



UNIVERSITY *of* CAMBRIDGE
ESOL Examinations

Experts in Language Assessment

Regulations

2011

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

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

Definitions

ESOL: English for Speakers of Other Languages.

Cambridge ESOL: University of Cambridge ESOL Examinations, a part of Cambridge Assessment, Europe's largest assessment agency, which is a non-teaching department of the University of Cambridge.

Centre: an authorised Cambridge ESOL examination centre. Centres are independent institutions; they are not directly controlled by Cambridge ESOL, and Cambridge ESOL is not liable for actions or omissions by centres. In entering for a Cambridge ESOL 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 ESOL centre to take an examination.

Important note

Cambridge ESOL 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 *Summary regulations for candidates* and the *Notice to candidates*, at the time of registration.

General regulations and conditions

1 Entry regulations

- 1.1 Cambridge ESOL 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 apply:
- For some examinations, there may be more than one examination session in the same month. Candidates cannot enter for the same examination in more than one of these sessions.
 - 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.CambridgeESOL.org.
 - Although there are no age restrictions for Cambridge ESOL examinations, the following examinations are designed for a specific age range. See www.CambridgeESOL.org under the relevant examinations for details.
 - Key English Tests (KET) for Schools
 - Preliminary English Test (PET) for Schools
 - First Certificate in English (FCE) for Schools
 - Young Learners English (YLE)
 - Skills for Life (SfL)
- 1.2 Candidates may enter for different examinations in the same session (e.g. First Certificate in English (FCE) and Certificate in Advanced English (CAE) or Business English Certificate (BEC) Preliminary and Vantage), as long as satisfactory arrangements can be made at the centre.
- 1.3 Skills for Life (SfL) is a modular examination. Candidates can choose to enter any combination of the three modes at any combination of levels subject to the restrictions listed above.
- 1.4 Teaching Knowledge Test (TKT) is a modular examination. Candidates can take any combination of the modules on a test date. For TKT: Practical, please refer to the *TKT: Practical Handbook for teachers* on www.CambridgeESOL.org
- 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 ESOL centre. A list of centres is available on www.CambridgeESOL.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 ESOL 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 ESOL does not advise on textbooks or courses of study, or recommend teaching establishments.
- 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 ESOL's minimum entry requirements.
- 2.5 Wherever possible, Cambridge ESOL 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 ESOL about 8-12 weeks before the examination (depending on what is required and for which examination). Up to 6 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 a doctor's certificate or statement is sent with the refund request. 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 Candidates will receive a confirmation of entry from the centre, which tells them where and when the examination will take place. This confirmation 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.
- 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 ESOL if it is

possible to vary the time of the paper(s) affected. Such requests must be received at least one week before the published date of the paper(s). Any decision of Cambridge ESOL in this respect must be in writing and is final and binding.

- 3.3 Some centres run a service where candidates' photos are taken on the test day. Participating centres will notify candidates accordingly.
- 3.4 Candidates may be asked to complete a **Candidate Information Sheet**. This provides information that Cambridge ESOL uses as part of its research programme to improve the quality of the examinations. The information provided is treated anonymously and is strictly confidential.
- 3.5 Candidates may also be required to take a short written **Anchor Test**. This provides information that Cambridge ESOL uses as part of its quality control programme. Candidates' performance in the anchor test will not affect their examination results.
- 3.6 The rules and regulations on how candidates must behave during the examination are given in the Notice to candidates. Centres will give 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 Cambridge ESOL's Malpractice procedures, full details of which are available on www.CambridgeESOL.org. 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 routine statistical checks applied to candidates' answers. Any candidate found to have been involved in malpractice may 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 ESOL Appeals Procedure are also available on the website. Candidates should note that the inclusion of offensive comments, such as obscenities or racist remarks, in examination responses is unacceptable and may lead to results being disqualified.
- 3.7 Cambridge ESOL 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 the audio-recording of selected live interviews. Candidates should, therefore, be aware that their Speaking test may be recorded.
- 3.8 Cambridge ESOL regularly inspects its authorised centres to ensure that they are administering examinations according to its strict regulations.
- 3.9 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 ESOL. 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 **Results** are issued as soon as possible after the examination. For some examinations, individual paper performance is reported 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).
- 4.2 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 fees 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 ESOL examinations are, at the time of initial marking, either machine-marked or clerically marked with double checking; examiner-marked papers are marked only after intensive training of examiners. All examiners are monitored and, in borderline or disputed cases, the mark is reviewed.
- 4.3 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.
- 4.4 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.CambridgeESOL.org.
- 4.5 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 ESOL 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.
- 4.6 Cambridge ESOL may amend result information before the issue of certificates. 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 Cambridge ESOL's routine post-examination quality checking procedures.
- 4.7 **Certificates** are issued through the centre to candidates with passing grades about 4–6 weeks after the issuing of results. Cambridge ESOL 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.
- 4.8 Cambridge ESOL 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.

