



CAMBRIDGE

English



Regulations

Last updated January 2023



Cambridge English Regulations (Last updated January 2023)

These are the Regulations under which Cambridge English exams are provided.

Further information about Cambridge English exams and a list of Centres can be found on [cambridgeenglish.org](https://www.cambridgeenglish.org). Anyone who requires additional information should contact their nearest Centre.

Definitions

Cambridge English: an exam board and part of Cambridge University Press & Assessment. Experts in English language assessment, responsible for creating, distributing, and marking Cambridge English exams.

Centre: a Cambridge English Authorised Exam Centre. Centres are independent institutions; they are not directly controlled by Cambridge English and Cambridge English is not liable for actions or omissions by Centres. In entering for a Cambridge English exam, schools' and candidates' contractual relationship is with the Centre.

Centre Exams Manager: the main point of contact at a Centre.

Candidate: someone who has registered with a Centre to take an exam.

Important note

Cambridge English accepts exam entries on the basis that schools and candidates fully understand the Regulations. Centre Exams Managers may ask candidates (or their school representatives) to confirm that this is the case.

It is the Centre's responsibility to ensure that all candidates are made aware of the information contained in the relevant *Notice to Candidates* and the current *Summary Regulations for Candidates* at the time of registration.

General regulations and conditions

1 Entry regulations

- 1.1 Cambridge English exams may be taken by people of any age, gender, race, nationality, or religion. Although they are designed for native speakers of languages other than English, no language-related restrictions apply. However, the following restrictions do apply:
- For some exams, there may be more than one exam session in the same month. There is no restriction on how many times a month a candidate can take an exam, subject to the exam dates set by Cambridge English (the dates are visible to Centres on support. [cambridgeenglish.org](https://www.cambridgeenglish.org)) and the dates a Centre chooses to hold the exam.
 - All components of an exam must be taken on the dates specified and it is not possible to take some components in one session and the remainder at another time. Any exceptions to this regulation are detailed on [cambridgeenglish.org](https://www.cambridgeenglish.org).
 - Although there are no age restrictions for Cambridge English exams, the following exams are designed for a specific age range:
 - Pre A1 Starters
 - A1 Movers
 - A2 Flyers
 - A2 Key for Schools
 - B1 Preliminary for Schools
 - B2 First for Schools

See [cambridgeenglish.org](https://www.cambridgeenglish.org) under the relevant exams for details.

- 1.2 Candidates can enter for different exams in the same month, for example, B2 First and C1 Advanced or B1 Business Preliminary and B2 Business Vantage, if satisfactory arrangements can be made at the Centre.
- 1.3 TKT (Teaching Knowledge Test) is a modular exam. Candidates can take any combination of the modules on a test date subject to those being run by the Centre on that date.
- 1.4 Attempts to breach the entry regulations may result in the entry being cancelled without any refund of fees and/or a candidate result being withheld temporarily during investigation, and permanently if entry regulations have been breached.

2 Entering for an exam

- 2.1 Entries for the exams are made through a Centre. A list of Centres is available on [cambridgeenglish.org](https://www.cambridgeenglish.org). The Centre will advise the school or candidate on matters such as the exam dates, Entry Closing Dates, and exam fees.
- 2.2 Fees for Cambridge English exams are charged by Centres for each candidate entered. Fees may vary from region to region, depending on variations in local costs.
- 2.3 Where a school is permitted to use Cambridge English branding, this is not authorisation to act on behalf of Cambridge English but only in connection with the licensing of Cambridge English exams and subject to specific approval and regulations regarding such licensing and branding.
- 2.4 Centres decide which exams and which sessions to offer. Sometimes, they may not be able to accept an entry because, for example, they are not running the exam in that session, or they already have as many candidates as they can accommodate for the exam, or they do not have enough candidates to meet the minimum entry requirements of Cambridge English.
- 2.5 Wherever possible, Cambridge English makes arrangements for candidates with special requirements (e.g., extra time or modified papers). Enquiries about this service must be made through Centres as soon as possible, as special arrangements requests generally need to be received by Cambridge English no later than the Entry Closing Date.

