



CAMBRIDGE
English

Regulations

Last updated March 2024

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Cambridge English Regulations (Last updated March 2024)

These Regulations cover all Cambridge English exams and were updated in March 2024.

Information about Cambridge English exams and a list of Centres can be found on cambridgeenglish.org. Centres can provide more information.

Cambridge English accepts exam registrations on the basis that schools and candidates are fully aware of the Regulations. Centres may ask candidates (or their parent/guardian or school representatives) for confirmation.

It is the Centre's responsibility to ensure that all candidates are provided with the current Notice to Candidates and Summary Regulations for Candidates at the time of registration.

Cambridge English reserves the right to modify its Regulations, as required and from time to time.

If any of these regulations and conditions are deemed invalid or unenforceable, that will not affect the validity and enforceability of any remaining regulations and conditions.

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. By registering for a Cambridge English exam, schools and candidates enter a contractual relationship with their Centre.

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

General regulations and conditions

1 Registering for an exam

- 1.1 Cambridge English exams may be taken by people of any age, gender, race, nationality, religion, etc. Although they are designed for speakers of other languages, no language restrictions apply.
- 1.2 Candidates can take exams as often as they wish (but only once per exam administration), subject to the exam dates set by Cambridge English (the dates are visible to Centres on support.cambridgeenglish.org) and set by a Centre. Candidates can take different exams in the same week, for example, B2 First and C1 Advanced.
- 1.3 Candidates must take all components of an exam on the dates specified and it is not possible to take some components in one session and the rest in another session. Any exceptions to this regulation are on cambridgeenglish.org.
- 1.4 Cambridge English exams have no age limits, but the following exams are designed for school-aged learners:
 - Pre A1 Starters
 - A1 Movers
 - A2 Flyers
 - A2 Key for Schools
 - B1 Preliminary for Schools
 - B2 First for Schools

See cambridgeenglish.org under the relevant exams for details.

- 1.5 Teaching Knowledge Test (TKT) is a modular exam. Candidates can take any combination of the modules, subject to the exam date offered by the Centre.
- 1.6 Attempts to breach the registration regulations may result in Cambridge English cancelling the entry without any refund of fees and/or the candidate's result being withheld temporarily during investigation, and permanently if entry regulations have been breached.
- 1.7 Registrations for the exams are made through a Centre. A list of Centres is available on cambridgeenglish.org. The Centre will advise the school or candidate on matters such as the exam dates, Entry (Registration) Closing Dates, and exam fees.
- 1.8 Centres charge fees for Cambridge English exams for each registered candidate. Fees may vary from region to region, depending on local costs.
- 1.9 Where Cambridge English permits a school to use its 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.
- 1.10 Centres decide which exams and which exam sessions to offer. They may not accept a registration, for example, because they are not running that exam, or they have already reached their capacity.
- 1.11 Wherever possible, Cambridge English makes arrangements for candidates with access/special requirements (e.g., extra time or modified papers). The centre is required to put in place any access/special arrangements the candidate is entitled to

for their exam. Enquiries about these arrangements must be made through Centres as soon as possible, as Cambridge English needs to receive access/special arrangements requests from Centres by the scheduled deadlines.

- 1.12 Late registrations (those made after the scheduled deadlines) may incur an extra fee. Acceptance of late registrations will depend on the Centre's policy and on Cambridge English policies.
- 1.13 Registrations can be transferred to another session if the deadline for registering has not passed and if the Centre is offering an alternative session.
- 1.14 When a candidate cannot attend the exam, they should promptly check any refund policy and deadlines with their Centre. If the Centre considers that the reason given is justified on compassionate/medical grounds, or because the circumstances were outside of the candidate's control, they may request to withdraw the candidate. The Centre may ask for supporting evidence such as a medical statement. The Centre may register the candidate for a different exam session. When an entry is withdrawn, no result will be issued.
- 1.15 Centres in Africa, Asia, and Australasia must record the passport/ID number when a candidate registers for C1 Advanced. The candidate must bring the same ID on the exam day.
- 1.16 The candidate must inform their Centre at the time of registration if they intend to use the exam for immigration purposes and, where possible, also provide their passport/ID number.
- 1.17 Administering Cambridge English Qualifications Digital requires access to the internet, a power supply, equipment, etc. that Cambridge English does not own, control, or assume responsibility for. When registering for an exam, the candidate or their parent/guardian understands that Cambridge English will not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such access, equipment, or services.

