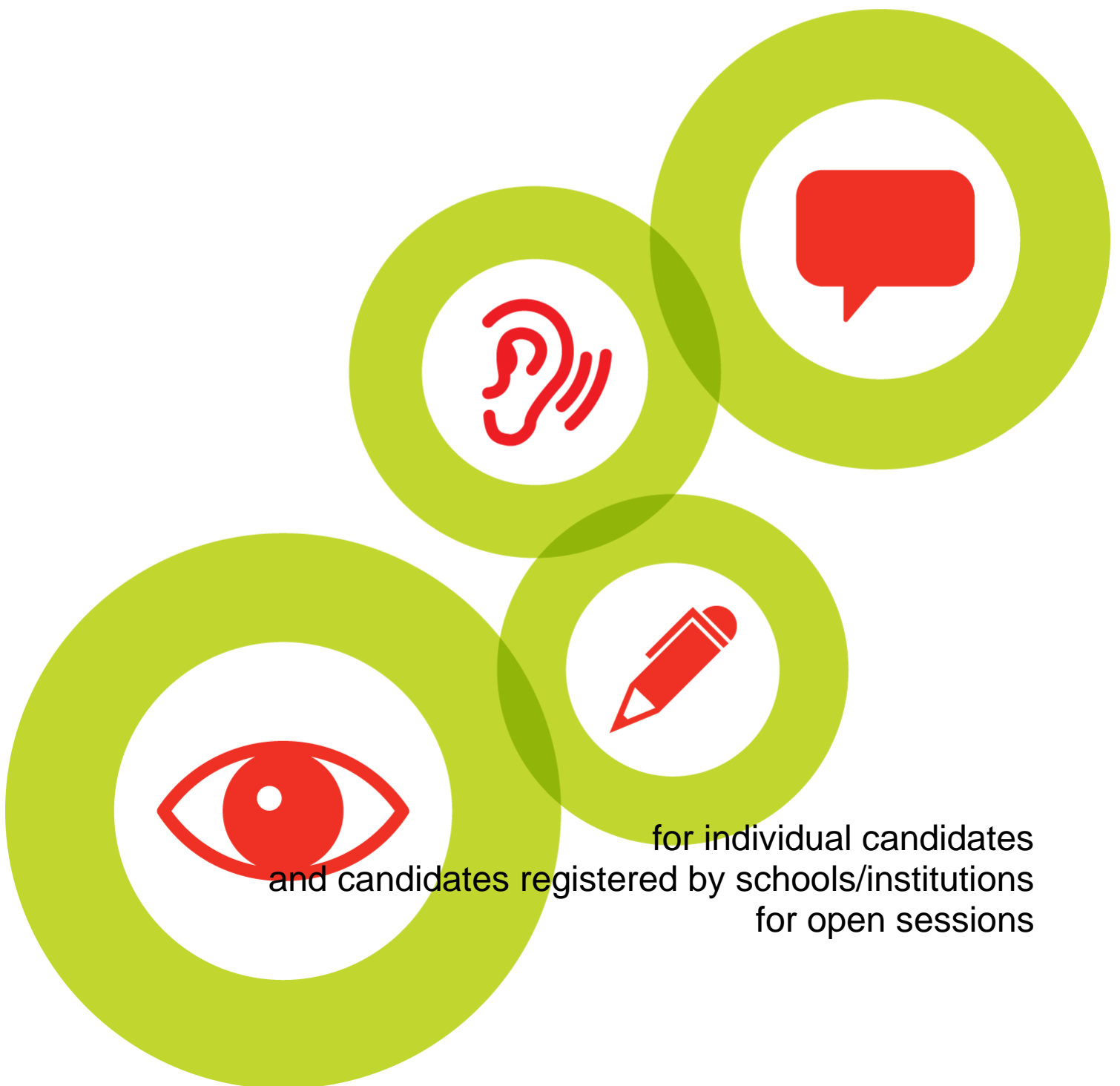


Aptis

CERTIFIED APTIS TEST REGULATIONS FOR COMPUTER BASED SESSIONS

as of 1 April 2022



for individual candidates
and candidates registered by schools/institutions
for open sessions

I ENTRIES

GENERAL PROVISIONS

1. Service Provider is the non-public continuing education institution, the British Council Centre for Children and Teenagers, entered in the register of schools and non-public institutions kept by the Capital City of Warsaw under no. 92/Pz; and the non-public continuing education institution, the British Council Centre for Adults, entered in the register of schools and non-public institutions kept by the Capital City of Warsaw under no. 1112K - entities governed by the Fundacja British Council registered in the District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register under KRS number 0000449621, NIP (Tax Identity No.): 7010369489, with its principal office in Warsaw, Poland and address at Koszykowa 54, 00-675 Warsaw, Poland (hereinafter referred to as 'the British Council').
2. Service Receiver is a natural person, a legal entity, or an organisational unit without the status of a legal entity (a candidate, a school or an institution), who or which uses a distance contract provided by the British Council, within the territory of Poland.

