

REGULATIONS or Terms and Conditions
for the Cambridge English Examinations
through the European Examinations Centre (EECentre-RO050)

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1.Preamble

This regulation concerns the conditions and procedures for organizing Cambridge English exams through the authorized examination center known as the European Examinations Centre, hereinafter referred to as EECentre, authorized under number RO050. By registering and paying the exam fee, the candidate, parent, or legal guardian understands and agrees to this Regulation, along with the terms and conditions presented herein.

This regulation applies to both individual candidates and institutions/centers/schools that enroll candidates through EECentre. Additionally, this regulation does not overlap or replace the international [Cambridge English regulations](#).

In case the Beneficiary requires translation services for the international Cambridge regulations, they are obligated to seek EECentre's assistance in providing an updated translation in the Romanian language.

2.Definitions

European Examinations Centre (EECentre) is an accredited center for organizing Cambridge English exams under number RO050, acting as the Service Provider.

EECentre contact information is: www.EECentre.ro, contact@EECentre.ro, +4031.108.6859; +40374.995.903

Beneficiary can be:

- an individual who registers for one of the available Cambridge exams on the website www.EECentre.ro or, in the case of a minor candidate, the parent or legal guardian of the child,
- or
- a legal entity: private or public school acting as the payer for candidates.

Cambridge English: an examination authority (exam board) and part of Cambridge University Press & Assessment. Experts in English language assessment, responsible for creating, distributing, and scoring Cambridge English exams.

The subject of the Contract is the organization of a Cambridge English exam: Starters, Movers, Flyers, A2 Key (KET), B1 Preliminary (PET), B2 First, C1 Advanced (CAE), C2 Proficiency (CPE), TKT (all modules), DELTA (Module 1), in various formats: Paper-based (PB), Paper-based with headphones (PBH), Computer-based (CB), general or for Schools.

Before registering for any exam, please read the information provided carefully. By paying the exam fee, you agree to the international [Cambridge English regulations](#) and the terms and conditions below.

3.Fee

- a. The exam fee is payable in RON/EUR/MDL depending on the country where the exam is held and can be made online with a card, by bank transfer, or in cash at the EECentre's office.
- b. Exam fees are available on the eecentre.ro website in the Cambridge exams section and may change multiple times throughout the year.
- c. By paying the exam fee, the Beneficiary agrees to receive educational and promotional materials and other information via email to the email address provided during registration. Beneficiaries who do not wish to receive this information have the right to opt out of receiving communications at any time and free of charge using the provided contact details or the unsubscribe option included in any email received from EECentre.
- d. EECentre has the right to use media materials (photos, videos) containing images of candidates taken during exams on the EECentre.ro website and social media platforms it uses. Beneficiaries who do not wish for these images to be published must explicitly request this in writing, along with the exam fee payment.

4.Registration:

- a. Registration is complete when EECentre receives the exam fee in the account indicated in the registration confirmation email. After registration, transfers from one authorized examination center to another, from one level to another, or the transfer/gifting of a spot to another candidate are not accepted. To benefit from the discounts offered by EECentre for candidates (parent teacher; bilingual/intensive English class), it is mandatory for electronic certificates to be sent along with the "Candidate List" or uploaded to the registration platform. Financial benefits (exam fee discounts) will not be granted if the request is made after payment of the exam fee. Financial benefits/discounts do not accumulate.
- b. EECentre has the right to refuse registration and payment for an exam if the candidate has selected or requested discounts to which they are not entitled (teacher, intensive/bilingual class, sibling discount).
- c. Candidates are obligated to verify their registration details (all given names, surname, date of birth, email address) both at the time of registration and in the registration confirmation email and subsequent emails received from EECentre.
- d. In case the name or given name is misspelled or incomplete, candidates are obligated to notify EECentre for correction before the registration/payment deadline for the session they have registered for. EECentre will make all efforts to correct the names before reporting them in the Cambridge portal, provided that the notification is received before the aforementioned deadline.
- e. The Cambridge certificate is not valid if it does not contain the complete names and given names.
- f. A fee of 10 EUR will be applied for amending the name on the certificate after the registration deadline. For more details about certificate issuance and amendment date, see Chapter XIV - Certificates.

g. The name amendment fee also applies to authorized Cambridge preparation centers that submit candidate lists for their registration in Cambridge exams.