2 Photo ID

- 2.1 Candidates for all exams, except Pre A1 Starters, A1 Movers, and A2 Flyers, must bring a physical photo ID on the exam day. The ID must be original and unexpired. Digital/electronic ID is not accepted. 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, candidates must use government-issued photo ID, or, if candidates do not have government-issued photo ID, they can use their university/ college/school photo ID provided the Centre accepts it. Under 18s who have no acceptable ID must complete a Candidate Identification Form (available from their Centre) before the exam day and bring it to the exam
- 2.2 For C1 Advanced, if the candidate presents a passport or national ID, their ID number will be included with the result on the [Results Verification Service website](#).
- 2.3 If a candidate does not have an acceptable ID, they must tell their Centre before they register for an exam.

- 2.4 If a candidate does not bring their ID on the exam day, the Centre may not allow them to take the exam, or they may not receive a result.
- 2.5 Verification of identity may also 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. Centre staff and, occasionally, Cambridge English representatives carry out verification of identity.
- 2.6 Only the person registered for the exam can take the exam. If Centre staff cannot verify the identity of the candidate to a suitable standard, they must not allow them to sit the exam.

3 Electronic items

- 3.1 Candidates must not 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 will be considered malpractice.
- 3.2 Centres or Cambridge English representatives may use electronic detection scanning devices such as hand-held metal detectors/wands.
- 3.3 Centres must tell candidates before the exam day about the arrangements for electronic items, so that candidates can decide whether to bring these with them.

4 Test day photo

- 4.1 Test day photos are mandatory for B2 First, C1 Advanced, and C2 Proficiency exams and are one type of identity check. By registering for these exams, a candidate, or their parent/guardian, understands that a test day photo will be taken. The exams where a test day photo is mandatory is subject to change and Centres will notify candidates about procedures.
- 4.2 If a candidate, or their parent/guardian, declines a mandatory test day photo, the candidate may not be allowed to take the exam. In cases where the exam is taken, Cambridge English reserves the right to withhold or cancel the result. Candidates who decline a photo may find that their options for using the result may be limited because there is no photo on the [Results Verification Service](#) website.
- 4.3 The photo will be added to the Results Verification Service website cambridgeenglish.org/verifiers. Candidates decide who can view it by sharing their result via the [Results Service for Candidates](#) website or by sharing their Verification Number with their chosen institution.
- 4.4 Cambridge English may also use the photo and passport/ID number for malpractice checks.
- 4.5 If the candidate wants to use their C1 Advanced result for immigration purposes, they must tell/remind their Centre and present a suitable photo ID. The Centre must record the ID number in Cambridge systems.
- 4.6 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 taken and uploaded

into Cambridge systems. If the candidate's photo is uploaded after the deadline, their result will be delayed.

- 4.7 A candidate who would like a test day photo but is intending to take an exam that does not have a mandatory test day photo must ask their Centre at the time of registration if the Centre can offer a test day photo service.
- 4.8 Taking photos for any other purpose or filming candidates during an exam is not permitted unless authorised by Cambridge English. Cambridge English sometimes requires the audio and video recording and/or streaming of Speaking tests and the test day photo process. When CCTV (closed circuit television) is authorised, it must not capture exam content, e.g., exam questions must not be legible, and images from exam materials must not be recognisable.

5 Taking an exam

- 5.1 Centres will tell candidates where and when their exam will take place. This may be in a Confirmation of Entry which the candidate must check carefully, including for any incorrect name spelling and for details of date, time and place for the exam. Any incorrect name spelling or other details must be reported to the Centre immediately. Centres may not allow candidates who arrive late to take the exam.
- 5.2 For security reasons, requests to make changes to the scheduled timetable are not usually approved. If a candidate cannot take their exam at the scheduled time, the Centre may ask Cambridge English if it is possible to change the time of the affected exam component(s).
- 5.3 A Centre must submit a request to Cambridge English to change scheduled timetabling as soon as possible. Cambridge English's decision in this matter will be in writing and is final and binding.
- 5.4 Key rules and regulations on what candidates can and cannot do during the exam are in the applicable Notice to Candidates. Centres must make this available to each candidate.
- 5.5 Candidates must be well behaved and respectful while on the premises of the exam venue.
- 5.6 Cambridge English will not accept offensive (such as rude or racist) language in exam answers and will not mark an exam or give a result if this type of language is used. The decision by Cambridge English is final.
- 5.7 Candidates for some exams may be asked for some basic personal information such as which country they are from. This is usually done when the candidate registers for their results. This information is used by Cambridge English for research and improvement purposes.
- 5.8 For some exams, Speaking Examiners will use a dedicated app on a mobile device in the exam room to record and upload the scores they award.
- 5.9 The Centre may arrange audio and/or video recording of live Speaking tests for Cambridge English quality and research purposes. Part of the monitoring of Speaking Examiners may involve audio-recording of selected live interviews. Centres will provide the equipment to record the interviews and upload the files (e.g., mp3). Candidates will be told by their Centre if their Speaking test is being recorded. An

additional Speaking Examiner or Cambridge English representative may be present during a Speaking test to monitor the Speaking Examiners.

