

FAQs FOR A2 CAMBRIDGE KEY FOR SCHOOLS & B1 PRELIMINARY FOR SCHOOLS TESTS

1. REGISTRATION

1.1 When can I register for the Cambridge Key | Preliminary Tests?

You will need to submit the completed Registration Form during the registration period of the specified test dates. We will then send you an acknowledgement email **before the payment period**, with payment details.

1.2 How soon can I register for the tests?

Please register and make payment **within payment period** as registration will be closed by the deadline (*please refer to our website for the latest information - <https://www.relc.org.sg/qualifications-certifications>*) **OR** when we have reached maximum capacity whichever is earlier.

[Note: Submission of Registration Form is *only* to indicate your interest in the available test date and confirmation of registration is by making payment of the test fee.]

1.3 Where can I find information regarding the registration period and test dates?

Please refer to our website at: <https://www.relc.org.sg/qualifications-certifications>

1.4 What if I cannot access the Registration Form in the link provided?

Email us at exams@relc.org.sg with screenshot of any error message and we will contact you as soon as possible.

2. PAYMENT

2.1 How do I make payment for the test fee?

Payment can be made by **PayNow** or **Bank Transfer** payment. Once payment is made, please email us at exams@relc.org.sg the screenshot of the successful transaction **together** with the candidate's Identification Document (NRIC/FIN/Passport).

2.2 How do I know that my registration is successful?

Your registration is deemed successful and complete upon submission of test fee payment and form by the payment period. An official receipt will be emailed to you **within three (3) working days** after payment has been received.

2.3 What if I received the confirmation email but did not make payment within the payment period? Can I still make payment to secure my test sitting?

If payment is not made by the payment period, the Registration Form submitted is considered void. *You will need to re-register for the next available test date.*

2.4 Can I get a refund if I decide to withdraw or change my test dates after making payment?

The test fee is **non-refundable and non-transferable** from one test to another.

3. EXAMINATION DETAILS

3.1 When would I know the examination venue details?

RELC EB will send a confirmation email with your candidate number and details on the examination venue **five (5) working days** prior to the test date.

3.2 What do I need to bring during the test?

- Your Photo ID document with the ID number submitted on the Registration Form
- Printed copy of Confirmation Entry email
- Writing materials such as soft pencils (B or HB), erasers and pencil sharpeners.

3.3 Can all the components of the test be taken on the same day?

Depending on the candidature size and the availability of the Speaking Examiners, the Speaking Test may be scheduled on a different day from the Written Test (Reading, Writing and Listening). Details will be provided on the Confirmation Entry email.

4. RESULTS & CERTIFICATES

4.1 When can I get the test results?

You will receive the results via email **approximately eight (8) weeks** after the test date.

4.2 Will I be issued with a certificate?

Yes, Cambridge will send us the certificates **three (3) months** after the test. We will email you details on the collection of the certificates.