- 2.6 Late entries (those made after the Entry Closing Date) will incur an additional fee. However, acceptance of late entries will depend on factors such as the number of days left before the exam, and the facilities and exam material being available at the Centre in question.
- 2.7 Entries can be transferred to another session if the Entry Closing Date has not passed and if the Centre is offering the alternative session.
- 2.8 If a candidate entry is withdrawn for medical reasons, or if the candidate misses the exam because of illness, the Centre may make a full or partial refund of the fee if the Centre has checked a doctor's certificate or statement and is satisfied by it. This statement should confirm that the candidate had to withdraw from the exam and must confirm that the candidate was unable to sit the exam for medical reasons. The Centre should collect the requisite evidence to form the above view. This will most likely be in the respective form of national/regionally compliant letter from an approved medical professional. Requests for refunds for other reasons will only be considered in exceptional cases. If the request is approved, the entry will be removed, and no Statement of Results will be issued.
- 2.9 Some exams can be used for immigration purposes. Sometimes the candidate's passport/ID number is required, for example when taking C1 Advanced for immigration. The candidate must provide their passport/ID number to the Centre, ideally at the time of registration and bring the same ID to the exam.

3 Taking the exam

- 3.1 Centres will tell candidates where and when the exam will take place; this may be via a Confirmation of Entry. For the exams where this confirmation is issued, it should be checked very carefully, particularly for any incorrect name spelling, and any corrections should be drawn to the attention of the Centre Exams Manager immediately.
- 3.2 For security reasons, requests to deviate from the published timetable are not normally approved. However, if it is impossible for a candidate to sit an exam at the scheduled time, the Centre may ask Cambridge English if it is possible to vary the time of the paper(s) affected. Centres must contact the Helpdesk with such requests as soon as possible and ideally no later than four weeks before the published date or window of the paper(s). Any decision of Cambridge English in this respect must be in writing and is final and binding.
- 3.3 **Candidates for all exams, except Pre A1 Starters, A1 Movers, and A2 Flyers, must bring a physical photo ID on the day of the test. The ID must be valid, original, and unexpired.** If the candidate is taking C1 Advanced in Africa, Asia, or Australasia and they are outside of their country of permanent residence or they are taking the exam for immigration purposes, they must use their passport or government-issued national identity card. In all other cases, for candidates aged 18 or over who own government-issued photo ID, they must use this ID. If they do not own government-issued photo ID, they can use their university/college/school ID provided it is accepted by the Centre. If the candidate does not have a suitable ID, they must notify their Centre of this before they register for an exam. If the candidate is aged 17 or under and does not have government-issued photo ID or an acceptable college/school photo ID, the Centre will provide them with a Candidate Identification form that must be filled in before the exam day and brought to the exam. If a candidate does not bring their ID to the exam, they may not be allowed to take the exam or they may not receive a result.

In addition to visual checks of ID, verification of identity may include biometric checks such as finger/thumb printing, reading of biometric data stored on identity documents, and voice identification. Other verification measures may include signature/handwriting comparison, photographing/video surveillance, and other forms of electronic confirmation. Verification of identity will be carried out by Centre staff and sometimes by authorised Cambridge English representatives.

Only the person registered for the exam can take the exam. If Centre staff doubt the identity of the candidate (based on the guidance given in the *relevant sections* of the *Exam Day Booklet*), they must not allow them to sit the exam.

