

Terms and conditions for TELC Exams and tests at ISL Sprachschule.

It is not possible to cancel a booking for an exam. It is not possible to move a booking for an exam. This is because we must also confirm the number of exam places with TELC and the other exam systems. Once you have made a confirmed Online registration we cannot make any refunds.

If the participant is sick on the day of the exam, we can move the exam to another Exam date at a later stage. We charge a Euro 25 fee to do this. This is however only possible when the participant informs us by telephone before the exam starts that he/she is sick and brings a doctors sick note for that day on the same day of the exam.

If we do not receive this Doctors sick note on exam day the participant is then noted as being absent without a valid reason. In this case the exam cannot be moved and the total fee is kept by ISL.

The online registration is confirmed once ISL receives the Exam fee. A confirmation Email will be sent. Please note that the following House conditions are to be followed at all times:

House Conditions for every exam

1. The Corona Rules for Rheinland Pfalz, the city of Koblenz and ISL are to be followed.
2. Smoking is not allowed in all ISL rooms!
3. Personal items are to be stored in a special locked room. All items that are not allowed in the Exam are to be stored there.
4. Mobile Phones, Smartwatches and other electronic items will be locked away and only return once the exam is finished. Mobile phones are to be turned off.
5. Food, drinks, toilet and medical items are to be removed from bags before the exam and are to be kept in transparent bags during the exam.
6. The jacket room will only be opened when the exam is finished.
7. Nobody will be allowed to sit an exam if they do not have an official valid identity document (with photo).
8. Leaving the exam room without permission of the Examiner is not allowed.
9. If you arrive late for the exam and miss the beginning and the instructions for the exam you will not be allowed to sit the exam.
10. You may only leave the building under supervision during an exam.
11. You may only go to the bathroom with a supervisor.
12. When an Examiner says that one part of the exam is finished, then you must stop writing.
13. Once you have finished the oral exam, you must leave the building immediately.
14. The instructions of the examiners must be followed at all times.

Please note the terms and exam conditions of TELC gGmbH in particular paragraphs §7, §15 and §16 in relation to the treatment of Exam material, cheating aids and the consequences of cheating.

The complete terms and exam conditions of TELC can be found under the following link:
https://www.telc.net/fileadmin/user_upload/Informationsmaterial/agb_pruefungsordnung.pdf

Failure to observe the above conditions of the House Order and the terms and Exam conditions will lead participants to be excluded from the exam.

With my online registration I confirm that I agree to the rules for the exam and I agree that necessary personal details can be forwarded to TELC gGmbH in order for the exam to be corrected.