



Authorised Exam Centre PL092

CAMBRIDGE ENGLISH EXAMS REGULATIONS **Refer to Individual Candidates and Group Registrations** **(universities, schools, firms and institutions)**

These regulations refer to Cambridge English exams offered by a Cambridge Assessment English Authorised Exam Centre new COSMOPOLITAN PL092 referred to as the Exam Centre below.

1. Entering for an exam

In order to take a Cambridge English exam in a selected session a candidate should:

- Get familiar with the Cambridge English Exams Regulations
- Personally register for an exam at our Exam Centre, filling in a suitable registration form: [individual registration form \(Entry Form\)](#) or [group registration form \(Block Entry Form\)](#) or using [online registration system](#) available on our website www.cambridge.opole.pl
- Pay for an exam according to the following instructions:

- by cash or credit card at the Exam Centre

- by bank transfer to the bank account newCOSMOPOLITAN Centrum Egzaminacyjne ul. Ozimska 48, 45-368 Opole, Bank Pekao S.A. Oddział Opole, Pl. Wolności 3, 45-018 Opole, nr rachunku: 21 1240 5178 1111 0010 5668 6312

Transfer name should include:

- Candidate's first name and surname (in case of individual registration)
- The name of university, school, company or institution registering candidates (in case of group registration)
- Exam symbol and date

Fees for Cambridge Assessment English exams are listed in [Attachment 1 to the Regulations](#). A fee shown next to each exam is binding at the time of registration for an exam. Invoices for exam payments are issued and are ready to be collected at our Centre after fees have been paid by cash or credit card and in case of bank transfers when the payment has been credited to our account.

Important: The registration for an exam should not be done later than a registration deadline for a given exam. The registration form of underage candidates should be signed by their parents or legal guardians.

Important: The candidates who miss the registration deadline for a given exam session can register in the 'late entry' mode after the prior permission from Cambridge Assessment English. There is an additional fee for this service stated in [Attachment 1 of the Regulations](#).

Important: An exam fee should be paid not later than within 5 calendar days from registering for an exam and, in case of registering in the last days of registration not later than on the next day after the registration deadline for a given exam. Exam fees and additional charges are stated in [Attachment 1 to the Regulations](#).

The following documents should be handed in at the Exam Centre before the registration deadline:

An individual or group registration form filled in and signed by an appropriate person

A legible copy of payment confirmation (if paid by bank transfer)

We accept the following ways of delivering documents:

- Directly to the Exam Centre, ul. Ozimska 48, Opole
- By post to the above address with a note 'CAMBRIDGE ENGLISH EXAMS'. The letter should be delivered to the Exam Centre on the day of the registration deadline for a given exam the latest.

Important: All the above-mentioned requirements i.e. payment and documents delivery signed by an appropriate person should be fulfilled. The candidates who do not meet the requirements will not be registered for a selected session and their data will be removed from the list of candidates.

2. Exam date and place

- The exam dates of open exam sessions are available on our website www.cambridge.opole.pl and the dates of closed exam sessions for the candidates registered by schools or institutions are available at the representative of the school or institution
- Candidates receive the details of the exam session in the document called Confirmation of Entry, which is emailed to them by the Exam Centre
- Candidates registered by universities, schools, firms and institutions are notified of the exam date and place by the schools and institutions which registered them for an exam

Important: A speaking exam can take place on a different day than written components. If both exam parts are planned on the same day, a speaking exam can be run as the first of the two parts.

- Individual candidates, universities, schools, firms and institutions, which will not receive the information about the dates and places of exams three weeks before the exam date should immediately contact the Exam Centre and/or the school or institution which registers them for an exam

Important: The candidates who have not received the Confirmation of Entry and have not reported this fact to the Exam Centre, school or institution registering them for an exam, which resulted in their not taking the exam, are not therefore entitled to the refund of an exam fee.

3. Special arrangements

Our Exam Centre ensures that all candidates, including those requiring special arrangements have equal chances to demonstrate their ability in English.

Candidates with disabilities

Candidates requiring special arrangements (e.g. with visual or hearing difficulties) should note this fact in a registration form and fill in and sign a [special arrangements application form](#) (available on our website www.cambridge.opole.pl or at the Exam Centre), which should be delivered to the Centre both with the document confirming their disability, i.e. medical evidence before the registration deadline for a selected exam session.