- 3.4 The rules and regulations on what candidates can and cannot do during the exam are given in the relevant *Notice to Candidates*. Centres will make a copy available to each candidate. Candidates are required to be civil and respectful at all times while on the premises of the exam venue. Anyone not following Cambridge English rules and instructions, or not following the Centre's instructions and rules, or whose behaviour is disruptive, may be stopped from taking the exam or may be subject to Cambridge English Malpractice procedures, full details of which are available on cambridgeenglish.org/help/malpractice.
- 3.5 Candidates are not permitted to keep watches or any electronic items, such as mobile phones, recording devices, audio/video players, smart watches, etc. in the exam room during the exam. Keeping unauthorised items in the exam room may be considered malpractice. Centres or Cambridge English representatives may employ electronic detection scanning devices such as hand-held metal detectors/wands. Centres must advise candidates before the test day about the arrangements for electronic items, so that candidates can decide whether to bring these with them or not.
- 3.6 Malpractice such as copying is likely to be noticed by the invigilator or supervisor but may also be detected by examiners during marking and by statistical checks applied to candidates' answers. Further malpractice prevention measures may include for example, limited sample questioning of candidates.
- 3.7 The use of offensive (such as rude or racist) language in exam answers will not be accepted and an exam will not be marked or a result given if the examiner finds language like this. The decision by Cambridge English on this is final.
- 3.8 Except for Pre A1 Starters, A1 Movers, and A2 Flyers, candidates will be asked to complete a **Candidate Information Sheet**. This provides information that Cambridge English uses as part of its research programme to improve the quality of the exams. The information provided is treated anonymously and is strictly confidential.
- 3.9 Test day photos are mandatory for B2 First, C1 Advanced, and C2 Proficiency exams and are one of the methods for checking identity. By entering for one of these exams, a candidate, or their parent/guardian, acknowledges that a test day photo is required. If no photo is taken, the candidate may not be allowed to take the exam. Cambridge English reserves the right to withhold results if no photo is taken.
- The photo will only be visible on the Results Verification Service website cambridgeenglish.org/verifiers, and candidates choose who can view it by sharing their result via the Results Service for Candidates website or by sharing their Verification Number directly with their chosen institution.
- For C1 Advanced, if the candidate has a passport or national ID, their ID number will also be added to the Results Verification Service website where candidates can share their results with recognising organisations. Cambridge English will also use the photo and passport/ID number for malpractice checks.
- If the candidate wants to use their C1 Advanced result for immigration purposes, they must tell their Centre.
- If the candidate is taking C1 Advanced in Africa, Asia or Australasia, Cambridge English will not issue a result if a suitable test day photo is not uploaded into their systems. If the candidate's photo is uploaded after the deadline, their result will be delayed.
- On the test day, if the candidate, or their parent/guardian, asks for the photo not to be taken, the candidate might not be allowed to take the exam; the candidate's result might be cancelled; or the options for using the result may be limited because there is no photo on the Results Verification Service website.
- The list of exams where a test day photo is mandatory is subject to change. Centres will notify candidates about procedures accordingly.
- If candidates for the A2 Key, B1 Preliminary, B1 Business Preliminary, B2 Business Vantage and C1 Business Higher exams would like a test day photo, candidates must tell Centres at the time of registration, so the Centre can offer a test day photo service.
- Taking photos of or filming candidates for any purpose not authorised by Cambridge English, is not permitted during any exams.

- 3.10 Cambridge English exams are marked by qualified examiners who are subject to a rigorous training and monitoring programme. Part of the monitoring of Speaking Examiners may involve audio-recording of selected live interviews. Centres will provide the equipment in order to record the interviews and also upload the files (e.g., mp3 and PDF of the mark sheet). Candidates should, therefore, be made aware that their Speaking test may be recorded and that a Team Leader may also sit in on a Speaking test to monitor the Speaking Examiners. Cambridge English may also video record the Speaking test as part of their quality control procedures.
- 3.11 Cambridge English regularly monitors its Centres to ensure that they are administering exams according to its strict regulations and to check quality of service. Centre staff are expected to act in a polite and professional manner towards visiting Cambridge English representatives, such as Inspectors. Most inspections are unannounced and can be carried out at any venue used by a Centre to administer Cambridge English exams. Cambridge English monitors its Inspectors regularly and a Centre might be visited by an Inspector and a monitoring Inspector who is observing the Inspector's work. Inspectors may carry out additional candidate ID checks. Mystery shopping may be used to check quality of service or compliance with regulations.
- 3.12 Only the candidates, supervisor, invigilators, and authorised Cambridge English representatives, are permitted to be in the exam during the written components of the exam. During the Speaking test, only the candidates, Speaking Examiners and those authorised to monitor Speaking Examiners are permitted in the exam room except for C1 Advanced where authorised Cambridge English representatives are also allowed in the exam room.
- 3.13 If there is any problem which might affect the performance of a candidate during the exam, this must be reported to the Centre on the day of the exam. If appropriate, the Centre Exams Manager will report it to Cambridge English. Special Consideration may be given in such instances and, where appropriate, the marks of affected candidates are adjusted to take the adverse circumstances into account. Where candidates have been given **Special Consideration** in this way but have still failed the exam, Centres will be informed. Special Consideration cannot be given once results have been released.