5.Late Registration:

a. Only in the case of paper-based sessions is it possible to register candidates after the deadline, provided that an additional fee is paid as follows:

- 30 EUR RON: Pre A1 Starters, A1 Movers, A2 Flyers;
- 100 EUR RON: A2 Key (KET); B1 Preliminary (PET); B2 First (FCE); C1 Advanced (CAE); C2 Proficiency (CPE).

b. EECentre has the right to refuse registration after the deadline and may direct candidates to register for the public sessions listed on the EECentre.ro website.

6.Special Conditions:

a. It is mandatory to notify, before the moment of registration, if you require special examination accommodations, both to request approval from Cambridge English and to make all necessary arrangements. The documents supporting special conditions must not be older than 2 years and must be written in English. Registration for the exam is not possible after the expiration date associated with the respective exam.

b. EECentre may refuse to schedule the candidate on a particular date if it considers that the special conditions of the candidate cannot be provided, with the obligation to offer an alternative exam date within the next 3 calendar months.

7.Examination Dates:

a. Cambridge exams have two main components: written tests and the oral test. The written tests have a fixed date, while the oral test can be scheduled on another day, including Saturdays or Sundays. For more details, see Chapter X - Conduct of the Examination.

b. EECentre organizes Cambridge exams throughout the year, with a minimum number of candidates required:

- 15 CANDIDATES: Pre A1 Starters, A1 Movers; A2 Flyers (no fewer than 3 candidates per level);
- 10 CANDIDATES: A2 Key (KET); B1 Preliminary (PET); B2 First (FCE); C1 Advanced (CAE); C2 Proficiency (CPE).

c. Candidates can check the calendar published online on the EECentre website here: eecentre.me. If the minimum/level number is not met, the exam will not be organized, and

the fee will be refunded. Candidates may be offered sessions on different dates and in different cities.

8.Examination Venue:

a. Approximately 5-7 days before the first part of the exam (written or oral), candidates and/or authorized Cambridge preparation centers receive organizational details via email: test session times, exam location and address, candidate identification documents, specific exam day information, etc.

9.Candidate Identification at the Examination:

- a. Candidates for Cambridge exams (excluding Young Learners exams) are required to present a valid photo ID document at the exam.
- b. EECentre may deny the candidate access to the exam room if they do not have a valid photo ID document with them.
- c. The ID document number will be included alongside the result, which will be available on the Results Verification Service website.
- d. Identity verification may include biometric checks such as fingerprint/thumbprint scans, reading biometric data stored on ID documents, and voice identification. Other verification measures may include signature/handwriting comparison, photography/video surveillance, and other forms of electronic confirmation. Center staff and occasionally Cambridge English representatives perform identity verification.
- e. Only the registered/enrolled person can take the exam. If EECentre staff cannot verify the candidate's identity to a satisfactory standard, they will not be allowed to take the exam. Alternatively, if the details (name/surname, date of birth, photo on the document) do not match the information provided during the exam registration process.
- f. The table below lists the documents required for candidates to present at the exam:

10. Conduct of the Examination - General Provisions

- a. Candidates must:
 - Arrive at the exam room 30 minutes before the scheduled start time (as announced in the exam schedule).
 - Present identification documents for access to the exam room, as described in Article VII.
 - Bring the following items to the Paper-Based exam: pencils (not mechanical), sharpener, eraser, pen, water (in a transparent bottle with no labels).
- b. It is strictly prohibited to bring the following electronic devices into the exam room: mobile phones, iPods, iPads, tablets, e-readers, laptops, smartwatches, wristwatches, and

headphones. These items must be left in the care of accompanying persons or in a designated area and can be retrieved after the completion of the last written test.

c. If a candidate has a mobile phone with them in the exam room, they may be disqualified, and the exam fee will not be refunded.

