



Terms & Conditions for candidates

These Terms and Conditions set out the contractual terms between the candidate and Swiss Exams, the authorised Cambridge English examination centre, for the registration, administration and sitting of Linguaskill examinations. They define the rights and obligations of both parties and the rules with which candidates must comply before, during and after the examination.

Linguaskill is offered in two delivery formats, each covered by its own appendix.

- Appendix A applies to Linguaskill @centre, taken in-centre, at a Swiss Exams test venue.
- Appendix B applies to Linguaskill @home, taken at the candidate's own location.

Linguaskill @centre may also be referred to as '*Linguaskill In-Centre*' on the Swiss Exams website and in related documentation; the two terms describe the same examination.

Linguaskill @home may also be referred to as '*Linguaskill Remote*' on the Swiss Exams website and in related documentation; the two terms describe the same examination.

Annex 1 and Annex 2 contain the Notice to Candidates for each format and form an integral part of these Terms and Conditions; each is referred to in the relevant appendix. Where a provision applies to both formats, it is stated separately in each appendix so that each appendix can be read on its own.

Candidates must read and observe the appendix and annex that corresponds to the format for which they have registered.

The format, and therefore the appendix and annex that apply, is determined by the Linguaskill product the candidate registered for and purchased. The terms of the other format do not apply.

Contact Information These Terms and Conditions are administered by:

Swiss Exams
Zürcherstrasse 46
8400 Winterthur
Switzerland
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A. Appendix A: Linguaskill @centre

A.1 Introduction

This document has been written to give you the information you need when you register for a Cambridge English examination. You must read this document carefully. If there is anything you do not understand, the examination centre will explain it to you.

The full exam regulations are listed in the "[Linguaskill Terms and Conditions](https://linguaskill.swiss-exams.ch/exams-and-certifications/linguaskill)" which is available from Swiss Exams – Cambridge English Examination centre at <https://linguaskill.swiss-exams.ch/exams-and-certifications/linguaskill>.

The "Summary regulations for candidates" (chapter A.20) and "Notice to Candidates" (Annex – 1) are integral part of this document. You must also read the [privacy policy](#) of Cambridge Assessment English.

- Cambridge Assessment English is part of Cambridge Assessment, which is the international exams groups of the University of Cambridge.
- Centre means an authorized Cambridge English Examinations Centre. Centres are legally independent institutions; they are not directly controlled by Cambridge Assessment English, and Cambridge Assessment English is not liable for actions or omissions by centres.
- Candidate: A candidate is someone who has registered to take an examination.

A.2 Entry Regulations & Registration

These Terms and Conditions are binding upon receipt of your registration. By sending off their registration online, candidates confirm that they have read and understood these Terms and Conditions and agree to abide by the rules and regulations set forward in this document.

The main channel of communication between the centre and the candidate is email. Candidates are required to provide an active email address checked regularly by the candidate. If candidates do not hear from us in an expected period of time, they must immediately contact the centre. The centre cannot be made responsible for candidates who fail to contact it on time.

Cambridge English Exams may be taken by people of any age, gender, race, nationality or religion. Although they are designed for native speakers of languages other than English, no language related restrictions apply.

You enter for the Cambridge English Exam through an authorized Cambridge English examination centre. Your contract is with the centre to which all fees must be paid.

Candidates register for their examinations online and select the centre of their choice. The location of the exam venue can be in the greater area of the location indicated on the registration webpage.

By selecting a school during the registration process, the results of the candidate will be disclosed to the relevant school upon request when the results are released. If there is no school selected, no results will be disclosed.

A.3 Deadlines

Registration (entry) deadlines apply for all exams. These deadlines are indicated on the online registration webpage.

A.4 Late Registrations

Depending on the available space, entries are accepted after the registration deadline up to 14 days before the first exam. Please note that after the registration deadline, a late entry fee might be charged.

A.5 Payments

Depending on the date of your registration, your payment deadline may differ. Payment deadlines are clearly indicated on your invoice. Candidates who fail to pay the exam fee within the indicated deadlines are not allowed to sit the exam or are subject to an additional charge (Late Payment fee). The centre reserves the right to hold back results and/or certificates for reasons of unpaid dues. For certain services, a flat service fee of 8 CHF may be applied. The application of this fee will be clearly communicated to customers prior to the completion of the respective service.



Invoices are sent via email. If candidates do not receive their invoice in the time frame indicated in the confirmation email sent to them, they must contact the centre immediately or download the invoice in Swiss Exams Access for Candidates. The centre cannot be held responsible for delays and possible additional charges imposed on the candidate, if the candidate did not contact the centre on time as indicated.

A.6 Collective invoices for Schools, Educational Institutions or Companies

Schools can ask the centre for a collective invoice. For more information contact the centre.

A.7 Late payments

All payment deadlines are indicated on the invoices sent to candidates. Late registrations (all registrations after the registration deadline) might be subject to a late entry fee of CHF 50.00.

A.8 Cancellations

Generally, cancellations from the candidate's side are possible up to the registration deadline indicated on the online registration website. An administration charge of CHF 50.00 applies in this case. The exam fee, minus the administration fee, will be refunded. However, Swiss Exams reserves the right to move candidates to an alternative exam date in which case a refund is not granted. Cancellations after the registration deadline are not possible and fees paid cannot be refunded.

Candidates who do not sit the exam (e.g. due to illness) will not be entitled to a refund, however, if they have chosen the "Exam Retake Option" upon registration and if they meet the respective conditions, they can re-sit the exam according to the "Exam Retake Option" special Terms and Conditions. Hardship cases may be considered separately. Detailed information available at chapter A.19 - "Exam Retake Option" special Terms and Conditions.

All cancellations and changes of exams must be in writing (email) regardless of whether or not payments have been made. Exam fees cannot be transferred to a future exam, except if the candidate has booked the "FLEX" package and has chosen a new exam date before the registration deadline and has already paid the entire exam fee. Such exam can only be postponed once.

