



What to do if you experience a problem with your Cambridge English exam

This factsheet explains what happens if something unexpected happens in relation to your exam for which Cambridge English is responsible.

I was unable to complete my computer-based exam – what happens now?

If it is possible, your centre will offer you a paper-based exam instead. Please note that if you take the paper-based exam, your result may not be available on the same date as the computer-based exam you were scheduled to take.

If you do not want to take the paper-based exam or the centre cannot offer it, the exam centre will refund all of the fees you paid.

What happens if only part of my exam was disrupted?

If only part of a computer-based or paper-based exam is disrupted, you will be offered options by your exam centre for example a re-sit or a refund. The options available to you will depend on the papers affected.

If something has gone wrong with your exam, you should speak to your examination centre immediately and explain all the details of what has happened.

If you were ill or had a medical problem, you will need to get evidence of this from your doctor.

If something made it difficult or impossible for you to take your exam properly, such as noise disturbance we may still be able to give you a result.

You can find out more about our Special Consideration procedures here:

www.cambridgeenglish.org/help/special-considerations

If you have any further concerns about your exam experience, please contact the helpdesk

<http://support.cambridgeenglish.org>