d. Candidates may have mobile phones with them to contact family members after the written tests, but they are obligated to hand them over to the invigilator or deposit them in designated areas during the written test sessions. Candidates will have access to their mobile phones after completing these tests.

e. EECentre is not responsible for lost valuables during the exam.

f. The access and presence of parents or guardians of candidates in the exam room and building are restricted. Compliance with this rule facilitates the smooth conduct of the exam. Please adhere to this rule and pick up the candidate at the exam's specified end time, as communicated in the email. Depending on the total number of candidates, there may be long breaks/intervals between the written and oral tests, in which case candidates may leave the building and return 30 minutes before the start of the next session.

g. Candidates are allowed to have a bottle of water (transparent and label-free) and a snack with them.

h. Considering specific cases related to diets due to medical conditions and medical needs, EECentre does not provide beverages or refreshments such as water, juices, or food. Depending on the exam location, there may be a water dispenser or an opportunity to purchase a snack. It is the candidates' responsibility to have appropriate snacks and beverages according to their personal dietary needs.

i. Provisions regarding the examination room environment.

During the summer, temperatures can exceed 36 degrees Celsius. If the exam room is equipped with air conditioning, it may be turned on, but if one of the candidates does not want it, it will not be used, and temperatures may reach 40 degrees Celsius. In cold seasons, temperatures may be around 19-20 degrees Celsius. These values may vary depending on the location and available facilities.

Therefore, we recommend candidates to:

- For summer: wear lightweight clothing and stay hydrated.
- For winter: dress appropriately.

j. The written test dates are set by Cambridge English internationally. The oral test (Speaking) will be scheduled either on the same day as the written exam or within 7 days before or after the written exam date. Candidates who miss a Speaking test will be marked as absent. Cambridge English (UK) does not provide partial results.

10.1 Written Tests

a. For paper-based exams: A2 Key, B1 Preliminary, B2 First, C1 Advanced, C2 Proficiency, candidates receive a Question Paper and an Answer Sheet; it is the candidates' responsibility to transfer their answers to the Answer Sheet during the allocated time for the test; no extra time is given for transferring answers.

- b. For computer-based exams: A2 Key, B1 Preliminary, B2 First, C1 Advanced, C2 Proficiency, candidates will be allocated individual laptops; if a laptop malfunctions, the candidate will restart the test from the time of the incident. Candidates are required to seek assistance from the staff to adjust the screen brightness or position. Complaints regarding these matters will not be considered after the completion of the exam.
- c. Cambridge English does not accept offensive language (such as impolite or racist language) in exam responses and will not evaluate an exam or provide a result if this type of language is used. The decision made by Cambridge English is final.
- d. Due to unforeseen circumstances or events beyond the control of EECentre (utility disruptions) or due to the violation of event organization rules, delays in the schedule may occur (up to 90 minutes).

10.2 Listening Test

- a. For paper-based exams: YLE (Starters, Movers, Flyers), A2 Key, B1 Preliminary, B2 First, C1 Advanced, C2 Proficiency, before the actual test begins, the audio recording will be tested. Candidates are obligated to inform the invigilator if they can or cannot hear properly. If during the test, there are sound distortions due to various causes (such as ambulance sirens, persistent coughing, pneumatic hammer sounds, etc.), candidates are required to submit a complaint to contact@eecentre.ro. EECentre will forward this to Cambridge English and initiate the application of the Special Considerations procedure - <https://www.cambridgeenglish.org/help/special-considerations/>. This procedure involves adjusting the scores for a portion or the entire listening section, depending on the severity of the situation. Score adjustment is done in accordance with international regulations. Depending on the circumstances, the adjustment can range from 0 to 5% of the total test score. EECentre does not have access to the scores before and after the final score adjustment.
- b. For paper-based headphones (PBH) exams: YLE (Starters, Movers, Flyers), A2 Key, B1 Preliminary, B2 First, C1 Advanced, C2 Proficiency, EECentre will announce sessions where candidates will be provided with individual headphones for the Listening test.
- c. For computer-based exams: A2 Key, B1 Preliminary, B2 First, C1 Advanced, C2 Proficiency, candidates are required to follow the invigilator's instructions for sound checks and to inform the responsible person if the volume is inadequate. Due to technical reasons beyond EECentre's control (power outage/internet disruption), the Listening test may be delayed and may not be conducted on the computer (for security reasons, the exam may take place during internationally predetermined time slots). In such cases, EECentre will request a contingency plan from Cambridge English, which involves conducting the test on paper.