CONDITIONS OF DISTANCE CONTRACT CONCLUSION

3. British Council provides remote services:
 - 3.1 on the www.britishcouncil.pl website, by entering one's name on the list of candidates for Aptis test using Eventsforce registration system available on the site (in the case of individual candidates and those registered by institutions), or by printing the form available on the website and sending it to the British Council by e-mail (in the case of candidates registered by institutions);
 - 3.2 by e-mail (a message with the confirmation of entering one's name on the list of candidates for an exam at the British Council; the confirmation of the exam fee posting, and sending a newsletter - with an additional consent from the Service Receiver).
4. The agreement between the Service Provider and the Service Receiver for the administration of a selected exam shall be deemed entered into (the moment of the exam registration completion) upon the payment of the exam fee by the Service Receiver after his or her data is entered on the list of candidates for a selected exam via the on-line registration system made available by the Service Provider on the Site. The Service Receiver's failure to pay the fee in the amount and within the time limit set forth by the Service Provider on the Site will result in removing the Service Receiver's entry from the list of candidates and the agreement contemplated in this point will not be entered into. If the Service Receiver enters untrue or incomplete data on the list of candidates, the Service Provider will attempt to contact the Service Receiver in order to supplement or rectify the data. If such an attempt proves unsuccessful, the Service Provider may withdraw from the agreement.

EXAM FEES

5. Exam fees are given in Annex 1, which is an integral part of the Regulations.
6. Exam fees for the Aptis test are given in Polish zloty. The price given for each exam is binding upon the placement of a purchase order by the customer. Invoices for exams are issued in an electronic form and sent to the customers by e-mail.
7. The exam fee shall be paid by the Service Receiver following the entry to the list of candidates by a bank transfer for the benefit of the Service Provider or as a cash payment to the account of the Service Provider made within the time limit and in the way set forth by the British Council and published in the specific exam regulations and on the Service Provider's site.
8. At the Service Provider's offices in Warsaw and Kraków, the Service Receiver can pay the exam fee by a payment card (Visa, Visa Electron, Maestro, MasterCard, MasterCard Electronic, American Express). In case the payment is made by card as described in this point, the present Regulations are not applicable as the agreement is entered into at the Service Provider's offices and, as such, is not a distance contract.
9. The Service Receiver who paid the exam fee but failed to enter his or her name on the list of candidates within the time limit indicated for registration shall be entitled to full reimbursement of the exam fee. In this case no exam administration agreement is entered into between the Service Receiver and the Service Provider.

REGISTRATION – GENERAL PROVISIONS

10. Aptis test in General, for Teachers and Advanced version is only intended for candidates over 18 years of age at the time of taking the test.
11. The number of places for computer-based tests is limited.
12. If the number of candidates registered in a British Council exam centre does not meet the minimum required by the British Council, the British Council will:
 - 12.1 conduct the exam in another British Council exam centre (where possible),
 - 12.2 register the candidates for a subsequent session of their choice,
 - 12.3 reimburse the fees to the candidates.

The decision whether to sit the examination in another centre, apply for reimbursement or register for a subsequent session rests with the Service Receiver.

