



## WHAT YOU NEED TO KNOW BEFORE YOU REGISTER FOR CAMBRIDGE ENGLISH QUALIFICATIONS (Paper-based)

### The Main Exam

This consists of all the written tests (including the Listening test). A2 Key, B1 Preliminary, B1-C1 Business and TKT qualifications are usually held in Wimbledon only. B2 First, C1 Advanced and C2 Proficiency exams can be held for some exam sessions in both Wimbledon and central London. The usual start time is 9 am. We advise candidates to arrive at the exam venue by 8.30 am. Any breaks during the written tests are short (around 10 minutes). Candidates are advised to have black pen (for Writing test), HB pencil, sharpener and eraser (for all other tests) and water in a clear plastic bottle (with no label). Candidate may prefer to bring snacks as well as most of our venues have no refreshment facilities.

### The Speaking Test

This test is held on the same day. We may have sessions when there will be a choice of days and the speaking test could be held on a different day (usually prior to the main exam). A2 Key, B1 Preliminary, B1-C1 Business speaking tests will usually be held in Wimbledon only. B2 First, C1 Advanced and C2 Proficiency speaking tests for some sessions might be held both in Wimbledon and central London. You will be informed of the exact day and time of your test in an emailed timetable approximately 3 weeks prior to the test.

### Your identity document (ID)

For both main exams and speaking tests candidates must provide an acceptable non-expired original photographic proof of identity (e.g. national identity card or passport). For C1 Advanced qualification – the ID must be the same as the ID you list on your registration form and use only passport or national ID card. Please inform us if you are taking the exam for the Australian immigration authorities (ADIBP).

### The Registration form

Please enter **all** your names as they appear on your ID and in the correct order if you have more than one first name or surname.

### Test Day Photo

B2 First, C1 Advance and C2 Proficiency candidates must have their photo taken on the day of the exam. Please see the Test Day Photo leaflet for more details. If you are under 18 years of age we will need a consent form from a guardian or parent.

### The Timetable

It is emailed approximately three weeks before the exam. Please note that the times for each test are guidelines only and you should follow the exam venue staff instructions on the start times of each test as well as the breaks during the written tests.

### The Exam Day

Please arrive at least 30 minutes before the exam. **YOU ARE NOT ALLOWED TO ACCESS MOBILE PHONES AND ELECTRONIC ITEMS IN THE BREAKS BETWEEN WRITTEN TESTS** (which must be stored outside of the exam room). Also watches (of any kind) must be stored outside the exam room. If you cannot attend the exam, please contact The London Exam Centre. On an exam day you can also contact us on an emergency mobile number (07985198481).

### The Results

Exam results will be available online within a Result release window between four and six weeks after the main exam (the login details and the day of the results' availability will be in your exam timetable).

### The Certificates

They are usually available around ten days after the results' release window ends. Candidates, who are due a certificate, will receive an email from the exam office when the results are published asking for their certificates' postal addresses and explaining the delivery service options.

### If you are not satisfied with your exam result

We can submit a Result Enquiry request to Cambridge Assessment English on your behalf. It consists of two stages: Stage 1 (a full clerical recheck) is around £25. Stage 2 (a remark of written papers) has various fees depending on the examination level (e.g. £100). This fee is refundable if there is a change of scores. Please contact the exam office for more information.

### Complaints procedure

If you are unhappy with any aspect of the Cambridge English qualifications' administration and service you have received from The London Exam Centre and wish to make a complaint, you can do so by writing within 24 hour of your test day to our office detailing the problem. Alternatively, you can complete a Candidate Comment Form on the day of your test.

### Withdrawal

You can withdraw from an exam with a full refund prior to the registration closing date. After registration closing date you can withdraw with a refund or transfer (at our centre's discretion) to another exam session on medical or compassionate grounds (medical report and written statement required respectively).

### Special arrangement

You must inform us of any special arrangements you require (such as due to dyslexia) at the time of registration and no later than the registration closing date. A professional medical report is usually required (please contact us for details).