A.9 Special Arrangements

Where possible, Cambridge Assessment English makes provision for candidates with special requirements (e.g. extra time or adapted papers). Candidates must inform their centre as early as possible of any special requirements. Applications must generally be received by the centre at least 12 weeks before the examination, depending on what is required and which exam you are taking. In some cases, up to 6 months' notice may be required. When requesting a special arrangement with Cambridge, a valid medical confirmation must be provided to support the request. The medical confirmation must be delivered at least 2 months before the exam date. For requests reaching us later than the indicated timeframes mentioned above, special arrangement accommodations may not be possible.

A.10 Taking the Examination

The centre will tell you where and when your examination will be held. You must make sure that you arrive at the right time and at the right place and that you have everything that you need for the examination. The exams can take place in the morning as well as in the afternoon. Therefore, candidates are asked to reserve the entire day for their exam. The centre will post a copy of the "Notice to Candidates" outside of the examination room. Furthermore, rules and guidelines are also outlined on the Entry Statement. You must read the Entry Statement carefully before the exam takes place and bring it to the exam. If you do not follow the instructions, you may be stopped from taking the examination, or you may not receive a result.

All candidates must present valid, non-expired government-issued identification on all exam days. Acceptable forms of ID include the non-expired passport, Swiss residence permit, or national ID card that was used during registration. Candidates who are unable to present the registered form of identification, will not be permitted to sit the exam.

The information you provide is treated anonymously and is strictly confidential. Candidates may be asked to complete a short "anchor test". This provides information that Cambridge Assessment English uses as part of its quality control program; the Anchor Test will not affect your examination result. Before each component, you will be required to complete a photo identification process. You must take a photo of your valid ID and a live photo of yourself via webcam.



AI technology uses these photos to confirm your identity and monitor your presence during the exam. This photo will also appear on your Linguaskill certificate.

Please note that your Speaking test will be recorded for assessment and quality assurance purposes.

If there is a problem which might affect the performance of the examination, the candidate (not the teacher) must tell the centre on the day of the examination or immediately afterwards. Complaints of that sort must be received by the centre in writing within one working day after the examination has taken place.

A.11 Entry Statement (invitation to the exam)

Entry Statements are sent to the candidates via email at the latest 10 days before the examination. In rare cases, Entry Statements are sent to candidates less than 10 days before the examination. However, receiving the Entry Statement in less than 10 days before the exam is not a reason for cancellation or refund.

If the Entry Statement is not received within 10 days before the exam, the candidate must contact the centre immediately. The Entry Statement includes important information such as date and time for the Written as well as the Speaking exam. It is the candidate's responsibility to be aware of all the information that is written on the Entry Statement and show up for each exam on the correct day and at the correct time and at the correct venue. Candidates are advised to reserve the entire day of the exam to meet the specified exam time on the Entry Statement. The centre has no obligation to provide an alternative exam date.

A.12 Test Day Identity Verification and Recording

For security and identity verification purposes, candidates are required to take a photo of their ID and a photo of themselves before starting the test. In some cases, such as technical issues or being logged out of the system, candidates may be required to repeat these verification steps.

If you refuse to have your picture taken, you will not be able to take the test.

Candidates acknowledge and consent to being recorded by camera throughout the entire test for security and malpractice prevention purposes.

Candidate agrees for this photo to be held on the secure Cambridge English systems and displayed on your digital certificate and on the Cambridge English Results Verification Service.

Candidate understands and accepts that the photo and your results shall only be available to organisations or individuals that you give your personal access details to.

Candidates under the age of 18 must provide a signed parental or legal guardian consent form before the test day.

A.13 On the Exam Day

Candidates must bring to the exam:

- The Entry Statement, along with a valid, non-expired government-issued identification (acceptable forms of ID include the non-expired passport, Swiss residence permit, or national ID card that was used during registration), the test day photo consent form (either signed by yourself if you are over 18 years old or signed by the holder of parental responsibility if you are under 18 years old), a pen.
- Electronic devices such as laptops, tablets, e-readers, ipods, recording devices are NOT allowed in the exam room. Secure storage for these items will not be provided so candidates must NOT bring these items to the exam. It is permitted to bring mobile phone to the exam. Mobile phones must be switched off and placed on the candidates' desk at the start of the exam. Candidates are not permitted access to their mobile phones or other electronic devices for the entire duration of the exam day, including breaks. This includes small electronic devices such as smart rings, earbuds, or similar items, which must also be switched off and stored safely.

Candidates must:

- Arrive at least 30 minutes before the examination.
- Not disturb other candidates once the exam is in progress.



- Abide by all rules and regulations indicated on the “Notice to Candidates” displayed inside or outside of every exam hall.

A.14 After the Examination

Results will be available 3-5 days after the test. However, it is recommended that candidates check back regularly as results can often be released ahead of schedule.

Although we make every effort to ensure that results are issued promptly, in certain circumstances, such as a malpractice investigation or a technical issue, results may be issued later, are withheld or we are unable to provide an assessment of the responses. We reserve the right to amend results. We may also withdraw results in instances of malpractice.

A.15 Certificates

As the Cambridge Linguaskill certificate is issued only digitally, Physical copy of certificate cannot be issued. It will be available simultaneously with the results, typically within 3-5 days after the exam, via the online Metrica platform. A Cambridge Linguaskill certificate does not have a set expiry date; instead, the validity period is determined by the organizations that accept this test, based on how recent they require the results to be.

A.16 Appeals

If you believe that your result is incorrect or if you have not received a grade for any reason, the centre will provide you with details of the enquiries and appeals procedure. If you wish to request a review of your result, you may submit an Enquiry on Results (EOR), which is a paid service available only for the Writing and/or Speaking module.

The appeals process is very strict, and deadlines must be adhered to. It is the responsibility of the candidate to inform themselves of the procedures and applicable deadlines. Any intention to appeal must be communicated immediately after results are released.

A.17 Copyrights

Copyright on all question papers and examination material belongs to Cambridge Assessment English. You must not take question papers, notes or other examination material out of the examination room.

A.18 Data Protection

On the question of how your local examination centre as well as Cambridge Assessment English collect, protect, use and process your personal data, please refer to the following regulations and documents, which constitute an integral part of these terms and conditions:

- The section "Data Protection" in the "Summary Regulations for Candidates" (see page 6);
- The "[Candidate Privacy Policy](#)" of Cambridge Assessment;
- The "[Data Protection Declaration](#)" of Swiss Exams.