- 5.10 Cambridge English 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 respectfully and professionally including towards visiting Cambridge English representatives, such as Inspectors. Most inspections are unannounced and can happen at any exam venue. A Centre may be visited by both an Inspector and a Monitoring Inspector who is observing the Inspector. Inspectors may check candidate ID. Cambridge English may use mystery shopping to check quality of service and/or compliance with regulations.
- 5.11 Only the supervisor, invigilators, candidates, and authorised Cambridge English representatives are allowed in the exam room. During Speaking tests, only candidates, Speaking Examiners and those authorised to monitor Speaking Examiners are permitted in the exam room. For C1 Advanced, authorised Cambridge English representatives are allowed in the test room.
- 5.12 Any problem which may affect the performance of a candidate during the exam must be reported to the Centre on the exam day. If supported, the Centre will report it to Cambridge English. Cambridge English may accept Special Consideration and where appropriate, adjust the marks of affected candidates to take the reported circumstances into account. Centres will be informed when Special Consideration is not approved. Cambridge English cannot accept Special Consideration requests after results have been released.

6 Suspected malpractice and cheating

- 6.1 Any candidate not following Cambridge English or the Centre's rules and instructions, or whose behaviour is disruptive, may not be allowed to take or finish their exam and/or may be subject to Cambridge English Malpractice procedures, details of which are available on cambridgeenglish.org/help/malpractice
- 6.2 Cambridge English values the integrity and reliability of its exams and has strategies, such as statistical analysis, that counter and identify attempts at cheating and/or malpractice. The investigation of suspected malpractice cases may delay results.
- 6.3 Malpractice includes, but is not limited to:
- obtaining unauthorised access to examination material
 - attempting to obtain an unfair advantage (cheating or deception) in any way, including using or trying to use unauthorised material
 - copying/collusion or attempted copying/collusion with others
 - disruptive behaviour
 - not following the instructions of test administrators
 - keeping prohibited devices in the exam room
 - using or attempting to use prohibited devices during an exam
 - impersonation (pretending to be someone else)
 - reproducing any part of the exam in any medium including memorising test material to gain or give an unfair advantage
 - altering any results document, including Statement of Results in any medium
 - a candidate allowing another candidate to copy their work
 - accessing the internet or online materials during an exam
 - facilitating malpractice on behalf of others

- 6.4 Malpractice such as copying is likely to be noticed by the Centre and may also be detected by Examiners during marking and/or by statistical checks.
- 6.5 Malpractice prevention measures includes Inspectors or Cambridge English representatives asking selected candidates a few questions.
- 6.6 Cambridge English reserves the right to withhold or cancel exam results for some or all candidates for an exam if it determines that Cambridge English rules and regulations may have been breached or not followed to a sufficiently high standard, or the scores are not a reliable indicator of the candidate's ability, for any of the exam components.
- 6.7 Candidates have the right to raise an appeal with their Centre against a decision relating to malpractice. Details of the Cambridge English Appeals Procedures are available on cambridgeenglish.org/help/enquiries-and-appeals.
- 6.8 Candidates are not entitled to a refund if their results are cancelled or withheld due to suspected malpractice.
- 6.9 Cambridge English may ban candidates that it determines have been involved in malpractice from taking future Cambridge exams for a period of time as solely determined by Cambridge English.
- 6.10 Cambridge English may share with institutions, parents/guardians, government agencies, or law enforcement the outcomes of suspected malpractice and/or test security investigations and/or candidates' names whose results have been cancelled or withheld.
- 6.11 Cambridge English encourages genuine reports of suspected fraud, malpractice, misconduct, suspicious activity, and threats to the security or integrity of Cambridge exams. Anyone who believes they have witnessed such incidents should report them to Cambridge English:

7 Results

- 7.1 Cambridge English cannot be held responsible for the loss of exam scripts or materials while at the centre and its venues or while in transit from the Centre and/or its venues to Cambridge.
- 7.2 Cambridge English aims to issue results within scheduled timeframes. For most exams, the results will be available from the Cambridge English [Results Service for Candidates](#) website by the scheduled date. Candidates need to register to access this website. The Centre will provide candidates with the registration details, usually in their Confirmation of Entry. When the result is not released on this website, or when the candidate cannot access their results, the Centre will forward the result to the candidate.
- 7.3 For some exams, candidates will receive a Statement of Results which contains the following details: scores within the Cambridge English Scale for each of the four skills, overall score, grade and CEFR (Common European Framework of References) level for the overall exam. Individual exam component performance is not given to those candidates with grade X (absent from part of the exam), grade Z (absent from all the exam) or PENDING (update to follow).

