

# Rules and Regulations for telc Examinations

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## About the Rules and Regulations for telc Examinations

telc gGmbH, in conjunction with its licensed examination centres, is an examination provider. Worldwide uniform standards ensure that telc examinations assess competence within a fair and valid framework. The rules and regulations in this document lay down how telc examinations must be administered.

### Area of Validity for the Rules and Regulations

The rules and regulations collated in this document are valid for all telc examinations. In addition, for each separate examination, telc gGmbH publishes instructions for conducting the examination and mock examinations with sample tasks. The latest version of both these documents must always be consulted. All regulations referred to in these *Rules and Regulations for telc Examinations* are legally binding.

### Individual Area of Validity for the Rules and Regulations

The rules and regulations are laid out in several documents. All involved parties can thus find the stipulations relevant to their needs. In the interest of transparency, every party concerned can, at the same time, gain an overview of all rules and regulations governing telc examinations.

The *General Terms and Conditions* of telc gGmbH (GTC) – as published on the most recent version of the telc website [www.telc.net](http://www.telc.net) – govern the relationship between telc gGmbH, Baslerstraße 7, 61352 Bad Homburg, and all examination centres or licensed contract partners who maintain business relations with telc gGmbH. The following rules and regulations are associated with the GTC:

- the *Examination Regulations*
- the *General Guidelines for Conducting telc Examinations*
- the relevant and specific *Instructions for Conducting telc Examinations*
- the respective *Mock Examination* with information about the procedure and the assessment
- the *Guidelines for Conducting Examinations with Access Arrangements*

Within the scope of the agreed Licensing Contract, each examination centre requires all persons connected with the examination in question to adhere to the following rules and regulations:

- the *Examination Regulations*
- the *General Guidelines for Conducting telc Examinations*
- the relevant and specific *Instructions for Conducting telc Examinations*
- the respective *Mock Examination*
- the *Guidelines for Conducting Examinations with Access Arrangements* if an examination for test takers with impairments requiring special access arrangements is to take place
- the specific telc marking criteria for examiners and raters which are laid down bindingly in the *Mock Examination* for the examination in question

### Exceptions

With the exception of the *Examination Regulations*, the regulations mentioned in Section 2 do not apply to individuals to be examined i.e. test takers. The examination centre is responsible for ensuring test takers to adhere to the *Examination Regulations* at all times.

The aforesaid does not apply for the examination Deutsch-Test für den Beruf (DTB).

For state-accredited examinations in Hungary, the telc examination rules and regulations apply unless otherwise stipulated by a Hungarian government ordinance or by the telc *Internal Rules for Operation of the Language Examination Center*.

### Versions in other languages

1. The *Rules and Regulations for telc Examinations* are legally binding in the German and English versions. Versions in other languages only provide information. In the event of language discrepancies between the individual language versions of these *Rules and Regulations*, the German version takes precedence.

# General Terms and Conditions for telc Examinations

## § 1 Area of validity

2. These *General Terms and Conditions for telc Examinations* (GTC) govern the relations between telc gGmbH and each individual and legal entity who is party to a valid licensing agreement with telc gGmbH concerning the administration of telc examinations (hereinafter: the licensee).
3. These GTC govern all business relations described above, in particular pertaining to all telc certificate examinations – whether on paper, in hybrid form or digital – conducted within the framework of the aforementioned business association.

## § 2 Area of responsibility of telc gGmbH

1. telc gGmbH is responsible for developing examinations according to international quality standards. Within the framework of the licensing agreement, telc provides the requisite examination materials. It determines, certifies and archives the examination results provided that the licensee meets their obligations arising from the licensing agreement.
2. telc gGmbH awards licences to examination centres. Licensing is at telc gGmbH's sole discretion. telc gGmbH is committed to the common good. Licences are therefore awarded in non-exclusive form. telc gGmbH can also conduct examinations as an examination centre.
3. Additionally, telc gGmbH awards language experts licences to conduct and evaluate Oral Examinations and to evaluate test takers' written performances.
4. As an enterprise certified under ISO EN 9001:2015 and a full member of the Association of Language Testers in Europe (ALTE), telc gGmbH is committed to maintaining and continually developing its system of quality management.

## § 3 Area of responsibility of the licensee

1. The licensee schedules telc examinations and offers them to individuals interested in taking an examination. The licensee is entitled to decide on stipulations for the registration of test takers and on the fees levied on the test takers.
2. The licensee is responsible for fulfilling the conditions set out in the licensing agreement and guarantees telc gGmbH adherence to all rules and regulations. This applies in particular but not exclusively to these *General Terms and Conditions for telc Examinations*, the *General Guidelines for Conducting telc Examinations*, the *Instructions for Conducting telc Examinations* for the specific examination in question, the *Examination Regulations* and the *Mock Examinations*.
3. The licensee, as the examination centre, is the primary business partner of the test takers and ensures that the test takers enter into a binding contractual relationship with the licensee. The licensee invoices the test taker for its services (offering the test) and obliges the test takers to adhere to all relevant rules and regulations, in particular the *Examination Regulations*.
4. The licensee must take all appropriate and reasonable measures to accommodate the needs of individuals with impairments who wish to take a telc examination, doing so in order to ensure equity of access to the examination. The *Guidelines for Conducting Examinations with Access Arrangements* apply in this case.
5. The licensee is obliged to provide suitable examination centre coordinators, invigilators, examiners and, if required, raters with whom a contractual relationship is established and who receive remuneration. The licensee must nominate a person and, if required, a deputy to become the examination centre coordinator and must inform telc gGmbH in writing that this person or these persons have been officially appointed to the post. This must occur irrespective of any upcoming examination dates. Other individuals involved with the examination will be listed in the examination record, which the licensee is responsible for keeping throughout the examination and which is sent to telc gGmbH after every examination is completed.

6. Within the framework of the licensing agreement, the licensee is responsible for all stages of planning and conducting the examination and for safeguarding the examination materials. The licensee guarantees telc gGmbH the confidentiality of the examination materials. All suitable, required and necessary measures must be taken in order to establish and reliably maintain a procedure for conducting the examination that is adapted to the prevailing local circumstances, is secure and complies with the regulations. The legally binding basis for this is the current version of the *Rules and Regulations for telc Examinations* which are published on the telc website ([www.telc.net](http://www.telc.net)). The licensee guarantees telc gGmbH and all individuals involved in the exam adherence to the regulations.
7. The licensee is responsible for compliance with any official requirements, e.g. for health protection.

#### **§ 4 Obligations of all parties involved by the licensee**

1. The licensee is obliged to place all individuals involved in the examination under obligation to adhere to the *Rules and Regulations for telc Examinations*. Furthermore, the licensee must acquire the permission of these individuals to have their identity verified (§ 8) as well as their permission to implement quality assurance measures (§ 7.4). The licensee must provide written proof that this has been done if requested by telc gGmbH.
2. Examination centre coordinators as well as all invigilators, examiners, raters and, if applicable, further individuals involved in the conducting of the examination must agree to adhere to the *General Guidelines for Conducting telc Examinations*, the relevant *Instructions for Conducting telc Examinations*, and the *Examination Regulations* and the *Guidelines for Conducting Examinations with Access Arrangements* (if relevant).
3. The test takers must agree to adhere to the *Examination Regulations*.
4. The licensee is responsible for verifying that examiners and raters are in possession of a telc examiner or rater licence which is valid on the day of the examination and for the examination in question.

#### **§ 5 Granting a licence to an Examination Centre**

1. Institutions, enterprises and individuals wishing to conduct telc examinations as an examination centre must, at all times, be in possession of a valid, effective and current licensing agreement with telc gGmbH. The right to conduct telc examinations becomes invalid with the cessation of the licensing agreement, irrespective of the legal basis for the cessation.
2. Licences can be granted as single licences or group licences. Each type of licence can only be granted after a licensing procedure has been undertaken. A group licence can be expanded if it acquires new sublicensees. This process also requires a licensing procedure. An examination centre has no legal entitlement to being granted a licence, nor for a licence to be extended or for a licensing agreement to be continued.
3. telc gGmbH is entitled to suspend or extraordinarily terminate licensing agreements should the need arise, in particular in the event that there are reasonable doubts about the licensee's reliability and the execution of their contract or in the event that the licensee has violated these *General Terms and Conditions for Conducting telc Examinations*.
4. The licence is generally subject to a fee.
5. The telc standard licence agreement covers the examinations listed in the most recent version of *Appendix 1: Scope of the telc standard licence*. Licences whose scope differs from that shown in Appendix 1 can be agreed on in individual contracts, for example, the licence to conduct digital telc examinations. These GTC apply irrespective of the scope of the licensing.
6. Licensed examination centres may use the telc logo according to the terms of the licensing agreement, if and as long as a valid licensing agreement is in force. The right to use the telc logo ends at the latest when the licensing agreement is terminated, irrespective of the cause. Use of the telc logo or any other mention of telc gGmbH in connection with the licensee's own certification of language competence is prohibited.

#### **§ 6 Licensed location and examination venue**

1. The licence is only valid for a specific location, the address of which is designated as the examination centre in the licensing agreement. This licensed location is the sole delivery address for examination documents and also the venue where examinations are conducted.
2. In special cases, satellite locations may be used.

- 2.1 Satellite locations outside the European Union are only granted approval after successfully passing special quality assurance procedures. Additionally, customized rules and regulations apply.
- 2.2 For licensees within the European Union, the following applies: A satellite location at a maximum distance of 20 kilometres from the licensed location may be registered without further application.
3. Satellite locations are rooms that have been procured solely for the examination, i.e. they are not generally available. If such locations are used regularly, the examination centre must apply for a separate licence for each one.
4. Licensees are liable for the administration of examinations at satellite locations according to the *Rules and Regulations for telc Examinations*.
5. In the case of a group licence, the main licensee is authorised to register examinations for the sublicensees, and the main licensee's address or the sublicensee's address can serve as the delivery and/or invoice address. Conducting the examination at the sublicensee's premises does not require special approval. Similarly, the main licensee can transfer the right to register examinations to the sublicensee.