10.3 Speaking Test

- a. The Speaking test will be scheduled either on the same day as the written exam or within 7 days before or after the written exam date. Candidates who miss the Speaking test will be marked as absent. Cambridge English (UK) does not provide partial results.
- b. Photos or audio-video recordings can be taken during both the written and Speaking exams. The Speaking test is conducted with two examiners (interlocutor and assessor), with YLE exams being an exception. Cambridge has approved conducting the Speaking test with a single examiner in the room (interlocutor) and a remote assessor. The Speaking test may be recorded. The procedure aims to monitor examiners, evaluate and maintain Cambridge's high operating and delivery standards. Audio recordings are not for commercial purposes, are not shared with third parties/institutions, and are destroyed within 14 days.
- c. There are no appeals accepted for the Speaking test.
- d. Candidates are not allowed to choose their partners for the Speaking test; each candidate will be randomly assigned a partner from among the candidates taking the same exam.
- e. Due to unforeseen circumstances or events beyond the control of EECentre (utility access), or due to the violation of event organization rules, delays in the schedule may occur (up to 90 minutes).

11. Eligibility

- a. Cambridge exams can be taken by anyone, regardless of age or nationality, and are specifically designed for non-native English speakers. All candidates must present a valid photo identification upon request by the organizers, at any time during the exam.

12. Exam Day Photography

- a. Candidates registered for Cambridge exams: B2 First, C1 Advanced, C2 Proficiency will be photographed on the day of the exam, following [Cambridge English's international regulations](#). Registration and payment for the exam constitute the candidate's consent to this photography on the test day. Candidates will be photographed on the day of the written tests and/or on the day of the Speaking test. Candidates who do not comply with this rule will not take the exam, and the fee will not be refunded.
- b. Cambridge English reserves the right not to issue results for candidates who have not uploaded a mandatory test day photograph into the Cambridge systems.

13. Exam Schedule and Administrative Details

- a. Individual candidates and centers will receive administrative details of the exam (exam schedule, test session times, location, exact address, and other details) via email approximately 5-7 days before the first test session. In cases where students have not

registered directly on the EECentre.ro website, center coordinators are responsible for providing these organizational details and making available the event regulations online on the EECentre.ro website.

b. Candidates should arrive at the exam location in a timely manner, following the specifications in the email schedule. Candidates who arrive late for the written exams beyond the exam start time will not be admitted to the exam room.

c. Regarding the Speaking test, in case of delays, the center may make all necessary efforts to reschedule candidates but is not obliged to provide such rescheduling.

14. Cheating or Attempted Cheating on the Exam

a. The following constitutes cheating: gaining unauthorized access to exam materials, using or attempting to use unauthorized materials (e.g., notes, guides, mobile phones), copying from materials or from another candidate, attempting to copy from materials or from another candidate, disruptive behavior, or not following the instructions of an invigilator or supervisor, identity change (pretending to be someone else), any other form of cheating or gaining an unfair advantage.

b. Suspected cases of cheating will be reported either by EECentre or directly by Cambridge English, based on a statistical analysis of answer sheets belonging to candidates. The cheating analysis procedure requires the convening of a special commission at Cambridge English, which decides to withhold the result of the involved candidate(s). Since Cambridge English is in charge of the entire results issuing and validation process, EECentre cannot influence this decision in any way. Information on this subject can be found here: [Cambridge English Regulations](#), [Cambridge Cheating Procedure](#), and [Security, Integrity, and Protection Against Cheating](#).

c. Any candidate who does not comply with Cambridge English or EECentre rules and instructions, or whose behavior is disruptive, will not be allowed to take or complete their exam and/or may be subject to Cambridge English malpractice procedures, details of which are available at www.cambridgeenglish.org/help/malpractice.

