



## **DELF-DALF 'TOUT PUBLIC' TERMS & CONDITIONS**

### **Registration and Payment**

1. Registration is only considered complete when payment has been processed and a place on the session has been confirmed in writing by the exam office. No registrations will be accepted after the registration deadline has passed.

### **Transfers and Cancellations**

2. Registrations cannot be transferred to another person or exam level. They can only be transferred to another session if a medical certificate is presented to show the reason for incapacity to attend.
3. Candidates are entitled to a 14-day cooling-off period after signing up for an examination, after which the enrolment fee cannot be refunded or rescheduled unless a medical certificate is presented to justify such a request.
4. Should candidates be unable to attend, they must inform the examination centre in writing as soon as possible. Any request for rescheduling due to medical reasons must be supported by a medical certificate.

### **Candidate Responsibilities**

5. It is the candidate's responsibility to check that their name and details are correct and written as they appear on their passport or identity document. The same details will appear on the candidates' final certificates. Any unchecked error leading to a diploma or certificate reprint will incur a surcharge of £25.
6. Any discrepancy between a candidate's examination registration details and their passport or ID document (e.g., diminutive used instead of full given names) may lead to the candidate being refused access to the examination room.

7. Candidates must inform the examination centre in writing if their personal information changes between enrolment and the delivery of the certificate/diploma. All changes of name will incur a £25 surcharge.

### **Special Needs**

8. Candidates wishing to apply for adjustment to the exam conditions due to a disability should notify the centre as soon as possible and present a medical certificate at the time of enrolment. Each case will be considered individually, and candidates will be informed as early as possible of their eligibility for special arrangements.

### **Exam Details**

9. Statements of entry and oral examination schedules will be sent two weeks prior to the examination. Candidates should check attachments sent in emails by the exam centre. It is the candidate's responsibility to contact the exam centre at least one week prior to the examination if they have not received an email with exam times.
10. Once set by the examination centre, exam times are final. The oral exam may be on a different day to the written exam. Examinations may take place early or late in the day. There may be a long gap between the oral and the written examination.
11. Exam dates may be subject to alteration or cancellation in all cases of force majeure (e.g. flood, fire, national or local emergency). In this case, candidates will be notified as soon as is reasonably possible.
12. Oral examinations may be recorded.
13. Candidates should arrive 15 minutes prior to the beginning of each of their examinations. Late arrivals will be refused entry to the exam without a refund.

### **Proof of Identity**

14. Candidates will be required to bring official proof of identity on their examination days. Only the following original documents will be accepted: passports, national ID cards, photo driving licences, national residence permits with photo. Failure to produce one of the above-mentioned documents will deny candidates access to the examination room. Photocopies and photographs on phones will not be accepted.

## Results and Diplomas

15. DELF/DALF candidates will be informed approximately 4-8 weeks after the exam by email whether they have passed or failed, and their scores for each section of the exam will be provided.
16. Diplomas must be collected by the candidate at the examination centre within two weeks of notification of delivery to centre. An official proof of identity will be required for collection. No certificate/diploma will be sent by post.
17. Should a candidate find themselves unable to collect their diploma, they may write a letter of proxy authorising a third party to collect their documents on their behalf. The letter must be signed by hand and bear the name of the candidate, the name of the person collecting their document, the name of the examination and document, and the date. The third party must bring the printed letter, their own passport or photo driving licence, and a printed copy of the candidate's ID.
18. Diplomas may not be reprinted unless to amend an error on the original document. In case of loss or damage, a duplicate may be ordered. Any diploma reprint (either to correct an error in details or to provide a duplicate in case of loss/damage) will incur a fee of £25 per diploma. Please note reprinted/duplicated diplomas may take up to 12 weeks to arrive; they must be collected in person by the candidate in the same way as the original diplomas (conds. 16 & 17).

## Minors

19. For candidates under the age of 18, the responsibility of all the above falls on their parents or legal guardians.
20. DELF Prim candidates and all candidates under the age of 16 are required to be accompanied by an adult (parent, teacher, or guardian) at all times when at the examination centre/in between examinations. The responsibility of the child remains with the parent/guardian/teacher. The examination centre cannot accept unaccompanied candidates under the age of 16.
21. Parents or guardians of a minor wishing to collect their certificates/diplomas will need to bring their own ID and their child's ID when collecting the documents.

## Appeals and Data Protection

22. Candidates wishing to appeal their result or to view their paper may do so within 30 days of receipt of their results by email. A request must be made in writing to the exams office. The finding of any appeal is final, and the candidate will not under any circumstances be permitted to receive a copy or recording of their exam.
23. Personal information communicated by the candidates is used by the exam centre and France Education International for the administration and delivery of the exams, is handled in accordance with data protection regulations, and is never communicated to any third party.

### **Conduct During Exams**

24. Candidates must write their exam answers with a pen, in black or blue ink.
25. During the collective tests, candidates may under no circumstances leave the exam room during the first hour.
26. Exam subjects, and drafts will be retained by the examination centre.