

General Terms and Conditions and Examination Regulations

(all telc Examinations at Levels A1 to C1)
May 1, 2009

These regulations replace

the examination regulations issued

on November 15, 2007.

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Glossar

Examination centre	Licensed institution at which telc examinations may be conducted
Examining institution	Where applicable: Umbrella organisation of the examination centre (eg. National Adult Education Centres)

Candidate	Person taking an examination
Person in charge of the examination	Person at the examination centre responsible for all organisational and administrative tasks pertaining to the examination
Invigilator	Person responsible for supervision in the examination room or preparation room
Examiner	Person conducting the oral examination
Rater	Person rating the sub-test "Writing"

Written examination	Combination of the sub-tests "Reading", "Listening Comprehension", "Writing" and, where applicable, "Language Elements"/"Vocabulary"/"Grammar" (where applicable)
Oral examination	Sub-test "Speaking"
Sub-tests "Listening Comprehension", "Reading Comprehension", "Writing", "Oral Examination"	In some examination formats also sub-tests "Listening", "Reading", "Writing" and "Speaking"
Mock examination	Document demonstrating the format of an examination and its assessment
Instructions for the Organisation of the telc Examinations	Document containing regulations for conducting an examination
Organisation materials	Papers and documents necessary for the administration of the examination (record form, checklists, guidelines, etc.)
Examination materials	Examination booklets and audio CD for the sub-test "Listening Comprehension"

General Terms and Conditions

§ 1 Licensed Examining Institutions and Licensed Examination Centres

1. telc examinations may only be conducted by an examining institution or examination centre if there is a valid license contract between telc GmbH and that institution or centre.
2. In addition, centres that have a sublicense contract with a telc licensee and centres that are a member of a licensed umbrella organisation may conduct telc examinations. The umbrella organisation is referred to as the "examining institution". Responsibilities and obligations of examination centres and examining institutions are detailed in the contracts between these centres and institutions with telc GmbH.
3. Furthermore, telc GmbH may establish and operate its own examination centres.

§ 2 Examination Fees

1. telc GmbH will invoice the respective examination centre or examining institution for the examinations. The fees are payable within 30 days.
2. The fees consist of a registration fee and a scoring fee.
3. Candidates pay their fees exclusively to the examination centre or the examining institution.
4. There is no entitlement to an examination scoring prior to the receipt of the respective fees.

§ 3 Examination Dates

1. Examination dates will be agreed upon between telc licensees and telc GmbH. For this, the registration of an examination is sufficient. telc GmbH will notify the licensee in good time if it is not possible to conduct an examination on the scheduled date.
2. The Oral Examination and the Written Examination must take place within 14 days of each other.

§ 4 Registration of the Examination

1. The examination centre or the examining institution registers a telc examination with telc GmbH at least 30 days prior to the examination date either using the appropriate registration form online (registration form at www.telc.net) or by mail or fax. The date of the postmark, alternatively the sent date indicated in the fax or e-mail is relevant for determining whether an examination has been registered in due time or not. Solely examinations at level A1 may be registered with telc GmbH up to twelve days before the examination date.
2. telc GmbH reserves the right to impose a surcharge for every late registration per candidate. In this case, the examining institution or the examination centre will also be charged the additional costs for express delivery.
3. telc GmbH will consider registrations received less than six days before the scheduled examination date only in exceptional, clearly defined and individually justified cases.
4. The registration of additional candidates for an examination already registered with telc GmbH will be considered as a new registration with regard to the registration deadlines.

§ 5 Receipt of the Examination Papers and Materials by the Examination Centre

1. The papers will be sent in due time ahead of the examination date at the expense of telc GmbH. The examining institution or the examination centre is not entitled to a particular mode of dispatch unless it is prepared to cover the costs of this. telc GmbH must be notified immediately by the recipient if the papers have not arrived eight days before the date of the examination. If telc GmbH is not notified in due time, the recipient will bear the risk and all additional expenses.

