

TERMS AND CONDITIONS

Please read the following Terms and Conditions before finalising your enrolment with English Exam Centre. By enrolling with us you agree to the Terms and Conditions stated below.

1. ENROLMENT

1.1 Pre-enrolment

A pre-enrolment can be made in person, by email, by telephone or via our [website](#).

At this stage we only require your name, contact details and the date you wish to sit your exam (based on the Exam Calendar published on our website).

A pre-enrolment is a statement of your intent to sit the exam and, as such, a decisive factor to guarantee a session. Should you, at any stage, no longer wish to sit the exam please inform us as soon as possible.

As soon as the minimum number of pre-enrolments required is reached you will be contacted to finalise the enrolment process.

If the minimum number required is not reached you will be informed as soon as possible and given alternative dates.

You may choose to sit a computer-based or paper-based exam, in accordance with available dates. The content, certificate, format and assessment criteria are exactly the same in both cases, however, computer-based allows for more time to enrol and faster results.

1.2 Enrolment

You will only be able to finalise your enrolment on selected and confirmed dates. This is based on the pre-enrolments for a given session, for which a minimum number is required.

1.3 Information Required for Enrolment

Candidates must provide the following information: name to be printed on the certificate, date of birth, address if they wish to receive certificates by post, phone number, email and fiscal number (should you require an invoice). You may submit this information via the online form, over the phone or in person.

1.4 Mandatory Identification Documents

Please be aware that on your exam day you must present original valid photo identification.

This is a requirement for all exams except *Young Learners*. Candidates who are sitting the exam for emigration must only use their passport and should inform our Centre of your reasons for taking the exam when they enrol. For other candidates, the documents that are generally accepted are: Identity Card/Cartão do Cidadão, Passport, Driving License or Residency Card.

Students up to 18 years of age may also present their school card as long as it has a valid photo ID and expiry date. If you cannot provide one of these forms of identification (e.g. minors), please contact English Exam Centre immediately. Should you lose your ID shortly before sitting the exam or if your ID is being renewed please inform us immediately.

1.5 Special Needs

Candidates with special needs (visually impaired, hearing impaired, mobility etc.), should inform English Exam Centre when they pre-enrol and attach a valid up to date medical certificate stating how the condition affects them for the purposes of the exam. This will then

be sent for approval by Cambridge English. All Cambridge English exams are available in adapted formats if the Centre is informed in time and you provide the necessary documentation. Other adjustments may also be available as long as we are informed as early as possible.

For your comfort, when you sit computer-based exams you can request some changes, subject to previous application for alterations, such as choosing which side to operate the mouse etc..

1.6 Payment

Your enrolment will only be complete after payment is received by us. You can pay in cash and by debit card at our premises, or online. If you do not pay in person, then proof of payment should be provided if you are paying by bank transfer. You should only pay after receiving confirmation that the session you have chosen is open and must complete this process before the close of enrolments date. After close of enrolments a 55€ *Late Entry Fee* will apply (35€ for *Young Learners*). The exam will not be confirmed unless payment is made in full.

Prices and close of enrolment dates for all possible exams may be found on our website.

1.7 Confirmation of Enrolment

After steps 1.3 and 1.6 you will receive two emails, one with the confirmation of your enrolment and another with your Confirmation of Entry, which states the exam date, timetable, venue and code to access results. The first will be sent by English Exam Centre and the second, about 10 days before your exam, by Cambridge English. These emails will be sent to the email provided on enrolment. It is the candidate's responsibility to inform us of any mistakes identified on their Confirmation of Entry.

1.8 Change of Date/Exam

Your enrolment applies to the date and the exam chosen. No transfers to other dates, levels or examination centres will be accepted. Re-sitting will incur additional fees.

1.9 Refunds

You may ask for a partial refund for insurmountable medical reasons (such as infectious diseases or accidents), or extreme circumstances (death of a relative etc.), provided you send in your request with an attached proof of the circumstances (medical certificate etc.), which clearly states why the candidate was unable to sit the exam. This request should be submitted no later than 1 week after the exam has taken place and is subject to approval by Cambridge English. Payments will only be refunded when proof of payment is provided and will never exceed 50% of the exam fee.

2. PREPARING FOR THE EXAM

2.1 Preparation Courses

As we are not a school, we cannot provide preparation courses, however, if necessary, we can advise candidates when choosing an official preparation centre. Should you require any help regarding this please [contact us](#).

2.2 Official Cambridge English Materials

You may purchase official exam preparation materials from our [online bookshop](#).

2.3 Tutorials

If you chose to sit a computer-based exam, please find out more about this format in the [Computer-Based](#) section of our website.