4 After the exam

- 4.1 Cambridge English cannot be held responsible for the loss of exam scripts or materials while in transit from the Centre and/or its venues to Cambridge.
- 4.2 Cambridge English values the integrity and reliability of its exams and therefore has strategies, such as statistical analysis, that counter attempts at cheating and other forms of malpractice. The investigation of suspected malpractice cases may delay results. Candidates will not receive a result if they are found to have been involved in malpractice or where Cambridge English do not consider their scores to be reliable indicators of their ability. Cambridge English reserves the right to cancel exam results for the entire exam if it considers their rules and regulations were breached for any of the components and/or the scores are not valid due to malpractice. Candidates have the right to appeal, via their Centre Exams Manager, against any decision relating to malpractice. Details of the Cambridge English Appeals Procedure are also available on cambridgeenglish.org/help/enquiries-and-appeals.
- 4.3 Results are issued as soon as possible after the exam. For some exams the results will be available from the Cambridge English Candidate Website by the date specified. Candidates need to register for access to this site. The Centre will provide the candidates with the registration details, usually via the Confirmation of Entry. For all exams the results will be released to the Centre who will forward the information on to the candidate when the result is not released on the Results Service website, or when the candidate has problems using that service.
- 4.4 For most exams, candidates receive a Statement of Results which contains information on their score on the Cambridge English Scale for each of the four skills as well as their overall score, their grade for the overall exam and their CEFR level for the overall exam. Individual paper performance is not given to those candidates with grade X (absent from part of the exam), grade Z (absent from all of the exam), or PENDING (result to follow).

- 4.5 If a school or candidate believes that an incorrect result has been awarded, their Centre may submit a **Results Enquiry**. The Centre Exams Manager will advise on the fee for this service and the dates by which all such requests must be received. It is extremely rare for such enquiries to lead to a change in the result for the following reasons: most papers in Cambridge English exams are, at the time of initial marking, either machine marked, or clerically marked and checked; examiner-marked papers are marked only after intensive training of examiners; and all examiners are monitored throughout the marking period.
- 4.6 If a school or candidate is dissatisfied with the outcome of a Results Enquiry, their Centre may submit an **Appeal**. The Centre Exams Manager will be able to advise on fees for this service and the dates by which Appeals should be received.
- 4.7 The result of either a Results Enquiry or an Appeal may be a higher grade, a lower grade, or no grade change. Full details of the Results Enquiry and the Appeals procedures are available on cambridgeenglish.org/help/enquiries-and-appeals.
- 4.8 It should be noted that an enquiry about the accuracy of a result is not the same as a request for feedback on the performance of a candidate (e.g., 'Where did he or she go wrong?'). Information about a candidate's performance in individual papers is limited to what is contained in the Statement of Results. No further information will be given to candidates, schools, or Centres. Under no circumstances will Cambridge English return work done by candidates. Statements of Results are continually reviewed and revised to provide the most useful information about candidate performance that can be deduced from a single exam.
- 4.9 Cambridge English may amend the result information under exceptional circumstances. Amendments to the results originally awarded may be due (rarely) to correction following an enquiry about a result, or (even more rarely) to the need to adjust marks for a particular paper following one of Cambridge English post-exam quality checking procedures. Cambridge English reserves the right to cancel exam results for the entire exam if it considers the scores for any part of the exam are not valid.
- 4.10 Cambridge English reserves the right not to issue results for those candidates where a test day photo is required and was not taken.
- 4.11 Cambridge English certificates are important documents containing several security features in order to make it difficult for them to be forged or copied. **Certificates** are issued through the Centre to candidates with passing grades. For paper-based exams this is approximately 3-4 weeks after the results are released. For computer-based exams this is approximately 2-3 weeks after the results are released. Centres must distribute certificates to candidates as soon as possible after receiving them. Because of the value placed on certificates, Centre Exams Managers may require candidates to collect and sign for them in person. Unclaimed certificates can be destroyed after one year.
- 4.12 Cambridge English can issue replacement certificates in cases where a certificate has been printed with an incorrect candidate name, was lost in transit, or has been damaged. The time frame for replacing a certificate and the supporting evidence required will vary for each situation. Applications for a replacement should be made through the original Centre of entry, who can provide details on when a certificate can be replaced and any fees that may be applicable.
- 4.13 Certificates are issued in the name of the candidate at the time the award was made. Name amendments are only allowed under certain circumstances, see cambridgeenglish.org or contact your Centre for more details. A fee may be charged for name amendments requested after certificates have been issued. A request for a name amendment received more than two years after the original certificates were issued may not be accepted. Instead, the candidate can apply for a Certifying Statement. Please note that an additional fee is payable for this service.
- 4.14 A candidate who has lost a certificate may apply for a **Certifying Statement**, for which a fee is payable. See cambridgeenglish.org for more information. Certifying Statements are not available for Pre A1 Starters, A1 Movers or A2 Flyers but replacement certificates are available for a fee within 5 years of the date of issue. These candidates can contact the Centre for more information.

