

## Terms of Business

### Examination Dates

**Any suitable examinations date can be arranged** between licensees and WBT GmbH. In general registration for the examinations can be carried out within the period of notice for the examination subject involved. If the date requested is not possible WBT GmbH will inform of this. To help maintain a regular examination service one main examination date is arranged in spring or early summer for the examinations in **B1 and B2 German, B1 English, B1 French, B1 Italian, B1 Russian, B1 Spanish, B1 Dutch and B1 Portuguese** as well as **B1 and B2 English for Business Purposes, B2 English for Technical Purposes, B1 English for the Hotel and Catering Industry, B2 English Stage 3, B2 German for Business Purposes, B2 Spanish for Business Purposes, and B1 French for Business Purposes**. In autumn additional dates are arranged for **B1 and B2 German, B1 English, B1 French, B1 Italian, B1 Spanish**, as well as for **B1 and B2 English for Business Purposes, B2 German for Business Purposes and B2 Spanish for Business Purposes**. For all **A1 and A2** examination there are no fixed dates. For **B1 German** every two weeks examinations are organised. The dates for **B1 German** examination dates are announced approximately twelve months in advance.

### Prices and terms of Payment

All prices are set down in the price list issued by WBT GmbH. All prices include VAT. In general payment is to be made within two weeks of the invoice date.

### Registration for the Examination

In general registration for an examination must take place in writing or by fax **25 working days** (date of postmark or fax) before the date of the examination. Examinations which are registered 12 or fewer days before the date of the examination will carry an additional charge of **EURO 6,00** per candidate. (Examinations at A2 level are an exception to this rule). In such cases the examining institution must also pay the costs of express delivery. Registrations received less than 5 days before the examination date cannot usually be taken into account. The registration of additional candidates for already arranged dates will be charged as new registration as far as the periods of notice are concerned.

### Despatch of Papers

As a rule the papers are sent by a delivery service approximately two weeks before the date of the examination. The costs are paid by WBT GmbH. If 10 or fewer candidates are taking the examination the papers are sent by post. The examining institution cannot request a particular form of delivery unless it is prepared to pay the costs of this. If the papers have not arrived seven days before the date of the examination, WBT GmbH must be informed of this. If WBT GmbH is not informed in time, the examining institution must carry the risks and costs incurred by this. Examining institutions cannot ask for examinations to be marked until invoices have been settled.

### Return of Papers

The candidates' answer sheets, the cassettes/CDs for Listening Comprehension and all Examination Record Forms must be sent to WBT GmbH by registered mail within three days after the examination. "Letters" to be corrected must first be forwarded to the correctors. Examining institutions are obliged either to destroy the booklets with the candidates' examination tasks or to return these to WBT GmbH. Delivery of and payment for examination material does not imply ownership of the material by the examining institution. The examination material is the property of WBT GmbH and is merely lent to the examining institution for use on the date

arranged for the examination. All examination material is copyright and for the sole use of WBT GmbH. It must neither be copied nor stored in any form whatsoever.

If an examination does not take place, then the examination papers must be returned unopened to WBT GmbH.

### **Issue of Examination Results**

Each candidate receives a written notification of his/her results in the examination concerned. The form of these results depends on the subject.

### **Archives of Results**

All examination results are archived by WBT GmbH for a period of ten years. During this time duplicates of certificates can be issued for a charge.

### **Correction of Certificates**

If spelling mistakes have been made in the names or other details on the certificates, then the original documents must be returned along with proof of the correct spelling (e.g. copy of a document of identity) to WBT GmbH within six months of the date of issue. The re-issue in this case is free of charge. After this period of six months a fee amounting to the fee for a duplicate will be charged. WBT GmbH issues certificates using the spelling conventions used by the candidate on her/his answer sheet. If a request is made for corrections that differ from those spelling conventions, WBT GmbH may charge a fee even within the period of six months. Certificates issued are based on the information correct at the time of the examination. Changes of name which occur after the examination cannot be taken into account. If the candidate's personal details should change between the time of taking the first and second parts of the examination, the details at the time of the second part of the examination will be considered as relevant.

### **Partial Results**

If, in the case of modular examinations, the candidate wishes to have a result already achieved taken into account, WBT GmbH must be informed of this at the time of the return of the examination papers by means of a copy of the result sheet or the archive number for the result already achieved. If WBT GmbH is only given this information at a later date, then a charge for a duplicate certificate will be made.

### **Loss of Results**

If certificates or result sheets are lost in the post between WBT GmbH and the examining institution, then WBT GmbH must be informed in writing within three months after the date of the examination. In this case, documents will be re-issued free of charge. After this time or if proof of the loss is not provided in writing, or if the loss occurs after the examining institution has received the documents, documents will only be re-issued at a charge.

### **Listings of Results and Statistics**

Lists of results will be made available to the examining institution. This is the centre concerned as well as the institution registering the candidates where applicable. Additional lists of results as well as statistical evaluations of results can be provided on request. A charge may be made for this.

Registration for an examination implies recognition and acceptance of all examination rules and regulations in force at the time of registration.

Place of jurisdiction is Frankfurt am Main, Germany.

Frankfurt am Main, January 2003

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