### **§ 7 Quality Assurance**

1. The licensee must prove that a suitable and industry-standard system of quality assurance has been established. This system must fulfil state-of-the-art technical requirements and ensure that telc examinations are conducted in accordance with the rules and regulations. Particularly essential in the context of quality management are well-tried procedures and the appropriate training and commitment of all involved parties with regard to the regulations. The licensee is also responsible for monitoring and continuously improving the implementation of the defined procedures as well as the *Rules and Regulations for telc Examinations*. If a group licence has been awarded, the main licensee is responsible for the quality assurance measures of all sublicensees.
2. The licensee must have appropriate, suitable and satisfactory infrastructure at their disposal, i.e. the infrastructure must fit the requirements of conducting telc examinations from the point of view of size, technical equipment and organisation, thus guaranteeing at all times that examinations are administered according to the *Rules and Regulations for telc Examinations* and that the security of the examination materials is maintained.
3. In the event that the licensee offers telc examinations or parts thereof digitally, they must ensure, in particular, that the technical infrastructure meets the standards stipulated by telc gGmbH and is reliable in its availability. telc gGmbH accepts no liability for technical difficulties or failures of the licensee's infrastructure. telc gGmbH is in no way responsible for installing, configuring or otherwise administering hardware or software, nor does telc gGmbH offer a continual technical support.
4. telc gGmbH reserves the right to submit the licensee and individuals or companies employed by the same to a quality audit in the form of an announced or unannounced inspection either in situ or by inspecting documents in the telc headquarters or in the form of other suitable and appropriate measures. telc gGmbH is entitled to demand from the licensee statements and documentation regarding quality assurance. The licensee is obliged to cooperate with telc gGmbH in these audits provided that the demands are not unreasonable. The aforementioned sentences apply if group licences are granted both to the main licensee and to the sublicensee.
5. telc gGmbH runs pretests for the purpose of quality assurance for telc examinations. Licensees are offered the opportunity to take part in these if appropriate. They must treat the pretests as they would treat real examinations.

### **§ 8 Identity verification and data security**

1. The licensee must at all times and in every circumstance guarantee and keep a written record for telc gGmbH that the identity of all individuals involved in the examination has been verified in a secure, reliable and state-of-the-art manner. It must be ruled out that none of the aforementioned individuals assumes a false identity or allows others to assume a false identity when dealing with the licensee or telc gGmbH. This applies to test takers and to all other parties involved. The licensee is responsible for taking all necessary technical, organisational and staffing measures to this end. The measures must be initiated, implemented and monitored, whereby telc gGmbH can, at all times, demand written proof thereof in as much detail as it deems necessary.
2. All individuals involved in the conducting of examinations are required by telc gGmbH to observe national and international data protection regulations. In particular the licensee must ensure that all identity verification checks

and the storage of personal data take place in compliance with data protection regulations. The licensee must obtain the consent to data processing of those involved according to the legal requirements in force at the examination location (in the EU, the GDPR). The licensee vouches towards telc gGmbH for the adherence to all valid and relevant data protection regulations. The licensee exempts telc gGmbH from claims made by third parties due to violation of data security regulations.

3. The data relevant to the examination and the test takers are administered in telc gGmbH's online customer portal (telc Community) and, where applicable, in the software used to conduct a digital examination. The data required for the login of the licensee must be securely stored and only divulged to the examination centre Coordinator and this person's nominated deputy who has been committed to confidentiality.

### **§ 9 Handling the examination materials**

1. All examination materials handed over to the licensee by telc gGmbH within the framework of the licensing agreement remain the property of telc gGmbH. They are subject to copyright. It is strictly prohibited to copy, save, store or transmit texts, images, audio and video recordings or to use these for any purpose other than as part of an examination which is licensed, legally registered and conducted according to the regulations. Under no circumstances may examination materials be used or stored for a purpose other than the telc examination for which they were provided.
2. telc certificates and results sheets are protected by copyright. It is prohibited to forge or falsify them.
3. The performances of the test takers in the examination are strictly confidential. They must not be altered or copied.
4. The licensee guarantees the confidentiality of the examination materials and pledges that this confidentiality will be assured through suitable measures. Likewise, the licensee guarantees to oblige to secrecy all individuals involved in the examination to the same extent. It is prohibited to pass on or to use for educational purposes the tasks set in the examination and their solutions, whether before, during or after the examination.
5. telc gGmbH sends the examination documents to the examination centre at its own expense in good time for the date of the examination. If import duties are levied, they must be paid by the examination centre. The examination centre cannot insist on a certain means of sending the materials being used unless it undertakes to pay the costs.
6. Immediately after the examination, the licensee is obliged to dispatch to telc gGmbH, destroy or securely archive the examination documents according to the instructions laid out in the *General Guidelines for Conducting telc Examinations*. Examination materials made available in digital form must be deleted or archived.
7. telc gGmbH and the licensee are obliged to dispatch all examination documents in a secure and traceable manner according to the latest technological standards. No party will assume liability for omissions of or losses by the shipping service provider.

### **§ 10 Infringements of the examination rules and regulations**

1. In the event that it becomes known to the licensee that an examination has been conducted contrary to the regulations, or that examination materials have been stolen or digitized either by the licensee or by a third party, the licensee must immediately report the incident to telc gGmbH in writing, giving a detailed account of the circumstances. In addition, the licensee must provide evidence that it has ensured a suitable and state-of-the-art organisation of all examination procedures to the extent that this is reasonable and that it has ensured the appropriate instruction and obligation of all individuals involved in the examination as laid out in these GTCs. The licensee must further disclose how it was nevertheless possible for an infringement of the regulations to occur and which measures will be taken to avoid a repetition of the incident in the future.
2. In the case of serious and/or not completely factually and judicially clarified or clarifiable violations of the regulations as well as in the case of factually well-founded suspicion regarding the perpetration or the existence of such violations through the licensee or third parties, telc gGmbH reserves the right not to evaluate examinations. It also counts as a serious violation of the regulations if the licensee is not able or inadequately able to provide the proof required in §10.1. In this case, the licensee exempts telc gGmbH from all claims which arise from or in connection with the examination in question and which are lodged by third parties. The exemption also covers any costs of prosecution (of an action) and legal defence that telc gGmbH may deem to be necessary. Furthermore, in the case



of suspected violations, telc gGmbH may implement measures for monitoring the licensee's examinations – which may be subject to a fee – or can suspend the licensee's licence pending clarification, i.e. until robust results of an exhaustive investigation into the factual circumstances and ensuing legal clarifications are in evidence. If a serious violation of the regulations is confirmed or if on account of a violation it is no longer reasonable for telc gGmbH to uphold the licensing agreement, the licence will be revoked with immediate effect. This also applies, in particular but not exclusively, when there is a suspicion that the licensee, individuals associated with the licensee or third parties acting on its behalf are guilty of a violation of duty and when this suspicion cannot or not without unreasonably excessive efforts be dispelled. telc gGmbH explicitly and at any time reserves the right to take further legal action including claiming for compensation. Other options for the termination of contracts and termination options for exceptional reasons as in § 314 BGB (Bundesgesetzbuch) remain unaffected.

3. In the case of a group licence, the main licensee is legally responsible in the event of violations perpetrated by the sublicensee against the examination regulations. Depending on the case in question, measures according to § 10.2 will be taken against the main licensee and all their sublicensees or the measures taken will be restricted to one or more sublicensees. In all cases, the main licensee bears the responsibility.

#### **§ 11 Fees**

1. The contractual partner of telc gGmbH is the licensee. Test takers have no right of claim against telc gGmbH on account of the contractual relationship between telc gGmbH and the licensee.
2. telc gGmbH invoices the licensee for its services as an examination provider according to the current *List of Fees*. The examination fee per test taker consists of a registration fee and an administration fee.
3. The registration fee can be neither reimbursed nor waived.
4. If test takers fail to attend or do not complete the examination, the full examination fee will be levied. This also applies to examinations which cannot be evaluated because of malpractice such as disturbances or cheating. The administration fee will only be waived for the individual in question in the event of a test taker presenting an official sick note issued by a doctor and thus demonstrating that this individual was incapable of taking the examination.
5. The evaluation of written performances and short answers through telc gGmbH as well as (if applicable) other services will be separately charged. The currently valid *List of Fees* applies.

#### **§ 12 Place of jurisdiction and severability clause**

1. If the contracting partner of telc gGmbH is an entrepreneur according to § 14 BGB, a registered trader according to HGB (Handelsgesetzbuch), a legal person of public law or special property under public law, the exclusive place of jurisdiction is the location of telc gGmbH's headquarters, Germany, 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.
2. 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.

**Appendix 1: Scope of the telc standard licence**

Subject no.	Name of the examination	Fee group
1070	Start Deutsch 1 / telc Deutsch A1	A
1069	telc Deutsch A1 für Zuwanderer	A
1003	telc Deutsch A1 Junior	A-S
1090	Start Deutsch 2 / telc Deutsch A2	A
1004	telc Deutsch A2 Schule	A
1033	telc Deutsch A2+ Beruf	A
1060	telc Deutsch A2-B1	B
1061	Zertifikat Deutsch / telc Deutsch B1	B
1001	telc Deutsch B1 Schule	B-S
1034	telc Deutsch B1+ Beruf	B
1066	telc Deutsch B1-B2 Beruf	B
1036	telc Deutsch B1-B2 Pflege	B
1023	telc Deutsch B2	B
1035	telc Deutsch B2+ Beruf	B
1039	telc Deutsch B2 Medizin Zugangsprüfung	B
1067	telc Deutsch B2-C1 Beruf	C
1037	telc Deutsch B2-C1 Medizin	C
1040	telc Deutsch B2-C1 Medizin Fachsprachprüfung	C
1029	telc Deutsch C1	C
1032	telc Deutsch C1 Hochschule	C
1038	telc Deutsch C1 Beruf	C
1002	telc Deutsch C2	C
1178	telc English A1	A
1103	telc English A1 Junior	A-S
1192	telc English A2	A
1182	telc English A2 School	A-S
1160	telc English A2-B1	B
1112	telc English A2-B1 School	B-S
8131	telc English A2-B1 From School to Job	B-S
1165	telc English A2-B1 Business	B
1162	telc English B1	B
1113	telc English B1 School	B-S

1163	telc English B1 Business	B
1130	telc English B1 Hotel and Restaurant	B
1161	telc English B1-B2	B
1115	telc English B1-B2 School	B-S
1166	telc English B1-B2 Business	B
1127	telc English B2	B
1114	telc English B2 School	B-S
1164	telc English B2 Business	B
1109	telc English B2 Technical	B
1134	telc English B2-C1 University	C-S
1167	telc English B2-C1 Business	C
1129	telc English C1	C
1135	telc English C2	C
1244	telc Français A1	A
1203	telc Français A1 Junior	A-S
1294	telc Français A2	A
1284	telc Français A2 Ecole	A-S
1264	telc Français B1	B
1215	telc Français B1 Ecole	B-S
1228	telc Français B1 pour la Profession	B
1224	telc Français B2	B
1385	telc Italiano A1	A
1395	telc Italiano A2	A
1365	telc Italiano B1	B
1325	telc Italiano B2	B
1479	telc Español A1	A
1403	telc Español A1 Junior	A-S
1404	telc Español A1 Escuela	A-S
1497	telc Español A2	A
1487	telc Español A2 Escuela	A-S
1412	telc Español A2-B1 Escuela	B-S
1467	telc Español B1	B
1457	telc Español B1 Escuela	B-S
1458	telc Español B2	B

1459	telc Español B2 Escuela	B-S
1569	telc Português B1	B
1786	telc Русский язык A1	A
1796	telc Русский язык A2	A
1766	telc Русский язык B1	B
1756	telc Русский язык B2	B
1983	telc Türkçe A1	A
1984	telc Türkçe A2	A
1904	telc Türkçe A2 İlkokul	A-S
1989	telc Türkçe A2 Okul	A-S
1985	telc Türkçe B1	B
1908	telc Türkçe B1 Okul	B-S
1986	telc Türkçe B2	B
1934	telc Türkçe B2 Okul	B-S
1932	telc Türkçe C1	C
2085	telc اللغة العربية B1	B
2361	telc Język polski B1-B2 Szkoła	B-S
2205	Zugangsprüfung für in der beruflichen Bildung Qualifizierte	C

Examinations that are available as digital versions are included in the scope of the standard licence. The prerequisite for offering digital examinations is a digital check at telc Campus.

