



## WHAT YOU NEED TO KNOW BEFORE YOU REGISTER FOR TOLES exams.

### The Exam

This consists of written tests and Listening test (Higher level only). There is no speaking test. The exams are held in Wimbledon. Other suitable venues can be considered for group bookings.

### Your identity document (ID)

Candidates must provide an acceptable non-expired original photographic proof of identity (e.g. national identity card or passport).

### The Registration form

Please enter all your names as they appear on your ID and in the correct order.

### The Timetable

It is emailed approximately 3 weeks before the exam. Please note that the times for each test are guidelines only and you should follow the supervisor's instructions on the start times of the exam and the break (Higher level only).

### The Attendance

Please arrive at least 15 minutes before the exam. 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.

### The Results

Certificates (results) will be available around 8 weeks after the exam.

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

Scripts can be reviewed by the exam board. Please contact us for details.

### Complaints procedure

If you are unhappy with any aspect of the TOLES examinations' 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 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 on medical or compassionate grounds (medical report and written statement required respectively). Please note that there is no refund of the exam fee. Your registration will be transferred to another exam session.

### 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. Professional medical report is usually required (please contact us for details).

