

TERMS AND CONDITIONS OF OUR SERVICES

Please read the following terms relating to the *Linguaskill* multilevel test carefully before completing your enrolment through English Exam Centre. By enrolling with us you agree to the terms and conditions.

1. Enrolment

1.1 Enrolments

Enrolments may be carried out in person, by email, telephone or via our [website](#).

All components of the test will always be sat at a computer, however, you will be able to select whether you prefer to sit it at our premises or remotely - in the case of remote proctoring with an added fee. The content, report, format, and assessment criteria do not vary depending on location. Results are presented in accordance with the Common European Framework of Reference for Languages and the Cambridge Assessment English Scale.

1.2 Information required for registration

You may be asked to provide English Exam Centre with some of the following personal data (by phone, email, online form or in person): name, date of birth, address, tax identification number (for invoicing purposes) and email and telephone contacts. The information required will depend on the registration method.

1.3 Accepted Identification Documents

Please note that on the day of the test you will need to present an original ID with a valid expiration date – either in person or via the remote proctoring platform.

You can use your Citizen Card, Resident Card, Passport or Driving License. Applicants who do not have one of these forms of identification should contact our Centre.

Applicants who lose their document in the days before the test, or who are in the renewal process, should immediately contact our Centre.

1.4 Special Consideration

Candidates with special needs (locomotion, vision or other) must inform English Exam Centre of these circumstances in a timely manner - especially in the case of face-to-face tests - and email a current, clear and concise medical certificate explaining how the condition will affect the candidate in an examination situation. This will be sent to Cambridge.

All Cambridge exams are available in adapted formats for candidates with hearing or visual difficulties if the centre is informed in a timely manner and the necessary documentation is provided. Other formats may also be requested, but it is recommended to do so as early as possible.

1.5 Payment

Enrolments will only be finalised after payment to the English Exam Centre. You can pay in cash, debit card, at our facilities, by bank transfer or ATM code through our store. If the payment is made via bank transfer, the applicant must send us valid and legible proof.

The RRR for the test in its entirety and for each module is stated on our [website](#).

1.6 Confirmation of Enrolment

After the steps described in 1.2 and 1.5, English Exam Centre will send each candidate an email with confirmation of enrolment.

- a) If your test is sat in person, the day and time of your test will be agreed upon/confirmed at this time.
- b) If your test is carried out via remote proctoring, you will be sent the codes for the purchased modules, the access link to the remote proctoring App and the student set-up manual.

Linguaskill access codes do not expire and may be used at any time after they are issued.

Remote invigilation will last for 4 hours, and you will have ten days to complete the test. Should you require an extension, fees are applicable.

1.7 Access Code Transfers

Your enrolment is valid for the codes and tests purchased. You will not be able to transfer to other Cambridge Assessment English exams after using the codes, or to other exam centres.

You can, however, transfer the unused test to another person. Repeating the test, or any of the modules, will incur in additional costs.

1.8 Refunds

Given the nature of the test, and the possibility to transfer the tokens and invigilation to others, no refunds will be accepted bar exceptional circumstances, and subject to proof provided.

2. TEST PREPARATION

2.1 Preparation Courses

As a multilevel test, there are no preparation courses but Cambridge Assessment English has a number of [resources](#) at your disposal which you can explore, both sample tests and study material.

2.2 Tutorials

See the tutorials before starting the Remote Proctoring App: [Reading & Listening](#), [Writing](#) and [Speaking](#).

3. TEST CONDITIONS

3.1 Material

Linguaskill candidates can have access to a pencil and paper, however, these are not required during the test. All other material should be removed from the workspace, including watches.

3.2 Location and Time

In the case of tests held at the Centre, the place and time will be according to those agreed upon at the time of your confirmation of enrolment. In the case of remote proctoring, it can be whenever the candidate wants. Please note that we do not guarantee technical support before 09.00 and after 19.00.

3.3 Documentation Required

On the day of the test you must have your valid ID with you. If you have opted for remote proctoring, you should follow the steps indicated in the invigilation programme.

3.4 Rules and Procedures

Candidates must follow the instructions previously received by email. Mobile phones should be in *Airplane* mode under the chair.

3.5 Complaints

If any candidate wishes to lodge a complaint regarding the conditions under which their test was carried out, they must do so on the very day of the test. This should be followed in writing within five working days to exams@englishexamcentre.pt. Complaints made after this deadline may not be properly processed due to the difficulty in ascertaining the conditions provided. All complaints regarding remote proctoring where suspicious behaviour was flagged, and after having been reviewed by English Exam Centre, are excluded from this point and the alerts will always prevail.

3.6 Candidate Information

At the start of each module you will always be requested to provide personal information. You should **always** fill in the same name, email and phone number to ensure a single collated report.

4. SAFETY PROCEDURES

To minimise the risk of identity theft, most exams and tests require that the applicant present a valid ID.

4.1 Tests at the Centre

You must bring the document on the day of your test. You will also be asked to keep your phone out of reach and in a safe place.

4.2 Remote Proctoring

You should take a picture of your ID that shows your face and the expiration date via the remote proctoring programme. You will be asked to store your mobile phone in airplane mode under your seat. Any movement that deviates from standard behaviour, including looking away for a certain period of time, will be flagged as suspicious and will send an alert through the Remote Proctoring App.

The physical and intellectual property of all exam documents are the property of Cambridge Assessment English. Access to examination documentation will not be provided.

4.3 Data Processing

The applicant's personal data, collected at the time of enrolment, is for the sole purpose of managing the test and is under the General Data Protection Regulation 2016/679 and its regulations, which will be reviewed periodically. For more information please refer to our [Privacy Policy](#).

4.4 Interdictions

The use of offensive or obscene language as well as the use of electronic devices other than those provided by the centre or, in the case of remote proctoring described in the Student Manual, during the entire test is expressly prohibited.

4.5 Invigilation

All examinations and tests are carried out under strict supervision conditions, and candidates suspected of any act of fraud or other offenses will be reported.

Cambridge uses preventive and proactive measures to combat exam and test fraud and may withhold candidates' results if fraudulent practices have been observed.

4.6 Appeals

Applicants may appeal against the decision not to issue their result. Any candidates who have been the subject of a confirmed alert for suspicious behaviour during remote proctoring are excluded from this point.

5. Test Results

5.1 Results Publishing

Except in situations of suspicious behaviour, the candidate will receive a PDF report of their results within 48 hours.

The terms, conditions and provisions in this document were revised in September 2023 and will continue to be valid to the maximum extent permitted by law or contrary indication by the English Exam Centre or Cambridge Assessment English.

We recommend you keep a copy of these terms and conditions for future reference.

For more information see the following websites:

<http://www.englishexamcentre.pt>

<http://www.cambridgeenglish.org/>

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