2.4 Sample Tests

You can familiarise yourself with the features of these exams by clicking on the link to the exam you have chosen at the bottom of our [Extra Material](#) page. On you will be able to access sample tests and answer keys for both computer-based and paper-based exams.

3. EXAM CONDITIONS

3.1 Necessary Exam Material

Young Learners' candidates should bring a pencil and colouring pencils. The document sent about 10 days before the exam takes place will specify all the materials and exam requirements.

For paper-based exams at all other levels you should bring a pen/pencil and rubber. For computer-based exams you can bring a pen or pencil to take notes while you are working. For further information on accepted and prohibited materials in the exam room please consult your Confirmation of Entry and the [Summary of Regulations](#).

3.2 Timetable and Location

All information regarding this will be clearly stated on your Confirmation of Entry.

3.3 Necessary Documents

On the exam day, staff will check your identification against your Confirmation of Entry. Please ensure that you bring both your Confirmation of Entry (paper or digital) and your valid ID with you as well as your completed [Test day photo form](#) (in the case of minors also signed by a legal guardian). This is not necessary for Young Learners.

3.4 Rules and Procedures

Candidates must follow all instructions given by the examination staff on the day as well as those stated in the Summary of Regulations and Notice to Candidates. This document will be sent to you by email at least twice, on confirmation of enrolment and when you receive your Confirmation of Entry. Young Learners will receive this document on confirmation of enrolment. If you have not received this information up to 10 days before the exam you should contact English Exam Centre.

3.5 Restrictions

Electronic devices must be turned off before the exam and handed in to the Invigilation staff. Your devices will be stored separately and you will only have access them during your lunch break or at the end of the written components. All watches are also banned from the exam room. Your belongings must be stored in the candidate waiting area or storage facilities provided and will not be allowed in the examination room. For emergencies provide the following number: 911 831 604. Please ask third parties to only send messages during the exam as this will minimise disturbance and it will be easier to pass on the message.

3.6 Late Arrivals

If a candidate is late for any part of the exam he/she will not be allowed to enter the examination room. If you receive no instructions otherwise, candidates should arrive at the examination venue half an hour before the start of the exam. Justifiable delays on the examination day will be considered at the Supervisor's discretion, on a case by case basis.

Changes to the timetable stated on your Confirmation of Entry or delays may occur due to circumstances beyond English Exam Centre's control (e.g. technical difficulties on the day).

3.7 Complaints

Should a candidate have a complaint regarding exam conditions, s/he should clearly state it to the supervisor on the day. This should be followed by an email to English Exam Centre (exams@englishexamcentre.pt) within 5 working days. Complaints submitted after this may not be considered due to difficulties in ascertaining the exam conditions provided.

3.8 Candidate Information Sheet

During the exam candidates will be asked to complete a Candidate Information Sheet. This information is purely for Cambridge English statistical data and will only ask for general information. If you do not agree with this data collection, please do not fill it in as it is not compulsory and will not reflect on your results. Young Learners will not be asked to fill this in.

3.9 Anchor test

Exceptionally, candidates may be asked to complete a level reference test (Anchor test). This information is purely for statistical data and will have no bearing on the exam.

3.10 Recording of Speaking Exam

On rare occasions, there may be a need to record a speaking exam. This is to monitor examiners when the Centre itself is being inspected and will have no bearing on your results. Candidates may reserve the right to refuse this recording.

4. Exam day safety procedures

4.1 Test Day Photo

To minimise the risk of identity theft most exams also require that you take a Test Day Photo. You will be sent the [Test Day Photo authorisation form](#) on enrolment. You should arrive at least 30 minutes before the start of your exam with your form filled out.

Your photo will be stored on a secure site and will only be available to those who have been granted access to the Cambridge English Results Verification site by you. To grant access to your Statement of Results you must provide the access codes in the bottom left-hand corner of your Confirmation of Entry.

Should you refuse to have your photograph taken on exam day Cambridge English reserves the right to withhold your results.

This procedure does not apply to the following exams: Young Learners, KET, PET and for Schools versions.

4.2 Intellectual Property

Both physical and intellectual property of all documents used during your exam or that bear the Cambridge English Language Assessment logo are the property of Cambridge English. You will not be granted access to your exam documents, nor can you remove any exam materials from the exam room on the day.

4.2 Personal Data

The personal data collected on enrolment has as sole purpose of facilitating examination and service management and are under the General Data Protection Regulation 2016/679 and the corresponding implementing regulations as amended from time to time. For more information, please consult our [privacy policy](#).

4.3 Interdictions

The use obscene or offensive language as well as any electronic devices throughout the duration of the exam is expressly prohibited.

4.4 Invigilation

All exams are run under strict security conditions. Candidates that are suspected of malpractice or fraud will be reported.