# Examination Regulations

## § 1 Area of Validity

1. These *Examination Regulations* are valid for test takers for telc examinations.
2. They are valid for all examinations leading to a certificate, irrespective of how they are conducted, i.e. paper-based or in completely or partially digital form.

## § 2 The Aim of the Examination

1. The aim of a telc examination is to certify the competences of an individual in a reliable and valid manner.
2. telc gGmbH is only in a position to issue a report on a test taker's performance if it can be proved that each test taker delivers an exclusively individual, independent and verifiable performance in the examination without using any unauthorised aids.

## § 3 Registration for the Examination

1. Potential test takers must register with a telc examination centre for the examination in question. An examination centre is an educational institution which has been licensed by telc gGmbH to offer and conduct telc examinations. An up-to-date list of licensed examination centres is always available on the telc website ([www.telc.net](http://www.telc.net)).
2. By registering for an examination and on receiving a copy of these *Examination Regulations*, the test taker commits her or himself to adhering to the terms of these regulations. The test taker agrees that the chosen examination centre may transmit the personal data necessary for the administration and evaluation of the examination in question to telc gGmbH and that telc gGmbH may process this data to those ends. Depending on the examination, the personal data may include a recording of the Oral Examination.
3. Each examination centre is entitled to decide on prerequisites for registration for a telc examination, fees for sitting the examination and other conditions.
4. Special conditions apply if an individual wishes to register for an accessible examination. These are laid out in the current version of the *Guidelines for Conducting Examinations with Access Arrangements*.

## § 4 Examination Procedure

1. The structure and timescale of the examination are laid out bindingly in the *Mock Examinations* issued by telc gGmbH for the examination in question.
2. Before the examination commences, the test takers must present a valid official identity document with a photograph.
3. At the time previously communicated to the test takers, the invigilator starts the examination by making official announcements. Test takers who arrive after the announcements have begun are excluded from taking the examination. The Written Examination ends when the invigilator informs the test takers that they may leave the examination room.
4. The Oral Examination begins when the test takers enter the waiting room and ends when the examiner informs the test takers that they may leave the examination room.
5. If the examination is paper-based, the test takers write all their answers on the answer sheet. Answers written in the test booklet or on note paper will not be marked. In the case of a digital examination, the answers must be entered into the examination software.
6. Test takers must not disturb the examination. They must abide by the instructions which the examination centre Coordinators, invigilators and examiners give them. It counts as a disturbance if test takers impede the process of testing the skills and knowledge of other test takers, for instance by continuously directing queries at the invigilator or refusing to hand in the answer sheet. If the conduct of an examination is disturbed by disruptive behaviour, this can result in the perpetrator being excluded from the examination either immediately or retrospectively, either partially or completely.

### § 5 Unauthorised aids

1. Test takers may bring pencils, pens, pencil sharpeners and erasers into the examination room. Drinks are only allowed in transparent bottles without labels. Items of personal hygiene such as paper tissues are also permitted.
2. It is recommended that test takers do not bring any additional items into the examination centre. Jackets, bags, mobile phones, wrist watches and any objects other than those mentioned in § 5.1 must be handed in before the examination begins.
3. Objects other than those mentioned in § 5.1 are classified as unauthorised aids. Test takers must not have unauthorised aids with them at any time during the examination. Unauthorised aids include the following, but not exclusively:
  - Dictionaries and text books as well as personal notes (e.g. sample answers, lesson notes).
  - Devices which are able to save, display or transmit information and/or which can be connected to the internet (e.g. mobile phones, wearables such as smart watches or glasses that are able to record, playback and send or receive data via the internet etc.), irrespective of whether or not these devices display such information in the case of an inspection.
4. Notes, diagrams or objects may only be permitted as aids, if a topic for the Oral Examination is to be prepared at home. This is noted in the respective *Mock Examination*.

### § 6 Cheating

1. Test takers must not cheat during the examination. Cheating or attempted cheating leads to exclusion from the examination. In this case, no part of the test taker's performance will be evaluated, and the test taker will not receive any information about their results. In serious cases of cheating or attempted cheating, the examination centre and telc gGmbH have the authority to exclude the test taker in question from future examinations. In serious cases, legal proceedings will be initiated.
2. Cheating is defined thus: Test takers pretend to deliver an individual and independent examination performance but in reality have acquired an unfair advantage or used unauthorised aids. Not only trying to improve one's own performance but trying to support or improve the examination performance of another person counts as cheating. This also applies to supporting or enabling another person to cheat.
3. Malpractice is always in evidence when test takers
  - take unauthorised aids as in § 5 into the examination room.
  - attempt to contact or consult with other test takers during the examination unless the examiner explicitly requests them to do so in the course of the Oral Examination.
  - collude with other test takers with the result that over considerable areas of the examination performance individual efforts can no longer be distinguished. If there are conspicuous similarities on the answer sheets of several test takers, this will be regarded as evidence of cheating, even when no consultation or collusion is proved. Should 60% of wrong answers be identical this will be regularly considered as cheating.
  - hand in examination performances which match the correct answers (in objectively marked tasks) or sample answers (in subjectively marked tasks) to a considerable degree which can typically only be explained as an act of cheating.
  - use sample texts in writing tasks in such a way that no individual performance is discernible (plagiarism). This also applies if minor alterations are made in longer passages. In such cases the test taker's performance cannot be assessed and is given the lowest possible score (zero points). Serious cases of plagiarism will be classified as malpractice.
  - steal, remove, save or photograph, publicise or make available to others in any manner confidential examination materials whether they are on paper or digital. Filming or recording listening tasks or Oral Examinations is also prohibited.
  - assume a false identity or allow a false identity to be assumed by another person.
  - threaten or attempt to bribe any persons involved in the administering of the examination, or any other test takers.

- use or attempt to use the device provided for taking a digital examination (complete or partial) for purposes other than the examination.
4. Attempted cheating will be treated in the same way as completed cheating. The test taker is free to prove that they did not cheat or attempt to cheat.
  5. If cheating or attempted cheating is discovered at any time during the examination process including the evaluation of a test taker's performance, the final decision regarding malpractice rests with telc gGmbH. It is possible for telc gGmbH to penalise a test taker for cheating even if no suspicion was aroused during the examination session. telc gGmbH may rely on the examination record, written reports from the invigilators and exhibits from the examination. Discrepancies which only become evident when the test taker's performance is evaluated after the examination can also lead to malpractice being discovered. telc gGmbH will always give the interests of the test taker due consideration.
  6. If it can be proved that test takers colluded collectively in using unauthorised aids or that all test takers had the opportunity to use an existing unauthorised aid, telc gGmbH may rule that the entire examination will not be evaluated.
  7. If a certificate is presented to an authority or institution as proof of language proficiency and reasonable doubt arises as to whether the certificate was rightfully granted, it is possible to pronounce malpractice at that point in time.

### § 7 Results of the Examination

1. A test taker who has successfully passed a telc examination receives a certificate. A test taker who does not pass the examination receives a results sheet. There is no duration of validity on the certificate. If a person presents an older certificate to an institution, it is the latter's responsibility to decide whether it is still valid for certain purposes.
2. Test takers can retake a complete examination as many times as they wish. The results of all examinations remain valid, even if the examination is retaken.
3. telc examinations are generally taken with all their parts. Test takers who have not passed a telc examination completely may (for certain examinations) retake a part of it at a later date. In this case, a test taker can be given credit for the part already passed (see *Appendix 1: Allocation of partial credit*). Either the Oral Examination or the Written Examination can be retaken within 12 months from the date of the results sheet from the first attempt. Single sub-tests may not be retaken. Credit is only given for those examination results which were achieved most recently. If a test taker wishes to claim partial credit, the examination centre must be notified at the same time as when they register for the examination.
4. telc gGmbH archives the examination materials relevant for the determination of results for a period of four months starting with the notification of results (the date on the certificate or the results sheet).
5. The results of telc examinations are digitally archived for ten years. During this period, test takers can request a second issue of their certificate or results sheet for a fee (see *Appendix 2: Fees and deadlines*). This new document is marked "Duplicate". Duplicates must be requested directly from telc gGmbH. If third parties make the request, the holder of the certificate must give written permission. Duplicates will not be issued if irregularities have occurred during the examination.
6. If the test taker changes their name, a duplicate certificate issued in the new name can be requested for a fee (see *Appendix 2: Fees and deadlines*). The request must be accompanied by a copy of the applicant's identity document and an official certification of the name amendment. The request for a duplicate on the grounds of a last name changed due to marriage or divorce will not be granted. In these cases, the name which was correct at the time of the examination is still legally valid.

### § 8 Appeals, reviewing results and viewing

1. Test takers may appeal against the conducting of the examination if they become aware of a violation of the valid *Rules and Regulations for telc Examinations*. Reasons for the claim must be given. The fact that a test taker did not achieve a certain score in the examination is not sufficient substantiation for a claim. The decision whether to recognise a claim rests with telc gGmbH.