Please note that your personal data will be used and shared on cross-border basis (i.e. Switzerland and UK) between your examination centre and Cambridge Assessment English for the purposes outlined in the documents referred to above and that different data protection laws and standards will apply.

A.19 “Exam Retake Option” special Terms and Conditions

If a registered candidate has chosen the “Exam Retake Option” and has paid the relevant fee, the candidate is entitled to retake his/her exam for free and agrees to the following conditions:

- The candidate must be registered, select the “Exam Retake Option” upon registration, and pay the relevant fee along with the exam fee. This option allows for a retake of either the full exam or modular exams within 12 months after the original exam date if the candidate was unable to attend or did not achieve their target level by 3 points or less. The target level must be specified during registration. Candidates who have opted for the Exam Retake Option will have the opportunity to change their exam date after the registration deadline, up until the 5 days before the exam.



- Once the “Exam Retake Option” is chosen and used as payment, no refund is possible. The exam to be retaken cannot be postponed nor retaken a second time.
- The candidate must choose an available and open exam date and location offered by our Centre anywhere in Switzerland within 12 months after the exam day that was missed or failed. If no date is available in any of the available locations within 12 months for the relevant exam, the candidate is required to take the next open and available option. If the candidate is not able to take the exam within this time frame, the right to retake the exam for free expires, independent of the reason.

The right to retake the exam and the registration code are not transferable to another person. The identity of candidates will be checked on the day of the exam. Any misuse will automatically revoke the right to retake the exam and the Exam Retake Option.

The registration codes can be used for late registrations (after registration deadline of relevant exam). Please note that after the registration deadline a CHF 50 late entry fee will be charged.

“The Exam Retake Option” is only available for candidates who have chosen the FLEX package.

Candidates who have chosen the BASIC package are not eligible for this service.

The “Exam Retake Option” covers the following incidences exclusively. Covered are only incidences which occur after the candidate registered and paid all fees:

- a) Serious illness and accidents with a medical consequence not enabling the candidate to follow his/her line of work or schooling: An original and official extensive medical report from a relevant doctor to the incident is required and needs to reach our office within 5 days of the incident. Cases where the candidate acted irresponsibly or exposed him/herself to an unusual risk situation with a medical consequence are not covered.
- b) Breakdown of public transportation: An original and official statement from the relevant transportation company needs to reach our office within 5 days of the incident and state the incident in detail and the length and location of the breakdown. Train, bus or other transportation delays in general, as well as incidents shorter than 1 hour, are not covered by this service.
- c) Car failure or accident: An original and official police report for accidents, and a TCS report (Touring Club Schweiz) for car failures is required and need to reach our office within 5 days of the incident. All reports provided need to include the full name of the candidate. Other unexpected traffic situations, such as traffic jams, unexpected rerouting etc. are not covered by this service. Only incidences which occurred on the direct way to the exam are covered. Car incidences are immediate and unexpected situations which occur, and which do not allow for a continuation of the journey to the exam. In addition to accidents or a car failure, the following incidences are covered as well: a flat car or bike tire, car running out of fuel, locked-in car keys or failure of car battery if such transportation was supposedly to be used.
- d) Only candidates who have seriously prepared for the exam and have failed by 3 points or less, in relation to the target level they indicated during registration, are covered. Specifically, this means failing by 3 points below the passing grade for the target level selected at the time of registration, according to the official Cambridge English Scale. In this case, the candidate has to send to the centre his/her digital certificate by email within 5 days after having received the results.
- e) Death in the family or a person close to the candidate: If a close family member or a person close to the candidate dies, the candidate needs to provide sufficient proof of the death (e.g. death certificate, death announcement, etc.) as well as a confirmation of how close he/she was to the deceased (confirmation of an employer, school director, authority etc.).

Candidates who have opted for the FLEX Package and booked the Exam Retake Option may change their exam date or location after the regular registration deadline up to 5 days before the exam, subject to availability. To request a change, candidates must contact their exam centre directly and receive confirmation before the change can be processed.

Not covered are incidences which at the point of registration have already occurred or incidences which the candidate should have known will occur.



There are no exceptions to the present Terms and Conditions. The right to retake your exam for free expires if any of the Terms and Conditions are not met. The “Exam Retake Option” fee will not be reimbursed under any circumstances. The candidate agrees that his or her data and information relevant for the case, can be provided to a third-party (“Europäische Versicherungs AG”) to verify the authenticity of the case and the incident. In case of illness or accident where a medical statement is required, the candidate is required and agrees to release the relevant doctor of his/her confidentiality in the matter of the relevant case.

Appendix A: Summary Regulations for Candidates – Linguaskill @centre

This document and the Notice to Candidates: Linguaskill @centre (Annex 1) contain important information about your Cambridge English exam. The full regulations are in the Regulations (available from cambridgeenglish.org/help).

Registering for an exam

Your agreement is with the Centre, and you pay your exam fees to them.

Your Centre is required to put in place any access/special arrangements you are entitled to for your exams. Tell your Centre as soon as possible if you need access arrangements so that they can put them in place for you.

Photo ID

Candidates must hold an original, unexpired photo ID: a passport, government-issued national identity card. Digital or electronic ID is not accepted.

The candidate must provide their passport or ID number to the centre at registration and present the same document for the identity check on the test day.

Any change to the identity document must be notified to the centre before the test date. Candidates without valid ID will not be permitted to take the test or may not receive a result.

Electronic items

Before the exam day make sure you know your Centre's electronic items policy and the type of storage available on the exam day because you cannot keep phones, watches (all types), etc inside the exam room. Do not keep any electronic items in the exam room during the exam.

Test day photo

For Linguaskill, candidates are required to complete a photo identification process before starting the test.

By registering, candidates agree that:

- a photo of their ID and a live photo will be taken
- this photo will be used for identity verification and will appear on the certificate

If a candidate refuses, they may not be allowed to take the test or may not receive a result.

Taking the exam

Bring pencils, pens and allowed stationery to the exam.