d. Cambridge English values the integrity and reliability of its exams and employs strategies such as statistical analysis to counter and identify cheating attempts and/or malpractice. Investigating cases of suspected malpractice can delay the release of results.

e. Malpractice includes but is not limited to:

- Gaining unauthorized access to exam materials.
- Attempting to gain an unfair advantage (cheating or deception) in any way, including using or attempting to use unauthorized materials.
- Copying/collaborating or attempting to copy/collaborate with others.
- Disruptive behavior.
- Not following the instructions of test administrators.
- Keeping prohibited devices in the exam room.
- Using or attempting to use prohibited devices during an exam.
- Falsifying identity (claiming to be someone else).

- Reproducing any part of the exam in any medium, including memorizing test materials to gain or provide an unfair advantage.
- Modifying any results document, including the Statement of Results, in any medium.
- Allowing another candidate to copy one's work.
- Accessing the internet or online materials during an exam.
- Facilitating malpractice on behalf of others.

f. Malpractice practices, such as copying, can be observed by EECentre and may also be detected by Examiners during grading and/or through statistical checks conducted by Cambridge English. Cambridge English is the entity that can determine, based on statistical checks, if a candidate's test was suspicious for cheating. EECentre does not conduct such checks as it does not have access to the exam materials.

g. Preventive measures against malpractice may include interviews, requesting statements, or representatives of Cambridge English may address questions to selected candidates.

h. Cambridge English reserves the right to withhold or cancel exam results for some or all candidates of an exam if it decides that Cambridge English rules and regulations may have been violated or not sufficiently followed in a significant manner, or if scores are not a reliable indicator of the candidate's abilities for any of the exam components.

i. Candidates have the right to lodge an appeal with their EECentre regarding a malpractice decision. Details regarding Cambridge English Enquiries and Appeals Procedures are available at www.cambridgeenglish.org/help/enquiries-and-appeals . If the Beneficiary needs translation services for the Cambridge international regulations or any document referred to, they are obliged to request EECentre's assistance in providing an updated translation into the Romanian language.

j. Candidates will not be refunded if their results are withheld or canceled due to suspicions of malpractice. The decision to withhold or cancel results is solely that of Cambridge English.

k. Cambridge English may prohibit candidates it decides have been involved in malpractice from taking future Cambridge exams for a period determined exclusively by Cambridge English.

l. Cambridge English may share the results of investigations into malpractice, security breaches, or the names of candidates whose results have been withheld or canceled with institutions, legal guardians/parents, government agencies, or law enforcement agencies.

m. Cambridge English encourages honest reports/statements regarding suspicions of cheating, malpractice, inappropriate behavior, suspicious activities, and threats to the security or integrity of Cambridge exams. Those who believe they have witnessed such incidents should report them to Cambridge English or EECentre.

15. Results:

a. Candidates can access their results online on the Cambridge platform by visiting the following link: <https://candidates.cambridgeenglish.org/> , following the reporting deadlines specified in the table below. Access details for the results platform are sent to the candidate

via email by Cambridge or EECentre, approximately 1 week after taking the exam (personalized identification number, secret number, instructions, result display period).

b. Candidates will receive a Statement of Results that contains the following details: scores on the Cambridge English Scale for each of the four skills, the total score, the grade, and the CEFR (Common European Framework of Reference) level for the overall exam. Performance on each individual component of the exam is not provided for candidates with a grade X (absent from a part of the exam), grade Z (absent from the entire exam), or PENDING (awaiting update).

c. Candidates' exam materials are exclusively marked by Cambridge English, which also delivers the final results. EECentre does not intervene in the marking process and is not responsible for delays in the release of Cambridge results/certificates.

