
British Council Netherlands - Exams

Covid-19 F.A.Q.

as of 24/2/2021

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Contact information

Please note our offices are closed to public, but you can still contact us at exams@britishcouncil.nl or via phone: T +31 (0)20 550 6060 (Monday to Friday, 10:00 – 12:00 and 14:00 – 16:00).

Additionally you can contact your regional account manager or [exam centre](#) directly.

Response time might be longer than usual due to the circumstances. We are grateful for your patience and understanding and will be in touch as soon as possible.

General Questions

Which guidelines does the British Council Netherlands adhere to?

The British Council Netherlands adheres to [the guidelines of the Dutch government](#). We are continuously monitoring the guidelines. If the situation changes, we will adapt our approach and inform any candidates who are affected.

Please check our [website](#) for the most recent information.

Which exams are currently postponed?

In accordance with government guidelines and extra safety measures put in place, British Council Netherlands will resume all Cambridge exams from Monday 1 March 2021. For available exam dates, please check [here](#).

Our IELTS delivery partner, BLTC, is open for examinations and delivering Computer Delivered IELTS. Please refer to [BLTC](#) for further information.

Should we have to reschedule an exam, we will do this free of charge. We are very flexible as we have more exam dates available apart from the published dates; please contact your [exam centre](#) for more details.

When will I receive my Confirmation of Entry for my upcoming exam?

As we are continuously monitoring the situation, we will send the Confirmation of Entry with the exact timings and locations two weeks before the exam day to ensure all information is up to date.

Can I register candidates for upcoming sessions?

Yes, you can register your candidates for upcoming sessions using the available registration forms and following the given deadlines on our website. Should we have to postpone a session you will be contacted by us and we will reschedule your candidates to a future session free of charge.

Will the deadline for registration be extended?

Deadlines cannot be extended. However, if you encounter problems gathering all the required data from your candidates, we can already reserve seats for these candidates and you can provide their names later. Please be aware that we will charge you for the reserved seats.

I am enrolled for an exam session – what health / protection measures do you have in place?

The health of our test takers and staff is our priority. Before we open any test centre:

- We ensure that we are following all local government safety guidelines as well as those of the British Council.
- We brief our test centre staff so they are up to date on what to do and how to prepare for the arrival of test takers.

We have put the following measures in place to make our test centres as safe as possible:

- Test venues will be cleaned thoroughly prior to each test session.
- In the case of computer-delivered tests all equipment will be sanitised prior to each session.
- Our staff will be wearing masks.
- You will be required to wear a mask in all common areas and maintain a 1,5 metres physical distance at all times.
- If you would like to, you may also wear latex gloves although this is not required.
- You will be asked to remain in the exam room, also during the breaks.
- Please note from 15 October all catering will be closed, therefore please bring your own drinks and food, as nothing will be available at the venue.
- We will provide sanitisers throughout the test venue and we ask that all test takers use them regularly or wash their hands to help ensure a safe environment.
- We will not provide pens or pencils to test takers who will be asked to bring their own stationery on the test day.

Do I need to wear a facemask at your premises?

All test takers and test day staff are required to wear masks in the test venue. As per government regulations and in order to ensure heightened safety at the test venue, it is now mandatory to wear masks throughout the whole test session – i.e. from entry into the exam venue to exit post-test.

If you are exempt from wearing a mask for health reasons (e.g. asthma), you must provide a medical certificate confirming the exemption. This should be presented when you register on the day of the test.

Is there any limit on the number of customers inside exam premises?

Government regulations state the maximum number of people inside one room is limited to thirty. As we are maintaining physical distancing at all test venues, depending on the size of the venue, we might be able to accommodate fewer candidates.

How will I know if my exam will be cancelled?

Please visit '[Exam dates, fees and locations](#)', and check the tables with exam dates to keep up to date with rescheduled or cancelled exams. Additionally, we will contact registered candidates:

- Individual candidates, who registered via our online registration service will be contacted via the email address used for registration.
- Candidates that registered via their school or organisation will be notified through the contact person of their school or organisation.

I would like to reschedule my exam; how should I proceed?

The British Council Netherlands offers the possibility to reschedule the exam to a later date free of charge. Please be advised that we need to differentiate between individual registered private candidates and external candidates registered through a preparation centre (school or business).

- Individual Candidates who registered via our online registration service:

Please contact us by sending an email to the [Exam Centre where you registered](#) with your exam date, exam level and location, so we can reschedule your exam to a later date.

- Candidates who registered via their school or organisation:

Please contact the contact person of your preparation centre/school, so they can contact us on your behalf to reschedule your exam to a later date.

I want to reschedule my candidates; how should I proceed?

Please contact your exam centre as they will be able to offer you alternative exam dates. We have additional exam dates available for most exam levels, apart from C1 Advanced, C2 Proficiency and Business Exams. Extra exam dates are available for both paper-based and computer-based exams.

Note: We will re-use your earlier provided registration details and consent forms.

My exam is cancelled, will I receive a refund?

If you decide to cancel an exam, that is not cancelled by us, the normal cancellation fee of EUR 30 will be charged, unless you decide to transfer your exam to a later date. In that case we can transfer your exam at the same level to a later date free of any charges.

If the exam is cancelled by the British Council, we will offer you a transfer to a future exam date at the same level.

I want to swap my computer-based exam to a paper-based exam or vice versa?

At the moment it is not possible to change the format and/or level of your exam. We can transfer your exam to a future date.

How can I receive and view online my results as proof of my proficiency?

Results for Cambridge English exams are available on the [Cambridge English website](#) to which you received your personal code. Cambridge English exam results are available four to six weeks from the exam date for paper-based exams and two weeks for computer-based exams. However due to the challenging situation we are in now, there might be a delay in exam results. Please check your confirmation of entry form for the estimated result date or contact your exam centre.

Most of our exam teams are currently working from home, so they are not able to despatch certificates in the usual way.

Because of this, if your Cambridge English certificate was not delivered to you by post/courier, we will hold them in secure conditions until we are able to despatch them either to individual candidates or the school/institution through which you registered. It will not be possible to collect your certificate in person at the British Council exam centre. We are not able to provide test results over the phone, by email or fax for security reasons.

Please be advised that any third party can verify your results using the [Cambridge Verification Service](#).

Do you have online materials that can be used for exam preparation?

We continue offering our free online learning resources on our websites and apps

<https://www.britishcouncil.nl/english>

You can take part in our online courses / MOOCs:

<https://www.futurelearn.com/partners/british-council>

Our social media provide further tools and resources for learners:

<https://www.britishcouncil.org/english/learn-online/social-media>

Learning as well as teaching resources are also available on the Cambridge Assessment English website:

<https://www.cambridgeenglish.org/nl/supporting-teachers>

<https://www.cambridgeenglish.org/nl/your-new-classroom/>

And our online teaching webinars are available to all:

<https://www.teachingenglish.org.uk/article/teaching-online-supporting-mentoring-teachers-remotely>