

## Terms and Conditions for Candidates

This document contains all the information you need for the TCF Tout Public French exam. Read this document carefully. If you do not understand any information, the exam center will be happy to help you. For more information about the exam visit:

<https://tcf.swiss-exams.ch/exams-and-certifications/tcf>

- Swiss Exams is a TCF examination center and is therefore authorised to organise and conduct the TCF Tout Public examinations.
- TCF examination center means an authorised licensee of TCF France Education International. TCF examination centers are legally independent institutions; they are not directly controlled by TCF France Education International. TCF France Education International is not responsible for the center's actions or omissions.
- Candidates: A candidate is someone who has registered for a TCF Tout Public French examination.

### Terms and conditions of participation and registration

These general terms and conditions are binding upon receipt of the registration. When submitting the online registration, candidates confirm that they have read, understood and accepted these conditions.

The correspondence between the examination center and the candidates is mainly conducted via email. Candidates must provide a valid and current email address, which is regularly checked by the candidate. If candidates have not received any information from us within the given period of time, they must contact us immediately. The examination center is not responsible for any delay in contacting the candidate. The

TCF "Tout Public" French exam is aimed at all persons aged 16 and over whose native language is not French and who wish to evaluate their knowledge of French for academic (students, prospective students, interns, etc.), professional (employees or future employees, etc.) or personal reasons.

Your registration for the TCF Tout Public French exam is done through the authorized Swiss Exams - TCF examination center. The examination center is your main contact, and the examination fees are transferred to it.

Candidates register online for their desired examination.

The TCF Tout Public French exam consists of the following modules:

#### Compulsory modules (CO, SL & CE) QCM

CO = Compréhension orale

SL = Maîtrise des structures de la langue

CE = Compréhension écrite

#### Elective modules (EO & EE)

EO = Expression orale

EE = Expression écrite

If you only want to register for the elective modules (EO & EE) with us, you must have already completed the compulsory modules (CO, SL & CE) with us. Otherwise, you must register for the elective modules at the examination center where you completed the compulsory modules. The elective modules (EO & EE) can be taken on different dates than the compulsory modules (CO, SL & CE). The condition is that they are taken within the validity period of the exam and in the same test center.

If you need the TCF Tout Public French exam due to a specific event such as naturalization etc., please contact the relevant institution. Swiss Exams accepts no responsibility or liability for the recognition of the certificates by certain authorities. Each candidate is

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responsible for obtaining thorough information from the relevant authorities.

### Registration deadlines

Registration deadlines apply to every exam. These deadlines can be found online on the registration page.

### Registrations after the registration deadline

Depending on capacity, registrations after the registration deadline will be accepted up to 7 days before the first day of the exam. Please note that registrations after the registration deadline will incur an additional fee of CHF 50.00.

### Payments

Depending on when registration was made, payment deadlines may vary. Payment deadlines are clearly stated on the invoice. Candidates who fail to meet payment deadlines will either not be able to take the exam or will be charged a late payment fee. The exam center reserves the right to withhold results and certificates until the late payment fee has been paid. Payment of the exam fees can be made in the following ways:

### Invoice by email

After registration, candidates will receive an invoice by email, which must be paid within the deadline specified. If candidates do not receive an invoice within the deadline specified in the confirmation email, they must contact the examination center immediately. The examination center cannot be held responsible for any additional fees incurred.

### Credit Card

Candidates have the option to pay the exam fees directly with their credit card.

### Collective Invoices for schools, educational institutions and companies

A collective invoice can be prepared on request.

Please contact the examination center for further information.

### Late payments

The payment deadlines are noted on the invoice that candidates receive. Candidates who do not meet payment deadlines will be charged a reminder fee of CHF 50.00. Registrations after the registration deadline will automatically incur an additional fee of CHF 50.00.

### Cancellations

Cancellations are possible up until the end of the registration deadline. This deadline can be seen on the registration page. If you cancel, a cancellation fee of CHF 50.00 will be charged. The exam fee will be refunded, minus the cancellation fee.

Cancellations after the end of the registration deadline are not possible and the exam fees will not be refunded.

