

The British Council Hungary organises a variety of professional and university exams. These internationally recognised exams enable professionals to develop and enhance their careers and students to further their education. As the official and authorised body in Hungary, British Council is an educational link between Hungary and the United Kingdom.

Our examinations services ensure that regulations of examination bodies and educational institutions are strictly observed, guarantee secure receipt and storage of exam papers, provide accommodation and qualified invigilation at the examination venue, guarantee secure return of completed scripts as instructed by the examining body (usually by international courier) and provide notification of results to candidates, where required.

This service is delivered at the request of the examination board and is available only in the case of written examinations.

## REGISTRATION

A candidate may register for the exam only if they have read and understood all the rules and regulations or if they have been briefed by the registering institution.

Registration for university and professional exams with the British Council Hungary is conducted:

- Directly with the examination board that owns the exam and that commissions the exam to be carried out by the British Council. In this case the registration procedures are defined by the boards.
- Through British Council Hungary. In this case the candidate should contact the British Council examination services team to receive the relevant registration form and payment details. To complete the registration, the candidate must submit the following documents no later than the final submission date indicated by the examination board: a completed registration form, proof of payment, relevant supporting documentation in case of special arrangements request.

According to the Child Safe Collection Policy of the British Council, children between 11 and 18 years of age will be allowed to leave the premises alone only if parental consent to this has been given in writing. Otherwise, they must be collected by the parent or by a person for whom the parent has provided written authorisation.

All details regarding the exam sittings are available from the examination boards. However, for logistical purposes we request all candidates and examination boards to send us candidates' contact details. These will only be used for purposes of administering exams and will be treated in accordance with the UK Data Protection Act and Hungarian Act on Personal Data Protection.

Candidates who do not receive information about the exam venue one week before the examination are requested to contact the British Council (email [information@britishcouncil.hu](mailto:information@britishcouncil.hu)).

## FEES

The British Council charges a fee for the administration of the exam. The fees do not cover payments collected by the examination boards. The only exception is the Cambridge Assessment Admissions Tests fees, where the board fee for STEP, BMAT and TMUA is included. Exam fees must be paid in Hungarian forints.

The exam fee shall be paid by the candidate or the registering institution at least 10 working days prior to the test day, unless required otherwise by the examination board.

The payment must be made by bank transfer. The British Council does not accept cash payments. For fees, please check our website or contact us at [information@britishcouncil.hu](mailto:information@britishcouncil.hu).

## Invoice

Please note that **we are unable to issue an invoice after the payment of an exam fee has been made**. To receive an invoice, please [contact us](#).

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## **SPECIAL EXAMINATIONS CONDITIONS**

The British Council ensures equal opportunities to all candidates, including persons with special needs.

Special arrangements can be made for candidates who have special needs (e.g., blind, dyslexic candidates, candidates with a stutter, candidates with impaired hearing etc.) as well as for candidates with mobility impairments (wheelchair users or persons with other permanent or temporary physical impairments in need of access arrangements).

Candidates who require special arrangements (e.g., candidates with hearing or visual difficulties) and candidates applying for extra time for examination because of dyslexia, dysgraphia or dysorthographia should report this fact to the institution with which they are registering for the exam. The terms and conditions related to the granting of special arrangements to candidates are defined by the examination boards.

Candidates who require access arrangements should contact the British Council Hungary Examination Services when registering for the exam in order to allow for necessary arrangements or an alternative exam venue.

## **EXAM ARRANGEMENTS**

Candidates are required to arrive to the venue at least 15 minutes before the start of the exam and bring their own stationery and a calculator, as defined by the relevant examination board.

All candidates must be able to provide a valid identification document on the day of the test. To combat an increasing threat of impersonating malpractice, those candidates who fail to present the invigilators with a valid ID document will not be admitted to the test and will not be eligible for a refund.

Candidates are not allowed to bring any electronic equipment to the exam room. During the exam, mobile phones and other electronic devices must be handed over to the invigilator. These must not be accessed again until the end of the test.

Candidates are requested not to bring any valuables or equipment to the exam venue. The British Council will not be liable for loss of any items left in the cloakroom.

All cases of irregular conduct during the exam detected by the invigilators or supervisors will be reported to the relevant exam board and may lead to disqualification of candidates and withholding of their results.

Abuse will not be tolerated. We take extremely seriously any attempt to intimidate our staff either by verbal or physical abuse. We shall take legal action against offenders.

In performing their activities, the British Council complies with the laws and guidelines in force at the given place and time in securing and protection of children and adults with special needs and the principles of the UK legislation and the United Nations Convention on the Rights of the Child as well as the British Council Child Protection Policy.

## **CANCELLATIONS AND REFUNDS**

Candidates must follow the cancellation policy of their examination board.

The candidate may withdraw from the exam without giving reason up till 5 working days before the test date with a refund of the full examination fee, unless the exam board has different regulations. The fee will not be refunded in case of later withdrawal.

Fees cannot be transferred from one exam to another or to subsequent sessions.

If the candidate was absent during the examination due to illness or death, and a document of proof (an original medical certificate, with the diagnosis written legibly in Hungarian, Latin or English) is sent to [information@britishcouncil.hu](mailto:information@britishcouncil.hu) no later than 5 calendar days after exam, the candidate is entitled to a 75% refund.

## **RESULTS**

Exam papers are marked by the examination boards. Most examination boards do not make these accessible to candidates, schools or examination centres.

Dates of issue of results and information on results are available directly from the examination board, not the British Council.

Procedures for results enquiries are defined by the examination boards.

Candidates' personal data are kept by the British Council examination services for three years from the examination date. After that time the personal data are destroyed.

## **COMPLAINTS AND MALPRACTICE**

If you have queries or complaints about the way the exam is organised or conducted, please contact a supervisor or the British Council representative at the venue immediately after the end of the paper or exam. Any complaints raised afterwards will not be taken into consideration.

The British Council is committed to acting in accordance with the highest standards of organisational integrity and accountability. If any malpractice (actual or suspected) comes to your attention you should report it at once to one of these contacts:

British Council Hungary Customer Services: [information@britishcouncil.hu](mailto:information@britishcouncil.hu)

British Council Customer Services in the UK: <http://www.britishcouncil.org/contact-webform>

## **DATA PROTECTION**

We apply the UK Data Protection Act 1998 to all our global operations unless the local equivalent law is stronger. The UK Data Protection Act and Hungarian Act on Personal Data Protection work in two main ways. It gives individuals rights over how their personal information is used and sets out rules for organisations that handle personal information. Our privacy policy describes how we treat personal information. Our Personal Information Charter sets out the standards you can expect from us when we handle personal information and what you can do if you think standards are not being met. The British Council will use the information that you are providing for administration of your exam. We shall pass this information on to the relevant examination board in connection with administration of your exam.

The British Council may contact you as part of the collection of anonymous statistical data directly related to the exam you are registering for, and that this data will be used for internal British Council research purposes only to improve the exams service.

## **DISCLAIMER**

British Council and the Examination Boards will take all reasonable steps to provide continuity of service. However please understand that we cannot be made 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. British Council's liability will be limited to the refund of the registration fee or retesting at a later date.

## **CONTACT US**

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