

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 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 (candidate, school or institution), who or which uses a remote agreement provided by the British Council, within the territory of Poland.

CONDITIONS OF REMOTE AGREEMENT 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 a Cambridge Assessment English exam using a form available on the site, or by printing the form available on the website and sending it to the British Council by e-mail (sent to exams@britishcouncil.pl) or fax (depends on exam);
 - 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 with additional Service Receiver's consent, the sending of newsletter).
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. For the register of fees see Annex 1 being an integral part of the Regulations.
6. Exam fees are given in Polish zloty, in the tariff published on the www.britishcouncil.pl site. 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 customers by e-mail by the 15th day of the month following the month of payment booking.
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 provided by 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 remote agreement.

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. The number of places for computer-based tests is limited.
11. If the number of candidates registered in a British Council Exam Centre does not meet the minimum required by the British Council and Cambridge Assessment English, the British Council will:
 - 11.1 conduct the exam in another British Council Exam Centre (where possible),
 - 11.2 register the candidates for a subsequent session of their choice,
 - 11.3 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 candidate.

12. Registration for the selected examination session after the registration deadline is possible for paper-based sessions only within the administration potential of a given British Council Exam Centre and is not carried out via the online registration system. In order to register after the registration deadline, please contact the examination center. Registration after the registration deadline will incur additional fees specified in the Annex 1.

REGISTRATION - INDIVIDUAL CANDIDATES

13. Candidates who wish to register for Cambridge Assessment English exams in a British Council Examination Centre in Poland for open sessions in the period 01.01.2021 -31.08.2021 should:
 - 13.1 enter their personal data into the candidates' on-line database in EntryNet – the British Council on-line registration system on www.britishcouncil.pl, by the [registration deadlines](#) stated there.
 - 13.2 deposit the required fee according to the instructions on EntryNet no later than **5 calendar days** after registering for the test, where the first day is the day of registration. However, candidates who register in the last days of registration should deposit the required fee no later than the day following the registration deadline for the test. Exam fees are given in Annex 1 to the Regulations.
 - 13.3 the documents mentioned above are available on www.britishcouncil.pl and in all British Council Examination Centres.
14. Candidates will receive an e-mail with confirmation that their data was successfully added to the on-line database in British Council EntryNet, information about the exam, the fee for the service, information about the method of payment of the examination fee and the deadline by which payment should be made in order for the Service Receiver's record not to be removed from the candidates' list. Candidate, who did not receive such a message, is obliged to contact the Examination Center within 2 working days from the date of registration. 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 and information about when they will receive their individual examination timetables with exam dates and venue addresses (*Confirmation of Entry*). This message should be kept until a third e-mail with the *Confirmation of Entry* is delivered.
15. Candidates who do not observe the procedures stated in points 13.1 and 13.2. will not be registered for Cambridge examinations of their choice and their personal data will be deleted from the candidates' database in EntryNet.

REGISTRATION - CANDIDATES REGISTERED BY SCHOOLS/INSTITUTIONS

16. Candidates registered by schools/institutions for Cambridge Assessment English examinations in either open or closed sessions in a British Council in Poland exam centre complete registration formalities through the schools/institutions that will provide them with:
- information about British exams offered by the British Council,
 - registration deadlines,
 - the exam fees and methods of payment,
 - the candidate's individual examination timetable with exam dates and venue addresses (*Confirmation of Entry*).
17. Candidates should inform the person responsible for the organisation of Cambridge Assessment English examinations 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 under the following conditions only:
- 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 remote agreement 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 Cambridge exam was entered into (from the moment of the exam registration completion, which is the date of payment). 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.

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 proof of payment, a [request form](#) and the following withdrawal declaration:

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 points 1.1 and 1.2 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 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 and 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 written test the candidate was registered for**. After this time the refund will not be processed.
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 postal order;
 - 9.3 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. A voucher can be used only in British Council Examination Centres in Poland. 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** a refund of 100% of the submitted fee in the form of a voucher, bank transfer or postal order.
 - 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 or postal order.
 - 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 or postal order.
 - 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 or postal order.