2. Test takers can submit an application for a review of their examination results for a fee (see *Appendix 2: Fees and deadlines*). Submitting an application does not entitle the applicant to an improvement of their examination results, and it should be noted that a lower assessment of the examination performance is also possible. In case of an alteration, the revised result is irrevocably valid. The original certificate or Result Sheet must be sent back to telc gGmbH who will issue a new document with the revised results and reimburse the costs of the review.
3. Appeals and applications for a results review can be made once only within the first six weeks after notification of the examination results (the date on the certificate or the results sheet) in writing, using the application form provided on the telc website [www.telc.net](http://www.telc.net). If third parties make the appeal or apply for a review, they must provide written permission by the test taker.
4. Test takers can submit an application for viewing their answer sheet in person within three months of the notification of results (date on the telc certificate or the results sheet). Further individuals cannot be present at the viewing. Copies, transcripts or photos of the answer sheet are not permitted. telc gGmbH does not offer consultation. The application for viewing must be submitted via the telc website [www.telc.net](http://www.telc.net).

### Appendix 1: Allocation of partial credit

The allocation of partial credit is possible for examinations

- at Level B1
- at Level B2
- at Level C1
- at Level C2

The allocation of partial credit is not possible for examinations

- at Level A1
- at Level A2
- which are scaled at two levels (A2·B1, B1·B2, B2·C1)

### Appendix 2: Fees and deadlines

Application for a	Time limit for the application	Fees levied by telc gGmbH
results review	6 weeks after issue of certificate or results sheet	€ 40
duplicate certificate or name amendment	10 years after issue of certificate or results sheet	€ 40

These fees are gross prices including statutory VAT.



# General Guidelines for Conducting telc Examinations

## § 1 Area of validity

1. These *General Guidelines for Conducting telc Examinations* are legally binding for all individuals involved in the organisation and administration of a telc examination, in particular for examination centre Coordinators, invigilators, examiners and raters who have been engaged by a telc licensee, i.e. an examination centre.
2. They are valid for all telc certificate examinations whether they are conducted as paper-based or digital examinations.

## I Examination Centre Coordinator

### § 2 Responsibilities of the Examination Centre Coordinator

1. The examination centre coordinator is responsible for all stages of organisation and administration before, during and after the examination in question. The coordinator is responsible for conducting telc examinations in a standardised manner according to all the *Rules and Regulations for telc Examinations*. In particular, these are the *General Guidelines for Conducting telc Examinations*, the specific *Instructions for Conducting telc Examinations* for the examination in question and the Examination Regulations. It must be guaranteed that the basic principles of examining and thus of equity of outcome are fundamentally implemented i.e. not only in the circumstances mentioned in this document. Vital in this context is the coordinator's responsibility for the integrity and security of the examination and, in particular, the proper handling of examination materials whether they are in print or in digital form.
2. Throughout the examination, the coordinator must be available at all times for all individuals present in the examination centre who are involved in the examination and also for telc gGmbH. The coordinator must be either present or reliably accessible by phone and must be able to intervene during the course of the examination if the need arises.
3. The coordinator may act as the sole invigilator as long as a further trained person can be called to the scene as circumstances require. She or he can oversee several examinations which run concurrently, but in this case cannot act as an invigilator as well.

## PREPARATION FOR THE EXAMINATION

### § 3 Examination Dates and Registration

1. Individual test takers must register in good time for the examination. The coordinator makes sure that they agree to accept the *Examination Regulations* and give permission to use their personal data. This compliance must be recorded in writing at the time of registration.
2. In order to arrange the scheduled examination date with telc gGmbH, the coordinator must register the examination bindingly online via the customer portal (telc Community) within the relevant deadline (see *Appendix 1: Deadlines*). The dates of the Written and Oral Examinations must be indicated. The Oral Examination may take place on the same date as the Written Examination or up to seven calendar days afterwards. In the course of registration, the number of test takers is determined, in the case of paper-based examinations until the closing date for registration, in the case of digital examinations also after registration until the day of the examination.
3. Each registration, i.e. examination order, must state the number and size of the examination groups for the Written and the Oral Examinations. The test takers are arranged in groups for the Written Examination if they are spread out over more than one room because of the capacity of the available rooms. Test takers in one room are counted as one group, and the number of examination groups thus corresponds to the number of simultaneously occupied examination rooms. The number of examination groups for the Oral Examination is the same as the number of

examiner panels conducting the examination. If examinations take place at different times on the same day, they must be registered as separate examinations at telc gGmbH, even if they take place in the same location.

4. If a test taker wishes to claim credit for a partial result from a previous examination, telc gGmbH must be notified of this at the time of registration.
5. Names and other necessary personal data must be sent to telc gGmbH after the examination in the case of paper-based and hybrid examinations and before the examination for digital examinations.
6. Different registration timelines and conditions apply to examinations with access arrangements. See the *Guidelines for Conducting Examinations with Access Arrangements*.

#### **§ 4 Handling the examination materials**

1. If the examination materials have not arrived in time before the date of the examination, telc gGmbH must be notified immediately. If this notification is delayed, the examination centre shall bear the risk and be responsible for any supplementary costs that ensue. The examination materials are deemed to have arrived on time if printed materials reach the examination centre five days before the examination date and access information regarding digital or hybrid examinations or components is available two days before the date.
2. The examination materials do not become the property of the examination centre when they have been delivered there; the examination centre only receives the right to use them in the examination on the agreed date. All examination materials are protected by copyright, and telc gGmbH has the sole right of disposal for them. The materials sent by telc gGmbH to the examination centre, in particular, test booklets, answer sheets and digital files are strictly confidential and must be kept until the examination date in the examination centre's secure storage facility. In the case of a digital examination, all tasks and further information in frontend and in backend of the examination software must be treated with the same confidentiality. The data required for the administrative log-in to the examination software must be kept secret.
3. Printed examination documents must be checked immediately on receipt for completeness, correctness of content and factual accuracy. However, packet 2 (material for the Written Examination) and packet 3 (material for the Oral Examination) must not be opened. Due to their transparent packaging it is possible to carry out the requisite checks without opening them. If a false delivery is detected, telc gGmbH must be informed immediately.
4. If an examination does not take place at all, the examination documents in packets 2 and 3 must be sent back immediately, unopened and under secure conditions to telc gGmbH.

#### **§ 5 Preparing for a digital examination**

1. If an examination centre proposes to offer a digital or hybrid examination, the technical requirements must be tested in good time. These requirements are laid out in the latest Instructions for Conducting Digital telc Examinations.
2. The examination centre coordinator or their deputy must become acquainted with the software in good time before the examination and ensure that it will function at the examination location.
3. The test takers' personal data must be entered according to the regulations for digital examinations.

#### **§ 6 Planning how to conduct the examination**

1. In good time before the examination, the examination centre coordinator must recruit suitable individuals to act as invigilators, supervisory staff, examiners and (if chosen) raters for the examination (for the required number of examiners see *Appendix 2: Features of telc Examinations – C*). These individuals must be instructed in their tasks in a binding and documented manner. The coordinator must make sure that all potential examiners and raters are in possession of a telc licence which is valid on the examination date for the examination in question. The suitability of all persons involved in the examination, especially in case of conflict, is at the discretion of the coordinator.
2. An individual who has taught a test taker at any time during the six months prior to the examination may not examine this person in the Oral Examination nor rate any part of their written performance.
3. A list of test takers must be drawn up.
4. Paper for taking notes, stamped by the examination centre, must be provided for all examinations. In paper-based examinations, test takers are provided with soft pencils, erasers and pencil sharpeners.

### Written Examination

1. For the Written Examination, the following rooms are required: an examination room, a cloakroom (if not otherwise possible, in the examination room) and for examinations which have a break (see *Appendix 2: Features of telc Examinations – A*) an extra room for the break. The examination room must have an easily visible wall clock and a whiteboard or equivalent (e.g. a flip chart). No learning aids or posters on the walls are allowed.
2. For a paper-based examination, the required equipment for playing audio files (usually in mp3 format) must be in the room.
3. The seating arrangements for the Written Examination must be organised in such a way as to prevent test takers from overlooking the work of others. The minimum distance between the test takers must be 1.5 metres, measured from the centre of the chairs to the front, to the back and to the sides. Place dividers which block the view are not permitted.
4. At least one invigilator must be present in the examination room throughout the examination. If there are more than 26 test takers or the layout of the room makes it necessary, a second invigilator must be present. For each new batch of 26 test takers, a further invigilator is required. Depending on the location, more than this minimum number of invigilators may be necessary to ensure the integrity of the examination.
5. It is advisable to enlist an extra invigilator to assist in the administration at the beginning and end of the examination. In the case of a digital examination, a technically trained person should support the invigilators, in particular at the beginning of the examination.
6. Depending on the layout of the room, a further invigilator must be on duty outside the examination room in order to observe test takers who are visiting the toilets or waiting to go into the preparation room for the Oral Examination.
7. If the examination includes a break, the test takers must be supervised throughout the break.

### Oral Examination

1. The required setup for the Oral Examination consists of an examination room, a waiting room and a preparation room if the examination in question requires preparation (see *Appendix 2: Features of telc Examinations – D*).
2. The test takers must be divided in advance into pairs or groups according to the instructions for the examination in question (see *Appendix 2: Features of telc Examinations – E*). The number of test takers per examination round is prescribed for each examination; a deviation is permitted only for one examination round in case of an uneven number of test takers (see *Appendix 2: Features of telc Examinations – F*). If there is only one test taker for the examination, an individual examination is always permitted.
3. At the beginning of the Oral Examination, all test takers must be present in the waiting room. In order to reduce the waiting time, it is permitted to divide the examination group into subgroups. These can be given different time slots for their examination, provided that a different test packet of the test booklet is used for each subgroup.
4. If the examination specifications require preparation time, the examination centre coordinator must lay down in advance which test taker is A and which is B and how the oral tasks are assigned to them.
5. The required minimum distance of 1.5 m between test takers must be enforced in the preparation room as well.
6. Test takers who have taken the Oral Examination are permitted to leave the examination location, provided that measures are in force which prevent them from entering into any kind of contact with test takers who have not yet taken the Oral Examination.
7. It must be borne in mind that examiners are not permitted to conduct more than 13 examination rounds per day.

## CONDUCTING THE EXAMINATION

### § 7 Conducting the examination

1. The examination rooms must be signposted and labelled.
2. On the day of a paper-based examination, the required examination materials for the Written and the Oral Examinations must be fetched from the secure storage, but Packet 2 and Packet 3 may only be opened just before the Written or Oral Examination respectively.

3. The technical equipment for playing an audio file or for conducting digital examinations or parts of digital examinations must be checked in good time before the examination.
4. The coordinator must make sure that all individuals involved in conducting the examination are present and ready for their assignment. When instructing invigilators and examiners, importance should be attached to keeping to the exact time schedule and maintaining examination security. Instructions for paper-based examinations must draw attention to the fact that the answer sheet may not be separated before the examination begins but must be handed over to the test takers in one piece.