2. Delivery and payment do not constitute ownership of the papers and materials. The recipient is only entitled to use those papers and materials for examination purposes on the registered date. All examination papers and documents and the audio CD used in the sub-test "Listening Comprehension" are protected by copyright. telc GmbH has the sole right of disposal for these. It is not permitted to copy, publish, exhibit, quote, show or store them nor is it permitted to transmit, make public or exhibit any materials, papers or documents created and copyrighted by telc. The same applies to the answer sheets used by the candidates. In the case of a cancellation of an examination, all examination papers and materials must be sent back to telc GmbH immediately and unopened.
3. All papers and materials must be checked immediately upon receipt as to accuracy and completeness. Above all, the quality of the audio CD must be checked. Details are specified in the respective examination guidelines.
4. telc GmbH must be informed about faulty or missing material and complaints made immediately either by phone, fax or e-mail. If telc GmbH receives information about complaints less than five days prior to an examination, the recipient will bear all additional costs e.g. for a possible second dispatch, copies etc.

§ 6 Return of Papers and Materials

1. The candidates' answer sheets, the audio CD and all examination record forms and documents listed in the examination guidelines, must be sent immediately and not later than three days after the conclusion of the examination to telc GmbH by registered mail. The examining institution or the examination centre may be charged any additional expenses caused by a late return of papers and materials.
2. If there is no centralised marking procedure for the sub-test "Writing", the examination centre or the examining institution must forward all relevant documents to the raters by registered mail not later than two days after the conclusion of the examination. The raters then send the marked answer sheets to telc GmbH not later than seven days after receipt of the documents.
3. The examination centre or the examining institution is obliged either to destroy all examination booklets completely and in an appropriate way or to return them to telc GmbH. The chosen procedure must be indicated on the Checklist for the Return of Examination Papers and is confirmed by signature and stamp of the examination centre on the checklist. telc GmbH has the right to inspect this procedure without prior notice. The audio CD must be sent back to telc GmbH in all cases.

§ 7 Absence of Candidates from an Examination

1. Examination fees cannot be reimbursed or waived.
2. telc GmbH will waive or reimburse scoring fees to the examination centre or examining institution only if a medical certificate is provided or if there is proof that the absence is caused by circumstances outside the control of the candidate (e.g. court hearing). The medical certificate or the documentary proof of other reasons must be sent to telc GmbH upon return of the examination papers and materials. If this is not possible, the medical certificate or documentary proof must be sent to telc GmbH not later than one week after the conclusion of the examination. In this case, upon return of the examination papers and materials, telc GmbH must be notified that the relevant certificate will be sent later. Registration fees will not be reimbursed, even if they have not been invoiced separately.

§ 8 Certificates

1. After the examinations have been scored the examination centre will receive the certificates and the evaluation sheets (where applicable) to be handed out to the candidates. In addition, examination centres and examining institutions (where applicable) will be provided with lists of the examination results.

2. telc GmbH and the respective examination centre are obliged to sign the certificate and additionally use a stamp or seal. Facsimile signatures are permitted. A telc certificate without signature and stamp or seal of the examination centre is not valid.
3. telc GmbH will issue a duplicate certificate only if the original document is submitted to telc GmbH for replacement or if there is a written statement that the original certificate has been lost. telc GmbH will certify the authenticity of duplicate certificates by signature and seal. No further proof of authenticity is required. The issue of a duplicate certificate incurs a fee.

§ 9 Archiving

1. telc GmbH will archive all examination papers of candidates that are relevant for scoring and assessment for four months from the notification date of the examination results (date indicated on the Certificate or the evaluation sheet). The examination results of every candidate will be archived for ten years. During this period candidates are entitled to receive a duplicate certificate at a fee.
2. Score Sheets completed during oral examinations that are not returned to telc GmbH have to be archived and kept safe from unauthorised access for at least six months at the examination centre or the examining institution.
3. It is not permitted to hand over examination papers and materials as well as answer keys. This applies to the original documents as well as to copies of the same.