If you arrive late, you may not be allowed to take the exam. The use of offensive (e.g., rude or racist) language in your exam answers will not be accepted and you will not receive a result. We, or your Centre on our behalf, may video or audio record your Speaking test for quality control, exam integrity and/or research purposes.

If you do not feel well on the exam day or think that your work may be affected for other reasons, tell the venue staff immediately.

If you cannot attend the exam, inform your Centre as soon as possible. You may receive a full/partial refund or be able to register for another exam date. Your Centre may ask you for supporting evidence such as a medical statement.

Suspected malpractice and cheating

We value the integrity and reliability of our exams, and all candidates should have a fair and equal chance to prove their skills. Cheating, or attempting to cheat, is considered malpractice. We investigate suspected malpractice. This may delay your result. If we determine that our rules and regulations may have been broken and/or the scores are not a reliable indicator of your ability, we may withhold or cancel your result. We may also ban you from taking future Cambridge English exams.

Results

Results are typically available within 3–5 days after the test via the online results platform.



In certain cases, such as technical issues or suspected malpractice, results may be delayed, withheld, or not issued. Cambridge Assessment English reserves the right to review and amend results if necessary.

If you believe that your result is incorrect, you must contact your Centre.

Please note that no additional feedback on candidate performance will be provided beyond the results available on the platform.

Certificates

As the Cambridge Linguaskill certificate is issued only digitally, candidates do not need to wait for a physical copy. It will be available simultaneously with the results, typically within 3-5 days after the exam, via the online Metrica platform. A Cambridge Linguaskill certificate does not have a set expiry date; instead, the validity period is determined by the organizations that accept this test, based on how recent they require the results to be.

Copyright

Copyright on all question papers and exam material belongs to us. You must not take question papers, notes, or any other exam material out of the exam room. You must not distribute and/or post any exam content on websites or social media.

Complaints

If you have any concerns relating to the delivery of the exam, you must inform the Centre on the day of the examination or immediately afterwards.

Any complaint must be submitted to the Centre **in writing within one working day after the examination has taken place**.

Complaints received after this deadline may not be considered.

Data Protection

If you register for or take a Cambridge English exam, all Personal

Data will be processed in accordance with Cambridge's Candidate Privacy Notice available on [Legal - Candidate privacy notice | Cambridge University Press & Assessment](#)



Annex 1 – Notice to Candidates Linguaskill @centre

(Source: Linguaskill Terms and Conditions - For Linguaskill and Linguaskill Business; Version 4.0; Page 1)

In Centre: Notice to Candidates

Please read these important rules and regulations carefully. If there is anything you do not understand you should ask your centre invigilator.

- During the test you will be monitored by a centre invigilator with the support of Artificial Intelligence (AI) invigilation. The test will be recorded.
- Using the computer's webcam, the AI invigilation service will take your test day photo.
- You need to remain within the camera frame during the test. The AI invigilation service will monitor any suspicious behaviour, use of additional devices or unauthorised items.

WARNING

If you do not follow the rules and regulations, or if Cambridge has evidence of cheating, including any evidence found in post-test checks, you will not receive a result.

✓ DO

Arrive well before the scheduled start time.

Bring the same photo ID that you registered with for the test (passport or government-issued identity card) which is original, valid and in date.

Have on your desk only what is allowed for the test (login details, pens, pencils, water bottle & ID).

Listen to the centre invigilator and follow their instructions.

Read and follow all instructions carefully.

Put up your hand if:

- your personal details displayed on the screen in the Cambridge English Test Portal (Metrica) are wrong
- your headphones/microphone are not working
- you think you have the wrong test, or the questions are incomplete, missing or badly presented
- you are not sure what to do (no explanation of the test questions can be asked for or given).

Tell the centre invigilator if you do not feel well.

✗ DO NOT

Keep watches or any electronic items (for example, mobile phones, and cameras) in the test room or access these items during any breaks.

Have with you at your desk any items which are not allowed.

Cheat, copy, help another candidate, or give anything to or take anything from another candidate during the test.

Talk to, try to communicate with, or disturb other candidates during the test.

Use offensive language.

Attempt to move away from the test window or use any other electronic devices or access unauthorised material/websites.

Smoke, vape, eat, or drink (except water) in the test room.

Leave your seat until you are allowed to.

Leave the test room for any reason without the permission of the supervisor.

Take any rough paper out of the test room.

Make any noise in or near the test room.

B. Appendix B: Linguaskill @home

B.1 Introduction

This document has been written to give you the information you need when you register for a Cambridge English examination. You must read this document carefully. If there is anything you do not understand, the examination centre will explain it to you.

The full exam regulations are listed in the "[Linguaskill Terms and Conditions](https://linguaskill.swiss-exams.ch/exams-and-certifications/linguaskill)" which is available from Swiss Exams – Cambridge English Examination centre at <https://linguaskill.swiss-exams.ch/exams-and-certifications/linguaskill>.

The "Summary regulations for candidates" (chapter B.22) and "Notice to Candidates" (Annex – 2) are integral part of this document. You must also read the [privacy policy](#) of Cambridge Assessment English.

- Cambridge Assessment English is part of Cambridge Assessment, which is the international exams groups of the University of Cambridge.
- Centre means an authorized Cambridge English Examinations Centre. Centres are legally independent institutions; they are not directly controlled by Cambridge Assessment English, and Cambridge Assessment English is not liable for actions or omissions by centres.
- Candidate: A candidate is someone who has registered to take an examination.

B.2 Entry Regulations & Registration

These Terms and Conditions are binding upon registration. By completing registration and payment online, candidates confirm that they have read, understood and agree to them. A link to the current version is available on the Swiss Exams website. Candidates will also be asked to accept the Cambridge English Linguaskill T&Cs at first login to Metrica.

The Linguaskill @home test for adult learners. Candidates must be 18 or older on the test day.

Linguaskill is open to people of any gender, race, nationality or religion; no language-related restrictions apply.

You enter the Linguaskill @home test through Swiss Exams. Your contract is with the centre, to which all fees are paid.

Linguaskill is a modular test (Reading, Listening, Writing, Speaking). Candidates may register for any combination of modules on a given test date. There is a single test session — there is no separate written and speaking date.

