



GENERAL TERMS FOR EXAM PARTICIPATION

1. General Regulations

- After registering for the telc exam and receiving confirmation from Bildung und Beruf MCHJ, a contract is concluded between the participant and Bildung und Beruf MCHJ. The registration process is carried out either by completing online forms or by using the written contract form provided by Bildung und Beruf MCHJ.
- The registered client must pay the full examination fee within 24 hours. Payment is accepted by bank transfer only.
- A binding contract must be concluded in order to reserve any exam spot. Participation is only possible after the payment has been received by Bildung und Beruf MCHJ.
- Registration is only accepted in written form or via online form. Oral or telephone registrations are not considered valid. Our examiners are not authorized to make binding decisions regarding registrations.
- Bildung und Beruf MCHJ reserves the right to allocate classrooms depending on availability.
- Exam participants may not demand to take the exam with a specific examiner.

2. Cancellation and Refund of Exam Fees

- Registration for the exam is binding and the fee must be paid. Cancellations are only accepted in written form and must be made at least 30 days before the exam date.
- Failure to attend the exam or to pay the invoice is not considered a cancellation. In cases of cancellation or non-participation, the fee will not be refunded.
- If the participant is ill on the exam day, a medical certificate must be presented on the day of the exam. In this case, a re-exam can be taken for a fee of €100.

3. Special Rules for Exam Dates

- Exam dates for all language levels are scheduled in advance. In exceptional cases, Bildung und Beruf MCHJ reserves the right to change or postpone exam dates. Participants will be informed in a timely manner of any such changes.
- If the minimum number of participants for an exam is not reached, Bildung und Beruf MCHJ reserves the right to cancel the exam or reschedule it to another date. If the exam is cancelled and the participant does not agree to the new date, the full exam fee will be refunded.



EXAM INFORMATION

Rules of conduct and hygiene on the day of the exam

The exam day is an important day for all participants. Being well-prepared ensures everything runs smoothly and makes the exam a positive experience for everyone.

If you familiarize yourself with the exam environment and procedures in advance, you can fully concentrate on your exam when it matters most.

Before the Exam

- Check the **date, time, and location** of your exam. You will receive this information from us when you register.
- Don't forget to check **how long it will take** to get there.
Especially if your exam takes place on a weekend or around public holidays.
- Please **do not** come to the exam if you had a **fever** the day before.

What to Bring

Bring your **valid identification document (no copies)** to the exam! All participants must present a **valid** ID on all exam days.

What Is Not Allowed

Do **not** bring laptops, iPads, tablets, eReaders, or smartwatches to the exam.

Please do **not** bring bags or backpacks.

Please do **not** bring food or drinks into the exam room.

Exception: water in a clear, white PET bottle.

On the Exam Day

- Please come to the exam location **alone**. **Only exam participants** are allowed to enter.
- **Arrive early!** Follow the signs at the location to find the exam room or speak to our staff.
- Be **on time** for the written and oral parts of your exam. If you arrive late, **you will not be allowed to participate**.



During the Exam

- Follow the instructions of the proctor carefully.
- Do not talk to others or try to look at someone else's papers.
- There will be a clock in the exam room to help you manage your time.
- If you have any questions or problems, inform the proctor **immediately**.

After Each Part of the Exam

- At the end of each section (e.g., writing, reading, etc.), you will be asked to stop writing. **Stop immediately.**
- Hand in **all materials** to the proctor, including question papers, answer sheets, etc.

After the Exam

- You will be informed **via email** as soon as your certificate arrives (no later than six weeks after the exam). Please refrain from making inquiries.
- We will send you your certificate via email.

For more information about current exams and tests at Bildung und Beruf, please visit:
<https://bildungundberuf.com/sprachen/pruefungen/>

We wish you the best of success!