to comply will be treated in the same way as other breaches of the regulations. Therefore, if candidates refuse to have their picture taken on the exam day, they will not be allowed to take the exam which means they will automatically fail the examination. No refund will be given.
2. **For candidates who are over 18 years of age:** Candidates enrolling for an examination consent to have their photo taken by the centre on the day of the Speaking paper and/or the Written papers. Candidates agree for this photo to be held on the secure Cambridge ESOL Results Verification site. The photo will only be available to organisations/individuals who they give their details to or who they authorise to view their results via a download. Candidates consent that these organisations/individuals can use these details to verify their examination results.
3. **For candidates who are under 18 years of age:** Candidates under the age of 18 must provide written permission from a parent or guardian to have their photograph taken. The parent or guardian agrees for this photo to be held on the secure Cambridge ESOL Results

Verification site. The photo shall only be available to organisations/individuals that the candidate gives his or her details to or who the candidate authorises to view his or her results via a download. The parent or guardian consents that these organisations/individuals can use these details to verify the candidate's examination result.

J. Marketing

1. LEEC reserves the rights to all photographs which may from time to time be taken of candidates for promotional and/or publicity purposes. LEEC shall retain the copyright in all such photographs and reserves the right to use such photographs as it feels appropriate for advertising purposes.