

Covid-19 F.A.Q.

as of 29/06/2020

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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?

The British Council is reopening Cambridge exams gradually, in line with the easing of government restrictions.

Your health and safety is our top priority. We therefore adhere to the RIVM guidelines, which for example specifies people must always stay 1.5 metres apart. This affects the number of candidates who can take an exam at one time depending on the size of the venue.

Should we have to reschedule an exam, due to following the RIVM guidelines, we will do this free of charge. We are very flexible as we have more exam dates - outside the advertised ones – available; 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.
- 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.

How will I know if my exam will be cancelled?

We will publish any update on our homepage [britishcouncil.nl](https://www.britishcouncil.nl). 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 all levels, except for 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.

What will happen to my Addvantage level next year if I register fewer candidates?

You will automatically maintain your current Addvantage level next academic year (2020-2021), provided you have registered at least one candidate with us this academic year (2019-2020) or will do so before 31 October 2020. Schools that are entitled to an upgrade of their level will receive this upgrade.

Will you increase the exam fee as of 1 September 2020?

Price increases as of 1 September 2020 may apply, but not if your exam has been transferred due to Covid-19 or if your school registered your candidates for one of the additional sessions before 1 September 2020.

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 my results as proof of my proficiency?

Your exam results will be processed as normal for all exams that took place before the suspension. Cambridge Assessment English exam results are available four to six weeks from the exam date for paper-based exams and two weeks for computer-based exams.

Most of our exam teams are currently working from home because of our office closure, 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 or face-to-face prior to our office closure, 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 while our office is closed. 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>

Advantage members are invited to sign up for our webinars:

<https://www.britishcouncil.org/exam/advantage/cambridge-teachers-webinars>

And our online teaching webinars are available to all:

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

And finally Tim Phillips – Head of Teacher Development at the British Council shares some tips in our online Voices-magazine <https://www.britishcouncil.org/voices-magazine/new-online-teacher-tips>