



Authorised Exam Centre

### THE EHWLC (Cambridge Exams) Terms & Conditions:

1. **Enrolment.** Candidates will not be enrolled and accepted for the exam under any circumstances without payment.
2. **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 (<https://www.wlc.ac.uk/efl/cambridge>).
3. **Exam Site.** Please make sure to check your campus location which you will find on your confirmation letter.
4. **Results Information.** All online results information is shared with the candidate on the test day via email.
5. **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@wlc.ac.uk](mailto:efl@wlc.ac.uk)
6. **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 £80 administration fee). After the closing entry date, double enrolments cannot be refunded.
7. **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.
8. **Examination fees.** EHWLC reserves the right to change prices where necessary.
9. **Regulations.** By enrolling to an examination with EHWLC, the candidate automatically agrees to comply with the Cambridge Assessment Regulations and the Notice to Candidates. This will be included with the exam confirmation email.
10. **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 the Confirmation Letter.
11. **The Candidate's name.** If a candidate's name is not correct on the Confirmation letter, the candidate should advise the supervisor on the day of the exam. The name will then be changed and printed correctly on the statement of results and on the Certificate.
12. **Exam cancellation.** If an exam session is cancelled a full refund will apply.
13. 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 £80. All refunds are offered at the sole discretion EHWLC.
14. 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.
15. **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 before the candidate leaves the test venue.
16. Complaints received after the exam day or after results have been issued will not be accepted as per Cambridge regulations.

17. **Special Considerations.** 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 Cambridge English Language Assessments.
18. **Attending the examination.** Candidates take full responsibility for attending every part of their exam. Failure to attend all parts of the exam will result in a 'Fail' grade.
19. **Arrival time.** Candidates must arrive at the venue by 8:30 am or they may not be accepted for the test and will receive a 'Fail' grade.
20. **Documents.** Candidates need to bring 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.
21. Candidates may need to bring a pen/pencil to certain parts of the examination.
22. **Examination dates and times:** All examination times and dates are mentioned in the confirmation letter.
23. An administration fee of £20 will apply if a certificate needs to be resent by post.
24. **Results.** 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.
25. Individual candidates can access their statement of results online on the Cambridge website. Details on how to download the statement will be available to candidates on the exam day.
26. Preparation centres can access their students' statement of results online on the Cambridge website.
27. Cambridge has a system in place if candidates feel their results are incorrect. A fee will apply. Please contact the test centre [efl@wlc.ac.uk](mailto:efl@wlc.ac.uk) for details.
28. **Certificates.** Certificates are generally posted to the candidate approximately 4-6 weeks after the results have been published. For the exact date, please visit the test centre website or contact us. Candidates need to notify the Test Centre of any changes to their postal address. Preparation centres can request that their students' certificates are sent to them directly.
29. **Replacement certificates.** There are no replacement certificates from Cambridge however a certifying statement is available at a fee from Cambridge. Please enquire at [efl@wlc.ac.uk](mailto:efl@wlc.ac.uk)
30. **Refund Policy.** By registering for an exam, the candidate agrees to the Consumer Contracts Regulations, however, all cancellations requested within 14 days cool off period after payment will be refunded with a minimum administration fee of £8.00. All cancellations requested after the end of the cool off period and the exam booking deadline will be processed with administrative fee of £80 regardless of the reason. After the exam booking deadline examination fees become non-refundable and non-transferable. No refunds are given where candidates travel to a wrong venue or arrive late. If candidates miss the examination due to illness or withdraw their entry on medical grounds, they may receive a partial refund at the sole discretion of EHWLC. 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 name, address, e-mail address, mobile phone number, name and date of examination along with supporting medical evidence.
31. **Photographs.** Test day photographs will not be shared with any third parties. EHWLC retains the copyright for all test day photographs.

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