- 4.15 If you have any issues, concerns or complaints relating to the delivery of the test you can submit a complaint. All complaints will be dealt with in line with our Complaints Policy available on cambridgeenglish.org/help/complaints.

5 Copyright

- 5.1 Cambridge English holds the copyright on all question papers and exam material. Question papers and exam material must be treated as confidential and must not be taken from the exam room by candidates, or used for teaching purposes, or reproduced in whole or in part without permission in writing from Cambridge English.
- 5.2 Cambridge English does not allow candidates, schools, or Centres to view candidates' answers, or any other work done as part of an exam.
- 5.3 Cambridge English will not return any work candidates produce in the exam to candidates, schools or Centres.

6 Data protection

Cambridge English takes the protection of personal data seriously and complies with the Data Protection Act 2018, the General Data Protection Regulation 2016/679 (as amended) and all applicable laws and regulations relating to the processing of personal data and privacy.

Cambridge English will not use the candidate's personal data for any purpose other than as described below.

Cambridge English will store the candidate's information securely for a limited period of time, except with regard to information which may be needed later to confirm and verify results, which Cambridge English will keep for an extended time.

Cambridge English will use the candidate's information for the following legitimate business purposes:

- I. In administering the exam, including processing exam entries and results, marking exam scripts, issuing certificates, processing enquiries about results and investigating cases of malpractice.
- II. To carry out quality control and research, standards setting and other activities that are related to the business of delivering qualifications, and which are aimed at ensuring the delivery, as well as the integrity, of Cambridge English exams and the protection of candidates.
- III. To notify the Centre, and if applicable the school which prepares the candidate for the exam, of the candidate's results as well as notifying any other third party to whom the candidate expressly requests Cambridge English releases their results.
- IV. To notify the candidate from time to time of other Cambridge products and services, although if Cambridge English contacts the candidate in this regard they will be given the choice to request not to be contacted again. Cambridge English may also share the candidate's personal data with other parts of the University of Cambridge.
- V. To comply with applicable law or a court order or governmental regulation, including immigration laws and procedures, or for the purpose of any criminal or other legal investigation or proceeding in the United Kingdom or abroad.

Cambridge English may use anonymised data (that is data that does not identify a candidate) and pseudonymised data (that is data that is anonymous to the people who receive it) for research purposes, and Cambridge English may share that data with third parties for research purposes. The third-party recipients of this data are required to abide by strict data protection principles in their handling of the data and are also bound by a duty of confidentiality.



Find out more at
cambridge.org/english

We believe that English can unlock a lifetime of experiences and, together with teachers and our partners, we help people to learn and confidently prove their skills to the world.

Where your world grows



This document was initially designed for print and as such does not reach accessibility standard WCAG 2.1 in a number of ways including missing text alternatives and missing document structure.

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