

Examination registration

- Candidates can apply to take an examination provided they have read and understood the examination rules and regulations, or have had these explained by the language school registering candidates.
- Language school providers registering candidates for the examinations are obliged to inform their students of the rules and regulations of these examinations.

Examination dates

- **The examination dates for the written papers are fixed and cannot be changed.**
- Candidates will be informed of the exact date for the speaking part of the exam two weeks before the examination session by e-mail.
- Candidates are instructed to check the examination dates and speaking window dates prior to registration. Language schools are instructed to inform their candidates of these dates.
- **Provided the examination conditions allow this**, the date for the speaking part of the exam can be changed within the speaking window in the following cases:
 1. candidate's illness
 2. business trip
 3. an act of God (traffic accident or other)

Candidates wishing to change the date of the speaking part of their examination for the reasons stated above should contact the British Council by sending an e-mail to the following address – info@britishcouncil.org.mk and attach the following documents:

- written proof of the candidate's inability to take the speaking exam on the given date
- Confirmation of Entry

The date of the speaking part of the examination **cannot be changed** for any other reason (such as a school trip or vacation).

Examination dates are available on our web site www.britishcouncil.mk

Payment

- Payments are made during the registration period.
- Candidates wishing to register after the registration deadline will be charged a late entry fee if there is availability.

Refunds

- **The examination fee is non-refundable** once registration has been completed. If a candidate does not turn up for the examination, payments cannot be refunded or transferred to another examination session.
- **If a candidate is absent from the examination due to illness** there is a possibility for a partial refund to be processed provided the candidate submits a valid medical certificate up to 5 days following the exam date.

Test Day Photography

All candidates who taking PET, FCE, CAE, CPE or BEC exams (and computer based versions of these exams) will be photographed on the day of the exam. Candidates will be able to control who can access their result and view their photo on the Online Results Verification website. Cambridge ESOL retains the right not to issue results for candidates whose photos have not been taken.

Confirmation of Entry

- The Confirmation of Entry document (exam timetable) providing information on the time and venue for the exam is sent to candidates by e-mail. If a candidate does not receive a Confirmation of Entry document two weeks before the written part of exam, they should contact the British Council immediately by e-mail info@britishcouncil.org.mk
- Please check if your personal details (name and date of birth) on the Confirmation of Entry document are correct. If there is a mistake in your name or date or birth you should report this to Test day Supervisor on the test day.

- The Candidate Number printed on the Confirmation of Entry document will be the number marking your place for each part of the examination.
- Please read carefully the Notice to Candidates document that you are to receive with the Confirmation of Entry document.

Results

- Candidates can check their examination results online.
- Results will be available through the University of Cambridge online service. The web address for the verification of results, the date when results are issued as well as the user name and password for each candidate will be provided as part of the Confirmation of Entry document.

Enquiry on Results

- **Examination scripts are the property of the University of Cambridge.** The examination materials are stored in Cambridge and candidates or organisations are not allowed access to the scripts after the marking process.
- If a candidate wants to apply for the Enquiry on Results procedure, the British Council needs to receive a written request for the Enquiry on Results procedure by e-mail at least two weeks after the results are issued. The request should include the name of the examination and the candidate number. There is a fee for this service. Please contact us to find out about the fee.

Certificates

- Successful candidates will be informed by e-mail of the certificate collection details.
- If a certificate is lost a duplicate cannot be issued. Candidates can apply for a Certifying Statement of Results to be issued by the University of Cambridge by completing a written request and paying the relevant fee to Cambridge English.

Special needs

Candidates with special needs (such as dyslexia, hearing impediment, sight impediment, speech impediment etc) need to provide details of their condition at the point of registration by submitting the relevant medical documentation.

Complaints

Any complaints regarding the organisation of the exam should be made on exam day to our venue staff as well as submitted by e-mail to info@britishcouncil.org.mk five days after the exam day at the latest.

Contact information

Phone: +389 (0)2 3135 035 (working days 10:00-14:00)

Email: info@britishcouncil.org.mk

Disclaimer:

The British Council and the examining boards take all reasonable steps to provide continuity of service. We feel sure you will understand, however, that we cannot be held responsible for any interruptions caused by circumstances beyond our control. If examinations or their results are disrupted, cancelled or delayed, every effort will be made to resume normal service as soon as possible. The British Council's liability will be limited to the refund of the registration fee or retesting at a later date.