

General Terms and Conditions of the Goethe-Institut Examination Centre

Important information about the exams

Registration

- Registrations are registered in the order in which they are received. It is only valid if the examination fee is transferred at the same time.
- The registration confirmation will be sent by e-mail. The invitation letter with the detailed information about the exam day will be sent to you by post 10 days before the exam.

Withdrawal / postponement of examination dates

- A withdrawal from the registration / a request for postponement must **in any case be made in writing**, by letter or e-mail.
- **Withdrawal**
 - In case of withdrawal up to the published registration deadline: charge of CHF 20
 - In case of withdrawal after the registration deadline: refund of half of the examination fee
- **Postponement**
 - A postponement until the published registration deadline is free of charge.
 - In the event of illness and upon presentation of a medical certificate, the registration may be postponed.
 - In the event of a postponement without compelling reason, the examination fee will not be refunded. In addition, an administration fee of CHF 50 will be charged.
- **No-show on the day** of the exam: no refund of the exam fee

Complaints and appeals regarding the examinations

- Appeals against the result within 2 weeks of the announcement by e-mail to goethepruefungen@unifr.ch
- Objection to the conduct of the examination only immediately after the examination to the person responsible for the examination / goethepruefungen@unifr.ch

Announcement of results

- You will usually receive the results B1, B2, C1 2 weeks after the exam date.
- Changes to certificates due to incorrect information on your part cost CHF 30.

Inspection

- You can inspect parts of the exam that have not been passed; make an appointment in writing via goethepruefungen@unifr.ch.
- As a matter of principle, no candidate sheets or tasks are shown during the inspection. You can only see your answer sheets and the scores/results.

Modular exams B1, B2 and C1: issuance of the Goethe certificates

- You can take all 4 modules in one day or in individual modules (reading, listening, writing, speaking) on different exam dates and exam locations.
- An **overall certificate** will only be issued if you have taken and passed all 4 modules (adults or adolescents) at the same exam centre within one year.

Certificate

- If you have not passed the exam but need a certificate of attendance, we can issue it.

Replacement certificate

- If you lose your certificate, you can **obtain a replacement certificate within 10 years** from the original examination date for a fee of CHF 25; please contact goethepruefungen@unifr.ch.