#### **§ 8 Public attendance at examinations**

1. telc examinations are not public. Licensed examiners are permitted to observe examinations if telc gGmbH has given written permission and if the examiners have not taught the test takers.
2. Employees of telc gGmbH and individuals engaged by telc are entitled to visit an examination venue whether announced or unannounced for the purpose of carrying out an audit. The times at which a visitation begins and ends must be marked in the examination record form.
3. Audio or video recordings and photography during an examination are only permitted if telc gGmbH has given prior permission in writing.

### **AFTER THE EXAMINATION**

#### **§ 9 Transmission, disposal and archiving of data**

1. When an examination is completed the test takers' personal data including their test taker's number, i.e. the answer sheet number, must be sent to telc gGmbH digitally via the *telc Community* within the allocated time frame. Corrections due to transmission of incorrect data will be charged according to expenditure.
2. Together with the test takers' data, the personal data of the examiners and (if used) raters must be transmitted to telc gGmbH via the examination protocol.
3. Immediately after the examination, all test booklets must either be destroyed or sent back to telc gGmbH. In either case, the chosen procedure must protect the confidentiality of examination materials and adhere to best practice methods. The procedure must be marked in the Checklist for the return of examination documents, signed and confirmed by the coordinator's signature and the stamp of the examination centre. telc gGmbH is entitled to verify the procedure without prior notice.
4. The answer sheets must be put in alphabetical order and separated into an alphabetical pile for each page. It is essential that the personal data entered on the answer sheets is checked for completeness.
5. The test takers' *Answer Sheets S30*, the *Examination Record Form A50*, the *Checklist for the return of examination materials A30* and, if relevant, the *Checklist for forwarding answer sheets for rating A40*, the seating plan and any other examination documents must be sent immediately after the conclusion of the examination to telc gGmbH, using a procedure that guarantees confidentiality.
6. On concluding a digital examination, it must be guaranteed that all necessary data have been entered into the software and checked for correctness and completeness.
7. telc gGmbH cannot begin to evaluate the test takers' performances until it has received all examination data and materials in their entirety.
8. The examination centre archives a copy of the Examination Record Form A50 and the examiners' *Score Sheets M10* for at least six months under secure conditions.

#### **§ 10 Non-attendance at the examination and crediting partial results**

1. If a test taker does not attend the examination due to illness and waiving the administration fee is therefore requested, the requisite doctor's note should be included in the documents sent to telc gGmbH after the examination. If this is not possible, the information that a doctor's note will be submitted at a later date must be included in the examination documents returned to telc gGmbH.
2. If a test taker claims credit for a partial result of an examination previously taken, the documents sent to telc

gGmbH must include a copy of the relevant results sheet as well as the test taker's number of the partial result.

### § 11 Rating

1. The written performance of test takers in the examination (including short answers) can be assessed by licensed raters on behalf of the examination centre.
2. In case of a paper-based examination, it must be guaranteed that the scripts and tasks change hands under secure conditions. If at all possible, the rating should take place at the examination centre, so that the examination documents do not leave the premises. Rated scripts must be sent back to telc gGmbH within the allocated time frame.
3. §23.4 regulates the handling of examination materials.
4. Alternatively, the rating can be carried out by telc gGmbH for a fee.

### § 12 Examination results

1. It is not permissible to give test takers any information about their performance after the examination. telc gGmbH has the sole and exclusive right to determine the results of the examination. The test takers' valid results will be made known by means of certificates or results sheets.
2. After the results have been determined, the examination centre receives notification in the form of certificates for test takers who have passed and Result Sheets for test takers who have not passed the examination. The results are also transmitted digitally to the examination centre via the *telc Community*.
3. The examination centre coordinator or deputy must sign and seal or stamp the certificates and results sheets. Otherwise they are not valid.
4. Should personal data have been entered incorrectly, telc gGmbH can correct notifications of results for a service fee. It must be ensured that test takers receive only one version of their notification of results.
5. The examination centre must hand over the certificates or Result Sheets to the test takers within two weeks of receipt, as long as the test takers have fulfilled their contractual duties towards the examination centre.
6. After the examination, the examination centre receives no examination material, model answers to tasks etc. from telc gGmbH and thus cannot review the results of the examination.

## II Invigilators

### § 13 Responsibilities of the invigilators

1. Invigilators can be asked to fulfil their duties in the examination room during the Written Examination, in the preparation room for test takers in the Oral Examination, in corridors, in waiting rooms and areas or in rooms and areas occupied by the test takers during breaks. In all these locations, the invigilators ensure that the examination is conducted according to the established rules. They ensure the integrity of the examination by adhering to all organisational rules and schedules. In particular, they make sure that each test taker delivers an exclusively individual, independent and verifiable performance in the examination without using any unauthorised aids and that the examination materials remain secure.
2. The examination centre formally obliges the invigilators to fulfil their duties and the examination centre coordinator instructs them about each assignment before the examination begins.

### Written Examination

#### § 14 Before the Written Examination

1. The invigilators check that the examination room has been set up according to the regulations.
2. Before test takers are allowed into the examination room, the invigilators make sure that jackets, bags, mobile phones, wrist watches and other personal items are stored outside the room or under equivalent secure conditions. On no account may personal items be taken to the test taker's seat. Test takers may bring pencils, pens, pencil sharpeners and erasers into the examination room. Drinks are only allowed in transparent bottles without labels. Items of personal hygiene such as paper tissues are also permitted.
3. Before they are allowed into the examination room, all test takers are required to produce a valid official identity

document with a photograph, so that names and personal data can be checked against the list of test takers. The identity of all test takers must be verified beyond doubt. If required by circumstances, the test takers' identity must be checked repeatedly, e.g. after the break.

### **§ 15 Procedure for the Written Examination**

1. In a paper-based examination, the invigilator hands out to each test taker an answer sheet which must still be in one piece.
2. The invigilator starts the examination by making official announcements. In a paper-based examination, the main information will be about
  - the time schedule
  - how to fill in the personal data and the examination details (e.g. the test version and – if applicable – the number of the writing task, see *Appendix 3: Features of the Examinations – B*) on the answer sheet
  - how to mark the answers on the answer sheet.
3. In a digital examination the main information will be about
  - how to log into the examination software
  - how the software functions (especially time control, navigation, selecting answers)
4. Furthermore the test takers will be cautioned against infringing examination security (see *Examination Regulations §5 Unauthorised Aids and §6 Malpractice*). At this stage, test takers have one last chance to hand in unauthorised aids.
5. The invigilator records the time when the announcements begin on the examination record form. After this point, no delayed test taker will be allowed into the examination room.
6. The test takers are only permitted to start working on the tasks in the test booklet when the invigilator announces the beginning of the examination proper. The times for the beginning and end of each subtest are written on a whiteboard/flip chart etc. where they are clearly visible to the test takers.
7. Following the *Instructions for Conducting telc Examinations* for the specific examination in question, invigilators collect individual pages of the answer sheet at certain stages of the examination and the remaining ones at the end. This ensures control of processing times whilst allowing the test takers to use the time available within each time slot as they think fit.
8. If there are any interruptions in the course of the examination, the invigilator immediately tells the test takers to stop working until such time as the examination can be resumed.

### **§16 Documentation**

1. A clear and accurate seating plan must be drawn up for each group of test takers in the Written Examination.
2. For paper-based examinations with individual writing tasks (see *Appendix 3 – Features of telc Examinations – B*), the number of the task must be entered on the seating plan. This is not necessary for digital examinations.
3. The invigilator must keep a written examination record and confirm it with her or his signature. Anything worthy of note must be included in this report; if required, a further piece of paper can be used. This includes every time a test taker leaves the room (to visit the toilet) and also every interruption or disturbance. Every such incident and the exact time it occurs must be entered on the examination record form.

### **§17 Ensuring Examination Security**

1. It is imperative to ensure that at all times during the Written Examination at least one invigilator is present in the Examination Room.
2. During the official announcements, the invigilator is only permitted to answer questions relating to the administration or technical organisation of the examination. She or he neither answers nor comments on questions relating to the content of the examination. Once the examination has begun, no more questions may be asked or answered. The invigilator is only permitted to give the test takers short indications of the remaining time during the examination and to remind them that all their answers must be entered onto the answer sheet.
3. During the examination, the test takers' identity documents must be visible on their desks so that the invigilator can ensure that the personal data on the answer sheet or in the examination software matches that of the test taker.
4. Each time a test taker leaves the room (to visit the toilet), the exact times of their absence must be recorded on the

record form. Only one test taker may be absent from the room at any one time and their absence must be under controlled conditions, i.e. it must be guaranteed that they cannot have contact to any person outside the examination room other than those entrusted with tasks in the examination process (i.e. not to teachers or test takers who have left the examination, etc.).

5. Controlled conditions must also be ensured during the break required in some examination formats.

#### **§ 18 Misconduct of test takers**

1. Every misconduct of the test takers must be documented in detail in writing. This includes disruptions to the examination process (see *Examination Regulations* § 4.6) and attempts at cheating (see *Examination Regulations* § 6).
2. In the event that cheating or an attempt to cheat is detected, the test taker or test takers involved will be excluded from the examination (see *Examination Regulations*, § 6). It is the examination centre coordinator's responsibility to make the requisite decision. If possible, the individual(s) involved will be excluded immediately, unless this would unduly disturb the other test takers. An exclusion may also be pronounced retrospectively.
3. Personal notes made by test takers which lend themselves to being used in an attempt at cheating must be confiscated and added to the documentation.
4. In the event that examination materials are photographed, an audio or video recording is made or any other digitalisation of examination materials is carried out, the data should be deleted from the devices. If the perpetrator refuses to carry out the deletion, this must be noted on the examination record form.

#### **§ 19 Concluding the examination**

1. Test takers are permitted to leave the examination before the allocated time has elapsed, on condition that this will not disturb other test takers. After the former have handed in their complete examination documents or have submitted a digital examination, they must leave the examination room swiftly and are not allowed to enter it again. The examination centre must guarantee that these test takers cannot contact any other individual still taking the examination.
2. Under no circumstances may a test taker remove test booklets or personal notes from the examination room after the examination. For this reason, all examination materials must be collected and checked for completeness. Only when this has been successfully done may test takers leave the room.
3. If the answer sheet was not sufficient when writing and the last part of the written performance is on note paper, this will be sent to telc gGmbH for a decision on how to deal with it.

### **Oral Examination**

#### **§ 20 Waiting room**

1. All the test takers wait under controlled conditions in the waiting room until it is time for their individual examination. An invigilator need not be continually present in the waiting room, but appropriate measures must be taken to ensure that there is no contact to individuals outside the room.

