

## Becoming a Cambridge English centre: Introduction

### What is an Authorised Exam Centre?

Centres are the main channels through which our exams are delivered to candidates. Each centre is a legal entity, authorised by us to administer one or more of our exams. There are two main ways of becoming part of our network – either by applying to become an **Authorised Exam centre** or a **Preparation Centre**; there are advantages to each and the best one for you will depend on your circumstances.

**Authorised Exam centres** are responsible for all aspects of exam administration and delivery, customer service and paying fees to Cambridge. They market the exams locally, submit entries, arrange venues and staffing and manage the relationship with the candidates. Exam centres work directly with us.

Some exam centres also run preparation courses for the exams; others operate solely as an exam centre.

Please note that we do not accredit preparation courses for Authorised Exam centres or Preparation centres.

Some centres are based on a school or other education institution. Some centres have no legal existence other than as a Cambridge English exam centre and are not based on, or affiliated to, any institution. The owner may set up a company or trust to facilitate the centre operation. Where such a body has been set up, it

normally exists solely to serve as a Cambridge English exam centre.

**Preparation centres** are schools or institutions that prepare and enter candidates for our exams and work with an Authorised Exam centre.

Being a Preparation centre for our exams is an easy way of becoming part of our network and of accessing a variety of benefits such as access to marketing materials, including exam factsheets and access to the Preparation centre logo.

If you would like to become a preparation centre, contact your nearest Authorised Exam centre for further information. Find your nearest centre on our website

<http://www.cambridgeenglish.org/in/find-a-centre/find-an-exam-centre/>

### Benefits of becoming a Cambridge English centre include:

- Cambridge English exams and teaching qualifications are internationally recognised for work, study and travel.
- Exam centres can benefit from a reputation for academic excellence through association with the quality inherent in the Cambridge brand.
- Exam centres have access to a wide range of support services, including use of our Authorised Centre logo (regulations for use apply), marketing advice, resources and support materials, a comprehensive customer support website and our Helpdesk.

- An increase in currency and recognition – we continually work towards increased and sustained recognition of our products. Further details can be found at <https://www.cambridgeenglish.org/why-choose-us/global-recognition/>.
- The benefit of our global marketing campaigns.

While the benefits of becoming an exam centre are considerable, it also requires a commitment to achieving and maintaining the high standards which have made our exams famous around the world.

## Responsibilities of a centre

The responsibilities of a centre are detailed in the Centre Agreement (copies are available on request) and include:

- **Appropriate staffing:**
  - Having a named Centre Exams Manager (CEM) and providing them with the resources needed to run the exams to our high standards.
  - Organising the recruitment and training of Speaking Examiners, invigilators and other exam support staff.
- **Financial investment:**
  - Making a financial investment for setting-up costs, ongoing running costs and marketing activities, and actively promoting Cambridge English exams and growing the number of candidates year on year.
  - Setting a local fee to be charged to candidates and covering all costs of running the centre, including costs of hiring premises, customs costs, courier costs, hiring and training invigilators and supervisors,

hiring and training Speaking Examiners and any other costs associated with running exams.

- **Running the exams:**
  - Storing and transporting secure materials securely meeting deadlines for returning materials to us.
  - Providing suitable premises, facilities and staffing for the conduct of the exam.
  - Reading newsletters and updates from us, taking the necessary actions outlined in these communications, and sharing the information with exam staff at the centre.
- **Customer service:**
  - Providing excellent customer service to candidates and preparation centres.
  - Dealing with queries promptly and professionally.
  - Providing a fully professional and impartial service to all candidates, including those requiring special arrangements.
  - Having a procedure for handling complaints from candidates and other customers.
- **Legal compliance:**
  - Signing an agreement with us and only entering candidates for those exams which the centre has been approved to offer.
  - Complying with the laws of each country where the centre is registered to offer our exams.
- **Branding and logo:**
  - Ensuring you comply with the regulations for use of our branding and logo.

**Please also note that:**

- Approval as a centre does not confer the status of legal representative for, or legal agent of, Cambridge English, nor does it give third party rights to those with whom the centre has entered into a contractual relationship.
- Centres are approved to operate in country or countries as listed in their agreement, but approval as an exam centre does not confer exclusive rights to offer the exams in any area.
- For reasons of efficiency and quality control, we may restrict the number of authorised centres in any geographical area.
- Approval as a centre for exams run by other parts of the Cambridge University Press & Assessment group does not guarantee approval as a centre for Cambridge English exams.

We aim to process authorisation applications as promptly as possible, however, you must not advertise or register candidates for an exam until you have received written confirmation of authorisation from the Centre Registration Unit.

In most cases, these responsibilities are carried out by the CEM. In cases where the CEM uses additional support staff in carrying out these tasks, we hold the CEM and the centre responsible for supervising these activities and ensuring compliance with our rules and regulations.