



2017/2018 PRICING AND PROCEDURES FOR CERTIFICATES AND CERTIFYING STATEMENTS

NAME AMENDMENTS

- All certificates requiring amendments to the name of the candidate will be replaced free of charge for up to 6 months following the examination session. If a request is made more than 6 months, but before 2 years, after the examination a charge of £33.00 will be made, for which the Centre will be invoiced.
- All *Skills for Life* certificate amendments are charged a fee of £19.00 per candidate/*per session requested*.
- Providing the original certificate is returned, a duplicate certificate will be printed. Please note that amended certificates will be issued **only within two years of the examination**. It is the responsibility of the candidate to ensure all details are correct within this time period. In exceptional cases Cambridge Assessment English may issue an amended certifying statement in accordance with the applicable fees.
- It is Cambridge Assessment English's policy not to change the name on a certificate if it is the result of a change of name by Deed Poll, marriage or divorce. A certificate must reflect the status of the candidate at the time of entry for the examination. In these cases, candidates should be able to provide legal documentation to explain the difference when required to present their certificate.
- If you need to contact us to amend your certificate due to gender reassignment please contact us at ReplacementCertificates@cambridgeenglish.org with the following evidence:
 - 2 forms of identification in your new name, 1 of which confirms current your current address; for example, a copy of either your current passport or photo card driving licence, together with a copy of a recent (no more than 3 months old) bank statement or utility bill; and
 - Proof of your change of name, for example a copy of your deed poll, statutory declaration or similar official documentation (showing both your previous and current names)
 - We will also require you to **return** your original certificates to us.

DAMAGED CERTIFICATES

- Certificates damaged while in transit to the candidate will be replaced free of charge (if requested within 6 months of the exam date). Damaged certificates **must** be returned to Cambridge Assessment English by the **Centre of entry**.
- Certificates damaged while in transit to the candidate will be replaced subject to a fee of £33.00 if requested after 6 months of the exam date. Damaged certificates **must** be returned to Cambridge Assessment English by the **Centre of entry**.
- Certificates damaged **after** delivery to the candidate will be replaced subject to a fee of £33.00. Damaged certificates **must** be returned to Cambridge Assessment English by the **Centre of entry**. In this instance, damaged certificates will be replaced within five years only.
- If the original cannot be returned, candidates must apply for a Certifying Statement [*please see below*].
- Certificates that have been stolen or damaged by fire, flood, or other natural disasters, will be replaced subject to a fee of £33.00 providing an incident report/proof of the event/copy of insurance document can be produced (if necessary, in translation). Should the required documentation not be available, candidates must apply for a Certifying Statement.

CERTIFICATES LOST IN THE POST

Cambridge Assessment English requests that Centres despatch all certificates to candidates by some form of recorded/registered mail.

- Certificates lost in the post will be replaced free of charge if a written request is received **from the Centre** within 12 months of the exam date including a copy of the proof of postage **and** a copy of a letter or admission of loss is provided by the courier.
- If the above cannot be provided, Cambridge Assessment English will not replace any certificate believed to be lost in the post until at least **6 months** has passed since the exam date. This is to allow for a full search to be made by the courier and is a precaution in case the original certificate is found. After this waiting period, Centres may apply in writing for a replacement certificate subject to a charge of £33.00, for which the Centre will be invoiced.
- Certificates not received by the candidate will only be replaced for up to 12 months after the exam date and at the request of the Centre of entry. In the event of the non-arrival of a certificate candidates are advised to contact their Centre of entry. After 12 months has elapsed, candidates may apply only for a Certifying Statement.

CERTIFICATES LOST BY THE CANDIDATE

- Any certificate subsequently lost by a candidate will not be replaced. In these circumstances candidates must apply for a Certifying Statement *[see below]*.

CERTIFYING STATEMENTS

Fees applicable from 1 August 2017 – 31 July 2018 are as follows:

Service Provided	Current Fee
<p>Certifying Statement – issued within 15 UK working days of payment confirmation.</p> <p><i>Exam taken 01/01/1999 or later</i></p> <p style="text-align: right;">£42.00</p> <p><i>Exam taken 31/12/1998 or earlier</i></p> <p style="text-align: right;">£77.00</p>	
<p>Courier service [Non UK]</p> <p><i>(World-wide delivery, usually within five business days of despatch)</i></p> <p>Please note, all certificates sent outside the UK must be sent via courier.</p>	£28.00
<p>Skills for Life [UK only] – each individual module</p> <p style="text-align: right;">£16.25</p> <p>Skills for Life [UK only] – Level Certificate</p> <p style="text-align: right;">£25.00</p> <p><i>(Candidates requesting a Level certificate will receive this together with copies of all three statements showing a Pass at the same level for a fee of £42.00)</i></p>	
<p>The services below are also available at an additional cost;</p>	
<p>Additional copies of a Certifying Statement</p>	£8.00
<p>Fast Track Service [Optional]</p> <p><i>(A certifying statement will be issued within 7 UK working days from confirmation of payment of the fee if full details of the examination have been supplied by the candidate and payment is made by credit card).</i></p>	£21.00
<p>Notarized Certifying Statement [Optional]</p> <p><i>(A specially worded certifying statement produced in accordance with the conditions specified by the Hague Convention of 5 October 1961)</i></p> <p>Please note, in addition to the fee paid to Cambridge Assessment English, candidates are required to pay an additional fee of £35.50 directly to the UK Home Office.</p>	£124.50
<p>Special Delivery [Optional – U.K. only]</p> <p><i>(Delivery within the U.K. by 1 p.m. the next working day following despatch)</i></p>	£8.00

Please note – for security reasons applications sent via email will not be accepted under any circumstances