



ELEMENTARY ENGLISH TEST IN THE UK

Notice to Candidates – Rules and Regulations

Registration

Test dates and times are advertised on our website. Candidates must register online and will be given a unique candidate number. A confirmation e-mail will be sent to them after registration. If online registration is not possible, they must contact our office and we can exceptionally arrange manual registration.

On the day of the test, candidates must bring

- a recent passport-sized photo and
- their valid passport. If your passport is not available, please contact our office.

A test administrator will check your identity and assign you a time for your speaking test.

Cancellation Policy

You can cancel your test up to 24 hours before the test. You will be charged a £25 cancellation fee. If you postpone or cancel your test less than 24 hours before the test, you will be charged the full test fee.

Transfer Policy

You can transfer to another test date if you request the change more than 24 hours before the test date you are registered for. You will be charged a £25 transfer fee.

Test procedure

Candidates are not allowed to leave the room during the test. All sheets for answers will be provided and you must enter your unique candidate number on each sheet. Candidates will not be allowed to take any bags, books, paper or any electronic devices (including mobile phones) to their desks in the test centre rooms. Dictionaries cannot be used during the test. Only identification, pen/pencil, eraser and water are allowed on the desk during the examination.

The speaking test may take place in a separate room. The examiner will be given a test form with your unique candidate number. They have to check your identity before proceeding with the test. All speaking tests will be recorded. When the speaking test is finished, please don't ask the examiner if you have passed; they are not allowed to tell you.

Cheating or disruption of the examination will lead to immediate disqualification and no certificate will be issued. The copying of any part of the test or the removal of any test materials is not permitted.

Late arrivals

You will be informed of the test date and time. Candidates who are late for the test will not be allowed to take the test and will lose their test fee.

Results

Candidates who fail the test will be informed of their test result in writing. Successful candidates will not receive any written result but will receive their certificate within the stipulated time. Only the official Language Solutions International certificate is acceptable as an official document to the UK Border Agency.

The certificate contains the candidate's full name, date of birth, gender, passport number, nationality, unique candidate number (award number) and photo. It also contains the title and level of the qualification, and the date it was awarded.

We cannot give results over the phone. Candidates wishing to collect their results in person from the test centre must request this in advance and make sure that they have their passport when collecting the results.

Complaints Procedure

If you are unhappy with any aspect of the service you have received from the test centre and wish to make a complaint, you can do so by sending a letter or e-mail to Mark Trier (mark.trier@langsols.com), Language Solutions International, 11 Coldbath Square, London EC1R 5HL, detailing the problem.