Candidates register online and select a test date. The test is taken at the candidate's own location, not at a Swiss Exams venue. The candidate is responsible for ensuring their equipment, internet and test environment meet the requirements set out below and in the Candidate Instructions Booklet.

By selecting a school during the registration process, the results of the candidate will be disclosed to the relevant school upon request when the results are released. If there is no school selected, no results will be disclosed.

B.3 Deadlines

Registration (entry) deadlines apply for all exams. These deadlines are indicated on the online registration webpage.

B.4 Late Registrations

Depending on the available space, entries are accepted after the registration deadline up to 14 days before the first exam. Please note that after the registration deadline, a late entry fee might be charged.

B.5 Payments

Depending on the date of your registration, your payment deadline may differ. Payment deadlines are clearly indicated on your invoice. Candidates who fail to pay the test fee within the indicated deadlines are not allowed to sit the test or are subject to an additional charge (Late Payment fee). The centre reserves the right to hold back results and/or digital certificates for reasons of unpaid dues.

A flat service fee of 8 CHF applies to our services. The application of this fee will be clearly communicated to customers before completing their purchase.



Invoices are either sent via e-mail. If candidates do not receive their invoice in the time frame indicated in the confirmation e-mail sent to them, they must contact the centre immediately. The centre cannot be made responsible for delays and possible additional charges imposed on the candidate, if the candidate did not contact the centre on time as indicated.

B.6 Collective invoices for Schools, Educational Institutions or Companies

Schools can ask the centre for a collective invoice. For more information contact the centre.

B.7 Late payments

All payment deadlines are indicated on the invoices sent to candidates. Late registrations (all registrations after the registration deadline) might be subject to a late entry fee of CHF 50.00.

B.8 Cancellations

Generally, cancellations from the candidate's side are possible up to the registration deadline indicated on the online registration website. An administration charge of CHF 50.00 applies in this case. The test fee, minus the administration fee, will be refunded. However, Swiss Exams reserves the right to move candidates to an alternative test date in which case a refund is not granted. Cancellations after the registration deadline are not possible, and fees paid cannot be refunded.

Candidates who do not sit the test (e.g. due to illness) will not be entitled to a refund; however, if they have chosen the "Exam Retake Option" upon registration and if they meet the respective conditions, they can re-sit the test according to the "Exam Retake Option" special Terms and Conditions. Hardship cases may be considered separately.

All cancellations and changes of tests must be in writing (email) regardless of whether or not payments have been made. Test fees cannot be transferred to a future test, except if the candidate has booked the "FLEX" package and has chosen a new test date before the registration deadline and has already paid the entire test fee. Such test can only be postponed once.

B.9 Special Arrangements

Where possible, Cambridge Assessment English makes provision for candidates with special requirements (e.g. extra time or adapted papers). Candidates must inform their centre as early as possible of any special requirements. Applications must generally be received by the centre at least 12 weeks before the examination, depending on what is required and which exam you are taking. In some cases, up to 6 months' notice may be required. When requesting a special arrangement with Cambridge, a valid medical confirmation must be provided to support the request. The medical confirmation must be delivered at least 2 months before the exam date. For requests reaching us later than the indicated timeframes mentioned above, special arrangement accommodations may not be possible.

B.10 Taking the Examination

The centre will tell you when your test takes place. You must make sure that you are ready to log in at the right time and that you have everything you need for the test.

The centre will inform candidates of the test date, start time, and how to contact the centre in case of any issue. Candidates must be ready before the scheduled test start time. Starting late may mean that not all parts of the test can be completed, and a refund will not be provided.

The Linguaskill @home Notice to Candidates is provided to candidates ahead of the test. You must read it carefully before the test takes place. If you do not follow the instructions, you may be stopped from taking the test, or you may not receive a result.

Candidates must indicate their passport or identity document number to the centre at registration and have the same document present in the test room when taking the test.

The identity document must be a passport, government-issued national identity card, or other Cambridge English approved photo ID. It must be valid, original and unexpired.



Candidates must inform the centre of any change to the identity document they registered with before the test date. If the registered document is renewed or replaced, candidates must provide the updated details so that the registration can be amended; the document presented at the test must match the registration details.

Centre must be notified no later than two working days before the test so that the centre can update the system. Candidates without a valid identity document may not be permitted to take the test or receive a result.

The full Linguaskill @home test (video, audio, screen and event logs) is recorded throughout for invigilation and quality control.

If there is a problem which might affect the performance of the test, the candidate (not the teacher) must inform the centre on the day of the test or immediately afterwards. Complaints of that sort must be received by the centre in writing within one working day after the test has taken place. If appropriate, the centre will report it to Cambridge English where it will be considered when deciding on your final result.

B.11 Entry Statement (invitation to the exam)

Entry Statements are sent to the candidates via email at the latest 10 days before the examination. In rare cases, Entry Statements are sent to candidates less than 10 days before the examination. However, receiving the Entry Statement in less than 10 days before the exam is not a reason for cancellation or refund.

If the Entry Statement is not received within 10 days before the exam, the candidate must contact the centre immediately. The Entry Statement includes important information such as date and time for the Written as well as the Speaking exam. It is the candidate's responsibility to be aware of all the information that is written on the Entry Statement and show up for each exam on the correct day and at the correct time and at the correct venue. Candidates are advised to reserve the entire day of the exam to meet the specified exam time on the Entry Statement. The centre has no obligation to provide an alternative exam date.

B.12 Pre-Test Preparation

The candidate is responsible for ensuring that their equipment, internet connection and test environment meet the requirements published by Cambridge English. Full details are in the '[Linguaskill Remote Candidate Instructions Booklet](#)'.

Candidates must have:

- A laptop or PC meeting the minimum technical requirements, with a charger and a stable internet connection of at least 5 Mbps upload and download.
- A webcam of at least 640x480 resolution (built-in or external).
- Over-ear, closed-back headphones with a boom microphone, connected by USB or standard stereo. Bluetooth headsets and built-in computer microphones are not supported.
- The Talview secure browser, installed in advance.