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](#). The fact that the voucher has not been used within the specified time limit does not constitute a basis for obtaining a refund of the voucher.

11. Refunds by bank transfer or postal order will be made within 30 days of the receipt of the full set of correctly completed documentation, together with proof of payment, by the British Council.
12. Vouchers will be issued within 30 days of the receipt of the full set of correctly completed documentation, together with proof of payment, by the British Council. 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 the written or the listening parts of their exam and, in the case of closed sessions for institutions, the date of the speaking part of the exam as well,
- 13.5 change of the speaking test date is possible only within the administration potential of the given British Council Exam Centre, on condition that the speaking test is conducted more than once within an exam session. Candidates can apply for a change of the date of the speaking test in the case of:
 - 13.5.1 the candidate's illness
 - 13.5.2 important family events
 - 13.5.3 business trips
 - 13.5.4 circumstances beyond the candidate's control
 - 13.5.5 university exams during the course of study
 - 13.5.6 school trips
 - 13.5.7 pre-paid holidays organised by a travel agency.

All the above cases should be supported by relevant documentation.

14. Candidates who cannot attend the speaking test on the date set by the British Council Examination Centre for reasons listed above are requested to contact their examination centre immediately and deliver the following:

- 14.1 the relevant document mentioned above,
- 14.2 their individual examination timetable (*Confirmation of Entry*).

15. Every change to the date of the speaking test carries an additional fee. For the register of fees see Annex 1.

III SPECIAL ARRANGEMENTS

1. The British Council ensures equal opportunities to all candidates, including persons with special needs. Special arrangements can be provided for paper-based examinations under the conditions stated below. For technical reasons special arrangements for computer-based exams are not on offer.

2. Disabled candidates:

2.1 Candidates who require special arrangements (e.g. candidates with hearing or visual difficulties) are asked to report this fact when entering their personal data into EntryNet or, if registering through a school/institution, when signing up on the Block Entry Form. Relevant supporting documentation (a medical certificate and a [form](#) completed and signed by the candidate) have to be submitted to the British Council Exam Centre **2 weeks before** the registration deadline or to the representative of the school/institution before the registration documents are submitted to the British Council Exam Centre.

2.2 If an institution wishes to register a group of disabled candidates, it should contact their examination centre two weeks before the registration deadline for a chosen exam session, in order to discuss exam arrangements.

3. Candidates with dyslexia, dysgraphia or dysorthographia:

3.1 Candidates applying for extra time for the written parts of the examination because of dyslexia, dysgraphia or dysorthographia are asked to report this fact when entering their personal data into EntryNet or, if registering through a school/institution, when signing up on the *Block Entry Form*. The following supporting documentation should be delivered to the British Council Exam Centre before the registration deadline or to the representative of the school/institution before the registration documents are submitted to the British Council Examination Centre:

- 3.1.1 a report provided by a fully qualified educational, clinical or chartered psychologist stating details of the degree of dyslexia, dysgraphia or dysorthographia,
- 3.1.2 a [form](#) completed and signed by the candidate. The [form](#) is available on www.britishcouncil.pl, at all British Council Examination Centres and from the representative of the registering institution.

4. No documents regarding special arrangements will be taken into consideration after deadline. Missing the deadline may result in our inability to conduct the exam session on the agreed date or in the lack of possibility to provide suitable arrangements during exam session.

Candidates who reported their needs when entering their personal data into EntryNet but who did not submit the relevant documentation by the deadline, will not be entitled to special arrangements.

