



**CAMBRIDGE ENGLISH**  
Language Assessment

Authorised Centre



**Language Lab**

International House Johannesburg

S4 De Korte Street, Braamfontein, Johannesburg, South Africa  
T: +27 11 339 1051 | F: +27 11 403 1759 | C: +27 83 440 3375

## 2015 CAMBRIDGE ENGLISH EXAMS

Dear candidate,

Thank you for your enquiry regarding the Cambridge test. The following is general information regarding the test and its administration. Please read it carefully to familiarise yourself with the test itself and centre policies. If you have additional questions that are not answered in this booklet, please visit the Cambridge exams website at

<http://www.cambridgeenglish.org/exams/> or feel free to contact me at the number / email address below.

The upcoming dates are listed on the application forms for the **computer** and **paper based test** on our webpage at <http://www.ihjohannesburg.co.za/exams.htm>. Please note that we are unable to reserve a seat at an exam until complete applications are received and payment is made in full. Dates do fill early, so please book at least a month in advance to guarantee your place.

The procedure for booking is as follows:

1. Complete the attached application form (*computer or paper based*). **Please note: the name on your application must match the exact name on your passport or ID book.** Email or hand this in at least one month before your test date along with a copy of your passport or ID and your proof of payment (see payment section below)
2. An *application confirmation email* will be sent to you within 5 days of receiving your application. If the test date that you requested is full, you will be booked for the next available date. **Please check the confirmation letter carefully and let us know if there are any problems**
3. Shortly before your test you will receive an exam confirmation email giving you information about the following:
  - Confirmation of entry (Registration / Speaking test time)
  - Directions to our testing venue / parking
  - Notice to candidates

Most speaking tests are scheduled on the same day as the written sections **but they could also be scheduled up to 7 days before or 7 days after the main test date.** Speaking test times are randomly assigned but we do make every effort to consider distance travelled or extreme circumstances if necessary.

We look forward to seeing you on test day.

Yours faithfully,

Steve Hensman: *Centre Exams Manager (ZA054)*

**Email: [stephenh@ihjoburg.co.za](mailto:stephenh@ihjoburg.co.za)**

**Tel: +27 11 339 1051 | Fax: +27 11 403 1759**

**2nd Floor - Aspern House | 54 De Korte Street | Braamfontein 2001 | Johannesburg**



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## OVERVIEW OF THE CAMBRIDGE TEST

Depending on which test you are doing, go to <http://www.ihjohannesburg.co.za/exams.htm>, click on the test you would like to take and then select *What's in the exam?* from the side-bar on the left.

## TEST DAY INFORMATION

The timetable for the day is as follows:

Time	Action
07:00	Doors to testing centre open
07:30 - 08:30	Registration
08:45 - 08:55	Check-in and seating of candidates
09:00 - *13.15	Listening, reading (use of English) & writing
13:30 - 17.00	Speaking test

\*This is maximum time & varies per test

**Please bring your original passport or ID book to the exam. You must use the same form of ID that you used on your application.**

The following is a list of authorised items that you are allowed to take into the exam room:

- ✓ Photo ID
- ✓ Pens
- ✓ Pencils
- ✓ Erasers
- ✓ Highlighters
- ✓ Small pencil cases
- ✓ Water in a clear plastic bottle
- ✓ Medicine
- ✓ Tissues
- ✓ Confirmation of entry



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The following is a list of unauthorised items you are **not allowed** to take into the exams room:

- ❖ Mobile phones
- ❖ Cameras or any other electronic items
- ❖ Dictionaries
- ❖ Notes
- ❖ Correction fluid / tape
- ❖ Erasable pens
- ❖ Paper
- ❖ Bags
- ❖ Handbags
- ❖ Luggage

We kindly ask that you leave any non-essentials at home. A room is available for the secure storage of your belongings. **Please note that Language Lab bears no responsibility for any loss or damage to personal belongings.**

Our centre is equipped with a canteen where tea and muffins is provided free and lunch service is available. We also offer DSTV to help ease the wait.

## TEST DATES

*\*Please refer to the **computer or paper based** application forms.*

## RESULTS

### Online Results Service

Results for the computer based exam are released **2 weeks** after the exam date and **4-6 weeks** for the paper based exam.

Cambridge's free *Online Results Service* is the quickest and easiest way to access your exam results. Signing up to this service will mean you receive an email as soon as your results have been released. You can then go online and check your results.

### How to register for the Online Results Service

1. Go to the Cambridge English Online Results Service  
<https://candidates.cambridgeenglish.org/Members/Login.aspx?M=NONE>  
and click on the Register button
2. Enter your Candidate ID and Secret Number from your Exam Confirmation of Entry email.
3. Enter your email address and choose a password

They will send you an email confirming when your results are ready. You will then be able to log in to see your results.



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## POST-EXAM SERVICE

### Results enquiries

Cambridge English Language Assessment has a system in place to check the accuracy of results if they are queried. These checks rarely reveal any inaccuracy in the original result and they do not provide feedback on the performance of candidates in particular sections.

If you would like to query your result we can submit a Results Enquiry form to Cambridge English Language Assessment (All requests for result enquiries must be received no later than the **end of the month following the result issue date**. For example, if the results issue date for a particular examination is scheduled for 11th Feb 2015 then the date by which enquiries must be received if you wish to proceed to stage 2 will be 31st March 2015. The final date for receipt of all enquiries will be 15 working days later, 22nd April 2015). All candidates wishing to request a re-mark must have completed, and received their results for, Stage 1 (clerical check) before requesting a re-mark (Stage 2)).

There is also a formal procedure for appealing against the outcome of a results enquiry.

