

## **The British Council's Terms and Conditions for Taking Exams**

### **Registration**

The details provided by you on registration are important. You must ensure they are true and accurate and you must inform us of any changes to the information that you provided when registering by contacting the British Council Netherlands, on [exams@britishcouncil.nl](mailto:exams@britishcouncil.nl) or on +31 (0)20 550 60 62/68/69.

### **Proof of identity**

At the time of registration and immediately prior to the examination the candidate must produce a form of identity satisfactory to the British Council or its representatives. The form of identity produced at registration and the form of identity produced immediately prior to the examination must be the same. National identity cards or passports will be the generally accepted forms of identity.

### **Conduct at the Examination Centre**

All candidates shall conduct themselves during the examination, and at any time whilst on the premises where the examination is being held, in a manner acceptable to the British Council or its representatives. The British Council or its representatives reserve the right to refuse entry to or remove a candidate who does not conduct himself/herself in a manner acceptable to the British Council or its representatives. Any candidate who is reasonably considered by the British Council or its representatives to be copying another candidate's work, or otherwise cheating, may be disqualified from the examination immediately and that candidate's paper may not be accepted.

### **Timing**

Candidates must arrive in advance of the start of their examination. Candidates should check with the British Council exams team at the examination centre exactly what advance arrival period is required. Candidates who arrive at the examination centre after the scheduled start of the examination may not be allowed to enter the examination room or take the exam.

### **Results and appeals**

This is dependent on the results and appeals terms and conditions of the local British Council office administering the exam, and on the results and appeals terms and conditions of the exam provider. Please consult the British Council and the exam provider's website for more details.

### **Lost, stolen or damaged answer sheets/scripts**

The British Council does not accept responsibility for lost, stolen or damaged answer sheets or scripts that have been lost, stolen or damaged due to reasons beyond the control of the British Council.

### **Special needs**

The British Council will make all reasonable efforts to assist those candidates with physical, learning or other disabilities while such candidates are at the examination centre. While some special needs can be accommodated by action on the part of the British Council, others will need the cooperation or assistance of the relevant exam board. If you have any disabilities that you think the exam board or the British Council should be aware of, please contact the British Council exams team as far in advance of your exam date as possible. Should you wish to apply for special arrangements, please send your medical evidence (not older than 2 years) with your registration form.

### **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 re-testing at a later date.

If you have any queries, please contact us on [exams@britishcouncil.nl](mailto:exams@britishcouncil.nl) or on +31 (0)20 550 60 62/68/69