

# Terms and Conditions (B2B)

## Candidate Declaration

*By ticking the I Agree check box below, you accept that –*

Information on this form is complete and accurate to the best of your knowledge.

You confirm that your personal details (Eg: Name, date of birth and gender) match with the details of your valid Passport , National ID or Birth Certificate Candidate details on either the Passport, National ID or Birth Certificate will be considered as final in event of any amendment

You have referred to the syllabus specifications to ensure that you are registering for the correct subject / paper

You are liable to pay fees for any entry /amendment after the British Council deadline for registrations. Such amendments are dependent on the exam board acceptance.

You have not made and will not make an entry for any subject at any other Centre/School from different examining boards on the same day at the same time for the same exam session. In such case, British Council is not responsible for any clash of timetable that may arise.

You confirm that you have consulted the current regulations, syllabuses and the timetable, in order to have the right combination and to avoid any timetable clashes and forbidden combinations of subjects.

You agree to comply with the exam board regulations and with the arrangements made by the British Council

You accept that British Council reserves the right to disallow you to take the examination if it is not satisfied with the identification document produced at the time of examination

If examinations or their results are disrupted, cancelled or postponed, every effort will be made to resume normal service as soon as possible. The British Councils liability will be limited to the refund of the registration fee or retesting at a later date.

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.

## Payment and fees

Pay Online:

We accept Visa and Mastercard credit and Debit cards only for payment. You will be directed to a secure payment page.

Please note that our payment portal will only be available from 4 February 2021. However, this should not prevent you from completing your online application

Payment in full must be received by the registration deadline of **15 February 2021**.

If you have submitted your online application and full payment and haven't received a confirmation message after two working days, please contact us at [ssa.enquiries@britishcouncil.org](mailto:ssa.enquiries@britishcouncil.org) or +27 (0)11 560 9300.

You understand that fees are neither refundable nor carried forward to next examination session after the British Council regular registration deadline.

## Statement of Entry

A final Statement of Entry (SoE) will be provided by the examination board before the start of the exam. School candidates will receive their SoE from the respective schools and Private candidates will receive at their given email addresses.

## Identity Document

Candidates are required to bring the original copy of the following documents to the examination hall

Statement of entry issued by the exam board

Valid passport, National ID, Birth Certificate [No Identity document no entry]

## Special arrangements

In case you have checked the yes button to the question; Do you have a permanent disability, such as a visual, hearing or specific learning difficulty, which requires special arrangements (for example, modified material, extra time, use of technology, etc.), you will need to contact us at least six weeks before your first exam.

For example, you may require special arrangements such as - extra time or special exams supervision due to a clash of exam papers.

If you require a modified (for example, enlarged question paper) test version to be prepared, you will need to contact British Council at the time of registration. Documents can be sent via email at the time of registration.

You will need to provide a recent medical certificate along with your special need request. To complete your special requirement application, the following criteria should be met:

Provide a clear statement of the candidates disability

Clarify on how the disability justifies special arrangements

This should be in English only as the board needs to understand and agree to medical evidence

The medical evidence must be in the form of a report prepared in a period within a year before the test date

Original document bearing the name, relevant qualification(s) and signature of a recognized practitioner

As the UK & International organisation for educational opportunities and cultural relations the British Council develops relationships with people from a wide range of backgrounds. Engaging positively with the richness of diversity is central to what we do in line with our core values. We have developed our integrated Equality Scheme to help us promote equality and eliminate discrimination in the areas of gender, race, disability etc. Find out how we are applying this scheme worldwide here.

## Data Protection Fair Collection Notice

Under the terms of the United Kingdom's Data Protection Act, 1988, the British Council is required by law to manage any personal information you give to us about yourself or your child securely and only for the purpose we have specified. For the information you provide, these are as follows:

To maintain academic and educational records of our customer

To maintain accurate financial records

To register our customers

To be able to cater for any special needs our customer may have

To provide academic records for our candidates sponsors where applicable

To distribute information to customers.

We may want to use your information to send you details of the British Council activities, services and events (including social events) which you might find of interest. You have the right to ask for a copy of the information we hold on you, for which we may charge a fee, and the right to ask us to correct any inaccuracies in that information. If you do want to see a copy of your information, please contact the Data Protection Team by e-mail at [dataprotection@britishcouncil.org](mailto:dataprotection@britishcouncil.org), or send in your request to, the Data Protection Team, The British Council, 10 Spring Gardens, London SW1A 2BN or your local British Council office.

## Refunds

Through the school candidates can apply only to cancel their examinations and apply for a refund. For these examinations, transferring the exams or any unit of the exams to another session is not permitted. Candidates can only apply for a refund on the following grounds:

**Non-medical grounds;** A candidate can apply for a refund until the last date of the respective registration period during which the candidate registered for the exam. The candidate has to fill in a specific online refund form before the respective registration period is over and submit with the relevant documents mentioned in the form through the school. A fee as mentioned in the register of tariff will incur and will be deducted from the amount due. The rest will be transferred to the schools designated bank account electronically.

**Medical grounds;** A candidate can apply for a full withdrawal only and apply for refund until the last date of an exam series. The candidate is allowed to apply for this refund if the candidate has not attended any of the exams registered for. A specific form needs to be filled in and submitted along with the required documents listed in the application form.

If the application is lodged before the end of the respective registration period, a fee as mentioned in the register of tariff will be deducted from the amount due.

If the application is lodged after the regular registration period and when the registration entries have been processed, the refund amount will be less 25% of the total amount paid. This will be transferred to the schools designated bank account electronically. This refund application will only be accepted until the last day of the relevant exam session. Please Contact: [ZATestdaycoordinators@britishcouncil.org](mailto:ZATestdaycoordinators@britishcouncil.org)

## **Other terms and conditions:**

The British Council and the examining boards take all reasonable steps to provide continuity of service. We feel sure you will understand 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 Councils liability will be limited to the refund of the registration fees only.