Candidates must complete the Cambridge English Technical Check on Metrica at least 48 hours before the test. Failure to complete the Technical Check, or to resolve any issues it identifies, may result in the candidate being unable to take the test, with no entitlement to a refund.

The test must be taken in a quiet, well-lit private room with the door closed. The candidate must be alone in the room throughout the test; if another person is seen, no result will be issued. The test must be taken at a desk or table. Public places (e.g. café, library, open-plan office, vehicle) are not permitted.

B.13 Test Day Identity Verification and Recording

For security and identity verification purposes, candidates are required to take a photo of their ID and a photo of themselves before starting the test. In some cases, such as technical issues or being logged out of the system, candidates may be required to repeat these verification steps.

If you refuse to have your picture taken, you will not be able to take the test.



Candidates acknowledge and consent to being recorded by camera throughout the entire test for security and malpractice prevention purposes.

Candidate agrees for this photo to be held on the secure Cambridge English systems and displayed on your digital certificate and on the Cambridge English Results Verification Service.

Candidate understands and accepts that the photo and your results shall only be available to organisations or individuals that you give your personal access details to.

B.14 On the Exam Day

Candidates must have ready:

- A valid and non-expired passport or government-issued national identity card. This must be the same ID provided at registration.
- Metrica login details.

Permitted items:

- Pens, pencils and blank note paper.
- A bottle of water without a label, or water in a clear glass.
- Tissues and any medicine approved in advance by Swiss Exams.

Electronic devices such as additional laptops, tablets, e-readers, regular watches and smart watches, recording devices and cameras are not allowed in the test room. A mobile phone may be kept outside the test room and accessed only to contact Swiss Exams support in case of technical difficulties. Medical support devices must be notified to the centre in advance.

You must let your centre know as soon as possible if you have any special requirements, as applications will need to be received by the centre 12 weeks before the examination.

Before the test starts, all other programs, browser tabs and any AI software on the computer must be closed.

Candidates must:

- Be ready to log in and start the test promptly at the scheduled start time.
- Remain within the camera frame throughout the test.
- Not disturb the test by talking or whispering aloud (except during the Speaking module), looking around the room, or covering their mouth.
- Not leave the test room during a module. A single break of up to 20 minutes may be taken between modules, by closing the test and logging back in for the next module.
- Abide by all rules and regulations indicated in the 'Linguaskill @home Notice to Candidates' (Annex 2).

B.15 Technical Issues During the Test

If the candidate experiences a technical problem during the test, candidate must contact Swiss Exams support immediately using the contact details provided ahead of the test. If the test is interrupted (for example by a power cut or loss of internet) before the candidate has finished, the candidate may log back in within the four-hour session window to resume from the last saved question.

Candidates who are unable to complete the test due to issues with their own equipment, internet connection or test environment are not automatically entitled to a refund but may be considered under Special Considerations or under the "Exam Retake Option".

B.16 Invigilation and Malpractice

Linguaskill@home is invigilated by Talview using a record-and-review service. Video, audio, screen captures and event logs are recorded for the full duration of the test and retained for six months. After the test, each recording is reviewed by Talview's AI service and a trained reviewer, who assigns an integrity score. Flagged recordings are reviewed by Cambridge English before a final decision is made. A result may be withheld or disqualified at any time before or shortly after the results release date.



Malpractice includes but is not limited to using AI tools, chatbots or translation software; accessing notes; impersonation; communicating with another person during the test; recording any part of the test; repeatedly leaving the camera frame or disconnecting.

A candidate found to have engaged in malpractice will not receive a result and is not entitled to a refund. Cambridge English reserves the right to cancel the result for the entire test session and to ban the candidate from future Linguaskill tests. Candidates have the right to appeal a malpractice decision via Swiss Exams.

B.17 After the Examination

Candidates are able to access their results online through Metrica within 6 to 8 days after the test. A result may not be issued within this timeframe where the test is held for review and further investigation, or where it forms part of a large session, in which case results can take up to 10 days. Candidates will receive an automated email notification once their results are available.

If you score B1 or above on the Cambridge English Scale, you can download your Linguaskill digital certificate from Metrica. Certificates are issued only if all fees have been paid.

Linguaskill @home certificates are digital only. The certificate shows the candidate's test day photo and is verifiable via the Cambridge English Results Verification Service. Candidates may share their result directly with recognising organisations through Metrica.

Linguaskill @home results appear on a separate digital certificate from Linguaskill in-centre results. The "My Best Score" function combines results within the same delivery method only.

You must not lose access to your Metrica account as Cambridge English does not replace digital certificates. If you do lose access and need to prove your result, you can apply for a certifying statement, which provides official verification of your result.

B.18 Appeals

If you do not think that your result is correct or if you have not received a grade for any reason, the centre will give you details of the enquiries and appeals procedure. Enquiries on Results for the Speaking or Writing module must be submitted within 28 days of the test date.

Enquiries on Results are not available for Listening or Reading. Appeals against a decision (Enquiry on Results outcome, malpractice, or access arrangements) must be submitted within 21 days of the decision. The appeals process is very strict, and deadlines must be adhered to. It is the responsibility of the candidate to inform him/herself of the procedures as well as the deadlines involved.

B.19 Copyrights

Copyright on all test materials, sound files, screen content and technical infrastructure belongs to Cambridge English. You must not record, screenshot, transcribe, share or post any part of the test content before, during or after the test.

B.20 Data Protection

On the question of how your local examination centre as well as Cambridge English collect, protect, use and process your personal data, please refer to the following regulations and documents, which constitute an integral part of these terms and conditions:

- a) The Linguaskill Candidate Terms and Conditions published by Cambridge English;
- b) The section "Data Protection" in the "Summary Regulations for Candidates" (see page 6);
- c) The "[Candidate Privacy Policy](#)" of Cambridge Assessment;
- d) The "[Data Protection Declaration](#)" of Swiss Exams.

For Linguaskill @home, the following categories of personal data are processed by Swiss Exams, Cambridge English and Talview: identification data (name, date of birth, gender, nationality, ID document type and number, image of the ID document); contact data; biometric and audio-visual data (test day photo, voice sample, video and audio recording, screen captures, event logs); and test data (responses, results, integrity score, malpractice flags). Audio-visual



recordings and event logs are retained for six months. Responses to the Speaking and Writing modules may be retained longer for assessment, validation and research.