- 7.4 If a school or candidate believes that their result is incorrect, their Centre can submit an Enquiry on Results for the written exam components. The Centre will inform the candidate about the fee and deadlines. It is extremely rare for such enquiries to lead to a change in the result. Cambridge English exams are either auto marked or clerically marked by Examiners and checked. Examiners undergo intensive training and are monitored regularly. There is no result enquiry process for the Speaking test as this is not recorded as standard, speaking tests are marked by two examiners who have met rigorous quality standards.
- 7.5 If a school or candidate is dissatisfied with the outcome of an Enquiry on Results, their Centre may submit an Appeal. The Centre will tell the candidate about the fee and deadlines.
- 7.6 The outcome of an Enquiry on Results or its appeal may lead to a higher grade, a lower grade, or no grade change. Full details of the Enquiry on Results and the Appeals procedures are available on cambridgeenglish.org/help/enquiries-and-appeals.
- 7.7 An enquiry about the accuracy of a result is different from a request for feedback on the performance of a candidate (e.g., 'Where did the candidate go wrong?'). Information about a candidate's performance in individual exam components is limited to what is contained in the Statement of Results. Cambridge English will give no further information to candidates, schools, or Centres.
- 7.8 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 made available.
- 7.9 Cambridge English may amend result information under exceptional circumstances. Amendments to the results originally awarded may be made as part of the Enquiry on Results process or due to the need to adjust marks for a particular paper following one of Cambridge English post-exam quality checking procedures. These changes are very rare. Cambridge English reserves the right to cancel exam results if it decides the scores for any part of the exam are not valid.
- 7.10 Cambridge English will withhold or cancel a result if it determines the candidate may have been involved in malpractice and/or has reasonable grounds to suspect that the result is not a reliable indicator of the candidate's ability for whatever reason.
- 7.11 Cambridge English reserves the right not to issue results for those candidates where the correct mandatory biometric verification data, such as a test day photo or Speaking test recording, is either of insufficient quality or has not been uploaded to Cambridge systems.
- 7.12 Candidates can share their results with a recognising organisation via the [Results Verification Service](#).

8 Certificates

- 8.1 Cambridge English certificates are important documents containing several security features to make it difficult for them to be forged or copied.
- 8.2 Centres must forward Certificates to candidates as soon as possible after receiving them from Cambridge English. Depending on the exam, this is 2-4 weeks after the results are released. Because of the value placed on certificates, Centres may require

candidates to collect and sign for them in person. Centres can destroy unclaimed certificates after one year.

- 8.3 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 for replacing a certificate and the supporting evidence required will vary. Candidates should apply for a replacement through their original Centre, who can provide details on fees and deadlines.
- 8.4 Name amendments are only allowed under certain circumstances, contact your Centre for details. A fee may be applicable 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 will not be accepted. Instead, the candidate can apply for a [Certifying Statement](#). Please note that there is a fee for this service.
- 8.5 A candidate who has lost a certificate may apply for a Certifying Statement for a fee. 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 issue date. These candidates can contact the Centre for more information.

9 Copyright

- 9.1 Cambridge English holds the copyright on all question papers and exam material. They 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.
- 9.2 Cambridge English does not allow candidates, schools, or Centres to view candidates' answers, or any other work done as part of an exam.
- 9.3 Cambridge English will not return any work candidates produce in the exam to candidates, schools, or Centres.

10 Complaints

- 10.1 Any concerns or complaints relating to the delivery of the exam can be forwarded to Cambridge English and will be handled in line with the Complaints Policy available on cambridgeenglish.org/help/complaints.

11 Data protection

- 11.1 If you register for or take a Cambridge English exam, all Personal Data will be processed in accordance with Cambridge's Candidate Privacy Notice available on cambridge.org/legal/candidate-privacy-notice

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.

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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.

If you need this document in a different format contact **BrandAdmin.C@cambridgeenglish.org** telling us your name, email address and requirements and we will respond within 15 working days.