16. Certificates

a. Certificates are dispatched to EECentre approximately 3-4 weeks after the results have been published. If the certificate is dispatched via courier services, the shipping fees and responsibility for the certificate's integrity fall on the candidate/courier company.

b. Candidates receive an email notification regarding the arrival of the certificate at the EECentre's headquarters and the options for obtaining it.

c. In case a correction to the name on the certificate is requested, the candidate must provide an identification document for us to correct the name. Subsequently, EECentre will initiate the certificate correction procedure, which can take up to 3 months and costs 10 EUR within the first 6 months after taking the exam. After this period, a fee of 60 EUR will apply.

d. If the certificate is not collected within:

- 60 days from the initial notification, it will be archived, and the release process may take up to 3 days.
- more than 60 days, the candidate will be charged a fee of 10 EUR for archiving/unarchiving and maintaining the documents in a secure condition.
- more than 2 years (considering the certificate release date), it will be securely destroyed.

17. Withdrawal/Absence/Rescheduling/Exam Retake

a. According to the [Cambridge English international regulations](#), a candidate can withdraw from the exam only for medical reasons.

b. Requests for withdrawal for non-medical reasons will be considered only in exceptional cases. These requests must be approved by Cambridge English.

c. If a medical withdrawal request is accepted, the registration will be canceled, and no result will be issued.

d. Refunds will not be provided for any other reason (e.g., a clash with other exams, absence from one of the exam components, unforeseen plans/travel/events). For candidates who are absent from the Cambridge exam, the following alternatives are available:

1. RESCHEDULING / REFUND = within a maximum of 3 (three) working days from the exam date, the candidate must submit a medical certificate (dated, stamped, and signed) to the EECentre's office or send it to the email address **inscrieri@eecentre.ro**, for:

- rescheduling to a later date proposed by the Cambridge system, with the payment of an administrative fee;
- refund of the exam fee, with a deduction of an administrative fee;
- the refund will be processed within 30 days from the date of submission of the supporting documents.

Administrative Fee for Rescheduling / Refund:

- **14 EUR** for Pre A1 Starters, A1 Movers; A2 Flyers (YLE)
- **15 EUR** for A2 Key (KET); B1 Preliminary (PET); B2 First (FCE); C1 Advanced (CAE); C2 Proficiency (CPE)

2. COMPLETE CANCELLATION = exceeding the deadline for submitting the medical certificate as described in point XIV.1. implies:

- rescheduling cannot be done to a later date proposed by the Cambridge system,
- the complete loss of the exam fee (100%).

3. EXAM RETAKE = EECentre grants a 30% discount on the fee for a candidate who retakes the same exam within 1 year from the exam date.

18. Rights and Benefits of Candidates

a. Candidates registered for Cambridge exams have the following rights and benefits:

- They can cancel their exam registration at any time before the payment deadline for a specific Cambridge exam session without any additional fees by notifying EECentre. In this case, candidates will be marked as absent and will not receive results/certificates from Cambridge.

- They are eligible for a 30% discount if they retake the same exam within one year (they can change the exam variant: general/for Schools, paper or computer-based).

- They can request a 100% exam fee refund without providing any reason and without attending the exam if they have not received the exam schedule and administrative details within 5 days before the date of the first exam component, and EECentre cannot provide proof that these details were sent (please note that EECentre emails may end up in Spam/Promotions). In this case, candidates will be marked as absent and will not receive results/certificates from Cambridge.

- They can request a 100% exam fee refund within 3 working days after the exam date if they were present, and the delay of more than 150 minutes (2.5 hours) was solely due to EECentre (e.g., incorrect dispatch of administrative details: time intervals/address). Situations beyond the control of the examination center, such as power outages, are not included. In this case, candidates will receive their Cambridge results and certificates.
- In the event of multiple laptop/workstation resets during a computer-based exam, the candidate has the right to withdraw from the exam and either receive a 100% exam fee refund or be transferred to another session free of charge. In this case, candidates will be marked as absent and will not receive results/certificates from Cambridge.
- They can receive a discount of 40 EUR if one of the parents is a teacher in an accredited educational institution. This benefit will be provided based on an employer-issued certificate uploaded to the registration platform before payment. Training centers can benefit from this discount if, along with the candidate lists, they also send teacher certificates. Financial benefits (exam fee reductions) will not be granted after the exam fee has been paid.
- They can receive a 40 EUR discount if a sibling has taken another Cambridge exam within the last 6 months (the benefit will be granted based on either a Statement of Result not older than 6 months or an exam scheduling email not older than 6 months received by the first candidate). This benefit applies to all siblings and is exclusive to Cambridge exams organized by EECentre. Financial benefits (exam fee reductions) will not be granted after the exam fee has been paid. This discount cannot be combined with other benefits.
- In computer-based sessions, it may happen that the listening test is delayed and cannot be conducted on the computer (due to security reasons, the exam may take place within pre-established international time slots). In such cases, EECentre will request a contingency plan from Cambridge English, which involves taking the test on paper. In this case, the candidate has the right to withdraw from the exam and either receive a 100% exam fee refund or be transferred to another session free of charge. In this case, candidates will be marked as absent and will not receive results/certificates from Cambridge.

