

EHWLC

Exams Terms & Conditions:

Registration:

- Candidates will not be enrolled and accepted for the exam under any circumstances without payment.
- Late entries: Where spaces are available, a late entry fee (from 5pm on the closing entry date) applies to registrations. Information is available on our website (www.wlc.ac.uk/cambridgeexams).
- Exam Site: Please make sure to check your campus location which you will find on your confirmation letter.
- Results Information: All online results information is shared with the candidate on the test day in person and not before.
- Candidates with Special Needs: Candidates with learning or physical disabilities need to contact the Centre at least 3 weeks before the closing entry date with a medical report in English (not older than 2 years) giving detailed information about their condition so that appropriate arrangements can be made. This request should be made after registration in an email to efl@gspace.wlc.ac.uk
- Duplicate enrolments: It is the candidate's responsibility not to enrol for the same exam in the same session more than once. Before the closing entry date, double enrolments can be refunded (minus a £45 administration fee). After the closing entry date, double enrolments cannot be refunded.
- Enrolment for more than one level of exam in the same session. A candidate may be able to enrol for more than one level of exam in one session. The candidate must ensure to check that the exams do not take place on the same day / at the same time.
- Examination fees: EHWLC reserves the right to change prices where necessary.
- If an exam session is cancelled this will be informed to candidates with a full refund 1 week before the late fee effective date.
- When enrolling for an examination with EHWLC, the candidate automatically agrees to the Cambridge Assessment Regulations and the Notice to Candidates. This will be included with your exam confirmation.
- Exam Preparation: We are an authorised exam preparation centre for Cambridge Assessment and offer year round courses. Please enquire at efl@gspace.wlc.ac.uk

Acceptable forms of ID:

- Each exam board has its own requirements for acceptable forms of ID. It is the candidate's responsibility to know which form of ID will be

accepted for their exam. This information is available on your Confirmation Letter.

- If a candidate books an exam before the closing entry date and is unable to produce the correct form of ID before the closing entry date, their enrolment will be cancelled and they may receive a refund minus an administration fee of £45. All refunds are offered at the sole discretion EHWLC.
- If a candidate books an exam after the closing entry date and is unable to produce the correct form of ID, their enrolment will be cancelled without a refund.
- If a candidate's name is not correct on the Confirmation letter please advise the supervisor on the day of the exam. The name will then be changed and it will be printed correctly on the statement of results and on the certificate.

Complaints procedure

- Any complaints relating to the conduct of the test must be communicated to the test day supervisor on the day of the exam.
- Complaints received after the exam day or after results have been issued will not be accepted as per Cambridge regulations.
- Any requests for Special Consideration must be made on the exam day and will not be accepted afterwards.
- All decisions on Special Consideration requests will always be at the sole discretion of Exam Board.

Attending the examination

- Candidates take full responsibility for attending every part of their exam. Failure to attend every part of the exam will result in a 'Fail' grade.
- Candidates need to arrive at the venue by 8:30 am or they may not be allowed entry which will result in a 'Fail' grade.
- Candidates need to bring with the required documents to every part of the examination. Failure to do so may result in the candidate not being allowed entry which will result in a 'Fail' grade. The Confirmation letter will contain information on what documents to bring.
- Candidates may need to bring a pen/pencil to certain parts of the examination.

Examination dates and times

- All examination times and dates are mentioned on the confirmation letter.
- An administration fee of £10 plus postage will be charged to candidates who request the certificate to be resent by post.

- If a candidate is not successful in an exam their international post fee will be refunded minus a transaction fee of £1.25.

Results:

CAMBRIDGE EXAMS:

- Results are generally available approximately 4-6 weeks after the exam. Please note that dates may change at any time by instruction of Cambridge Assessments.
- Individual candidates can access their statement of results online on the Cambridge website. Details on how to download the statement will be handed to candidates on the exam day.
- Preparation centres can access their students' statement of results online on the Cambridge website.
- Cambridge has a system in place if candidates feel their results are incorrect. A fee will apply. Please contact us for details.

TRINITY EXAMS:

- Results will be communicated to candidates within 3 working days of the exam.
- Certificates will be despatched within 6-8 weeks from the exam date. Every effort is made to send these out as soon as possible, however, we are unable to process any special requests or accept payment for these to be turned around faster. The certificates are despatched from Trinity College London and we will post it with Royal mail recorded delivery which takes 2-5 days.

Certificates

Cambridge Exams:

- Certificates are generally posted to the candidate approximately 4-6 weeks after the results have been published. For the exact date, please visit our website or contact us. Candidates need to notify us of changes to their postal address. Preparation centres can request that their students' certificates are sent to them directly (not to the candidate).
- Replacement certificates: There are no replacement certificates from Cambridge however a certifying statement is available at a fee from Cambridge. Please enquire at efl@gspace.wlc.ac.uk

Trinity Exams:

- Certificates are generally issued by Trinity College London in 6-8 weeks.
- All candidates are informed via email about the results of the exam after 2-3 working days of the exam and about the certificates arrival.
- Certificates can be collected from the office after confirmation from efl@gspace.wlc.ac.uk

Refund policy

- By registering for an exam, the customer agrees to the service starting within seven working days after the date of the contract (the date when you submit your online application or register for an exam by phone). According to the Distance Selling Regulations, the customer therefore waives their right to cancel within this period. If you have registered for an exam in error, you must contact EHWLC by email as early as possible or a refund may not be possible. This will include minimum administration fee of £5.00.
- Before the late fee is effective the refunds can be processed with administrative fee of £45.
- After the closing entry date: examination fees are non-refundable and non-transferable.
- No refunds are given where candidates travel to a wrong venue or arrive too late to be admitted entry to the examination.
- If candidates miss the examination due to illness or withdraw their entry on medical grounds, at the sole discretion of EHWLC they may receive a partial refund. A written refund request in English must be received by EHWLC no more than five working days after the examination. Candidates requesting a refund must provide:
(Full personal details (full name, address, e-mail address, mobile phone number, name and date of examination) The administration fee will be applicable.

Candidate's reasons for requesting a refund

- A formal statement in English from a qualified medical practitioner giving the medical reasons for being unable to sit the examination
- Examination fees are non-refundable where no acceptable proof of medical grounds can be provided. The above mentioned documents must be received by EHWLC no more than five working days after the examination.
- All refunds and transfers are subject to administrative fee of £ 45.00.

Photographs

- Test day photographs will not be shared with any third parties. EHWLC retain the copyright for all test day photographs.