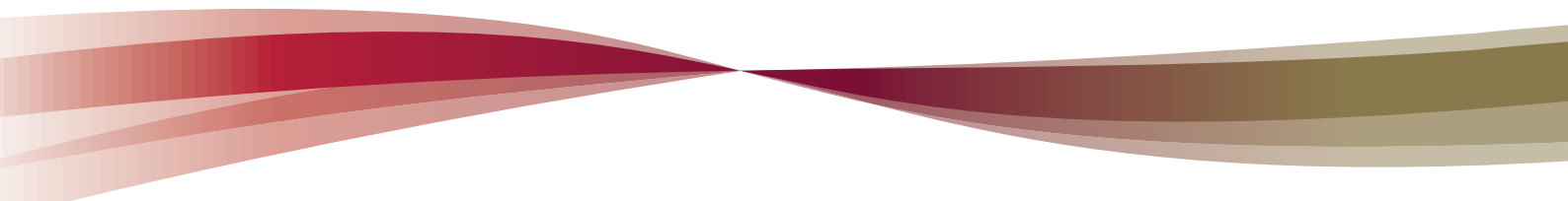
- 4.9 Certificates are issued in the name of the candidate at the time the award was made. Replacement certificates will not be provided to accommodate a subsequent change of name.
- 4.10 A candidate who has lost a certificate may apply for a **Certifying Statement of Results**, for which a fee is payable. See www.CambridgeESOL.org for more information.

5 Copyright

- 5.1 Cambridge ESOL 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 ESOL.
- 5.2 Cambridge ESOL does not allow candidates, schools or centres to view candidates' answers or any other work done as part of an exam.
- 5.3 Cambridge ESOL will not return any work candidates produce in the exam to candidates, schools or centres.

6 Data protection

- 6.1 Cambridge ESOL 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 Information provided by candidates when registering for a Cambridge ESOL examination will be used in the administration of the examination, and may be used as part of Cambridge ESOL's quality control, research and development activities. Work produced in the examination will be used in the assessment of performance in the examination and may be used as part of Cambridge ESOL's quality control, research and development activities. Full details of these activities are available on www.CambridgeESOL.org or from the address on the back of these Regulations. This may include written work, and video and audio recordings of candidates' Speaking tests. Information will be stored securely for a limited period of time, except information which may later be needed to confirm the result awarded to a particular candidate, which is kept indefinitely.
- 6.3 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. Work produced by candidates in the examination will not be returned to the candidate or to their school.
- 6.4 Cambridge ESOL will not use candidates' personal details for any purpose which is not directly connected with administering the examinations without consent, except for research and development or quality control purposes.



University of Cambridge
ESOL Examinations
1 Hills Road
Cambridge
CB1 2EU
United Kingdom
Tel: +44 1223 553997
Email: ESOLhelpdesk@CambridgeESOL.org

University of Cambridge ESOL Examinations is part of Cambridge Assessment – Europe's largest educational assessment organisation.

www.CambridgeESOL.org