19. Obligations of Candidates

a. Candidates are obliged to verify their registration details (all first names, last name, date of birth, email address) both at the time of registration and in the confirmation email and subsequent emails received from EECentre. Candidates who wish to amend their names after the payment/registration deadline will be subject to a fee of 10 EUR within the first 6 months after taking the exam. After this period, a fee of 60 EUR will apply.

- b. Candidates are obliged not to have mobile phones or electronic devices with them during the written tests or during the breaks between written tests and the oral test. If a candidate has a mobile phone in the exam room, they may be disqualified, and the exam fee will not be refunded. In this case, candidates will not receive Cambridge results/certificates.
- c. In computer-based sessions: A2 Key, B1 Preliminary, B2 First, C1 Advanced, C2 Proficiency, candidates are obliged to follow the supervisor's instructions and complete the sound test. Complaints or refund requests will not be accepted if the candidate does not inform the supervisor of their issue (e.g., low/high brightness, low sound volume, etc.).

20. Result Appeals

- a. According to the [Cambridge English international regulations](#), there are no appeals for the Speaking test.
- b. If a school or candidate is not satisfied with the written test results, they can file an appeal with EECentre.
- c. The outcome of a request for re-evaluation of results or an appeal may result in a higher score, a lower score, or no change in the score. Full details on the procedures for requesting result re-evaluation and appeals are available at www.cambridgeenglish.org/help/enquiries-and-appeals.
- d. A request for the accuracy verification of a result (appeal) differs from a request for feedback on a candidate's performance (e.g., "Where did the candidate go wrong?"). Information about a candidate's performance on individual exam components is limited to what is contained in the Statement of Result. Cambridge English will not provide additional information to candidates, schools, or EECentre.
- e. Under no circumstances will Cambridge English return candidates' completed work. Statements of Result are continually reviewed and revised to provide the most useful information about candidates' performance that can be made available.
- f. Cambridge English may modify result information in exceptional cases. Changes to initially awarded results may be made as part of the result re-evaluation process or due to the need to adjust scores for a particular item following one of Cambridge English's post-exam quality-check procedures. These changes are very rare. Cambridge English reserves the right to cancel exam results if it decides that the scores for any part of the exam are not valid.
- g. Cambridge English will retain or annul a result if it believes the candidate may be involved in improper practices and/or has reasonable grounds to suspect that the result is not a reliable indicator of the candidate's abilities for any reason.
- h. Appeals must be submitted within a maximum of 15 calendar days from the date of receiving the results and will be accepted in accordance with the Cambridge English Assessment procedure. There are two stages in the appeal procedure:
- Stage 1 (A full clerical recheck) applies to A2 Key, B1 Preliminary, B2 First, C2 Proficiency exams.

The scores for all sections of the exam are checked, and the final score is recalculated. Responses to the exam will not be re-evaluated in this stage. The response will be provided within 5 (five) working days from the date of submission. Fee = 40 EUR.

- Stage 2 (A full re-mark of all papers).

i. If you are not satisfied with the Stage 1 result, an examiner will re-evaluate all the responses in the exam. The response will be provided within 15 working days from the date of submission. At this stage, the fee applies as follows:

- 60 EUR for YLE exams,
- 100 EUR lei for A2 Key & B1 Preliminary exams,
- 140 EUR for B2 First, C1 Advanced, C1 Advanced & C2 Proficiency exams.

