

FAQ's – Cambridge English Exams

What can I expect on the day of the exam?

On the day of your written exam, you should arrive at least 15 minutes before the start time of your exam. You will have to take a test day photo (a requirement of Cambridge Assessment English) and you will have to show your ID. You will not be able to take your backpack into the exam room, but it will be securely locked up for you. You cannot eat and drink in the exam room. Everything will be explained to you clearly and if you do not understand what you have to do, feel free to ask.

What happens if I lose my exam timetable?

No problem, please just call or email us and we will gladly supply you with a new one.

What happens if I lose my access code for results?

You should try and keep your access code safe because this is how you can access your results. If you have lost it, please contact us.

What happens if I lose my certificate and need a new one?

Please contact us. We can request a replacement certificate from Cambridge Assessment English at a cost. This is restricted to a two years post exam period.

Can I choose my speaking partner?

Yes, please inform us at the time of your enrolment and we will try to ensure that this happens. For organization reasons, we reserve the right to alter this on the day of your speaking exam.

I am a teacher and I would like to know the results of my students, is this possible?

Yes, if you enroll your students as a class, with a block entry form, you will be able to receive results. Please contact us for more information.

I am a teacher and I would like to know my students' results according to the Swiss system. Is this possible?

Yes, we can provide you with information on how the Cambridge results relate to the Swiss system.

Can I choose my speaking examiner?

No. However, you can be assured that you will not know your examiner personally.

Who marks my exam?

Your speaking exam is marked here in Switzerland by our fully trained and experienced speaking examiners, during your speaking exam. The other parts are returned to Cambridge in the UK, where they are marked either by computers (reading and listening) or experienced writing examiners.

I am a teacher, can I register my whole class altogether?

Yes, please contact us on how to enrol your whole class in a block entry.

I am a teacher, can I specify which candidates should go together for the speaking?

Yes, please let us know on enrolment, although we reserve the right, for organization reasons, to change this on the speaking exam day.

Who are the speaking examiners?

All our speaking examiners live and work locally in Switzerland. They are fully trained and experienced.

What is the role of the supervisors in the room on the written test day?

The supervisors are in the room to give you instructions and ensure that the exam is run according to Cambridge Assessment English regulations. Additionally, they are there to ensure that you do not cheat.

Who can I speak to if I have a complaint?

Please state your complaint to the supervisor on the day of your exam. They are required to submit a form for this purpose.

Why do I have to take a test day photo?

It is a requirement of Cambridge Assessment English, for security purposes. You can be sure it is only used for identification purposes for Cambridge Assessment English and will not be distributed to any third parties.

Do I have to bring ID?

Yes, please bring a recognized form of ID such as an ID card or a passport.

Can I eat and drink in the exam room?

We only allow water.

Can I use a highlighter in my exam?

The supervisor will explain what is and is not allowed on the day.

Can I use correction fluid in the exam?

The supervisor will explain what is and is not allowed on the day.

Can I choose my speaking time slot?

We do our best to offer you a time slot of your choice, but it may not always be possible for organization reasons.

Do I get a full refund if I cannot come to the exam?

No. You will receive a portion of your fees back, but not the full amount. We only offer full refunds under extraordinary circumstances. Please ask at our office on Haldenstrasse 33.

Can I use a dictionary in the exam?

No

Can I take notes in the speaking test?

No (you can take notes in BEC Exams)

If I fail the exam, do I still get a certificate?

Yes, it will state the level you achieved, for example B1 / B2 etc.

How long does it take until I get my results?

Usually around 5 weeks.

How do I get my certificate?

Will be posted to your home address by registered post.

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