Please note that your personal data will be used and shared on cross-border basis (i.e. Switzerland, UK and EU) between your examination centre, Cambridge English and Talview for the purposes outlined in the documents referred to above and that different data protection laws and standards will apply.

B.21 "Exam Retake Option" special Terms and Conditions

If a registered candidate has chosen the "Exam Retake Option" and has paid the relevant fee, the candidate is entitled to retake his/her test for free and agrees to the following conditions:

The candidate must be registered, choose the "Exam Retake Option" upon registration, and pay the relevant fee together with the test fee. For this fee, the candidate can retake the test within 12 months after the test that he/she was not able to attend or has failed by the threshold defined under (e) below. This coverage expires at the end of the last available Linguaskill @home session within that 12-month window.

Once the "Exam Retake Option" is chosen and used as payment, no refund is possible. The test to be retaken cannot be postponed nor retaken a second time.

The candidate must choose an available and open Linguaskill @home test date offered by our Centre within 12 months after the test day that was missed or failed. If no date is available within 12 months, the candidate is required to take the next open and available option. If the candidate is not able to take the test within this time frame, the right to retake the test for free expires, independent of the reason.

The right to retake the test and the registration code are not transferable to another person. The identity of candidates will be checked on the day of the test. Any misuse will automatically revoke the right to retake the test and the Exam Retake Option.

The registration codes can be used for late registrations (after registration deadline of the relevant test). Please note that after the registration deadline, a CHF 50 late entry fee will be charged.

"The Exam Retake Option" is only available for candidates who have chosen the FLEX package. Candidates who have chosen the BASIC package are not eligible for this service.

The "Exam Retake Option" covers the following incidences exclusively. Covered are only incidences which occur after the candidate registered and paid all fees:

- a. Serious illness and accidents with a medical consequence not enabling the candidate to follow his/her line of work or schooling: An original and official extensive medical report from a relevant doctor to the incident is required and needs to reach our office within 5 days of the incident. Cases where the candidate acted irresponsibly or exposed him/herself to an unusual risk situation with a medical consequence are not covered.
- b. Internet outage at the candidate's test location: a documented prolonged outage of the candidate's internet connection that prevented the candidate from logging in to the test or interrupted the test within the four-hour session window. An official confirmation from the internet service provider stating the date, time, location and duration of the outage is required and needs to reach our office within 5 days of the incident. Brief or intermittent connectivity issues, and outages that the candidate could reasonably have foreseen (for example, scheduled maintenance announced in advance), are not covered.
- c. Power outage at the candidate's test location: an unplanned power cut preventing the candidate from completing the test within the session window. An official confirmation from the electricity supplier or comparable authority is required and needs to reach our office within 5 days of the incident. Outages caused by the candidate (for example, exceeding the household's electrical capacity, or failing to keep the laptop charged when running on battery) are not covered.
- d. Equipment failure outside the candidate's reasonable control: sudden and unforeseeable failure of the candidate's computer, headset or webcam during the test, provided that the candidate successfully completed the Technical Check at least 48 hours before the test. Evidence (for example, a repair invoice or



diagnostic report) needs to reach our office within 5 days of the incident. General equipment incompatibility, failure to complete the Technical Check, or use of unsupported equipment (such as Bluetooth headsets) is not covered.

- e. Only candidates who have seriously prepared for the exam and have failed by 3 points or less, in relation to the target level they indicated during registration, are covered. Specifically, this means failing by 3 points below the passing grade for the target level selected at the time of registration, according to the official Cambridge English Scale. In this case, the candidate must send to the centre his/her digital certificate by email within 5 days after having received the results.
- f. Death in the family or a person close to the candidate: If a close family member or a person close to the candidate dies, the candidate needs to provide sufficient proof of the death (e.g. death certificate, death announcement, etc.) as well as a confirmation of how close he/she was to the deceased (confirmation of an employer, school director, authority etc.).

Candidates who have opted for the FLEX Package and booked the Exam Retake Option may change their exam date after the regular registration deadline up to 5 days before the exam, subject to availability. To request a change, candidates must contact their exam centre directly and receive confirmation before the change can be processed.

Not covered are incidences which at the point of registration have already occurred or incidences which the candidate should have known will occur.

There are no exceptions to the present Terms and Conditions. The right to retake your exam for free expires if any of the Terms and Conditions are not met. The "Exam Retake Option" fee will not be reimbursed under any circumstances. The candidate agrees that his or her data and information relevant for the case, can be provided to a third-party ("Europäische Versicherungs AG") to verify the authenticity of the case and the incident. In case of illness or accident where a medical statement is required, the candidate is required and agrees to release the relevant doctor of his/her confidentiality in the matter of the relevant case.



Appendix B: Summary Regulations for Candidates – Linguaskill @home

This document and the Notice to Candidates: Linguaskill @home (Annex 2) contain important information about your Cambridge English exam. The full regulations are in the Regulations (available from cambridgeenglish.org/help).

Registering for an exam

The candidate's agreement is with the centre, and all fees are paid to the centre. The centre is responsible for putting in place any access or special arrangements the candidate is entitled to. Candidates must inform the centre as early as possible of any access requirements.

The test is taken at the candidate's own location, not at a Swiss Exams venue. The candidate is responsible for ensuring that their equipment, internet connection and test environment meet the requirements.

Photo ID

Candidates must hold an original, unexpired photo ID: a passport, government-issued national identity card, or other Cambridge-approved ID. Digital or electronic ID is not accepted.

The candidate must provide their passport or ID number to the centre at registration and present the same document for the identity check on the test day.

Any change to the identity document must be notified to the centre before the test date. Candidates without valid ID may not be permitted to take the test or may not receive a result.

Electronic items

Phones, watches of all types including smart watches, tablets, e-readers, recording devices and cameras are not permitted in the test room. A mobile phone may be kept outside the test room and used only to contact Swiss Exams support in the event of technical difficulties. All other programs, browser tabs and AI software must be closed before the test starts. Medical support devices must be notified to the centre in advance.

