

## Individual Entry: Conditions and Regulations

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### 1. A candidate with special needs

The Centre Exam Manager needs to be informed 6 months before registration takes place to ensure the smooth running of the exam.

### 2. Speaking Test

- Dates for the speaking exams are given on the home page. If you are not able to attend on one of the days given please write an email [info@cambridge-esol-sg.ch](mailto:info@cambridge-esol-sg.ch). The Centre will otherwise choose a date from the dates given on the home page
- Candidates will be paired according to the entries received. If you have a request please send an email to [info@cambridge-esol-sg.ch](mailto:info@cambridge-esol-sg.ch)
- In the case of withdrawals or absenteeism, a candidate will be given his/her test in a group of three. To accommodate this, a change of time may be necessary. The office will, under normal circumstances, inform the school and candidate beforehand.
- A change of date or time of the Speaking Test is not possible after these have been allocated. However, in very special circumstances (work commitments, etc.) a change may be authorised only with the approval of the Cambridge Exam Manager. An administrative fee of CHF 100.00 will be levied for any changes made.

### 3. Payment

Proof of payment must be sent together with the Registration Receipt which will be received on your email account along with the bank details. An application will only be accepted if proof of payment is attached. When payment is carried out via e-banking, please ensure that a statement confirming an executed transaction is included with the entry.

Late entries are subject to the following additional fee per person:

- CHF 50.00 for entries arriving within 2 weeks of entry deadline.
- CHF 100.00 for entries arriving 2 to 3 weeks after entry deadline.
- CHF 150.00 for any entries arriving after 3 weeks of entry deadline OR up to one full working day before the examination

### 4. Attendance Timetables

These will be sent 3 weeks before the first attendance.

### 5. Cambridge ESOL examination regulations publication

Please consult this publication which explains the regulations for the exam day. It is sent with the Attendance Timetable and is also to be found on our website.

### 6. Illness, injury or disturbance during the exam

Please bring this to the attention of the supervisor on the exam day so that a report can be written.

### 7. Results

Results from Cambridge ESOL are issued securely on-line. Candidates receive a personal code on the exam day to access the results up to 2 weeks after the given date. We strongly suggest that the Statement of Results is printed and retained.

The release dates can be found on our website. Within 2 weeks of this date, a recheck of the result can be made for a fee of CHF 100.00 per person.

### 8. Certificates

Certificates are issued through the Centre by registered post. A reprint of a lost certificate is not possible. If a certificate is returned to the Centre, the candidate must pay an administration charge of CHF20.00 before receipt of the certificate.

### 9. Refunds

If a candidate withdraws on medical grounds or misses the examination because of illness, a refund of one third of the total fee will be granted provided that a request for the refund is made through the Cambridge ESOL St. Gallen Centre and is accompanied by a statement from a medical practitioner within 5 days of the exam. If the candidate does not attend the exam for any other reason the fee is non refundable. The exam cannot be postponed, exchanged or transferred to another session, level or person.

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