#### **§ 21 Preparation room**

1. If a preparation time is part of the Oral Examination, the invigilator in the preparation room checks the identity of the test takers, hands out the correct task sheets and ensures that controlled conditions are enforced.
2. The invigilator ensures that all task sheets remain in the preparation room when the test takers leave it.



### III Examiners

#### § 22 Responsibilities of the examiners

1. Examiners conduct the Oral Examinations on behalf of the examination centre and assess the test takers' performances according to the marking criteria drawn up by telc gGmbH. They enter their marks on the *Score Sheet M10* and in addition on the test taker's *Answer Sheet S30*.
2. For this assignment the examiners must possess an examiner licence issued by telc gGmbH which is valid on the day of the examination and for the examination in question. The licence is granted to an individual who has successfully taken part in an examiner training authorised or conducted by telc gGmbH. The current version of *Appendix 3: Examiner licences* provides details on the examinations for which a certain licence is valid.
3. Examiners may also act as invigilators for the Written Examination taken by the same group of test takers. However, during the Oral Examination they are responsible solely for their examining assignment and not for any other aspect of the organisation of the examination as a whole.
4. If the examination has no preparation time, the examiners are responsible for checking the identity of the test takers (see *Appendix 2: Features of telc Examinations – D*).
5. If an examination which is conceived as a group or pair examination has to be conducted as an individual examination (see *Appendix 2: Features of telc Examinations – F*), one of the two examiners in the examiner panel takes on the role of the missing test taker.
6. If the test takers have brought notes made during the preparation time into the examination room, these must be handed in after the examination and subsequently destroyed.
7. The examiners conduct the examination using the tasks provided by telc gGmbH. It must be guaranteed that the copyright belonging to telc gGmbH is protected at all times. Tasks from the examination or personal notes made during it may not be kept after completion of the examination.
8. telc gGmbH reserves the right to withdraw an examiner licence in the event that an Oral Examination is not conducted and/or examination materials are not used in accordance with the regulations.

### IV Raters

#### § 23 Responsibilities of the raters

1. Raters evaluate on behalf of the examination centre the written performances and short answers, if applicable, of the test takers in a telc examination according to the marking criteria drawn up by telc gGmbH. They enter their marks on the test taker's *Answer Sheet S30*. In the case of a digital examination the marks are entered into the examination software.
2. For this assignment the examiners must possess a rater licence issued by telc GmbH which is valid on the day of the examination and for the examination in question. The licence is granted to an individual who has successfully taken part in a rater training authorised or conducted by telc gGmbH. The current version of *Appendix 4: Rater licences* provides details on the examinations for which a certain licence is valid.
3. For reasons of examination security, raters should carry out the assessment on the premises of the examination centre. The raters assess the performances independently of each other but are permitted to discuss individual performances.
4. Raters receive a copy of the tasks they require for their evaluation; these are taken from a test booklet used in the examination. It must be guaranteed that the copyright belonging to telc gGmbH is protected at all times. The task sheets must be sent back to telc gGmbH together with the test takers' assessed performances. Task sheets or private notes made during the rating may not be kept after completion.
5. telc gGmbH reserves the right to withdraw a rater licence in the event that the rating is not conducted and/or examination materials are not used in accordance with the regulations.



**Appendix 1: Deadlines**

	Deadline
Registration of an examination at telc gGmbH	14 calendar days before the date of the Written Examination
Registration for examinations with access arrangements	30 calendar days before the date of the Written Examination (120 calendar days for test takers with visual impairments)
Scheduling the Oral Examination	from the day of the Written Examination until 7 calendar days after the Written Examination
Return of examination documents (date of dispatch)	4 calendar days after the Oral Examination
Submission of test taker data to the telc Community for paper-based examinations	6 calendar days after the Oral Examination
Submission of doctor's notes	6 calendar days after the Oral Examination
Return of rated subtest <i>Writing</i> and short answers (date of dispatch)	7 calendar days after the Written Examination
Registration of test takers for digital examinations	until just before the start of the examination

The deadlines are the last possible date.

## Appendix 2: Features of telc Examinations

This chart gives answers to the following questions for each examination:

- A** Is there a break in the Written Examination?
- B** Must the number of the writing task be written on the answer sheet?
- C** How many examiners are required per examination panel for the Oral Examination?\*
- D** Is there a preparation time for the Oral Examination?
- E** How many test takers are examined together in the Oral Examination?
- F** How many test takers can be examined together in one round of examination if there are an odd number of test takers overall and therefore the number of test takers cannot be adhered to as determined under E?

Subject no.	Name of the examination	A	B	C	D	E	F
1070	Start Deutsch 1 / telc Deutsch A1			1-2		4	3
1069	telc Deutsch A1 für Zuwanderer			1-2		4	3
1003	telc Deutsch A1 Junior			1-2		2	1
1090	Start Deutsch 2 / telc Deutsch A2			1-2		2	1
1004	telc Deutsch A2 Schule			1-2	yes	2	1
1033	telc Deutsch A2+ Beruf			2		2	1
1060/8060	telc Deutsch A2-B1			2		2	1
1061/8061	Zertifikat Deutsch / telc Deutsch B1			2	yes	2	1
1001	telc Deutsch B1 Schule			2	yes	2	1
1034	telc Deutsch B1+ Beruf			2	yes	2	1
1066	telc Deutsch B1-B2 Beruf			2	yes	2	1
1036/8036	telc Deutsch B1-B2 Pflege			2	yes	2	1
1023/8023	telc Deutsch B2		yes	2	yes	2	3
1035	telc Deutsch B2+ Beruf	yes		2	yes	2	3
1039	telc Deutsch B2 Medizin Zugangsprüfung			2	yes	2	3
1067	telc Deutsch B2-C1 Beruf	yes		2		2	3
1037	telc Deutsch B2-C1 Medizin	yes		2	yes	2	3
1040	telc Deutsch B2-C1 Medizin Fachsprachprüfung			2	yes	1	
1029	telc Deutsch C1	yes		2	yes	2	3
1032/8032	telc Deutsch C1 Hochschule	yes	yes	2	yes	2	3
1038	telc Deutsch C1 Beruf	yes		2	yes	2	3
1002	telc Deutsch C2	yes		2	yes	1	
1178	telc English A1			1-2		4	3
1103	telc English A1 Junior			1-2		2	1

1192	telc English A2			1-2	yes	2	1
1182	telc English A2 School			1-2	yes	2	1
1160	telc English A2-B1			2		2	1
1112	telc English A2-B1 School			2		2	1
1165	telc English A2-B1 Business			2		2	1
1162	telc English B1			2	yes	2	1
1113	telc English B1 School			2	yes	2	1
1163	telc English B1 Business			2	yes	2	1
1130	telc English B1 Hotel and Restaurant			2	yes	2	1
1161	telc English B1-B2			2	yes	2	1
1115	telc English B1-B2 School			2	yes	2	1
1166	telc English B1-B2 Business			2	yes	2	1
1127	telc English B2			2	yes	2	3
1114	telc English B2 School			2	yes	2	3
1164	telc English B2 Business	yes		2	yes	2	3
1109	telc English B2 Technical	yes		2	yes	1	
1134	telc English B2-C1 University	yes		2		2	3
1167	telc English B2-C1 Business	yes		2		2	3
1129	telc English C1	yes		2	yes	2	3
1135	telc English C2	yes		2	yes	1	
1244	telc Français A1			1-2		4	3
1203	telc Français A1 Junior			1-2		2	1
1294	telc Français A2			1-2	yes	2	1
1284	telc Français A2 Ecole			1-2	yes	2	1
1264	telc Français B1			2	yes	2	1
1215	telc Français B1 Ecole			2	yes	2	1
1228	telc Français B1 pour la Profession			2	yes	2	1
1224	telc Français B2			2	yes	2	3
1385	telc Italiano A1			1-2		4	3
1395	telc Italiano A2			1-2	yes	2	1
1365	telc Italiano B1			2	yes	2	1
1325	telc Italiano B2			2	yes	2	3
1479	telc Español A1			1-2		4	3

1403	telc Español A1 Junior			1-2		2	1
1404	telc Español A1 Escuela			1-2		4	1
1497	telc Español A2			1-2	yes	2	1
1487	telc Español A2 Escuela			1-2	yes	2	1
1412	telc Español A2·B1 Escuela			2		2	1
1467	telc Español B1			2	yes	2	1
1457	telc Español B1 Escuela			2	yes	2	1
1458	telc Español B2			2	yes	2	3
1459	telc Español B2 Escuela			2	yes	2	3
1569	telc Português B1			2	yes	2	1
1786	telc Русский язык A1			1-2		4	3
1796	telc Русский язык A2			1-2	yes	2	1
1766	telc Русский язык B1			2	yes	2	1
1756	telc Русский язык B2			2	yes	2	3
1983	telc Türkçe A1			1-2		4	3
1984	telc Türkçe A2			1-2	yes	2	1
1904	telc Türkçe A2 İlkokul			1-2		2	1
1989	telc Türkçe A2 Okul			1-2	yes	2	1
1985	telc Türkçe B1			2	yes	2	1
1908	telc Türkçe B1 Okul			2	yes	2	1
1986	telc Türkçe B2			2	yes	2	3
1934	telc Türkçe B2 Okul			2	yes	2	3
1932	telc Türkçe C1	yes		2	yes	2	3
2085	telc اللغة العربية B1			2	yes	2	1
2361	telc Język polski B1·B2 Szkoła			2	yes	2	1

\*1-2 examiners: telc gGmbH recommends having two examiners, one examiner is sufficient.