IV EXAM ARRANGEMENTS

1. Exam dates in open sessions are available on www.britishcouncil.pl. Additional dates of closed sessions for candidates registered by schools/institutions are available from the school's/institution's representatives.
2. Individual session timetables will be included in the *Confirmations of Entry* issued to candidates.
 - 2.1. **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 e-mail confirming their registration for the exam must contact the British Council Exam Centre with which they registered for the examination immediately. 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.
 - 2.2. **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* 10 days prior to the first part of the exam, in the case of paper-based examinations, or 3 days prior to the first part of the examination, in the case of computer-based examinations, 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. Attention: first part of the exam (in case of paper-based examinations) might be the oral exam, about 7-10 days prior to the written part.
3. For each part of the exam candidates should:
 - **arrive on time as specified in the *Confirmation of Entry*** (latecomers will not be allowed into the exam room);
 - **bring a valid identity document non-electronic version** (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 or driving licence, signed and stamped school ID (**only for candidates who have not reached maturity**).
 - **bring their individual examination timetable with exam dates and venue addresses** (*Confirmations of Entry*);
 - **bring a pen, pencil eraser and sharpener** (in the case of paper-based exams).
4. The speaking test may be recorded as part of Cambridge Assessment English's quality control procedures.

5. **Candidates are not allowed to take any electronic items, including mobile phones and watches, 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 or watch to the exam, your phone or watch will be collected and kept outside the examination room and stored in the area provided by the venue supplier.
6. For the speaking part of the exam, candidates are matched in pairs by the staff of the British Council Examination Centre. In some cases, allowed by Cambridge Assessment English, candidates may be asked to take the speaking test in a group of three and they are obliged to accept this decision.
7. All candidates sitting B2 First (except for 'for schools' version of these exam), C1 Advanced and C2 Proficiency will be required to have their photograph taken on the day of their test. Photos will be made available on the Results Verification Service website along with candidates' test results. Access to the service will be granted by the candidates who wish their results to be verified. If a candidate (or their legal guardian) does not give written consent to their photo being taken, they will not be allowed to take the exam. If the candidate has already taken some components of the exam, their result will not be released.
8. In performing all activities related to the implementation of the agreement, the British Council complies with the laws and guidelines in force at the given place and time in securing and protection of children and adults with special needs and the principles of the UK legislation (Children Act 1989) and The United Nations Convention on the Rights of the Child (to the extent that those provisions are not directly applicable in Poland), as well as the British Council Child Protection Policy.
9. All candidates are required to observe sanitary regulations set by British Council and exam venue supplier. Sanitary regulations are sent by e-mail after sending Confirmation of Entry.

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 (in the case of the listening test all comments should be reported at the beginning of the test, after hearing the introductory recording) and also in writing (by e-mail or in person) to the British Council Examination Centre staff no later than five days (in case of paper-based exams) or one day (in case of computer-based exams) after the relevant part of the examination. 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 in the electronic form are available:
- approximately 4-6 weeks after the conclusion of the exam session in the case of paper-based examinations (detailed information is given in the *Confirmation of Entry*);
 - approximately 2 weeks after the conclusion of the exam session in the case of computer-based examinations (detailed information is given in the *Confirmation of Entry*).
2. Statements of Results are available on Cambridge Assessment English website <https://candidates.cambridgeenglish.org>. Candidates will receive their login details (enabling them access to this website) as well as the date of the release of results in their *Confirmations of Entry*.
3. The registering institution will receive access to its candidates' results on Cambridge Assessment English website: <https://preparationcentres.cambridgeenglish.org>.
4. Information about results is not provided by e-mail or over the phone.

