



International ESOL English Diploma Rules and Regulation

You must read the Test Rules and Regulation carefully. If there is anything you do not understand, ask a centre administration staff to help you.

1. Payments by cheque must have cleared in the bank before any tests can be set. It takes approximately 10 working days for a cheque to clear.
2. Payments must be made in full to book your test. We cannot order your exam paper without payment.
3. If you are observed to be breaking the Rules and Regulation, your test will not be marked. You will be restricted from taking the exam for the duration of 3 months.
4. You must bring your passport with you when you register and for every exam. ID checks will be performed before the test starts. You are not allowed to take any test without an ID check.
5. Only a pen and ID card are allowed to put on the table. You cannot have any paper with you. If you do need some extra during the exam, ask your invigilator and they will provide some.
6. No mobile phones and/or other electronic devices are allowed to be use within the test classroom. Please ensure they are switch off during the test. Anyone trying to use them will be disqualified.
7. If you find you are given the wrong test paper, please let your invigilator know as soon as possible.
8. You must not interrupt other people or allow other people to interrupt you during the test.
9. Dictionaries in English only are allowed to be used during testing.
10. Smoking, drinking and eating are forbidden in the test classroom.
11. Anyone trying to plagiarise from others will be disqualified.
12. Anyone who tries to remove or take any test materials out of the classroom will be disqualified and be liable for prosecution.
13. You will be charged full test fee if you postpone or cancel the test within 2 weeks of the test date, unless you provide appropriate medical evidence to support your situation. Only serious medical evidence will be considered.
14. An observer may attend your speaking test as part of the monitoring process.
15. Your application will not be processed if your application form is not completed.
16. AOC does not accept any responsibility for any incorrect details or incomplete details which will delay express service applications.
17. Your information on the test application form should be complete, true and accurate.
18. If you do not receive your result due to extenuative circumstances such as fire or theft, you may be required to re-sit the exam.

19. If you cannot attend the test due to extenuation circumstance, you may delay your test by one week.
20. If you cannot take the test due to extenuation circumstance, you will need to provide evidence to support your reasons. This will be taken into consideration on a case-by-case method.
21. Once you have booked you cannot get a refund.
22. By starting the test you are agreeing to all of the rules and regulations.
23. Your personal data may be processed in anonymous form for IESOL statistical and research development.