

The British Council Croatia 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 Croatia, British Council is an educational link between Croatia 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 he/she has read and understood all the rules and regulations or if he/she has been briefed by the registering institution.

Registration for university and professional exams with the British Council Croatia 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 the British Council Croatia. In this case the candidate should contact the British Council examination services team to receive the relevant registration form and a payment form. 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 British Council's Child Safe Collection Policy 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 Croatian Act on Personal Data Protection.

Candidates who do not receive information about the exam venue two weeks before the examination are requested to contact the British Council (email exams@britishcouncil.hr or call + 385 1 4899 508).

FEES

The British Council charges a fee for the administration of the exam and the despatch of examination papers to the examination board. The fees do not cover payments collected by the examination boards. Exam fees are given in Croatian kuna.

The exam fee shall be paid by the candidate or the registering institution at least 7 working days prior to the test day, unless required otherwise by the examination board.

The payment must be made by the bank transfer. The British Council does not accept cash payments.

Fees of the university and professional examinations valid between 01/04/2020 and 31/12/2020

Examination	Additional information	Fee in HRK
University of London	Standard fee	795.00
University of London	Discount fee – 3 or more exams in the same session	555.00
Other academic and professional exams	Standard fee	600.00
Courier costs	Despatch of exams papers to the UK by courier	400.00

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 Croatia 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 10 minutes before the start of the exam and bring their own stationery and a calculator, as defined by the relevant examination board.

All candidates have to 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 have to 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 until 7 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 it is possible to request a refund of the British Council administrative fee only in cases of illness or death (either of the candidate or someone in his closest family). Only 50% of the exam fee is refundable.

Applications for refund must be accompanied by an original medical, with the diagnosis written legibly in Latin or English. The medical certificate must reach the British Council within a week of the written test date.

Please note! Some exam candidates registered for Cambridge Assessment Admissions Tests may not withdraw and may not be refunded. Please get in touch with the exam officer to check if you are entitled to a refund.

RESULTS

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

Dates of issue of results and information on results are available 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 Croatia Examinations Services Manager – Đurđica Valadžija: Durdica.Valadzija@britishcouncil.hr

British Council Croatia Country Director – telephone: +385 1 4899 501,

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 of our global operations unless the local equivalent law is stronger. The UK Data Protection Act and Croatian Act on Personal Data Protection (Official Gazette No. 103/03, 11806 and 41/08) works 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

British Council Croatia

Examination Services

Palmoćeva 60/1, 10000 Zagreb

T +385 (0)1 4899 508

F +385 (0)1 4833 955

exams@britishcouncil.hr

www.britishcouncil.hr