

1. EXAM TERMS AND CONDITIONS

1.1 It is the responsibility of the candidates to make the entry according to the provisions of the published regulations which they have studied.

1.2 Address: British Council, Avenida Sociedade de Geografia, No.269, First Floor Hollard Building, Maputo

Contact email address: info@britishcouncil.org.mz

1.3 Our centre follows the relevant examination timetable published by the examinations board.

1.4 AM examinations start at 09:30 and PM examinations start at 13:30. Candidates must arrive at least 30 minutes prior to the examination's actual start time for bag storage, identity verification and examination announcements.

1.5 It is the candidates' responsibility to select the modular units that best meet their needs; please only use the provided option code (e.g. AY, AZ, CR, GR etc.) for each syllabus's registration, candidates are not allowed to combine components by themselves.

1.6 It is the responsibility of registering candidates to fill in accurate details on the online registration portal.

1.7 Candidates must enter the appropriate entry option code and provide the previous entry details if they want to carry forward a Cambridge International AS Level result. Provide the previous Cambridge centre number and previous candidate number.

1.8 In the event of any errors, the appropriate entry amendment penalty fee must be paid by the candidates to correct or complete missing option codes.

1.9 British Council will not be responsible in any way for any omission or incorrect entries made.

1.10 Candidates are allowed to sit only for those subjects and papers for which they have entered during this registration process.

1.11 Take note that it is the responsibility of the registering candidates to check on the schedule and ensure there is no clashing of papers if choose to register with more than one Centre and/or exam board. British Council will not be responsible any rearrangement for timetable clash or withdrawal if there are any clashing papers with other Centre and/or exam board.

1.12 It is the responsibility of the candidate to provide the required information truthfully and accurately to the best of their knowledge and belief. If the details submitted are incomplete, the said candidate application may not be processed. All candidates' registration will be confirmed by email.

1.13 Candidates who would like to withdraw within the normal registration period will receive a refund. Administration fee will be waived for a request with a valid reason (medical/ national service) with supporting documents.

1.14 Candidates are not eligible for refund for any inquiry received after the normal registration period. Exemption given to requests with a valid reason (medical/ national service) and sufficient evidence or explanation must be given if cancellation is requested. This evidence must be in English. Evidence may include a medical report or accident report (or similar), which should be issued by an authorised body. The report should include both the signature of the doctor or professional and the stamp of the institution. It should also indicate that the situation prohibits the candidate from taking the examination on the scheduled date and time, however, administration fee applies.

1.15 Candidates must inform the Exam Centre of any changes to your identity document before the exam date. Failure to do so will disallow the said candidate from taking the exam and ineligible for a refund or transfer.

1.16 Candidates must confirm that all details are correct and should provide personal information as shown in their valid identification document. A Mozambican ID card, a valid passport, or a birth certificate for candidates under 16 years of age is required for the registration of this examination series to invigilators for identity verification on each examination

date. Failure to provide the correct candidate details will result in unsuccessful registration.

Candidates must take full responsibility for all the information provided.

1.17 Candidates must submit a medical report in English, issued within the four years preceding the exam, and verified by an appropriate professional for Access Arrangement requests if need special requirements (Dyslexia, hearing difficulties etc.).

1.18 Candidates must arrive at the Exam Centre 30 minutes before the scheduled exam start time. Late arrival will be dealt in accordance with the regulation set by exam body. In such case, the said candidate may be allowed to take the exam, however, exam board may not necessarily accept the scripts. Should that be the outcome, the said candidate is not eligible for a refund.

1.19 On exam day, all candidates must leave all personal belongings in the designated belongings area. The only items a candidate may bring into the exam room are the approved identity document, standard pen(s), pencil(s), eraser(s), additional stationaries such as geometry set or calculator (if required) and a transparent bottle of water (label-free). All electronic devices and all watches must be left in the belongings area and must be switched off. Any candidate who breaches these conditions will not receive an exam result or be eligible for a refund or transfer. While the Exam Centre will take all reasonable measures to secure the items in the belongings area, the British Council cannot be held responsible for any loss.

1.20 Candidates must provide consent for their identity to be verified both during exam registration and on exam day. This may include:

- requiring the candidate to temporarily remove any covering from their face.
- verification on attendance register.