§ 10 Credit for Successfully Passed Parts of the Examination

1. If a candidate claims credit for having already successfully passed part of the examination, telc GmbH must be notified of this at the time of registration or not later than upon return of the examination papers and materials by enclosing a copy of the evaluation sheet or by specifying the archive number of the successfully passed part of the examination.
2. If telc GmbH is notified later than upon return of the examination papers, telc GmbH will charge a fee amounting to the costs for the issue of a duplicate certificate.

§ 11 Appeals against Decisions

1. Appeals against decisions made by examination centres, persons supervising the examination, individual raters and examiners or telc GmbH must be made in writing within three months of receiving the examination results (date of issue on the Certificate or the evaluation sheet).
2. The claim must be sufficiently justified. telc GmbH may reject insufficiently justified claims. It is not sufficient for candidates merely to claim that they have not received a particular score.
3. telc GmbH decides on the claims. If there is a reassessment of a candidate's performance, the result(s) of the reassessment will be irrevocably valid.
4. No legal action can be taken in disputes in which claims are raised against telc GmbH as to annulment, revision or the issue of examination results.

§ 12 Data Protection and Public Attendance

1. Every person involved in conducting the examination is obliged to keep protected information confidential and must adhere to national and international privacy and data protection laws. The candidates' personal data must not be used for any purpose other than conducting and scoring the examination.
2. telc examinations are not public. It is possible to sit in on an examination with permission of telc GmbH. Permission of telc GmbH is required for filming, videotaping, recording or photographing during an examination.

§ 13 Place of Jurisdiction

If the contracting party of telc GmbH is an entrepreneur (according to § 14 BGB), businessman (according to HGB), a legal person of public law or special property under public law, the exclusive place of jurisdiction is Frankfurt am Main for all direct and indirect claims arising from a contract concluded in compliance with the aforementioned provisions or in connection with such a contract. In addition, each party may bring legal action against the other at the latter's place of jurisdiction.

The law of the Federal Republic of Germany shall apply exclusively.

Should the provisions herein be in part legally invalid or incomplete, the validity of the remaining provisions shall remain unaffected. The ineffective conditions shall be replaced by such provisions as come closest to fulfilling the economic purpose of the provisions they will replace.

Frankfurt am Main, May 1, 2009

telc GmbH

telc Examination Regulations

A. Examination

§ 1 Contents and Format of the Examination

1. The aim of telc examinations is the certification of language proficiency in a foreign or a second language.
2. Structure, contents, procedure and assessment of the examinations are defined by telc GmbH and described in the respective Instructions for the Organisation of the telc Examinations and the Mock Exams. These descriptions are legally binding.

B. Candidates

§ 2 Registration

1. Candidates who wish to take a telc exam register with an examination centre. The examination centre forwards the registrations to telc GmbH.
2. The examination centre is obliged to inform the candidates about the provisions of the examination regulations and the general terms and conditions of telc GmbH. It is the examination centre's task to obtain the candidates' consent for forwarding all personal data necessary to conduct and assess the examination.

§ 3 Candidates with Disabilities

There are special provisions for candidates with disabilities. These are defined in the Guidelines for the Consideration of Candidates with Disabilities.

§ 4 Notification of Results

1. All candidates who have successfully passed a telc examination receive a certificate.
2. All candidates receive an evaluation sheet with detailed results of their performance in the various sub-tests.

§ 5 Retaking the Examination or Parts of the Examination

1. Candidates may retake a complete examination as often as they wish.
2. Level A1 and A2 examinations:
It is not possible to retake individual parts of these examinations or take parts at a later date.
3. Level B1, B2 and C1 examinations:
Candidates may retake the Oral Examination or the Written Examination at a later date in the period up to the end of the following calendar year from the date when the examination was first taken.. It is not possible to retake sub-tests. If a part of an examination which has been passed is retaken, the results of the retake will be exclusively and irrevocably valid.