Candidates who cannot take the exam for health reasons can retake the exam for a fee.

Cancellations must be submitted in writing (by email), regardless of whether payment has already been made or not. Exam fees cannot be transferred to future exam registrations.

### Special needs

The TCF Tout Public French exam does not offer special conditions for candidates with special needs.

### Attending the exam

The exam center will inform candidates where and when their exam will take place. Candidates are responsible for arriving at the correct location on time and having everything they need for the exam.

In addition, all rules and guidelines will be listed on the exam invitation. Candidates

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must read the exam invitation carefully and take it with them to the exam. Candidates who do not follow the guidelines may be disqualified from the exam or have their results withheld.

All candidates must present valid government-issued identification on the day of the exam. Candidates who cannot present a valid ID will not be allowed to take the exam.

If circumstances arise during the exam that may affect the candidates' performance, the candidates (not the teachers) must report this to the exam center on the day of the exam or immediately after taking the exam. The person in charge of the exam center will obtain the opinion of all parties involved, decide on the appeal and write a note on the procedure. In case of doubt, the head office of TCF France Education International will decide.

### Exam invitation

Exam invitations are sent to candidates via email approximately two weeks before the exam. In some cases, exam invitations may be sent a little later. If candidates have not received the exam invitation at least 7 days before the exam, they must contact the exam center immediately.

The exam invitation contains important information, such as exam dates and times for the written and oral exams. It is the responsibility of the candidates to read and understand the exam invitation and to be at the right exam location on the right day and at the right time. The exam center has no obligation to offer an alternative exam date.

On the day of the exam

Candidates must bring the following to the exam:

- The exam invitation in paper form (not electronic)

- Valid ID with photo (passport, national identity card (e.g. Swiss ID, German / Austrian identity card), residence permit (settlement permit, residence permit for foreigners), driving license (driving license, learner's license)

- A ballpoint pen (black or blue)

- Optional: water in a disposable bottle (transparent or non-transparent) or in a reusable water bottle. No French text may be on the water bottle.

Candidates must:

- arrive at the exam location 30 minutes before the written exam.
- arrive at the exam location 15 minutes before the oral exam.
- show consideration for other candidates and do not disturb them during the exam.
- follow the rules and guidelines of the exam regulations.

### After the exam

Candidates will be informed of their exam results in writing approximately 15-20 working days after the exam. It is not possible to announce the results earlier.

### Certificates

If candidates pass the TCF Tout Public French exam, they will receive their certificate by email approximately 15-20 working days after the exam. No paper certificates will be issued. Certificates will only be issued if all outstanding invoices have been paid.

### Appeals

Candidates can request a re-evaluation of the EO (Expression orale) and/or EE (Expression écrite) modules. A re-evaluation of the QCM modules is not possible.

They must contact the examination center, fill out a form and send it back to the

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examination center. A separate form must be filled out for each EE and EO module.

Candidates must be aware that if the EO and/or EE grade is re-evaluated, the new grade or certificate is valid even if the new grade is lower than the previous one.

It usually takes around 15-20 days for TCF France Education International to re-evaluate the exam. The re-evaluation can only be requested up to a maximum of 1 month after the exam has been taken.

Candidates will be charged CHF 80.00 per module for the re-evaluation of the modules. Only if the exam grade has changed after the re-evaluation by TCF France Education International will the candidates receive a refund of CHF 80.00 per module.

### Copyright

All examination materials are protected by copyright and are only used in the examination. Any other use, in particular the reproduction and distribution as well as making these materials publicly available, is only permitted with the consent of the headquarters of the TCF France Education International Institute.

### Repetition

If candidates only want to repeat the elective modules (EE, EO) after having taken the compulsory modules (QCM) in a previous session, the 30-day period does not apply.

If candidates only want to repeat the compulsory modules (QCM) or the entire TCF TP, the 30-day period applies.

### Data protection

All those involved in the conduct of the examination are obliged to maintain confidentiality and to comply with the applicable data protection regulations. On the day of the examination, candidates are asked to sign a form for their "consent to the processing of personal data".

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