Candidates suffering from dyslexia, dysgraphia or dysorthography

Candidates who would like to apply for additional time of up to 25% of the standard length of an exam session because of dyslexia, dysgraphia or dysorthography should note this fact in a registration form and fill in and sign a [special arrangements application form](#) (available on our website www.cambridge.opole.pl or at the Exam Centre), which should be delivered to the Exam Centre by the registration deadline for a selected exam session with the necessary documents i.e. a certificate issued by Psychological Counselling Centre including the details of the degree of the disability and the names of appropriate and recognised tests which have been applied in the diagnosis. Cambridge Assessment English recognises the medical evidence which was issued for candidates aged 13 or older. Special arrangements applications from younger candidates will be dealt with individually.

Important: After the registration for an exam has finished, special arrangements documents will not be taken into account. The candidates who initially reported their need for special arrangements during the registration time, but failed to deliver the necessary documents will not be entitled to special arrangements during an exam.

4. Exam Session

Throughout an exam all candidates should turn up:

- punctually (candidates who are late will not be let into the exam room)
- with an original unexpired ID (document with a current photo) – the candidates with invalid ID will not be allowed to take an exam and they will not receive a refund of an exam fee.

Children taking **Young Learner Exams** are not obliged to have an ID

- with a pencil, eraser and pen

Children taking **Young Learner Exams** should bring: a pencil, eraser, sharpener and a set of coloured pencils in the following colours: red, green, blue, yellow, purple, orange, pink, brown, grey and black.

Important: The following ID documents are recognised during an exam: a passport, an ID card or a photo driving licence issued in a European Union country, a school ID (only in case the candidate is under 18)

- Speaking Exam might be recorded as a part of quality check conducted by English Assessment English
- It is not allowed to bring any electronic devices into the exam room and use them during the breaks between particular components of an exam

Important: If you fail to follow the above-mentioned regulations, you will be disqualified, which may result in not issuing your exam results by Cambridge Assessment English. Please, do not bring any electronic devices and valuables to the exam. If it is necessary for a candidate to have a mobile phone, it will have to be deposited in a safe place outside the exam room.

- It is not allowed to communicate with other candidates or cheat during an exam
- It is not allowed to eat or drink during an exam with the exception of mineral water in a transparent plastic bottle
- For the sake of a speaking component, candidates are paired by the Exam Centre staff. Candidates are not allowed to choose a partner for their speaking component. In case of an odd number of candidates, the last candidates on the list will take an exam in a group of three.

During **Young Learners Exams** children take a speaking test individually

Exam Day photos are taken of the candidates taking Cambridge English B2 First (with the exception of First for Schools), C1 Advanced and C2 Proficiency. The photos are then published both with the exam results on a confidential website Cambridge Assessment English Results Verification, accessible for the institutions wanting to verify candidate's result.

Important: The candidate who will not give their permission to be photographed, will not be allowed to take an exam. They are not entitled to receive a refund of an exam fee.

- Underage candidates' parents/legal guardians are responsible for bringing their children to the exam and collecting them after it from the Exam Centre.
- During an exam session (including the breaks between its components) children are taken care of by the Exam Centre staff. After an exam, children may be collected only by their parents/legal guardians or a close person authorised by their parent/legal guardian after producing a valid ID document confirming their identity

5. Complaints concerning the course of the exam session

- All the complaints concerning the course of the exam session should be made to the invigilator administering a given exam session, immediately after the exam finishes – in case of listening paper at the beginning of the exam, after the sound test and, also in an email or personally to the Exam Centre Staff not later than five days from the date of a given exam component
- Individual candidates, universities, schools, firms and institutions cooperating with the Exam Centre can contact the Centre to ask questions, express their opinions or make complaints about the Centre work and its services using the contact details available on the website www.cambridge.opole.pl. The Exam Centre will respond to all these enquiries or complaints within 5 working days from receiving them

6. Exam date change

- It is not possible to change the date of the written or listening components of an exam and in the closed sessions organised for universities, schools, firms and institutions, it is not possible to change the date of the speaking component
- The change of a speaking test date can be possibly made if a speaking test is run on more than one day in a given session. Such a change is only possible in justified circumstances:
 - candidate's illness
 - important family celebrations
 - business trip
 - accident
 - university exam
 - school trip or package holiday

Important: The above circumstances should be confirmed by an appropriate certificate

- The person who will not be able to take a speaking test on an exam day because of the above-mentioned circumstances should immediately report it at the Exam Centre and deliver the following documents:
 - the above-mentioned certificate
 - Confirmation of Entry

Important: There is a charge for every change of a speaking exam date stated in [Attachment 1 to the Regulations](#). It is paid when the change is being made at the Exam Centre.

