

**REGULATIONS OF SERVICES  
IN THE CAMBRIDGE ENGLISH PLATINUM EXAMINATION CENTRE LANG LTC PL090  
FOR INDIVIDUAL CLIENTS**

1. Service Provider is **Lang LTC Sp. z o. o.** with its principal office in Warsaw, 02-081 at 5 Sędziowska Street, registered in District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register under KRS number 0000516393, NIP: 7010433106, through **LANG Language Certification Centre for Children and Teenagers** non-public continuing education institution, which operates under the Act of 14th December 2016 - Law on School Education, entered in the register of schools and non-public educational institutions, kept by the Capital City of Warsaw under no 115 Pz. and **LANG Language Certification Centre for Adults**, non-public continuing education institution, which operates under the Act of 14th December 2016 - Law on School Education, entered in the register of schools and non-public educational institutions, kept by the Capital City of Warsaw under no 1177 K.
  
2. **Registration**
  - a. Registration for examinations at Cambridge English Platinum Examination Centre Lang LTC PL090 shall be made solely via the Lang LTC Examination Centre website [www.egzaminy-cambridge.pl](http://www.egzaminy-cambridge.pl) based on a duly completed registration form.
  - b. When filling in the registration form you are kindly requested to express the following types of consent:
    - I hereby declare that I have read the regulations of Cambridge English Examinations at Lang LTC Examination Centre and I agree to the conditions specified therein. I also declare that the data provided in the present form are true and accurate. I provide the data on a voluntary basis and I understand that I have the right of access to the data and the right to correct them.
    - I agree to the storing and processing of the personal data I have provided to Lang LTC, for purposes related to the management of Cambridge English examinations, including the transmission of such data to Cambridge Assessment English.
  - c. The detailed schedule of examinations and registration deadlines are available on the website [www.egzaminy-cambridge.pl](http://www.egzaminy-cambridge.pl)
  - d. The final deadline for making the payment for that examination is the last day of registration for a given examination.
  - e. When registering for a paper-based examination you may request individual special arrangements (e.g. for candidates with dyslexia or hearing impairment), by attaching relevant documentation confirming the dysfunction. When such a request is submitted after the final registration deadline for the examination, it is impossible to adapt the examination to the candidate's needs. For technical reasons special arrangements are not available for computer-based exams.
  - f. Registration for an examination after the deadline indicated in the schedule is only possible for paper-based examinations and requires the consent of Cambridge Assessment English. In such a case a late entry registration fee is charged, as specified in the *Additional Services Pricelist*.

- g. Approximately one week before the planned examination session every candidate receives documents indispensable to participate in the examination, including the so-called Confirmation of Entry (CoE). The exam documents are sent electronically to the e-mail address provided by the candidate in their online registration form. Candidates who do not receive the email with detailed information on the dates, time and locations of their exam components by the end of day 7 before the written components of the exam are required to contact Lang LTC Examination Centre as soon as possible. Candidates who missed their exam because they had not received the email with information on their exam schedule and not reported this fact to Lang LTC Examination Centre are not entitled to a refund on this account.
- h. If the number of candidates registered for the examination does not reach the required minimum number specified in the Cambridge Assessment English regulations, Lang LTC Examination Centre shall propose an alternative examination date or it shall refund the examination fee. The refund will be provided in the form of voucher with the value of the fee paid by the candidate and will be valid for all services offered by the exam centre for the period of one calendar year from the date of issue. In this case, the candidate decides about taking the exam or receiving the voucher.

### 3. Fees

Examination fees cannot be transferred from one examination to another. Fees cannot be transferred to subsequent examination sessions, nor is it possible to change the date of the written or oral examination.

- a. Price list of Cambridge English examinations at the Cambridge English Lang LTC Platinum Examination Centre valid since 20.01.2020.

SERVICES	Price (gross)
A2 Key / A2 Key for Schools (KET, KET fs) - PB and CB	349 PLN
B1 Preliminary / B1 Preliminary for Schools (PET, PET fs) - PB and CB	369 PLN
B2 First / B2 First for Schools (FCE, FCE fs) - PB	620 PLN
B2 First / B2 First for Schools (FCE, FCE fs) - CB	639 PLN
C1 Advanced (CAE) - PB	640 PLN
C1 Advanced (CAE) - CB	659 PLN
C2 Proficiency (CPE) - PB	690 PLN
C2 Proficiency (CPE) - CB	709 PLN

SERVICES	Price (gross)
B1 Business Preliminary (BEC P) - PB	380 PLN
B1 Business Preliminary (BEC P) - CB	410 PLN
B2 Business Vantage (BEC V) - PB	640 PLN
B2 Business Vantage (BEC V) - CB	670 PLN
C1 Business Higher (BEC H) - PB	710 PLN
C1 Business Higher (BEC H) - CB	730 PLN
Pre-A1 Starters, A1 Movers, A2 Flyers - PB	275 PLN
TKT (every module) - PB	280 PLN
DELTA Module 1 - PB	984 PLN
Linguaskill General or Business - Reading & Listening - CB	344,40 PLN
Linguaskill General or Business - Writing - CB	344,40 PLN
Linguaskill General or Business - Speaking – CB	344,40 PLN
Cambridge English Placement Test - CB	123,00 PLN
Goethe Pro - CB	295,20 PLN

CB – computer based; PB – paper based

- b. Pricelist of additional services at the Cambridge English Lang LTC Platinum Examination Centre valid since 20.01.2020.