1.21 Candidates must raise their hand and notify the invigilator at once if they have not been given the correct question paper or if the question paper is incomplete or illegible.

1.22 Candidates must raise your hand if they need to ask the invigilator something. Candidates may not ask for, and will not be given, any explanation of the exam questions.

1.23 Candidates have to attend all the components otherwise there may not be sufficient

evidence for the Awarding Board to award a final grade. Candidates would therefore receive 'NO RESULT' for this subject.

1.24 Candidate must inform the invigilator on the day of the exam if you believe that your performance may be affected by ill health, by the way in which the exam is delivered at the Exam Centre or for any other reason. If you have a complaint relating to the delivery of the exam, candidates must submit the complaint to the Exam Centre before the said candidate leaves the premise on exam day.

1.25 The British Council and the examining boards take all reasonable steps to provide continuity of service. We feel sure you will understand, however, that we cannot be held responsible for any interruptions caused by circumstances beyond our control. If examinations or their results are disrupted, cancelled or delayed, every effort will be made to resume normal service as soon as possible. The British Council's liability will be limited to the refund of the registration fee or retesting on a later date. Neither the British Council nor the examining board can be held responsible for any loss or damage, or injury or death caused to any candidate at the examination venue during the examination due to any act of terrorism or any other such circumstances beyond our control.

2. FEE AND PAYMENT

2.1 Candidates should carefully read the price list before registering. Payment can be made to the British Council Candidates should carefully read the price list before registering. Payment can be made to the British Council through POS at our office, bank transfer/deposit, and Mobile Wallet.

2.2 Payment made to the respective British Council office is subject to bank's transaction terms and conditions.

2.3 Registration will be processed upon receipt and validation of the copy of the remittance slip which may be submitted by email together with the application details.

3. YOUR EXAM RESULTS

3.1 Exam results are released in January (November exam series), and August (June exam series). Candidates will be informed via email when the results are available.

3.2 Candidates will only receive one copy of the certificate. In the event of loss or damage the boards will only issue certifying statement. To order a certifying statement, please contact the respective exams boards directly. A certifying statement is an official copy of your results and will be accepted by educational institutions and employers as proof of your examination results.

3.3 The Statement of Result and the certificate will be issued in candidate's name as it appears on the identity document used at registration. If you find that your personal details are incorrect on the Statement of Result, please contact the Exam Centre where you took the exam. Documentation must be provided to verify the correct details. Any correction should be notified to the Exam Centre before the certificate is issued.

4. HOW BRITISH COUNCIL USE YOUR INFORMATION.

4.1 British Council will use the information that the candidates provided in connection with processing their application. The legal basis for processing the information is in the agreement with the British Council terms and conditions of application (contract).

4.2 The British Council may need to pass this information on to the awarding boards.

4.3 British Council complies with data protection law in the UK and laws in other countries that meets internationally accepted standards.

4.4 Candidates have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you have concerns about how we

have used your personal information, you also have the right to complain to a privacy regulator.

4.5 For detailed information, please refer to the privacy section of our website,

www.britishcouncil.org/privacy or contact your local British Council office.

4.6 The British Council will keep your information for a period of 7 years from the time of collection.

4.7 The British Council respects and protects the privacy of people who use our registration systems. The information you provide when registering will not be used for any marketing purposes and will not be shared with any third parties.

5. DECLARATIONS

5.1 You understand that if you are suspected of engaging in any form of malpractice or do anything that might damage the integrity and security of the Examination, you may be disqualified and not receive your exam results, and your exam fee will not be refunded. Despite and without limiting any of the terms of this declaration, you understand that details of any malpractice (including evidence of suspected malpractice) that has been established, is suspected, or is being formally investigated may be provided to the Exam Board.

5.2 You understand that you will be charged the full exam fee upon registration. You understand that if you request a transfer or cancel your exam, your right to a refund will be determined in accordance with the exam board's regulation.

5.3 You understand that it is your responsibility to ascertain the place and date of the examination in case the official notification does not reach the candidate on time.

5.4 You fully understand that the British Council reserves the right to cancel or postpone the examination due to natural disasters, earthquakes, typhoons or other circumstances beyond its control.

Data protection | British Council

Find out how we protect your information and how you can request access to information we hold about you.