7. Refund of an exam fee

- After the registration for an exam is closed, the refund of an exam fee is not possible
- With the exception of the absence at the written exam because of health problems
In that case the refund is 60% of a full exam fee

In order to receive a refund, a candidate should deliver their doctor's original sick note or send a scan of it by email or post not later than within 7 days of the written exam date in a given session

- An exam fee cannot be transferred to a different exam or a different date
- In case a minimal number of candidates required by Cambridge Assessment English is not achieved, the Exam Centre will run an exam at the next available date or refund a full exam fee to the candidates. In that case this is a candidate's decision whether to take an exam at a later date or accept a refund

Important: The Exam Centre will make a refund of an exam fee in the above-mentioned cases in the way and at a date agreed with the candidate

8. Exam results and certificates

- Exam results – Statements of Results are available about 4-6 weeks after the end of an exam session on Cambridge Assessment English website <https://candidates.cambridgeenglish.org>. Access codes for the website and the result issue date are stated in an individual exam document – Confirmation of Entry

Cambridge Assessment English sends the results of **Young Learners tests** directly to the Exam Centre. A parent/legal guardian or another person entitled in writing can collect child's results at the Exam Centre.

- Universities, schools, firms and institutions which made group registrations will receive an access to their candidates' results through Cambridge Assessment English website <https://preparationcentres.cambridgeenglish.org>
- The Exam Centre does not inform candidates about their results by phone or email.
- Exam papers are marked in Cambridge. Cambridge Assessment English does not make them available for candidates, schools or Exam Centres and it does not inform them about the mistakes made by candidates in the exam. All the available details about the results are included in the Statement of Results.
- Results Enquiries and Appeals
Candidates can request Results Enquiry at the Exam Centre not later than within 7 days of the results issue date by Cambridge Assessment English. There are two stages of the Results Enquiry:
 - Stage 1 – a full clerical recheck of the candidate's score (this stage is obligatory before applying for Stage 2 of Results Enquiry)
 - Stage 2 – A full re-mark of all the candidate's papers (excluding Speaking Test)

Important: Results Enquiry is not applicable to Young Learners Tests and Stage 2 of this process excludes A2 Key (KET) and A2 Key for Schools (KET for Schools). There is a charge

for each stage stated in [Attachment 1 to the Regulations](#). The charge will be refunded if any change is made to a candidate's final grade.

- Certificates are issued through the Centre to candidates 3-4 weeks after the results are released. The Centre will inform candidates when they can collect their certificates as soon as it receives them from Cambridge Assessment English

 - Individual candidates should collect their certificates personally at the Exam Centre or through the person assigned during the registration for an exam or the person authorised in writing, using the authorisation form available at the Exam Centre.

 - Certificates are handed over to candidates only after showing an original unexpired ID document with a photo

 - The candidates registered for exams by universities, schools, firms and institutions are informed about the date and way of certificate receipt by the representative of the school/institution which registered them for the exam. Those candidates can authorise the representative of the school/institution or another person filling in the authorisation form available at the school/institution representative to collect the certificate for them
- Important:** A legal guardian of an underage candidate having a different surname than the person represented by them should show the document confirming their right to represent the candidate when collecting the certificate.
- Candidates' results and their certificates are kept at the Exam Centre for two years, counting from the certificates despatch date for a given exam session. After this period the documents are shredded.

9. Exam Centre Liability

An Authorised Cambridge Assessment English Exam Centre newCOSMOPOLITAN PL092 and Examining Boards use their best efforts to assure the continuity of provided exam services. However, these institutions are not responsible for the irregularities of the services caused by the factors beyond their control. In cases of delays or breaks in the course of exams or their cancellation not depending on the organisers and the delays in results release, the Exam Centre will make their best efforts to bring back the regular activity as soon as possible. Therefore, the liability of the Exam Centre is limited to enabling a candidate to take an exam at a different date or, if not possible, refunding an exam fee.