**Appendix 3: Examiner licences**

Name of the licence	The licence holder is authorised to examine test takers in these examinations:			
اللغة العربية B1	2085	telc اللغة العربية B1		
Deutsch A1–A2	1070	telc Deutsch A1 (Start Deutsch 1)	1090	telc Deutsch A2 (Start Deutsch 2)
	1003	telc Deutsch A1 Junior	1004	telc Deutsch A2 Schule
	1069	telc Deutsch A1 für Zuwanderer	1033	telc Deutsch A2+ Beruf
Deutsch B1–B2	1061/8061	telc Deutsch A2·B1	1066	telc Deutsch B1·B2 Beruf
	1061/8061	telc Deutsch B1 (Zertifikat Deutsch)	1036/8036	telc Deutsch B1·B2 Pflege
	1001	telc Deutsch B1 Schule (Zertifikat Deutsch für Jugendliche)	1023/8023	telc Deutsch B2
	1034	telc Deutsch B1+ Beruf	1035	telc Deutsch B2+ Beruf
Deutsch C1	1029	telc Deutsch C1	1067	telc Deutsch B2·C1 Beruf
	1032	telc Deutsch C1 Hochschule		
	1038	telc Deutsch C1 Beruf		
Deutsch C1–C2	1067	telc Deutsch B2·C1 Beruf	1002	telc Deutsch C2
	1029	telc Deutsch C1		
	1032/8032	telc Deutsch C1 Hochschule		
	1038	telc Deutsch C1 Beruf		
Deutsch Pflege	1036/8036	telc Deutsch B1·B2 Pflege		
	1066	telc Deutsch B1·B2 Beruf		
Deutsch Medizin/ Pflege	1036/8036	telc Deutsch B1·B2 Pflege	1066	telc Deutsch B1·B2 Beruf
	1039	telc Deutsch B2 Medizin Zugangsprüfung	1067	telc Deutsch B2·C1 Beruf
	1037	telc Deutsch B2·C1 Medizin		
	1040	telc Deutsch B2·C1 Medizin Fachsprachprüfung*		
English A1–A2	1178	telc English A1	1192	telc English A2
	1103	telc English A1 Junior	1182	telc English A2 School
English B1–B2	1162	telc English B1	1127	telc English B2
	1113	telc English B1 School	1114	telc English B2 School
	1163	telc English B1 Business	1164	telc English B2 Business
	1130	telc English B1 Hotel and Restaurant	1109	telc English B2 Technical
English C1–C2	1129	telc English C1	1135	telc English C2
English Dual Level	1160	telc English A2·B1	1161	telc English B1·B2
	1112	telc English A2·B1 School	1115	telc English B1·B2 School
	1165	telc English A2·B1 Business	1166	telc English B1·B2 Business
			1134	telc English B2·C1 University
			1167	telc English B2·C1 Business

Español A1–A2	1479 1404 1403	telc Español A1 telc Español A1 Escuela telc Español A1 Junior	1497 1487	telc Español A2 telc Español A2 Escuela
Español B1–B2	1467 1457	telc Español B1 telc Español B1 Escuela	1458 1459	telc Español B2 telc Español B2 Escuela
Español Dos Niveles	1412	telc Español A2·B1 Escuela		
Français A1–A2	1244 1203	telc Français A1 telc Français A1 Junior	1294 1284	telc Français A2 telc Français A2 Ecole
Français B1–B2	1264 1215 1228	telc Français B1 telc Français B1 Ecole telc Français B1 pour la Profession	1224	telc Français B2
Italiano A1–A2	1385	telc Italiano A1	1395	telc Italiano A2
Italiano B1–B2	1365	telc Italiano B1	1325	telc Italiano B2
Język polski B1–B2	2361	telc Język polski B1·B2 Szkoła		
Português B1	1569	telc Português B1		
Русский язык A1–A2	1786	telc Русский язык A1	1796	telc Русский язык A2
Русский язык B1–B2	1766	telc Русский язык B1	1756	telc Русский язык B2
Türkçe A1–A2	1983	telc Türkçe A1	1984 1904 1989	telc Türkçe A2 telc Türkçe A2 İlkokul telc Türkçe A2 Okul
Türkçe B1–B2	1985 1908	telc Türkçe B1 telc Türkçe B1 Okul	1986 1934	telc Türkçe B2 telc Türkçe B2 Okul
Türkçe C1	1932	telc Türkçe C1		

\* For the telc Deutsch B2·C1 Medizin Fachsprachprüfung, medical doctors require a special licence in order to examine test takers together with a licensed telc examiner.

The examiner licences entitle the holder to conduct hybrid or digital exams, provided that the additional introduction to digital examinations has been completed. The subject numbers for digital examinations start with 8, i.e. for example the paper-based examination *telc Deutsch B1* with the subject number 1061 has the subject number 8061 as the digital examination *telc Deutsch B1*.

In order to act as an examiner for the *Deutsch-Test für den Beruf (DTB)*, a DTB examiner authorization or a DTB licence is needed. Separate regulations apply.

## Appendix 4: Rater licences

Name of the licence	The licence holder is qualified to rate the written performances in these examinations:			
اللغة العربية B1**	2085	telc اللغة العربية B1		
Deutsch A1–B2	1070 1003 1069 1090 1004 1033 1060	telc Deutsch A1 (Start Deutsch 1) telc Deutsch A1 Junior telc Deutsch A1 für Zuwanderer telc Deutsch A2 (Start Deutsch 2) telc Deutsch A2 Schule telc Deutsch A2+ Beruf telc Deutsch A2·B1	1061 1001 1034 1066 1023 1035	telc Deutsch B1 (Zertifikat Deutsch) telc Deutsch B1 Schule (Zertifikat Deutsch für Jugendliche) telc Deutsch B1+Beruf telc Deutsch B1·B2 Beruf telc Deutsch B2 telc Deutsch B2+Beruf
Deutsch C1–C2	1067 1029 1032 1038	telc Deutsch B2·C1 Beruf* telc Deutsch C1 telc Deutsch C1 Hochschule telc Deutsch C1 Beruf	1002	telc Deutsch C2
Deutsch Medizin/ Pflege	1036 1039 1037 1040	telc Deutsch B1·B2 Pflege telc Deutsch B2 Medizin Zugangsprüfung telc Deutsch B2·C1 Medizin telc Deutsch B2·C1 Medizin Fachsprachprüfung	1066 1069	telc Deutsch B1·B2 Beruf telc Deutsch B2·C1 Beruf
English A1–B2	1178 1103 1192 1182	telc English A1 telc English A1 Junior telc English A2 telc English A2 School	1162 1113 1163 1130 1127 1114 1164 1109	telc English B1 telc English B1 School telc English B1 Business telc English B1 Hotel and Restaurant telc English B2 telc English B2 School telc English B2 Business telc English B2 Technical
English C1–C2	1129	telc English C1	1135	telc English C2
English Dual Level*	1160 1112 1165	telc English A2·B1 telc English A2·B1 School telc English A2·B1 Business	1161 1115 1166 1134 1167	telc English B1·B2 telc English B1·B2 School telc English B1·B2 Business telc English B2·C1 University telc English B2·C1 Business
Español A1–B2	1479 1404 1403 1497 1487	telc Español A1 telc Español A1 Escuela telc Español A1 Junior telc Español A2 telc Español A2 Escuela	1467 1457 1458 1459	telc Español B1 telc Español B1 Escuela telc Español B2 telc Español B2 Escuela
Español Dos Niveles*	1412	telc Español A2·B1 Escuela		

Français A1–B2	1244	telc Français A1	1264	telc Français B1
	1203	telc Français A1 Junior	1215	telc Français B1 Ecole
	1294	telc Français A2	1228	telc Français B1 pour la Profession
	1284	telc Français A2 Ecole	1224	telc Français B2
Italiano A1–B2	1385	telc Italiano A1	1365	telc Italiano B1
	1395	telc Italiano A2	1325	telc Italiano B2
Język polski B1–B2**	2361	telc Język polski B1-B2 Szkoła		
Português B1**	1569	telc Português B1		
Русский язык A1–B2	1786	telc Русский язык A1	1766	telc Русский язык B1
	1796	telc Русский язык A2	1756	telc Русский язык B2
Türkçe A1–B2	1983	telc Türkçe A1	1904	telc Türkçe A2 İlkokul
	1984	telc Türkçe A2	1989	telc Türkçe A2 Okul
	1985	telc Türkçe B1	1986	telc Türkçe B2
	1908	telc Türkçe B1 Okul	1934	telc Türkçe B2 Okul
Türkçe C1**	1932	telc Türkçe C1		

\* The examiner licences English Dual-Level and Español Dos Niveles, together with a rater licence in the respective language, qualify the holder to rate the written performances in dual-level examinations. There is no special dual-level licence.

\*\* Rating for these examinations will be carried out free of charge at telc headquarters until further notice. Thus, no rater trainings are offered.



# Guidelines for Conducting Examinations with Access Arrangements

## § 1 Area of validity

These guidelines govern the administration of examinations for test takers who require special access arrangements on account of a disability or impairment.

They complement the *General Terms and Conditions for telc Examinations*, the *Examination Regulations* and the *General Guidelines for Conducting telc Examinations*. Deviations from these regulations on account of special circumstances are only possible if telc gGmbH has given prior permission in writing.

## § 2 Registration

Examinations with access arrangements must be registered at telc gGmbH 30 calendar days before the desired examination date for the Written Examination. In the case of visually-impaired test takers, this period is extended to 120 calendar days if specially adapted examination materials are required. The test takers have to be registered online in the *telc Community* as a separate registration after telc gGmbH has granted the special access arrangements.

## § 3 Provision of evidence

For each application, the examination centre must submit to telc gGmbH a conclusive medical certificate or equivalent evidence showing the nature and the severity of the test taker's permanent disability or impairment, supported by sufficient detail and preferably defined by the relevant ICD code or codes. In addition, the examination centre must send telc gGmbH a document outlining in detail how they intend to take the certified impairment into account during the examination.

The following specific rules apply:

- The medical certificate must be presented in German or English. Alternatively, a certified translation into one of the aforementioned languages must be sent to telc gGmbH in addition to the certificate in the original language.
- The medical certificate must have been issued within the previous two years.
- Test takers in the German Federal Republic can only submit a Disability Card (Schwerbehindertenausweis) if it was awarded due to vision or hearing impairment (BL or GL) and is valid on the date of the examination.

## § 4 Costs

The examination centre bears any additional costs incurred in connection with the access arrangements for the examination or for necessary aids and appliances. telc gGmbH bears additional costs for providing and assessing the examination materials.

## § 5 Approval of access arrangements

1. telc gGmbH will check the submitted documents and subsequently approve access arrangements which are as standardised as possible whilst taking into consideration the individual test taker's impairment. The examination centre is informed in writing of the access arrangements which have been granted for the case in hand. Examination conditions which deviate from those approved in advance by telc gGmbH in writing are not permissible. There is no entitlement to being granted the requested access arrangements.
2. The approval of access arrangements applies solely to the examination for which the examination centre wishes to register the test taker. If the application for registration is altered, it is regarded as a new registration for which the extended registration period again applies.
3. Individual access arrangements cannot be approved retrospectively if the examination centre submits the information to telc gGmbH after the registration period has expired or after the examination has taken place. Similarly, a medical certificate will not be taken into consideration if it is produced on the day of the examination or later.
4. The following access arrangements may be approved to create barrier-free examination conditions: extension of the allocated test time up to 100%, extra breaks, use of an assistant, individual examination, measures relating to

the examination materials (enlargement, Braille, provision as PDF), measures relating to audio recordings (higher volume, double playback, extra pauses), the use of a sign language interpreter.