C. Examination Centres

§ 6 Persons in Charge of the Examination

1. Examination centres must appoint a person to be in charge of the examination and inform telc GmbH accordingly.
2. The person in charge must be familiar with the telc examination system including the Examination Regulations and the Instructions for the Organisation of the telc Examinations.

3. The person in charge is responsible for ensuring that the examination is conducted correctly. This includes particularly the responsibility for examination security and confidentiality (cf. § 12–16 of these examination regulations) and the safekeeping and return of the examination documents and materials or their proper destruction.

§ 7 Examination Materials

1. telc GmbH provides examination centres with all organisational materials and examination papers and materials.
2. All examination materials, i. e. examination booklets and audio CDs, are strictly confidential and must be kept safe from unauthorised access until the day of the examination.
3. All examination materials remain property of telc GmbH. They are protected by copyright. It is expressly prohibited to copy or transmit texts, images, sound recordings or digital recordings. Under no circumstances may examination papers or materials be used for a purpose other than a telc examination or on a date different from the one indicated in the registration form. Above all it is prohibited to use examination booklets for teaching or demonstration purposes or to copy them for later use. This applies also to booklets that have already been used during examinations.
4. The person in charge of the examination is obliged to check the examination papers and documents for accuracy and completeness immediately upon receipt. In addition, the audio CD has to be checked for accuracy, usability and quality.
5. After the completion of the examination the examination papers and materials must be kept safe from unauthorised access until they are returned to telc GmbH.

§ 8 Conducting the Examination

1. The person in charge of the examination advises suitable invigilators of their duties before the examination.
2. A written record must be kept of the examination. One copy of this record remains at the examination centre, one copy each must be sent to telc GmbH and the examining institution (where applicable).
3. telc GmbH representatives and supervisors authorised by telc GmbH may attend examinations with or without prior notice. They may not intervene directly in the examination. Their attendance must be recorded along with the duration of the attendance.
4. At the examination centre candidates may not receive informal or unofficial information about their respective performance. The official result will be provided by telc GmbH exclusively.

§ 8a The Written Examination

1. The examination is supervised by the person in charge of the examination or by a person authorised by the person in charge. If there are more than 25 candidates or if required by the location a second person must be present to supervise the examination. There must be an additional person for every 25 candidates taking the exam or if required by the location.
2. Without exception, at least one invigilator must be present in the examination room at all times during the written examination.
3. All candidates have to be assigned their seats in such a way that they cannot view the papers of other candidates. There has to be a distance of at least 1.50 meters between the candidates (in front, behind, left and right) as measured from the centre of the candidates' seats.
4. For every group of candidates taking a Written Examination, the examination centre must provide a meaningful seating plan and send it to telc GmbH along with the examination papers and materials.

5. Invigilators are only authorised to answer questions concerning the organisational aspects of the examination. They may not answer or comment on any questions concerning the contents of the examination. No questions may be answered after the examination has begun.
6. Examination booklets may not be distributed before all organisational issues have been resolved. They may not be opened until the person supervising the examination announces the start of the examination.
7. Only one candidate at a time will be allowed to leave the room. This and the duration of the absence must be recorded. Candidates who finish their examination early may not re-enter the examination room while the examination is still in progress and have to leave the building in which the examination is taking place.

§ 8b The Oral Examination

1. The size of the groups of candidates is determined by the Instructions for the Organisation of the telc Examinations. If there are examinations of pairs or groups of students, the pairs and groups are formed by the examination centre conducting the examination.
2. The number of examiners and the marking procedures are defined and described in the Instructions for the Organisation of the telc Examinations.
3. As a rule, examiners are not allowed to conduct more than twelve examinations per day.