5. Exam papers are marked in Cambridge and are the property of Cambridge Assessment English. Cambridge Assessment English 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.
 6. Results enquiries should be submitted to the British Council Examination Centre where candidates registered for their exam **by the deadlines stated in the candidates' Confirmations of Entry**. Cambridge Assessment English offers two forms of results enquiries:
 - 6.1. STAGE I - clerical re-check of the points obtained by a candidate (this stage is compulsory prior to proceeding to stage two),
 - 6.2. STAGE II - full re-mark of the candidate's examination papers with the exception of the speaking test.
- Both services are chargeable. Fees can be found in Annex 1 - *Fees 01.01.2021-31.08.2021 – individual candidates* available on www.britishcouncil.pl and at all British Council Examination Centres.
- Should the enquiry result in a change of grade the fee for the services listed in points 6.1. and 6.2. will be reimbursed. In such case a candidate should submit the proof of payment, a [request form](#) in order to receive reimbursement.
7. Certificates are available approximately 6 weeks after the results of paper-based exams are released and within 3 weeks of the release of results of computer-based exams. The exact date when they can be collected from the examination centre is given in the *Confirmation of Entry*.
 8. Individual candidates can collect their certificates from the British Council Exam Centre in which they registered for the exam, in person or through a person whose name they entered in the EntryNet system during the registration process or whom they authorised in writing. The [authorisation form](#) is available on www.britishcouncil.pl and at all British Council Examination Centres. In the case of minors, the person whose name was entered in the EntryNet system during the registration process, or on a form delivered by the school/institution representative, does not need to submit a document confirming their legal guardianship of the minor.
 9. A person collecting a certificate must provide a valid original photographic ID.
 10. The registering school/institution should inform its candidates about the dates and ways of collecting their certificates. Candidates may authorise the school/institution representative or another person to collect certificates on their behalf by filling in a form available from the school/institution representative.

Candidates' personal data, results and certificates are kept by an exam centre for two years from the first day they can be collected from that centre. After that time the personal data and results are deleted and certificates destroyed.

VII LIABILITY OF THE BRITISH COUNCIL

The British Council and the Examining Boards take all reasonable steps to provide continuity of service. These institutions, however, cannot be held responsible for any irregularities of service caused by circumstances beyond their control. In the case of delays, interruptions or cancellation of examinations or delays in the issue of results for reasons independent of the organisers, we will make every effort to resume normal service as soon as possible. In the abovementioned 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 organisers and lasted longer than 24 hours, or if the examinations were cancelled through a fault of the organisers, candidates may apply for compensation of loss on general terms.

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Annex no. 1

Fees of the Cambridge Assessment English Exams in the British Council Examinations Centres valid between 01/01/2021 and 31/08/2021.

Examination	Version	Fee
A2 Key A2 Key for Schools	Paper based / Computer based	350 PLN
B1 Preliminary B1 Preliminary for Schools	Paper based / Computer based	370 PLN
B2 First B2 First for Schools	Paper based	625 PLN
	Computer based	645 PLN
C1 Advanced	Paper based	645 PLN
	Computer based	665 PLN
C2 Proficiency	Paper based	700 PLN
	Computer based	720 PLN
B1 Business Preliminary	Paper based	380 PLN
	Computer based	410 PLN
B2 Business Vantage	Paper based	645 PLN
	Computer based	675 PLN
C1 Business Higher	Paper based	720 PLN
	Computer based	740 PLN

Other services:

Service	Additional information	Fee
Change of speaking exam date	Service available depending on the examination centre's administrative arrangements.	60 PLN
Late entry after entry closing date – additional fee		150 PLN
Certificate despatch – domestic post		22 PLN
Certificate despatch – international post		36 PLN
Certificate despatch by courier – domestic		36 PLN
Duplicate certificate - Name Amendment / Damaged Certificate Replacement -in accordance with Cambridge Assessment English policy		280 PLN
Enquiry on results Stage 1 – clerical re-check	A2 Key / A2 Key for Schools / B1 Preliminary / B1 Preliminary for Schools / B2 First / B2 First for Schools / C1 Advanced / C2 Proficiency / B1 Business Preliminary / B2 Business Vantage / C1 Business Higher	150 PLN
Enquiry on results Stage 2 - full re-mark	A2 Key / A2 Key for Schools / B1 Preliminary / B1 Preliminary for Schools / B1 Business Preliminary	380 PLN
	B2 First / B2 First for Schools / C1 Advanced / C2 Proficiency / B2 Business Vantage / C1 Business Higher	600 PLN