5. The use of appliances such as magnifying glasses, screen readers or earphones must be approved by telc gGmbH. §5 of the *Examination Regulations* regarding unauthorised aids applies here.

#### **§ 6 Conducting an examination with access arrangements**

1. A barrier-free examination with adapted regulations must always be an individual examination.
2. The *Rules and Regulations for telc Examinations* remain valid. Deviations from these regulations are only permitted if mentioned in the approval document. All the individual arrangements made by the examination centre must be carefully listed on the Examination Report Form.

#### **§ 7 Examination results**

1. The results of the examination are computed in the standardised manner regularly applied to the examination in question. The granting of barrier-free examination conditions is the means by which equity of outcome is achieved, not the awarding of extra marks or similar measures.
2. If a subtest cannot be taken, the subtest may be removed. In the event that a subtest is removed, the marks for the missing subtest will be extrapolated from the average score of the remaining subtests. On the results sheet, the missing subtest will be reported as follows: “\* Special access arrangements were provided for the completion of this subtest.” The removed subtest will be marked with “\*”. The certificate will be printed as a fully valid certificate. This approach may only be adopted for removing one subtest.
3. If a candidate is unable to take more than one of the subtests, they will not be awarded a certificate. A breakdown of the results for the remaining subtests will be provided nonetheless.

## Glossary

### **ADMINISTRATION FEE**

Part of the examination fee for administrative tasks after the examination, evaluation and notification of results and for archiving the results. Cf. Registration fee, Examination fee

### **ANNOUNCEMENTS**

Introduction of the test takers to the examination procedures and regulations before the start of the examination proper.

### **ANSWER SHEET**

In the paper-based examination: Test takers enter their answers and examiners and raters enter their rating on the answer sheet S30. Only answers marked on the answer sheet S30 will be used to determine the test result. The answer sheet bears the individual test taker's number on each sheet and must be handed over to the test takers in one piece.

### **APPEAL**

In the event of violations against the rules and regulations

### **CHECKLIST FOR THE RETURN OF EXAMINATION DOCUMENTS**

Is used to document and confirm the return and destruction of examination documents after the examination. Form A30

### **CHECKLIST FOR FORWARDING ANSWER SHEETS FOR RATING**

Is used to document the handover of written performances and short answers to raters. Form A40

### **DIGITAL EXAMINATION**

The Written and the Oral Examination are carried out in digital form. Cf. Hybrid examination and Paper-based examination

### **DUPLICATE**

A second copy of the certificate or the results sheet

### **EXAMINATION**

An examination with the aim of obtaining a telc certificate, not a placement or informal test

### **EXAMINATION CENTRE COORDINATOR**

Is responsible for the correct organisation and administration of the examination

### **EXAMINATION CENTRE**

A licensed institution which administers telc examinations. Cf. Licensee

### **EXAMINATION DOCUMENTS**

The examination documents sent by telc gGmbH to the examination centre for the administration of a paper-based examination. These include test booklets, answer sheets, checklists and any other required items. Cf. Examination materials

### **EXAMINATION FEE**

Price charged by telc gGmbH for the examination. telc gGmbH invoices the examination centre for the examination. This price consists of the registration fee and the administration fee.

### **EXAMINATION GROUP**

An examination order can be divided into two or more groups. Due to the conditions at the examination centre, the examination groups take the examination at the same time, but in different rooms.

### **EXAMINATION MATERIALS**

Include all test booklets, forms, audio and video recordings, instructions and, if necessary, other materials that are necessary to conduct an examination, either printed or digital. Cf. Examination documents

### **EXAMINATION ORDER**

Order resulting from the examination registration with telc gGmbH, in each case for a fixed examination date and a specific examination subject.

### **EXAMINATION RECORD FORM**

Documentation of the examination including all absences of the test takers and special incidents, as well as confirmation of adherence to rules and regulations. Form A50

### **EXAMINATION REGISTRATION**

The examination centre's registration of the examination with telc gGmbH. It takes place online in the telc Community and includes, among other things, the examination date, the examination subject, the number of test takers.

### **EXAMINATION REGULATIONS**

Regulations for taking the examination

**EXAMINATION ROUND**

The Oral Examination usually consists of several rounds, each with one, two or up to four test takers.

**EXAMINATION SUBJECT**

A specific telc examination. telc examinations are specified by their name and subject number, e.g. 1127 – telc English B2.

**EXAMINATION VENUE**

Location where an examination is carried out. This is the licensed location of the licensee or, if applicable, a satellite location.

**EXAMINER LICENCE**

Entitles the holder to conduct Oral Examinations and to assess the oral performances of test takers. Cf. Rater licence

**EXAMINER PANEL**

Examiners who conduct the Oral Examination together.

**EXAMINERS**

Conduct the Oral Examination as an examiner panel and assess the oral performances of test takers. A valid examiner licence is required.

**FINAL PRICE**

Price that the test takers pay for the examination, invoiced by the examination centre.

**GENERAL GUIDELINES FOR CONDUCTING TELC EXAMINATIONS**

General guidelines for conducting all telc examinations. For examination centre coordinators, invigilators, examiners and raters. Cf. Rules and Regulations

**GROUP LICENSING AGREEMENT**

Contract for several examination centres in a network. A central coordinating association is the main licensee of telc gGmbH, and associated examination centres are sublicensees. The main licensee is responsible for the quality assurance of the sublicensees. Cf. Single licensing agreement

**GTC**

here: *General Terms and Conditions for telc Examinations*. The GTC comprise regulations pertaining to the contractual relationship between telc gGmbH and examination centres as a supplement to the licensing agreement. Cf. Rules and Regulations

**GUIDELINES FOR CONDUCTING EXAMINATIONS WITH ACCESS ARRANGEMENTS**

Are valid for adapted examination conditions for test takers with impairments. Cf. Rules and Regulations

**HYBRID EXAMINATION**

A hybrid examination is semi-digital. Usually the Written Examination is conducted on paper and the Oral Examination is conducted digitally by means of conference software. Cf. Digital examination

**INSTRUCTIONS FOR CONDUCTING TELC EXAMINATIONS (FOR A SPECIFIC EXAMINATION)**

Specific rules for conducting a particular examination, especially regarding the time frame. For examination centre coordinators, invigilators, examiners. Cf. Rules and Regulations

**INVIGILATOR**

Invigilates the Written Examination and the preparation room for the Oral Examination

**LICENSEE**

An institution which is licensed by telc gGmbH as an examination centre with a licensing agreement

**LICENSING AGREEMENT**

Contract between telc gGmbH and the examination centre as licensee, for a single licensing agreement or group licensing agreement

**MOCK EXAMINATION**

A mock examination demonstrates the format of an examination using typical test items. It lays down the timeframe, the marking criteria, the distribution of points and the evaluation logic. For test takers, teachers, examiners, raters. Cf. Rules and Regulations

**NAME CHANGE**

The notification of results can be reissued with new personal data. This may be done for legal reasons, e.g. connected with asylum applications.

**NOTIFICATION OF RESULTS**

Certificate or results sheet. A certificate is issued if the test taker passes the examination. A results sheet is issued if the test taker does not pass the examination.

**ORAL EXAMINATION**

Subtest Speaking or Oral Expression. The Oral Examination is conducted by examiners who hold a valid telc examiner licence.

**PAPER-BASED EXAMINATION**

Is carried out with printed documents and sound recordings. Cf. Digital examination

**PARTS OF THE EXAMINATION**

These are the Written Examination and the Oral Examination. Parts of the examination can consist of several subtests.

**PRETEST**

Piloting new exam tasks under real conditions for the purpose of evaluation

**RATER**

Rates written performances and short answers. A valid rater licence is required.

**RATER LICENCE**

Entitles the holder to assess the written performances of test takers. The licence must be valid on the date of the examination for the examination in question. Cf. Examiner licence

**RATING**

Assessment of a test taker's performance in the subtest Writing and short answers according to the telc marking criteria. Prerequisite for rating is a valid telc rater licence.

**REGISTRATION FEE**

Part of the examination price for the registration, the examination materials and their dispatch to the examination centre. Cf. Administration fee

**RESULTS REVIEW**

Review of a test taker's results by telc gGmbH for a fee.

**RULES AND REGULATIONS**

Generic term for documents regulating telc examinations. These are *General Terms and Conditions for telc Examinations* (GTC), the *General Guidelines for Conducting telc Examinations*, the *Examination Regulations*, the *Instructions for Conducting telc Examinations* (for specific examinations), the *Mock Examinations* (for specific examinations), and the *Guidelines for Conducting Examinations with Access Arrangements*. The current version shall apply. All documents are to be found on the telc website ([www.telc.net](http://www.telc.net)).

**SEATING PLAN**

Plan showing the seating arrangements for test takers during the written examination.

**SHORT ANSWERS**

Gaps to be filled in forms or short notes (fill-ins). Some telc examinations have short gaps to be filled in in the

subtests Writing or Listening. Can only be assessed by the holder of a valid telc rater licence. Cf. Written performance

**SINGLE LICENSING AGREEMENT**

Contract between telc gGmbH and the examination centre as direct licensee. Cf. Group licensing agreement

**SUBJECT NUMBER**

Each telc examination subject can be identified by a number.

**SUBLICENSEE**

An examination centre that is sub-licensed under a group licensing agreement. Each sub-licence must be subject to a licensing procedure.

**SUBTEST WRITING**

This subtest is part of the Written Examination and examines the test taker's competence in writing. This subtest can only be assessed by a rater who holds a valid rater licence.

**SUBTEST**

telc examinations are split up into sections called subtests. Usually these are: Reading/Reading Comprehension, Listening/Listening Comprehension, Language Elements, Writing/Written Expression, Speaking/Oral Expression.

**TELC COMMUNITY**

Online customer portal for examination centres, used for registration of examinations, keeping list of test takers etc.

**TEST TAKER'S NUMBER**

Identification number for test takers. For paper-based exams, this is the sheet number that is preprinted on the answer sheet. For digital exams, the test taker's number is assigned in accordance with the guidelines for conducting digital examinations.

**TEST TAKERS**

Take the examination

**TWRITTEN EXAMINATION**

The group examination comprising all subtests except Speaking, i.e. generally Listening, Reading and Writing and in some telc examinations also Language Elements

**WRITTEN PERFORMANCE**

A coherent text that is written by test takers. The prerequisite for evaluation is a valid rater licence. Cf. Short answers

## Amendments to the previous version

**GTC, appendix** – new examination added

**General Guidelines, appendix 2-4** - new examination added





**telc gGmbH**

Basler Straße 7  
61352 Bad Homburg  
Germany

[www.telc.net](http://www.telc.net)