You must let your centre know as soon as possible if you have any special requirements, as applications will need to be received by the centre 12 weeks before the examination.

Test day photo

As part of the pre-test checks, the candidate's photo is taken by the Talview remote invigilation service as an identity check.

The photo is held on secure Cambridge English systems and displayed on the candidate's digital certificate and on the Cambridge English Results Verification Service. Only organisations or individuals with whom the candidate shares their result via Metrica can view it. The photo is mandatory; a candidate who declines, cannot take the test.

Taking the exam

The test session is open for four hours from the scheduled start time, and candidates must be ready to log in promptly when the session opens. The test must be taken alone, in a quiet, well-lit, private room with the door closed, seated at a desk or table.

Public places are not permitted. The full test (video, audio and screen) is recorded for invigilation and quality control. Offensive language in test answers is not accepted and will result in no result being issued. If a problem may affect performance, the candidate must inform the centre in writing on the test day or within one working day.

Candidates who do not take the test are not entitled to a refund. Candidates who have purchased the Exam Retake Option may re-sit the test free of charge instead, provided they meet its conditions.

Suspected malpractice and cheating

Cheating, or attempting to cheat, is malpractice. Linguaskill @home is invigilated by Talview using a record-and-review service, and each recording is reviewed after the test.



Malpractice includes, but is not limited to, using AI tools, chatbots or translation software, accessing notes, impersonation, communicating with another person, or recording any part of the test. Suspected malpractice is investigated, which may delay the result.

Where Cambridge English determines that its rules and regulations may have been broken, or that the scores are not a reliable indicator of ability, it may withhold or cancel the result, including for the entire test session, and may ban the candidate from future Linguaskill tests. Candidates may appeal a malpractice decision via Swiss Exams.

Results

Results are available online through Metrica within 6 to 8 days after the test. A result may not be issued within this timeframe where the test is held for review and further investigation, or where it forms part of a large session, in which case results can take up to 10 days.

Candidates receive an automated email notification once results are available. Where Cambridge English determines that its rules and regulations may have been broken, or that the scores are not a reliable indicator of ability, it may withhold or cancel the result.

Results may be reviewed and, in exceptional circumstances, changed. Candidates who consider their result incorrect must contact the centre for details of the enquiries and appeals process, including any fees. No feedback on performance is provided.

Certificates

Candidates who score B1 or above on the Cambridge English Scale can download their Linguaskill digital certificate from Metrica. Certificates are digital only and are issued only once all fees have been paid. The certificate shows the candidate's test day photo and is verifiable through the Cambridge English Results Verification Service. Candidates can share their result directly with recognising organisations through Metrica. Cambridge English does not replace digital certificates, and candidates must retain access to their Metrica account. A candidate who loses access and needs to prove their result can apply for a certifying statement, which provides official verification of the result.

Copyright

Copyright on all test materials, sound files, screen content and technical infrastructure belongs to Cambridge English. Candidates must not record, screenshot, transcribe, share or post any part of the test content before, during or after the test.

Complaints

If you have any concerns relating to the delivery of the exam, you can raise a complaint with your Centre. Any complaints forwarded to us will be handled in line with our Complaints Policy available on cambridgeenglish.org/help/complaints.

Data Protection

Personal data is processed in accordance with Cambridge's Candidate Privacy Notice and the Swiss Exams Data Protection Declaration. Available at [Legal - Candidate privacy notice | Cambridge University Press & Assessment](#) and [Privacy Policy | Swiss Exams](#).

For Linguaskill @home, this includes biometric and audio-visual data (the test day photo, voice sample, and the video, audio and screen recording of the test), processed by Swiss Exams, Cambridge English and Talview and shared on a cross-border basis (Switzerland, UK and EU). Audio-visual recordings and event logs are retained for six months.



Annex 2 – Linguaskill @home: Notice to Candidates

(Source: Linguaskill Terms and Conditions - For Linguaskill and Linguaskill Business; Version 4.0; Page 2)

Remote: Notice to Candidates

Linguaskill Remote uses video/image data, audio and event logs to monitor you throughout the test.

WARNING

All Linguaskill tests are monitored for potential malpractice. Malpractice constitutes any attempt to breach test security and obtain a fraudulent result that is not a true reflection of your level of English. Linguaskill tests taken remotely will be reviewed after the test event and if you are seen to have engaged in an activity that is or could be interpreted as malpractice, you will have your result disqualified.

✓ DO

Read and follow all instructions carefully.

Download the secure browser, have open and ready to take the test.

Ensure you have the required equipment which meets the minimum technical requirements.

Complete the technical check at least 24 hours before the test.

Close all programs (except your browser) and all browser tabs on your PC or laptop, including closing/uninstalling any artificial intelligence (AI) software.

Set up your room for the test check that requirements are met.

Have on your desk only what is allowed for the test, Login details, photo ID, pens, pencils, blank paper, bottle of water (no label), or water in a clear cup, tissues and any medicine approved by your centre.

Have the same photo ID that you registered with for the test (passport or government-issued identity card) which is original, valid and in date.

Check the information from your centre, you need to know the date of the test, start time and how to contact them in case of any issues.

Take a break before the test, you cannot leave your seat once you start the test. If you do need to take a break, this must be between modules and for no more than 20 minutes.

Be ready to take the test before the scheduled start time.

✗ DO NOT

Have with you at your desk any items which are not allowed.

Keep watches or any electronic items (for example, mobile phones, and cameras) in the test room. The exception would be medical support devices, which your centre must be aware of before the test, or a mobile phone where you experience technical difficulties.

Attempt to move away from the test window or use any other electronic devices or access unauthorised material/websites.

Cheat, copy, help or receive help from another person during the test.

Use offensive language.

Smoke, vape, eat, or drink (except water) in the test room.

Talk or whisper aloud, except during the Speaking module.

Cover your mouth with either an object or your hand.

Look around the room, the reviewer could interpret this behaviour as suspicious.

Disconnect from the test, the reviewer could interpret this as potential malpractice where this happens on multiple occasions and/or for extended periods of time.

Leave the test room, unless you take a break between modules.