Additional services		Price (gross)
Late entry registration	all Cambridge English Qualifications exams (except Linguaskill)	140
Lang LTC confirmation of authenticity of Statement of Result	all Cambridge English Qualifications exams	30
Replacement certificate	Certificate damaged or lost by post*	280
	Name / surname correction	280
Certifying statement (if you lost your certificate)	Document released by 31.12.1998	560
	Document released after 01.01.1999	360
Results Enquiry	Stage 1 – clerical re-check: all Cambridge English Qualifications exams	130

Additional services		Price (gross)
(excluding YLE)	Stage 2 – full re-mark**: B1 Preliminary, B1 Preliminary for Schools (PET, PET fS), B1 Business Preliminary (BEC P)	360
	Stage 2 – full re-mark**: B2 First, B2 First for Schools (FCE, FCE fS), C1 Advanced (CAE), C2 Proficiency (CPE), B2 Business Vantage (BEC V), C1 Business Higher (BEC H)	570
Additional fee for individual session of Linguaskill General or Business - CB		120
Postal service (registered letter)		15
Courier service		25

\*The original (damaged) certificate needs to be returned or a post statement proving it has been lost needs to be handed in.

\*\*All candidates wishing to apply for a Stage 2 enquiry must obtain the results of their Stage 1 enquiry first.

- c. Price packages
  - BASIC: exam fee according to Pricelist (point 2.a)
  - SAFE: exam fee + 83 pln
    - i. possibility of taking the exam once more, if the candidate scores up to 3 points below the result required to pass the exam according to the Cambridge English scale. Free registration is valid for any date of the exam chosen from the dates available in a given city in the session calendar of the Lang LTC Exam Center held within 12 months from the date of the results release from the session for which the candidate purchased the SAFE package;
  - COMFY: exam fee + 129 pln
    - i. possibility of taking the exam once more, if the candidate scores up to 3 points below the result required to pass the exam according to the Cambridge English scale. Free registration is valid for any date of the exam chosen from the dates available in a given city in the session calendar of the Lang LTC Platinum Examination Centre held within 12 months from the date of the results release from the session for which the candidate purchased the COMFY package;
    - ii. we send you a certificate by courier (in Poland) for free;
    - iii. you can choose a partner for the Speaking part.

SAFE and COMFY packages do not apply to: exams for children, TKT, DELTA, Linguaskill

- d. Reimbursement of examination fees
  - 100% of the basic fee is subject to reimbursement if the candidate who registered remotely and paid using traditional wire transfer or on-line payments resigns from the test within 14 days from the date of the payment. This right does not apply to candidates for whom the service was delivered. This right does not apply also if the payment was made by card or cash in Lang LTC Examination Centre. The additional fee for the late registration service is the fee for the service provided at the time of registration and is therefore not refundable. The request for refund together with the refund form (available on request from the Examination Centre) should be sent to the Lang LTC Examination Centre (ul. Sędziowska 5, 02-081 Warsaw, [egzaminy@lang.com.pl](mailto:egzaminy@lang.com.pl)). The fee is reimbursed within 90 days.

- 70% of the basic fee is subject to reimbursement if the candidate was absent at the examination for health reasons, provided that the candidate submits the original medical statement with the period of absence covering the date of the written test. The refund takes the form of a voucher, valid for all services offered by the exam centre for the period of one calendar year from the date of issue.

The medical statement shall be sent to Lang LTC Examination Centre (ul. Sędziowska 5, 02-081 Warsaw, egzaminy@lang.com.pl) no later than 7 calendar days from the date of the examination.

- 100% of the fee is subject to reimbursement if the examination session could not take place due to a force majeure or an insufficient number of candidates. The refund takes the form of a voucher, valid for all services offered by the exam centre for the period of one calendar year from the date of issue.
- e. Payment methods
- Traditional wire transfer: individual account number would be generated for each registration, Lang LTC Sp. z o.o., ul. Sędziowska 5, 02-081 Warsaw
  - On-line payments: via Przelewy24 platform; for this payment method a commission of 1.9% of the exam fee is charged, to be paid by the candidate registering for the examination.

#### 4. Examination sessions

The candidate should arrive at least 15 minutes before the indicated starting time of the first component of the exam with a valid ID (valid personal document bearing the holder's photograph).

