

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 Warszawa, 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 printing the form available on the website and sending it to the British Council by e-mail or fax (in case of individual registration);
 - 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 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 and delivered to Service Provider. The Service Receiver's failure to pay the fee in the amount and within the time limit set forth by the Service Provider 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. The British Council will collect a fee for the administration of the exam and the despatch of examination papers to the examination board. For the register of fees see Annex 1 being an integral part of the Regulations.
6. Exam fees 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 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 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. Candidates who wish to register for the STEP examinations in 2019 in the British Council Examinations Centres in Poland (registration deadlines are available on www.britishcouncil.pl) should:

10.1 Fill in the registration form available in www.britishcouncil.pl

10.2 Deposit the required fee according to the instructions given on www.britishcouncil.pl. Registration for STEP in the late entry period is subject to an additional fee. For the register of fees see Annex 1 being an integral part of the Regulations.

10.3 Submit the documents listed below in person or by email to exams@britishcouncil.pl, by fax to (22) 621 99 55 or by post to

Fundacja British Council
Examinations Services
Koszykowa 54
00-675 Warszawa

- a) completed registration form available on www.britishcouncil.pl;
- b) proof of payment;
- c) if needed - applications for special arrangements for candidates with disabilities supported by relevant medical certificates. For more information about the procedure of applying for special arrangements for candidates with disabilities please refer to Section II. SPECIAL ARRANGEMENTS, point 1 of these regulations.
- d) if needed - applications for special arrangements for candidates with dyslexia, dysgraphia or dysorthographia supported by relevant certificates from a psychological clinic. For more information about the procedure of applying special arrangements for candidates with dyslexia, dysgraphia or dysorthographia please refer to Section II. SPECIAL ARRANGEMENTS, point 2 of these regulations.

11. Entries sent after close of registration or incomplete documentation will not be accepted.

12. Information about the exams dates is available on www.britishcouncil.pl. Candidates who do not receive information about the exam venue 2 weeks before the examination are requested to contact British Council Integrated Customer Services in Warsaw immediately (email: exams@britishcouncil.pl, tel. +48 22 695 59 00).

13. The Service Receiver is asked to send to the British Council the entry form and the confirmation of payment made for the exam at the same time. Information on the exam, the price of the service, information on the way and the time limit to pay the exam fee in order for the Service Receiver's entry not to be deleted from the list of candidates for the exam, are available to the Service Receiver on the www.britishcouncil.pl website and in in this document.

14. Candidates who do not observe the procedures stated in points 10.1 and 10.2 will not be registered and their personal data will be deleted from the candidates' database.

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 exam 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. The last day of registration is defined as the final day that payment should be submitted to the British Council bank account. This deadline is set by the Exams Coordinator at the British Council in Warsaw.

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 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 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**.
- 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;
- 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 bank transfer or postal order,

10.2 in the case of withdrawals described in point **1.2** 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** 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.

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.

OTHER CHANGES

12. On close of registration:

12.1 fees cannot be transferred from one exam to another,

12.2 fees cannot be transferred to subsequent sessions,

12.3 candidates can change the centre in which they wish to sit the examination only after they have received approval from the examination board and the centre to which they wish to transfer,

12.4 candidates can change the date of the examination only after they have received approval from the examination board where they registered for the exam.

III. SPECIAL ARRANGEMENTS

1. The British Council ensures equal opportunities to all candidates, including persons with special needs. Special arrangements can be provided under the conditions stated below.

1.1 Disabled candidates

Candidates who require special arrangements (e.g. candidates with hearing or visual difficulties) are asked to report this fact to the institution with which they are registering for the exam. The terms and conditions related to the granting of special arrangements to candidates are defined by the examination boards.

1.2 Candidates with dyslexia, dysgraphia or dysorthographia

Candidates applying for extra time for the examination because of dyslexia, dysgraphia or dysorthographia are asked to report this fact to the institution with which they are registering for the exam. The terms and conditions related to the granting of special arrangements to candidates are defined by the examination boards.

IV. EXAM ARRANGEMENTS

1. British Council in Poland organises examination session for candidates wishing to sit a British exam but who are not able to travel to the United Kingdom to do this.

2. This service is delivered at the request of the examination board and is available only in the case of written examinations.

3. Candidates should:

3.1 be punctual (latecomers will not be allowed into the exam room),

3.2 bring a valid identity document (with a recent photo),

3.3 bring a pen, pencil, eraser.

4. Candidates are not allowed to bring any electronic equipment to the exam venue except for mobile phones. Candidates are also requested not to bring any expensive personal items. The British Council is not liable for the loss of any items left in the cloakroom. The candidate is allowed to bring a calculator in cases defined by the examination board.

MOBILE PHONES

Mobile phones must be switched off and placed in a designated area during the whole period of the examination. Any candidate using or in possession of a mobile phone during the examination will be disqualified.

5. 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.

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 five days after 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

1. *Statements of Results* will be available on the 15th August 2019 on the Cambridge Assessment Admissions Testing website. Candidates will receive their logins and password on the day of the exam.
2. Information about results is not provided by e-mail or over the phone.
3. Exam papers are marked by Cambridge Assessment Admissions Testing and are not made accessible to candidates, schools or examination centres.
3. Results enquires should be submitted to Fundacja British Council by the 21st August 2019. The service is chargeable – current fees are available on www.britishcouncil.pl.

VI. 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 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 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.

Annex 1**Fees of the STEP exams in the British Council valid between 25/02/2019 - 30/06/2019.**

Exam	Additional information	Fee in PLN
STEP	Standard fee	550 PLN
STEP	Late entry (additional fee)	195 PLN

Results enquiry	Additional information	Fee in PLN
STEP (stage 1)	Standard fee	295 PLN
STEP (stage 2)	Standard fee	295 PLN