REGISTRATION - INDIVIDUAL CANDIDATES

13. Candidates who wish to register for Aptis test in a British Council examination centre in Poland for open sessions should:
 - 13.1 enter their personal data into the candidates' on-line database in Eventsforce – the British Council on-line registration system available on www.britishcouncil.pl, by the registration deadlines (the registration is closing 5 days prior to the test date – for sessions in Warsaw, or 10 days prior to the test date – in other examination centres) stated on <http://examfinder.britishcouncil.pl/>,
 - 13.2 deposit the required fee according to the instructions on Eventsforce no later than **5 calendar days** after registering for the test, where the first day is the day of registration. Fees are listed in Annex 1 to these Regulations.
14. Candidates will receive an email with confirmation that their data was successfully added to the on-line database in Eventsforce, information about the exam, the fee for the service, information about the method of payment of the examination fee and the deadline by which the payment should be made in order for the Service Receiver's record not to be removed from the list of candidates, and information about when they will receive their individual examination timetables with exam dates and venue addresses (*Confirmation of Entry*). Candidates are not required to submit a proof of payment. After the payment has been recorded on the British Council's account, candidates will receive a second e-mail with confirmation of registration. This message should be kept until a third e-mail with the *Confirmation of Entry* is delivered.
15. Candidates who do not meet the requirements stated in points 13.1 and 13.2. will not be registered for Aptis test of their choice and their personal data will be deleted from the database of candidates in Eventsforce.

REGISTRATION - CANDIDATES REGISTERED BY SCHOOLS/INSTITUTIONS

16. Candidates registered by schools/institutions for Aptis test in either open or closed sessions in a British Council in Poland exam centre complete registration formalities through the schools/institutions which will provide them with:
 - information about Aptis test offered by the British Council,
 - registration deadlines,
 - the exam fees and methods of payment,
 - the candidate's individual examination timetable (*Confirmation of Entry*).
17. Candidates should inform the person responsible for the organisation of Aptis test at the school/institution of their wish to sit the exam at the time indicated by that school/institution.

II REFUNDS AND OTHER CHANGES

TERMS AND CONDITIONS OF REFUNDS

1. A refund of the examination fee is possible only under the following conditions:
 - 1.1 The Service Receiver being a natural person who has paid the exam fee as set forth in Section I, and thus entered into a distance contract with the Service Provider, may withdraw from the agreement without giving reasons within 14 days from the date the agreement for the administration of a selected Aptis test was entered into (from the moment of the exam registration completion). This right does not apply to the Service Receivers for whom the service was provided in full by the Service Provider.
 - 1.2 If an application to withdraw the examination fee is submitted before close of registration.
 - 1.3 If the candidate was absent during the examination:
 - 1.3.1 for medical reasons, on condition that the period of absence covers the date of the written test,
 - 1.3.2 because of the death of a close relative, on condition that the death occurred no more than 30 days before the date of the written test for which the candidate was registered. Close relatives are spouses, common-law partners, siblings, ascendants, descendants, in-laws, sons-in-law, daughters-in-law, stepparents, stepchildren, adopted children and adoptive parents,
 - 1.3.3 because of the death of the candidate.
 - 1.4 If the exam session was cancelled in a given British Council Examination Centre.

REQUIRED DOCUMENTS

- 2 In the case of withdrawal described in point **1.1**. the candidate or the person/institution that submitted the fee on behalf of the candidate, should contact the British Council exam centre by the stated deadline and submit the following withdrawal declaration in writing:

I/We(*) hereby declare my/our(*) withdrawal from the agreement for the provision of the following service: **

- Date of the agreement
- Consumer's name (consumers' names)
- Consumer's (consumers') address
- Consumer's signature (consumers' signatures) (only if the paper form is sent)
- Date:

* Please cross out if not applicable ** Please state the name of the exam

- 3 In the case of withdrawal described in point **1.2**. the candidate or the person/institution that submitted the fee on behalf of the candidate, should contact the British Council exam centre by the deadline stated in point **1.1** and submit a [request form](#), indicating the chosen form of refund, together with a proof of payment.
- 4 In the case of absence described in point **1.3.1**. the candidate or the person/institution that submitted the fee on behalf of the candidate, should submit a medical statement (which can, but does not have to be issued on a British Council [template](#)), a [request form](#) indicating the chosen form of refund and a proof of payment.
- 5 In the case of absence described in point **1.3.2**. the candidate or the person/institution that submitted the fee on behalf of the candidate should submit a copy of the death certificate, a [request form](#) indicating the chosen form of refund and a proof of payment.
- 6 In the case of absence described in point **1.3.3**. the beneficiary or the person/institution that submitted the fee on behalf of the candidate should submit a copy of the death certificate, a [request form](#) indicating the chosen form of refund and a proof of payment.
- 7 All documents mentioned above are available on www.britishcouncil.pl, at all British Council examination centres and from the representative of the registering institution.
- 8 The documents mentioned in points 4,5, 6 should be submitted, together with a proof of payment (copy of payment slip), to the examination centre where a candidate was registered for the exam **not later than two weeks after the test date the candidate was registered for**.
- 9 A full or partial refund can be made in the following ways (in accordance with conditions of refunds stated above):