Cambridge English has preventive and proactive fraud control measures in place and may withhold your results should there be any suspicion of malpractice.

4.5 Appeals

Should results be withheld, candidates may find more information and ask for an appeal at <http://www.cambridgeenglish.org/help/enquiries-and-appeals/>.

5. RESULTS

5.1 Publication of Results

Candidates (and all to whom the access code has been provided), can access exam results on the date scheduled for their publication, as stated on the Confirmation of Entry. This date is an estimate and is not contractually binding. In some cases, the 'results when ready' system allows marks to be available online before this period (about 2 weeks after computer-based and 4 after paper-based exams). Only Statements of Results, which have no certifying weight, and Certificates will show a candidate's results.

5.2 Certifying Statement of Results

If a candidate requires a Certifying Statement of Results before the Certificate is issued, it may be requested directly from <http://www.cambridgeenglish.org/help/lost-certificates/> and takes approximately 15 days after request and payment to arrive.

This statement is similar to a Certificate and carries official weight, being accepted by universities and other institutions.

5.3 Contesting Results

Should you wish to contest your results you must contact English Exam Centre within 2 weeks of results being released. If you enrolled through a school, your school should take care of this process. Please bear in mind that this service has a fee and that, due to the rigorous assessment criteria practised by Cambridge English, marks rarely change and could go up or down. The original exam papers are the property of Cambridge English and will not be made available to candidates after the exam.

A revision request (Results Enquiry) is processed in two stages: clerical marking and written components. Administrative fees apply to each one. If you are not satisfied with the revision, you may contest it formally via an Appeals Procedure, also subject to administrative fees.

6. CERTIFICATES

6.1 Issuing of Certificates

Your Cambridge English Certificate is issued by Cambridge English and sent to English Exam Centre. Cambridge English certificates are recognised by over 25,000 universities, employers and government institutions worldwide. Certificates are issued to candidates who demonstrate ability within a pre-determined range of marks within 6 to 8 weeks in the case of paper-based exams, 4 to 6 in the case of computer-based.

6.2 Delivery of Certificate

As soon as the certificate arrives candidates will be asked how they would prefer to receive it: retrieve it in person or by registered mail. The cost of the first postage (to addresses in Mainland Portugal), is included in the registration fee. Addresses abroad will incur a 10€ fee.

6.3 Re-sending a Certificate

Returned certificates can be re-sent upon payment of the respective fees (5.30€ national mail, 10€ international mail). If a candidate is not available to sign for it personally, he/she should indicate the name of an alternate receiver as all Certificates are sent by registered mail.

6.4 Re-issue of Certificate

Should a candidate lose their certificate, depending on the circumstances, they may be able to request a new one (or a Certifying Statement of Results), directly from Cambridge at <http://www.cambridgeenglish.org/help/lost-certificates>. This is subject to a fee.

7. Level (thermometer) tests

7.1 Placement test

[Cambridge English Placement Tests](#) are administered on an online platform and are the property of Cambridge English. Users acquire their tokens and instructions through English Exam Centre and can then apply them independently on the test platform. The test and report are the responsibility of Cambridge English. Results are immediate.

7.2 Linguaskill

Linguaskill is distributed by English Exam Centre to both private candidates and schools/organisations in combinations of 1, 2 or 3 modules that will test either 2, 3 or 4 skills. This test is not subject to fixed dates but must be booked at least one week in advance if taken face to face. Remote invigilation doesn't need to be booked. Results will be available within 48 hours.

Although this test generates a report and not a certificate, it does require invigilation and security procedures which are similar to those laid out in point 4 (except Test Day Photo).

8. Other exams

8.1 CFA

English Exam Centre is a test venue for other exams. Enrolments, payments, self-study preparation materials and results inquiries must be made directly with the provider via their website. All materials, assessment, and results are the responsibility of the provider. English Exam Centre's involvement is limited to the delivery of the exam.

8.2 Other exams

Occasionally, English Exam Centre will provide proctoring for other exam providers. We reserve the right to exclude certain services or organisations.

Enrolments are made directly with the exam provider, and payments may be through the exam provider or directly with the candidate (depending on the agreement). English Exam Centre is not responsible for the content of these exams, the assessment or results.

As venue providers facilitating a proctoring service, any infractions of the rules stipulated by the exam providers will be reported back to them.

The terms, conditions and provisions in this document were revised in October 2023 and will continue to be valid to the maximum extent permitted by law or otherwise stated by English Exam Centre or Cambridge English.

We recommend you keep a copy of this document for future reference.

For more information please visit:

<http://www.englishexamcentre.pt>

<http://www.cambridgeenglish.org/>

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