D. Assessment and Rating

§ 9 Assessing and Rating the Performance of Candidates

1. All examination results are determined at telc GmbH according to standardised procedures.
2. The sub-test “Writing” and the Oral Examination are marked according to the marking criteria provided by telc GmbH. The results of the Oral Examination are forwarded to telc GmbH by the examination centre.
3. Examiners for the examinations at Levels B1, B2 and C1 may not assess or rate a candidate’s oral or written performance if they have taught that candidate at any time during the six months prior to the examination.

§ 10 Sub-test Writing

1. The sub-test “Writing” is rated by examiners appointed by the examination centre or by telc GmbH. As a rule, examiners rating the sub-test “Writing” must hold a licence issued by telc GmbH.
2. telc GmbH will conduct spot checks on a regular basis. The final decision lies with telc GmbH.
3. A rater licence can be obtained by successfully completing a training course conducted or authorised by telc GmbH. The current “Appendix B: Rater licences: Writing” specifies for which examinations a licence is valid and the period of validity.

§ 11 Oral Examination

1. The oral examination is assessed by examiners appointed by the examination centre or by telc GmbH. As a rule, examiners assessing the oral examination must hold a licence issued by telc GmbH.
2. An examiner licence can be obtained by successfully completing a training course conducted or authorised by telc GmbH. The current “Appendix A: Examiner licences: Speaking” specifies for which examinations a licence is valid and the period of validity.

E. Examination Security & Confidentiality

§ 12 Violation of the Examination Regulations

Culpable violations of the examination regulations, in particular those which jeopardise the correct examination procedure and the objectivity and reputation of the examination, may be sanctioned by telc GmbH. This may lead to the exclusion of the person or examination centre involved from telc examinations.

§ 13 Verification of Identity

1. Before entering the examination room all candidates must show a valid official photo ID so that names and personal data can be checked against the registration list for the examination. Each candidate's identity must be verified beyond doubt, if necessary, once again after the break and before the oral examination.
2. During the examination the photo ID must be placed on the candidate's desk in such a way that the invigilator can inspect it. The invigilator must ascertain that the personal data on the answer sheet matches the data on the ID.

§ 14 Examination Papers and Documents

Under no circumstances may candidates remove complete Examination Booklets or parts of Examination Booklets from the examination room. Therefore, all examination papers and documents must be checked for completeness before the group of candidates leaves the examination room.

§ 15 Unauthorised Aids

1. Invigilators and persons in charge of the examination have to take measures to assure that every candidate completes the examination without the aid of others or any unfair means. No unauthorised aids may be within a candidate's reach during the examination. Only the following items may be on the candidates' desks: Examination booklets, answer sheets, pencils, if applicable other items mentioned in the Instructions for the Organisation of the telc Examinations and notepaper (only if marked with the stamp of the examination centre). All other items must be collected by the invigilator before the start of the examination and returned to the candidates after the examination.
2. Unauthorised aids are – in the preparation room provided for some examinations as well as in the examination room – among other things: Personal notes, printed materials that have been brought such as dictionaries and technical devices for storage and transmission of information (e.g. electronic calendars, mobile phones, scan pens, cameras), even if no relevant information is found on these devices when they are checked. The Instructions for the Organisation of the telc Examinations specify in which cases aids such as dictionaries are expressly permitted. Electronic dictionaries are not permitted under any circumstances.
3. Candidates will be informed about the provisions of § 15 of these regulations and will be given the opportunity to hand over any aids they might have brought inadvertently, especially mobile phones, to the invigilator for the duration of the examination.

§ 16 Cheating

1. Candidates who cheat or attempt to cheat, who use unauthorised aids or allow others to use them, will be excluded from the examination immediately. In this case, there will be no assessment or rating of the performance. Every attempt at cheating must be recorded. The decision to exclude candidates will be made by the invigilator, during the oral examination by the examiner or the board of examiners. The exclusion must be documented in detail in the examination record form including the reasons for the exclusion. Personal notes of the candidates which could be used for cheating have to be enclosed with the examination record form.