- 9.1 bank transfer;
- 9.2 an exam voucher which will cover the whole or part of the examination fee in a subsequent exam session within two years from the date of issue. A voucher may be used to register for a different exam than the one the candidate was originally registered for. A voucher cannot be used to register any person other than the candidate who is entitled to the refund. The candidate is obliged to cover the difference between the voucher value and the exam fee listed in the current register of fees.
- 10 The candidate or the person/institution that submitted the fee on behalf of the candidate is entitled to a refund under the conditions stated below:
 - 10.1 In the case of withdrawals described in point **1.1** or **1.4**, a refund of 100% of the submitted fee in the form of a voucher, bank transfer.
 - 10.2 In the case of withdrawals described in point **1.2**:
 - 10.2.1 a refund of 100% of the submitted fee in the form of a voucher,
 - 10.2.2 a refund of 80% of the submitted fee in the form of a bank transfer.
 - 10.3 In the case of absence indicated in points **1.3.1** and **1.3.2**:
 - 10.3.1 a refund of 80% of the submitted fee in the form of a voucher,
 - 10.3.2 a refund of 60% of the submitted fee in the form of a bank transfer.
 - 10.4 In the case of absence indicated in point **1.3.3**, the beneficiary or the person/institution that submitted the fee on behalf of the candidate is entitled to a refund of 100% of the submitted fee in the form of a bank transfer.

The choice of the form of refund rests with the person entitled to the refund or the beneficiary. The choice of the form of refund is binding as confirmed on the submitted [request form](#).

- 11 Refunds by bank transfer will be made within 30 days of the receipt by the British Council of the full set of correctly completed documentation, together with proof of payment.
- 12 Vouchers will be issued within 30 days of the receipt by the British Council of the full set of correctly completed documentation, together with proof of payment. Vouchers can be issued either in electronic or paper form – the choice to be made by the person entitled to the refund.

OTHER CHANGES

- 13 On close of registration:
 - 13.1 fees cannot be transferred from one exam to another,
 - 13.2 fees cannot be transferred to subsequent sessions,
 - 13.3 candidates cannot change the centre in which they wish to sit the examination,
 - 13.4 candidates cannot change the date of any part of the test.
- 14 In any case not regulated by the above regulations, please contact the British Council exam centre, with which the candidate is registered for the test.

III SPECIAL ARRANGEMENTS

Please contact your local British Council exam centre as soon as possible prior the test (but not later than 14 days before the close of registration) to talk about ways in which the test can be modified for your needs.

We can make adjustments such as pen and paper test, Braille and large font testing, timing and many others. Not all, or in some cases, no adjustments will be possible to be provided and the final decision belongs to the British Council.

IV EXAM ARRANGEMENTS

- 1. The full, certified Aptis computer-based test offered in open sessions has 5 modules and tests the following language skills: speaking, writing, listening, reading, grammar and vocabulary.

2. Exam dates in open sessions are available on www.britishcouncil.pl.
3. Individual session timetables will be included in the *Confirmations of Entry* issued to candidates.
 - 3.1. Individual candidates will receive their *Confirmations of Entry* by e-mail. Candidates who do not receive their *Confirmations of Entry* by the date stated in the email confirming their registration for the exam must immediately contact the British Council exam centre with which they registered for the examination. Candidates who missed their exam because they had not received their Confirmation of Entry and did not report this fact to their examination centre are not entitled to a refund on this account.
 - 3.2. Candidates registered by schools/institutions will receive their Confirmations of Entry through the school/institution that registered them for the exam. Candidates who do not receive their Confirmations of Entry 3 days prior to the test date are asked to contact their registering school/institution immediately. Candidates who missed their exam because they had not received their Confirmation of Entry and did not report this fact to their school/institution or the examination centre are not entitled to a refund on this account.
4. For each part of the exam candidates should:
 - arrive on time (latecomers will not be allowed into the exam room);
 - bring a valid identity document (with a recent photo) – candidates with no ID or with invalid ID will not be able to sit the exam and are not entitled to a refund of the exam fee. The following types of ID are accepted: passport, European Union ID card, driving license or student ID.
 - bring their individual examination timetable with exam dates and venue addresses (*Confirmation of Entry*);

5. **Candidates are not allowed to take any electronic items, including mobile phones, into the exam room or access them during breaks.** Failure to observe these regulations will result in disqualification. In that case we advise you not to bring mobile phones and any valuable items to the exam venue. If there is any urgent need to bring in the mobile phone to the exam, your phone will be collected and kept outside the examination room.

