

Summary Regulations for Linguaskill with online proctoring

This document contains a summary of essential information specific to the Linguaskill test with online proctoring. Additional regulations and conditions may be found in the Cambridge English **Summary Regulations** and will also apply to Linguaskill where relevant. If you require further clarification please **contact our centre**.

1.- Registration procedure

To register for Linguaskill with online proctoring candidates must complete the online enrolment form and pay the corresponding exam fees.

1.1 Payment of exam fees

Registration fees may be paid by credit/debit card through our online payment facility at www.exams-madrid.com, by bank transfer or at our offices.

Our bank details for bank transfers are:

Banc Sabadell **Banco Santander**
0081 0053 54 0001180228 **0049 4754 89 2516056032**

If you choose to pay by bank transfer please state clearly the candidate's name and surname/s as well as the test modules that he/she will take. It is essential that you send us the payment receipt by email so that we may trace your payment with the bank. Your Linguaskill test will not be confirmed until we receive a payment receipt for the exam fees.

Payment must be made no less than 48 hours before your test date, 72 hours over the weekend. The centre will not be able to process any tests where payment is not received within these deadlines.

1.2 Registration confirmation

Once you have decided on a date and approximate time please register via our online form. You will receive a confirmation email and we will contact you by email with further information. It is important to check that our emails have not been sent to the candidate junk/spam mail folder.

1.3 Registration validity

Registrations will be considered valid only if the centre has received both the completed exam entry form and proof of payment of the exam entry fee. **Receipt by the exam centre of only one of the above documents (proof of payment of the exam entry fee or the completed entry form) will NOT be considered valid** and the candidate will not be entered for the test.

When registering for an examination the candidate accepts the examination regulations and general conditions set by Cambridge English Language Assessment and Assessment and Certification Services, S.L.

2.- Cancellations and withdrawals

Exam fees will not be returned to the candidate or the date of the test changed if:

- The candidate does not inform the centre of an illness or family emergency that has prevented them from taking the exam, unless a medical certificate or documented proof of the family emergency is presented.
- The candidate does not connect to the online exam platform within the timetable assigned for the test.
- The candidate does not follow the instructions or comply with the exam security regulations during the test session (please see 'Exam administration' and 'Malpractice').

The centre may delay or postpone an exam session due to technical issues outside the candidate's control if said issues may affect the candidate's performance during the test.

Any cancellations, regardless of whether a refund is due, must be made in writing via email to registrations@exams-madrid.com.

3.- Technical requirements

The candidate is responsible for ensuring that the equipment and systems required to take the exam comply fully with the technical requirements set out on our website www.exams-madrid.com.

During the registration process, the candidate is required to confirm that their equipment and systems comply and the candidate is also responsible for ensuring that the equipment and systems work correctly for the full duration of the exam session.

4.- Exam administration

The candidate must send us a copy of their DNI/Passport when they register for the exam and will be required to show it to the webcam before they start the test. A supervisor will verify the candidate identity document.

The candidate will be asked to make a 360° video recording of the area where they will take the test.

The remote proctoring system used will store a recording of the full course of the exam as well as all screen activity. Depending on the remote proctoring system used, additional regulations and data protection conditions may be provided.

5.- Malpractice

Our exam centre will inform Cambridge Assessment English and, where relevant, the appropriate authority of any case of malpractice detected during the administration of the exam. Malpractice includes: Identity fraud, impersonation, the use of unauthorised tools, communication with third parties and any other form of candidate behaviour that may render the test invalid. Those candidates who cheat in their exam or commit any form of malpractice will not receive a result and their exam will be considered null and void, nor will they receive a refund of the exam fee under any circumstances.

6.- Results issue

Test results will be issued 48 hours after the test date, 72 hours over the weekend. The result report will be sent to the candidate via email to the email address provided by the candidate when they registered.

7.- Data protection

The personal data collected during the registration process includes the candidate name, surname/s, postal address, email address, telephone number and digital copy of their identity document. The exam administration system will also store screen shots, webcam photos and video transmissions, including audio recordings, during the test. All said data will be used solely and exclusively to administer the Linguaskill test session, in compliance with the **data protection and privacy policies** of Assessment and Certification Services, S.L., and will not be shared with third parties or used for any other purpose.



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