

## Examination registration

- Candidates can apply to take an examination provided they have read and understood the examination rules and regulations, or have had these explained by the language school registering candidates.
- Language school providers registering candidates for the examinations are obliged to inform their students of the rules and regulations of these examinations.
- Candidates can take more than one examination in one session (for example, candidates can apply both for FCE and CAE in one session).
- The examination will be held in the city of the candidate's choice only if there is a sufficient number of candidates registered for the chosen city. Otherwise, the examination will be held at the nearest venue.
- When submitting their application, candidates will have a chance to point out which dates (within the pre-determined Speaking Test Window) do not suit them for the Speaking part of the test.

## Examination dates

- **The examination dates for the written papers are fixed and cannot be changed.**
- Candidates will be informed of the exact date for the speaking part of the exam two weeks before the examination session by e-mail.
- Candidates are instructed to check the examination dates and speaking window dates prior to registration. Language schools are instructed to inform their candidates of these dates.
- **Provided the examination conditions allow this**, after the timetables have already been sent to candidates, the date for the speaking part of the exam can be changed within the speaking window by paying an additional fee in the following cases:
  1. candidate's illness
  2. force majeure (traffic accident or other)

Candidates wishing to change the date of the speaking part of their examination after timetables have been sent for the reasons stated above should contact the British Council by sending an e-mail to the following address – [exams@britishcouncil.ba](mailto:exams@britishcouncil.ba) and attach written proof of the candidate's inability to take the speaking exam on the given date.

The date of the speaking part of the examination **cannot be changed** for any other reason (such as a school trip or vacation).

Examination dates are available on our website [www.britishcouncil.ba](http://www.britishcouncil.ba)

## Payment

- The relevant payment needs to be completed in full at the time of registration.
- Candidates wishing to register after the registration deadline will be charged a late entry fee.

## Refunds

- **The examination fee is non-refundable** once registration has been completed. If a candidate does not turn up for the examination, payments cannot be refunded or transferred to another examination session.
- **If a candidate is absent from the examination due to illness** there is a possibility for a partial refund to be processed, provided the candidate submits a valid medical certificate no later than two weeks following the exam date.

## Test Day Photography

**All candidates taking FCE, CAE and CPE exams will be photographed on the day of the exam.** Candidates will be able to control who can access their result and view their photo on the Online Results Verification website. **Cambridge English retains the right not to issue results for candidates whose photos have not been taken.**

## Confirmation of Entry

- The Confirmation of Entry document (exam timetable), providing information on the time and venue for the exam, is sent to candidates by e-mail. If a candidate does not receive a Confirmation of Entry document two weeks before the exam session, they should contact the British Council immediately by phone (**033 250 220**) or by e-mail [exams@britishcouncil.ba](mailto:exams@britishcouncil.ba)
- Please check if your personal details (name and date of birth) on the Confirmation of Entry document are correct. If there is a mistake in your name or date of birth you will be able to fill out an Amendment Form with the correct information on the exam day.

- The Candidate Number printed on the Confirmation of Entry document will be the number marking your place for each part of the examination.
- Please read carefully the Notice to Candidates document that you are to receive with the Confirmation of Entry document.

## Results

- Candidates can check their examination results on the Internet. Instructions on how to check the results can be found in the Confirmation of Entry document.
- The web address for the verification of results, the date when results are issued as well as the user name and password for each candidate will be sent in the Confirmation of Entry document.

## Enquiry on Results

- **Examination scripts are the property of Cambridge English. The completed examination materials are stored in Cambridge and candidates or organisations are not allowed access to the scripts.**
- If a candidate wants to apply for the Enquiry on Results procedure, the British Council needs to receive a written request by e-mail and payment of the relevant fee no later than two weeks after the examination. The request should include the name of the examination and the candidate number.

## Certificates

- Certificates for successful candidates are normally issued 4 – 6 weeks after the results have been released. Candidates will be informed by e-mail once certificates have been received from Cambridge.
- Candidates can choose to have their certificates posted by courier service at the point of registration. This service is charged for and is non-refundable.
- If a certificate is lost, a duplicate cannot be issued. Candidates can apply for a Certifying Statement of Results to be issued by the University of Cambridge by submitting a written request and paying the relevant fee.

## Special needs

Candidates with special needs (such as dyslexia, hearing impediment, sight impediment, speech impediment etc.) need to provide details of their condition **3 months prior to the test date** by submitting the registration form, payment and relevant medical documentation (which should not be older than 6 months).

## Complaints

Any complaints regarding the organisation of the exam should be made on exam day to our invigilation staff as well as submitted by e-mail to [exams@britishcouncil.ba](mailto:exams@britishcouncil.ba) five days after the exam day at the latest.

## Contact

British Council  
Terazije 8/II  
11000 Beograd

Info line: 033 250 220

E-mail: [exams@britishcouncil.ba](mailto:exams@britishcouncil.ba)

Internet: [www.britishcouncil.ba](http://www.britishcouncil.ba)

Facebook: <https://www.facebook.com/BritishCouncilBosniaandHerzegovina/>

**Disclaimer:** The British Council and the examining boards take all reasonable steps to provide continuity of service. We feel sure you will understand, however, that we cannot be held responsible for any interruptions caused by circumstances beyond our control. If examinations or their results are disrupted, cancelled or delayed, every effort will be made to resume normal service as soon as possible. The British Council's liability will be limited to the refund of the registration fee or retesting at a later date.