*\* Cambridge English language Assessment reserves the right to revise the information given on statements of results, and the decisions of Cambridge English Language Assessment concerning results are final. All candidates' answers are the property of Cambridge English language Assessment and will not be returned.*

### Certificates

Certificates are despatched within 3 weeks after results are released, or quicker where possible, depending on the exam (i.e. **5 - 6 weeks** for the computer based exams & **7 - 9 weeks** for the paper based exam).

Ideally, you should collect your certificates in person. However, where this is not possible, you will need to arrange for a courier to collect the certificate on your behalf (\*A copy of your ID / passport will need to be provided by the courier)

### Results Verification Service

For candidates whose photo was taken on the test day, this photo will appear on the Results Verification Service website: <https://verifier.cambridgeenglish.org>. This website is available to third parties who wish to verify a candidate's result. For example, your CAE candidates may wish to apply to a university, or move to a country that accepts CAE as part of the entry requirements. Some of the institutions may want to see a photo of the candidate that took the test.

The institution in question would register to use the site, and can only see a candidate's results if the candidate gives them permission. To do this, the candidate gives the institution:

- **Their ID Number** (a sequence of nine letters and numbers)
- **Their Secret Number** (a four-digit number)



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Both of these are available from the candidate's exam confirmation of entry. If a candidate has lost their confirmation of entry, they must contact our exams department for their details.

There is no charge for using the Results Verification Service.

## **CANCELLATIONS AND DATE TRANSFERS**

### **Withdrawals for medical reasons**

If a candidate withdraws their entry on medical grounds or misses the exam because of illness, we will transfer you to a later test date. To submit a request, please contact the exams department.

Please ensure you supply a scanned statement from a medical practitioner when submitting requests for withdrawals. This statement does not have to be in English, however, you are responsible for checking its validity before submitting it to our exams department. Failure to do this will cause delays in processing your request. This statement must specify the medical reasons why the candidate had to withdraw their entry or was unable to sit the exam.

### **Withdrawals for compassionate or other reasons**

If you consider exceptional reasons other than medical to request a withdrawal and a test date transfer, please contact the exams department with your supporting information. The case will be referred to the Refunds Request Panel for a decision. If you want to appeal against the panel's decision, we will contact the Cambridge English Language Assessment Network Service Director, whose decision is final.

To ensure we can provide you with a prompt response, please submit requests for refunds within 4 weeks of the exam date. **Under no circumstances will we process refund requests received more than 1 month after the exam date.**

Once approved, the entry will be withdrawn from the Cambridge English Language Assessment database and the candidate will not receive a statement of results.

## **PREPARATION**

### **Workshop (\*CAE only)**

This is a ½ day workshop geared towards 1st language and Advanced 2nd language English speakers. It provides an introduction to and practice for all parts of the CAE exam (Computer and Paper-based). Tea/Coffee and snacks are provided. Hours are from 08.00 - 12.30 on Saturdays.

\* Workshops must be booked at least 1 week in advance.



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### Workshop dates for 2015:

- **January 31 \*Free**
- **February 21 \*Free**
- **March 07 \*Free**
- **April 11**
- **May 02**
- **June 06**
- **July 04**
- **August 01**
- **September 05**
- **October 03, 31**
- **November 14**
- **December 05**

### Self-study Materials

To help you prepare for your exam and achieve the result that is right for you, there is a wide variety of support.

On our Cambridge webpage <http://www.ihjohannesburg.co.za/exams.htm>, click on the test you would like to prepare for and then click again on How to prepare on the side bar on the left. This will enable you access to the Free support materials on the Cambridge English website.

### CANDIDATES WITH SPECIAL REQUIREMENTS

Cambridge English language Assessment makes provision for candidates who find it difficult to demonstrate their ability in English because of special requirements. This includes candidates with a permanent or long-term disability, such as hearing/sight impairment, dyslexia, speech impediment or cerebral palsy or a short-term difficulty such as a broken arm or an ear infection.

Special arrangements must be made for these candidates so that, as far as possible, they can take the exam on an equal footing with other candidates. Applications for special arrangements are dealt with by the Exams Processing Unit (Special Requirements), which is able to give advice on the most appropriate arrangements for a candidate. It is important to ensure that candidates with genuine needs receive the assistance they require, as to do otherwise would be discriminatory.

Special arrangements fall into two main categories, although sometimes candidates require a combination of both:

1. The need for **modified material**, e.g. question papers in Braille. In these cases it is important that we are given sufficient notice to ensure that such material, where available, can be supplied in time.
2. The need for **administrative support arrangements** only, e.g. extra time, use of a computer or other permitted access technology. Permission for the support must be requested by the entry closing date.

You must use the Special Arrangements form, available from the exams department.

If the need for special arrangements for a candidate arises close to the date of the exam (e.g. in the case of a broken arm), contact the exams department immediately.



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Cambridge English Language Assessment makes no additional charge for the provision of modified exam material for candidates needing special arrangements. Any additional costs incurred to provide special arrangements will not be passed on to the candidate involved.

## DIRECTIONS AND PARKING

Full directions to the centre and parking facilities will be sent to you in your exam confirmation email.

## PAYMENT

The cost of each Cambridge exam varies. Please refer to the **computer** or **paper based** application forms.

Payment can be made by EFT or deposit to:

Account Name	CELTA
Bank	Standard Bank
Branch Code	004805
Account Number	002307030
Reference : <surname+test+test date> eg. <b>SmithKET20.06</b>	

\* For any enquiries, please contact our exams department at **(011) 339 1051** or at **exams@ihjoburg.co.za**



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