



TEF - Policies and Terms of the Collège ELC Test Center

NOTE IMPORTANT: You may take the test multiple times, provided that a minimum period of 20 days is respected between two consecutive sittings of the same exam.

By registering for our tests, you fully agree to the terms and conditions set out below. We encourage you to carefully review our policy before proceeding with your registration.

As an official Test of French Evaluation center accredited by *Le français des affaires* of the CCI Paris Île-de-France, Collège ELC adheres to the general policy regarding registration and test-taking conditions established by this organization, available at the following address: www.lefrancaisdesaffaires.fr/tests-diplomes/conditions-dinscription-et-de-passation/.

Regarding the **Cancellations and Registration Deferrals** section, *Le français des affaires* of the CCI Paris Île-de-France stipulates that all registrations are final and non-refundable, except in the event of cancellation by the CCI Paris Île-de-France itself.

However, in keeping with its values of commitment and flexibility, Collège ELC has made adjustments to this section, allowing candidates to change their test date, switch to another test if necessary, or cancel their registration. Nevertheless, any request for modification or cancellation remains subject to the following conditions:

Terms and Conditions

- The candidate is entirely responsible for selecting the tests to be taken according to their specific needs.
- Any registration modification may only be made before the deadline of 7 calendar days prior to the test date.
- Date transfers are only possible for tests administered at our center.
- All fees mentioned in this document are stated in Canadian Dollars (CAD).
- The modification of your registration, as well as the applicable administrative fees, depend on the date your request is submitted.
- The term “days” used in this document refers to calendar days.



- If, within the same modification request, you change multiple elements of your initial registration, administrative fees will be charged only once.

Registration within the 20-day period (waiting period).

You may register for multiple test sessions, but a minimum period of 20 days must be respected between two sittings of the same exam.

If you choose a new test date within 20 days of your previous test for a given exam (whether it took place at our center or another center, or if the chosen date is in the future at the time of pre-registration on the CCI Paris Île-de-France website), you will not be allowed to take the test on that date.

During registration, the system will display warnings to remind you of the mandatory waiting period, but it will not block your registration. You remain responsible if you decide to proceed with your registration.

Verification is carried out later, at the time the data is transmitted to CCI Paris Île-de-France, one week before your test date. At that time, you will receive an email from us informing you if your registration is refused due to non-compliance with the waiting period.

Upon receiving this email, you have a maximum of one month to respond and choose from the following options:

1. **Change the test date:** You may choose a new date. An administrative fee of 55 CAD will apply.
2. **Cancel Test:** If you cancel, you will not be refunded.

If no response is received within the allotted time, the registration fees will **not** be refunded.



Cancellation

- **15 days or more before the test date:**
You will receive a 75% refund of the total exam fees.
- **Between 8 and 14 days before the test date:**
You will receive a 50% refund of the total exam fees.
- **7 days or less before the test date:**
No cancellations are possible.

You will receive a 75% refund of the total exam fees.

- **Between 8 and 14 days before the test date:**
You will receive a 50% refund of the total exam fees.
- **Within 7 days or less before the test date:**
No cancellations are possible.

Cancellation with a medical certificate

Upon presenting a medical certificate confirming your inability to take the test, a date change request is possible free of charge. However, no refund will be issued. The previously mentioned deadlines still apply, even with the submission of a medical certificate.



Test modifications (adding or removing exams)

- **Modification made 8 days or more before the test date:**

Any test modifications can be made if the request is submitted 8 days or more before the test date. An administrative fee of 55.00 CAD will apply for any test modification.

- **Modification made 7 days or less before the test date:**

No modifications are possible.

Date change (for the same type of test)

- **8 days or more before the test date:**

A date change is possible if the request is submitted 8 days or more before the test date. An administrative fee of 55.00 CAD will apply for any date change request.

- **7 days or less before the test date:**

No date changes are possible.

Change of French Evaluation Test (TEF) type

- **8 days or more before the test date:**

A change of French Evaluation Test (TEF) type, such as switching from TEFAQ to TEF Canada or vice versa, is possible if the request is submitted 8 days or more before the test date. An administrative fee of 55.00 CAD will apply for any test type change request.

- **7 days or less before the test date:**



No test type changes are possible.

Change to another Official French Test offered at Collège ELC

- **8 days or more before the test date:**

A change to another Official French Test offered by Collège ELC is possible if the request is submitted 8 days or more before the test date. An administrative fee of 55.00 CAD will apply for any test change request.

- **7 days or less before the test date:**

No change to another Official French Test offered by Collège ELC will be possible if the request is made 7 days or less before the test date.

Late Arrival for the Test

In the event of a late arrival on the test day, Collège ELC reserves the right to refuse entry to the candidate. If conditions allow and access to the test is still granted despite the delay, additional fees of at least 50.00 CAD will apply.

Accommodations

Accommodations can be arranged to meet the specific needs of candidates with disabilities. These accommodations are designed to ensure fairness in the testing process, without providing any particular advantage to these candidates.

However, certain conditions apply. Requests must be submitted at least 30 days before the test date and must be accompanied by a medical certificate from your doctor, clearly specifying the test sections for which the accommodation is requested.

Additional Information

- Any request for registration modification or cancellation must be made by the candidate through the **online platform provided by Collège ELC** at the following link:

<https://www.elccollege.ca/en/annulation-changes>

- We allow registrations between the 7th and 3rd day before the test date,



depending on availability, to offer our candidates maximum flexibility. However, for these last-minute registrations, no modifications or cancellations will be accepted, and the registration becomes final and binding.

- In certain refund cases, bank fees related to the initial transaction will be deducted.

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Other Questions, Requests, or Special Situations

For any other questions, requests, or special situations, please refer to the general policy on test registration and administration of CCI Paris Île-de-France, available at the following address: www.lefrancaisdesaffaires.fr/tests-diplomes/conditions-dinscription-et-de-passation/

Other - Refunds and Administrative Fees

L'achat The purchase of access to the training platform offered by Collège ELC is final and non-refundable once confirmed.

Administrative fees, when applied, are non-refundable.

Refunds will be processed according to the specified conditions and within the designated timeframes.

Fraud or Attempted Fraud

ELC College enforces a strict policy and implements rigorous measures to detect any fraud or attempted fraud during tests. These measures include, but are not limited to, direct supervision, candidate identity verification, and the use of devices and procedures designed to prevent and identify any fraudulent behavior.

In cases of fraud, falsification, or disruption of the proper conduct of the exam session, sanctions will be applied by the disciplinary committee of CCI Paris Île-de-France.

For more details on the policies of CCI Paris Île-de-France, please refer to the following address:

www.lefrancaisdesaffaires.fr/tests-diplomes/conditions-dinscription-et-de-passation/



Feedback and Questions

Si vous If you have any questions regarding registration, cancellation, modification, or any other policy, please do not hesitate to contact us at the following address:

tef@elccollege.ca

We remain at your disposal for any clarification or assistance. We thank you for your understanding and cooperation. Collège ELC is committed to providing a professional and respectful environment for all candidates taking the TEF tests.

Sincerely,

The TEF team at ELC College

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