It is extremely rare for changes to be made to results through an appeal because:

- Candidates' work is automatically or manually marked twice depending on the test;
- If the score is close to the pass mark, they are marked three or four times.

j. For the complete procedure, please visit the following page:
<https://www.cambridgeenglish.org/help/enquiries-and-appeals/>.

If the Beneficiary needs translation services for the Cambridge international regulations or any referenced document, they are required to request assistance from EECentre to provide an up-to-date translation into the local language.

21. Certificate Loss

a. The process of obtaining a Certifying Statement (an authorized copy of the original certificate) issued by Cambridge Assessment English is initiated by EECentre after the candidate:

- Submits a written request for obtaining the Certifying Statement via email to contact@eecentre.ro.
- Provides proof of payment of the Certifying Statement issuance fee, amounting to 150 EUR.
- To see the procedure for obtaining a new document, visit:
<https://www.cambridgeenglish.org/help/lost-certificates/>
- Only for YLE exams, a duplicate can be issued, with a fee of 70 EUR.

22. Complaints:

a. EECentre pays attention to complaints, especially when the quality of services does not meet expectations. Complaints should be submitted either on the day of the exam or within a maximum of 5 (five) working days from the date of the last test. Complaints are typically resolved by exam coordinators. If necessary, the matter will be brought to the attention of the EECentre Manager. Necessary information to include in a complaint:

- Full candidate name;

- Contact details: phone, email;
- Candidate number;
- Exam name;
- Section of the test being complained about (reading/writing/listening/speaking);
- Exam date;
- Exam location (school/institution);
- Complete address of the exam location;
- Complaint: description of the situation being complained about.

23. Intellectual Property/Copyright

- a. All content and other materials (for preparation, testing, teaching, or other purposes) with which the Beneficiary comes into contact or is exposed to are protected by Intellectual Property Rights.
- b. Copyright for all question papers and answer sheets and other exam materials belongs to Cambridge English.
- c. Candidates are not allowed to take question papers, answer sheets, notes, or any other exam material out of the exam room. They are not allowed to distribute or post exam content on websites or social media platforms.
- d. All exam documents are delivered and sent to Cambridge English.
- e. Cambridge English does not allow candidates, schools, or authorized exam centers to view candidates' responses or any other work produced during the exam.
- f. Cambridge English will not return any work produced during the exam.

24. Data Protection

a. EUROPEAN EXAMINATIONS CENTRE (EECentre) is an entity registered under no. 38457 in the register of personal data processing with the National Authority for the Supervision of Personal Data Processing (A.N.S.P.D.C.P.). We inform you about the ways we protect personal data provided to us and how you can obtain information about the data you have provided. In addition to complying with data protection laws, we commit to responsibly handling your data.

b. COLLECTION OF PERSONAL DATA

If, through collaboration with EUROPEAN EXAMINATIONS CENTRE (EECentre), you provide personal information about candidates, such as: full name, place of residence, email address, phone number, this is subject to specific regulations in the field of language examination. This data will not be transmitted to or made public in any way to a third party unless you have expressly authorized us to do so. In these situations, we ensure that these third parties (e.g., Cambridge Assessment English) maintain adequate levels of security for the protection of your data and that they use the data in accordance with specific functional instructions.

c. YOUR RIGHTS

You have the right to correct or delete any personal data about you or candidates that may be incomplete, inaccurate, or outdated. We always ensure that your data is processed only if you have given your consent in accordance with our Privacy Policy.

d. SECURITY

We use a variety of technical and organizational security measures to protect your personal data and the data of candidates against accidental or intentional unauthorized processing, loss, destruction, or access by unauthorized persons.

e. CONTACT DETAILS

The responsibility for processing personal data collected through this regulation and the website www.eecentre.ro lies with EUROPEAN EXAMINATIONS CENTRE srl. Please do not hesitate to contact us at any time if you have questions or need further information regarding data protection as follows:

EUROPEAN EXAMINATIONS CENTRE

Address: Bucharest, Sfinții Voievozi Street, No. 65, Sector 1, (Jupiter House Building Ground Floor).

Phone: 031.108.68.59; Email: contact@eecentre.ro.