2. If evidence that cheating has occurred is found only after the conclusion of the examination, telc GmbH will declare the respective examination(s) invalid.

§ 17 Legal Validity

These examination regulations become effective on May 1, 2009.

In addition to these examination regulations the general terms and conditions of telc GmbH apply.

Examination Regulations Appendices

Appendix A: Examiner licences: Speaking

Name	Valid for
No licence necessary	telc Deutsch A1 (Start Deutsch 1) telc English A1 telc Türkçe A1 telc Français A1 telc Italiano A1 telc Русский язык A1 telc Español A1
Deutsch A2	telc Deutsch A2 (Start Deutsch 2)
Deutsch A2–B1–B2	telc Deutsch A2 (Start Deutsch 2) telc Deutsch A2 Beruf telc Deutsch B1 (Zertifikat Deutsch) telc Deutsch B1 Schule (Zertifikat Deutsch für Jugendliche) telc Deutsch B1 Beruf telc Deutsch B2
Deutsch Integration DTZ	Deutsch-Test für Zuwanderer
Deutsch Beruf	telc Deutsch B2 Beruf (Zertifikat Deutsch für den Beruf)
Deutsch C1	telc Deutsch C1
English A2	telc English A2
English A2–B1–B2	telc English A2 telc English A2 School telc English B1 telc English B1 School telc English B1 Business telc English B1 Hotel and Restaurant telc English B2 telc English B2 Business telc English B2 Technical
English C1	telc English C1
Français A2	telc Français A2
Français A2–B1–B2	telc Français A2 telc Français A2 Ecole telc Français B1 telc Français B1 Ecole telc Français B1 pour la Profession telc Français B2
Italiano A2	telc Italiano A2
Italiano A2–B1–B2	telc Italiano A2 telc Italiano B1 telc Italiano B2
Español A2	telc Español A2
Español A2–B1–B2	telc Español A2 telc Español A2 Escuela telc Español B1 telc Español B1 Escuela telc Español B2 telc Español B2 Escuela

Name	Valid for
Português B1	telc Português B1
Русский A2	telc Русский язык A2
Русский A2–B1–B2	telc Русский язык A2 telc Русский язык B1 telc Русский язык B2
Český jazyk B1	telc Český jazyk B1
Türkçe A2	telc Türkçe A2
Türkçe A2–B1–B2	telc Türkçe A2 telc Türkçe B1 telc Türkçe B2

The period of validity is three years, with the exception of C1 licenses which are valid for two years.

Appendix B: Rater licences: Writing

Name	Valid for
Deutsch A2–B1–B2	telc Deutsch A2 (Start Deutsch 2) telc Deutsch A2 Beruf telc Deutsch B1 (Zertifikat Deutsch) telc Deutsch B1 Schule (Zertifikat Deutsch für Jugendliche) telc Deutsch B1 Beruf telc Deutsch B2
Deutsch Integration DTZ	Deutsch-Test für Zuwanderer
Deutsch Beruf	telc Deutsch B2 Beruf (Zertifikat Deutsch für den Beruf)
Deutsch C1	telc Deutsch C1
English A2–B1–B2	telc English A2 telc English A2 School telc English B1 telc English B1 School telc English B1 Business telc English B1 Hotel and Restaurant telc English B2 telc English B2 Business telc English B2 Technical
English C1	telc English C1

In order to rate the sub-test Writing, a licence is only required for those telc examinations that are listed above.

The period of validity is three years, with the exception of C1 licenses which are valid for two years.

telc GmbH

Bleichstraße 1
60313 Frankfurt/Main
Germany

Tel.: +49 (0) 69 956246-0
Fax: +49 (0) 69 956246-62

E-Mail: info@telc.net
www.telc.net