- a. Written part of the examination
- It is made of two or three components: *Reading & Writing* and *Listening or Reading & Use of English, Writing and Listening*.
  - Candidates should bring a pencil, a black pen and a rubber. Candidates can also bring water in a small plastic bottle, tissues and medicines, if they have indications to use them.
- b. Oral part of the examination (*Speaking*)
- The dates of oral examinations are indicated in the calendar at [www.egzaminy-cambridge.pl](http://www.egzaminy-cambridge.pl); Lang LTC Examination centre reserves the right to change these dates in justified cases within the deadlines set by Cambridge Assessment English.
  - Candidates are paired for the oral part of the examination automatically and on a random basis. In the case of exams for children, candidates enter individually in the order indicated by Lang LTC Examination centre staff.
  - During B2 First, C1 Advanced and C2 Proficiency exams photographs of the candidates are taken for the purpose of registration in Cambridge Assessment English system. Taking a photograph of the candidate is a prerequisite for participating in this part of the examination. A candidate who refuses to have a photograph taken cannot participate in that part of the exam and cannot request a reimbursement of the examination fee.  
Candidates must fill in and sign the *Photo consent form*, which they can find on [www.egzaminy-cambridge.pl/en/dokumenty-do-pobrania/](http://www.egzaminy-cambridge.pl/en/dokumenty-do-pobrania/).  
The consent form must be completed and signed by a parent or a legal guardian in the case of candidates under 17 years of age.
- c. Unauthorized objects
- It is forbidden to bring any electronic devices or readers into the examination room, in particular voice recorders, laptops, smartwatches, smartphones and mobile phones.

During the session it is completely forbidden to use mobile phones and other electronic devices, both during the exam and between the exam component. Before the start of the exam mobile phones must be switched off, labelled and handed to an employee of Lang LTC Examination Centre who will store them and return them at the end of the last part of the exam. If you wish to avoid this procedure, please consider leaving electronic devices at home.

d. Disqualification

Persons managing the examination session, representing Lang LTC Examination Centre, may disqualify a candidate who does not respect the regulations of the examination, in particular especially if the candidate does not write the test on their own.

The candidate who arrives late for the exam may not be allowed to sit the exam and will not be entitled to apply for a refund of the exam fee.

**5. Examination results**

a. Statement of Results

Examination results are reported in a form of Statement of Results and are made available on the Cambridge Assessment English website: <https://candidates.cambridgeenglish.org> In their Confirmation of Entry, every candidate receives an individual password to log in and gain access to their results. In case of problems, the candidate should contact Lang LTC Examination Centre.

The results of paper-based examinations (excluding LYE) are available approx. 6 weeks after the examination. The results of computer-based examinations are released approx. 3 weeks after the exam session.

Lang LTC Examination Centre does not provide information about exam results by phone or e-mail.

b. Certificates

Certificates are available at Lang LTC Examination Centre approx. 3 weeks following the on-line publication of results. Lang LTC Examination Centre informs candidates by e-mail that they can collect their certificates in person or it sends them the certificate if the candidate has paid for delivery (Poczta Polska registered letter or courier mail) and has provided a shipping address.

Certificates may be collected by third persons authorized by the candidate provided they present the completed *Authorization to collect certificates* document.

Certificates are stored at Lang LTC Examination Centre for 2 years from the date of informing candidates about the possibility to collect them. After 2 years the certificates are securely destroyed.

c. Complaints concerning results

Result enquiries may be submitted by e-mail to: [egzaminy@lang.com.pl](mailto:egzaminy@lang.com.pl) no later than 14 days after the release of the results on Cambridge Assessment English website. This service is chargeable, as defined in the pricelist. Should the enquiry result in a change of the exam grade, the fee for the service is reimbursed.

Cambridge Assessment English offers two forms of result enquiries:

- clerical re-check of the points obtained by the candidate (this stage is compulsory before proceeding to the second stage)
- full re-mark of the candidate's exam papers (except the oral part of the examination).

## 6. Complaints

### a. Liability of Lang LTC Examination Centre

Lang LTC Examination Centre shall make every effort to provide high-quality examination services.

Lang LTC Examination Centre bears no liability for irregularities in the services caused by independent factors. In cases of delays or pauses in the examinations, or the examinations being cancelled, for reasons beyond the organiser's control, as well as delays in the release of results by Cambridge Assessment English, Lang LTC Examination Centre shall make every effort to minimize the inconvenience.

Lang LTC Examination Centre bears no liability for taking care of children participating in the examinations.

### b. All comments concerning the examinations should be submitted to the person in charge of the examination representing Lang LTC Examination Centre. If possible, all reservations should be submitted without delay, no later than immediately after the examination. In the *Listening* part of the examination comments should be submitted after hearing the test recording.

Comments and complaints concerning the examinations may also be filed by e-mail at: [egzaminy@lang.com.pl](mailto:egzaminy@lang.com.pl) no later than 10 calendar days after the examination date.

## 7. Contact details

Office: ul. Sędziowska 5, 02-081 Warsaw