V COMPLAINTS

1. All comments concerning the conduct of the examination should be given by the candidate to the supervisor/test administrator immediately after the examination and also in writing (by email or in person) to the British Council examination centre staff no later than 48 hours after the end of the test. Information on how to submit comments can be found on www.britishcouncil.pl.
2. The Service Receiver may ask questions, give opinions or lodge complaints concerning the Service Provider and the services it provides by using the contact details available on www.britishcouncil.pl. The Service Provider shall address all opinions, questions or complaints from the Service Receivers within five working days of their receipt.

VI RESULTS AND CERTIFICATES

1. Results of the certified Aptis tests are presented in the form of the *Test Report* and the personalised *Certificate of Achievement* issued by the British Council. The *Certificate of Achievement* is valid only with the relevant *Test Report*.
2. Results are available after 48 to 72 hours after the test.
3. Individual candidates:
 - 3.1. will receive their results on the e-mail address indicated during the registration. The score for each skill will appear both numerically and graphically, expressed in accordance with the Common European Framework
 - 3.2. will receive their results and certificates in paper copy by registered letter sent 7 to 10 days after the test date to the address given by the candidate during the registration
 - 3.3. **or** they can collect their results and certificates from the British Council exam centre in which they registered for the exam, in person or through a person authorised in writing. The authorisation form is

available on www.britishcouncil.pl and at all British Council examination centres. A person collecting a certificate must provide a valid original photographic ID. In order to be able to collect the results and certificates in person, the candidate should indicate that option during the registration.

4. Candidates registered by school/institution will be informed about the dates and ways of collecting their results and certificates by school/institution representative who will collect their results and certificates on their behalf.
5. Information about results is not provided over the phone.
6. Exam papers are marked at the British Council and are the property of British Council. British Council does not make these accessible to candidates, schools or examination centres and does not give feedback on the candidates' performance in the exam. All available information is provided on the Statement of Results.
7. Results enquiries should be submitted via e-mail to the British Council Examination Centre where candidates registered for their exam **up to eight weeks from the test date**. Results enquiries are submitted to the result of the whole test not for the individual components.

The service is chargeable. Fees can be found in the Annex 1.

In case of changing the grade as a result of result enquiries process, the fee for the services listed in point 7 will be reimbursed.

Candidates' personal data are kept by a British Council exam centre for two years from the first day they can be collected from that centre. After that time the personal data are deleted. Candidates' results are deleted after 2 weeks since their publication (since the day they are available for collection or sent by registered letter).

VII LIABILITY OF THE BRITISH COUNCIL

The British Council takes all reasonable steps to provide continuity of service. The institution, however, cannot be held responsible for any irregularities of service caused by circumstances beyond its control. In the case of delays, interruptions or cancellation of examinations or delays in the issue of results for reasons independent of the organizers, we will make every effort to resume normal service as soon as possible. In the above mentioned cases the British Council's liability will be limited to re-testing at a later date or a refund of the registration fee. If the delays or interruptions in the course of the examinations were caused by the organizers and lasted longer than 24 hours, or if the examinations were cancelled through a fault of the organizers, candidates may apply for compensation of loss on general terms.

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Annex no. 1

Fees of the Aptis tests in the British Council Examinations Centres valid since 1 April 2022.

Test	Version	Package	Standard fee
Aptis General	Computer-based	Full test, 5 skills (modules)	490 PLN
Aptis for Teachers	Computer-based	Full test, 5 skills (modules)	490 PLN
Aptis Advanced	Computer-based	Full test, 5 skills (modules)	510 PLN

Other services:

Service	Additional information	Fee
Certificate despatch – domestic post		free of charge
Certificate despatch – international post		20 PLN
Duplicate certificate - Name Amendment (service available up to 2 years after the test)		free of charge
Duplicate certificate - Damaged Certificate Replacement (service available up to 2 years after the test)		200 PLN
Enquiry of result- Aptis General, Aptis for Teachers, Aptis Advanced		250 PLN