

HARTAL POLICY

For British Council Bangladesh Examinations Services

Dear Candidate

Thank you for registering for your exams with British Council Bangladesh.

Bearing in mind the current operating environment, we have reviewed our hartal policy. Although we hope that there will be no such disruptions during the exam sessions, we would like you to be informed of the measures that the British Council may take in such a situation.

Rationale:

As per the 'notice to candidates' that you receive on your application form and other information from us, we have the following disclaimer on the services we provide.

The British Council and the examining boards take all reasonable steps to provide continuity of service. We feel sure you will understand, however, that we cannot be held responsible for any interruptions caused by circumstances beyond our control. If examinations or their results are disrupted, cancelled or delayed, every effort will be made to resume normal service as soon as possible. The British Council's liability will be limited to the refund of the registration fee or retesting at a later date.

This disclaimer is particularly relevant in the case of hartals and whilst we endeavour to provide a continuous service we are sure that you understand that it is in the interest of our staff and customers that we consider personal security when conducting exams.

Although this policy is primarily designed to cover eventualities in case of hartals, in this case of blockades or sieges we may choose to follow this if it is appropriate. As a general rule we will make every effort to provide a continuous service (as per the disclaimer above). However, as with the hartal policy below we do not accept any liability for candidates who choose to travel to the venue during/after a blockade/siege.

We have therefore reviewed our hartal policy recently and have come up with a revised version which takes effect as of 18 April 2011.

Feedback:

This policy aims to balance continuity of service with the safety of our staff and customers. We appreciate that it has an impact on the service you receive and we welcome your suggestions and comments. Please feel free to write to us at: Examination Services, British Council, 5 Fuller Road, Dhaka 1000.

POLICY:

IELTS:

As per the '**IELTS Information Booklet**' p.5 (available in hard copy from any of our offices or online at www.britishcouncil.org/bangladesh) the following applies in the case of hartals (agreed with IDP).

- In the case of a hartal ending at 12pm, the IELTS exam will start at 1pm.
 - In case of a hartal ending at 2pm, the IELTS exam will start at 3pm.
 - In case of a hartal ending at 6pm the IELTS exam will start at 7pm
- Candidates will be notified by SMS.

In case a candidate decides not to travel to the exam venue to take the exam after the hartal (as above) he/she will be entitled to a refund (minus the administration fee of currently Tk.1500). However should a candidate decide to travel to the exam, the British Council accepts no liability for loss or injury as a result.

In case of a 'back to back' or 'continuous' hartal, where it is deemed unsafe to administer the exam the British Council reserves the right to cancel the session. Candidates will be entitled to a refund minus the administrative fee (currently Tk.1500).

School Exams (Edexcel & CIE)

Edexcel International

The following guideline has been drawn to address of possibilities of hartals disrupting your examination timetable. Although we hope that there will be no such disruptions, we would to like to inform you of the measures the British Council may take in such situation.

- In case of Hartal ending at 12:00 noon, that day's AM session will start at 2:00 PM and the PM session will start at 7:00 PM as schedule
- In the case of a Hartal ending at 2:00 PM that day's AM session will start at 3:30 PM and the PM session will start at 8:00 PM
- In the case of Hartal ending at 6:00 PM that day's AM session will start at 7:30 PM and the PM session will start at 11:45 PM
- In case of continuous Hartal (i.e continuing upto 12:00AM [midnight] the British Council reserves the right to cancel that day's examinations (to ensure the safety of our staff and candidates).If the exams are cancelled candidates will not be entitled to a refund of either UK or local fees
- All Exams will take place in the originally planned venue (as per your venue schedule) whether they are taking place at the schedule time or later time.you will be informed by any time changes bs SMS
- Candidates who decide not to travel to the exam venue after hartal will not be entitled to a refund of fees
- Candidate will be notified by SMS of any changes to venue /times as a result of hartals
- Please note that should a candidate decide to travel to the exam venue after a Hartal, the British Council accepts no liability for loss or injury as a result.

Should you have any further queries please contact MD. WAHEED (md.waheed@bd.britishcouncil.org) or ABU ZAHEED (abu.zaheed@bd.britishcouncil.org) at the Examination Service unit at British Council 5 Fuller Road, Dhaka.

We wish you all the best of luck with you exams

Examinations Services
British Council, Bangladesh.

Cambridge International Exams

The following guideline has been drawn to address the possibility of Hartals disrupting your examination time table. Although we all hope that there will be no such disruptions, we would like to inform you of the measures that British Council may take in such situation

The following guideline has been drawn to address the possibility of hartals disrupting your examination timetable. Although we all hope that there will be no such disruptions, we would like to inform you of the measures that the British Council may take in such a situation.

- In the case of a hartal ending at 12.00noon, that day's AM sessions will start at 2.00pm, and the PM sessions will start at 7.00pm, as scheduled.
- In the case of a hartal ending at 2.00pm, that day's AM sessions will start at 3.30pm and the PM session will start at 8.00pm.
- In the case of a hartal ending at 6.00pm, that day's AM sessions will start at 7.30pm and the PM sessions will start at 11.45pm.
- In case of a continuous hartal, (i.e. continuing up to or beyond 12.00am [midnight] the British Council reserves the right to cancel that day's examinations (to ensure the safety of our staff and candidates). If the exams are cancelled, candidates will not be entitled to a refund of either the UK or local fees.
- All exams will take place in the originally planned venue (as per your venue schedule) whether they are taking place at the scheduled time or a later time. You will be informed of any time changes by SMS.
- Candidates who decide not to travel to the exam venue after a hartal will not be entitled to a refund of fees.
- Candidates will be notified by SMS of any changes to venues/times as a result of hartals.
- Please note that should a candidate decide to travel to the exam venue after a hartal, the British Council accepts no liability for loss or injury as a result.

Should you have any further queries, please contact SAUD-AL-SHAMS (saud-al.shams@bd.britishcouncil.org) at the examination services unit at British Council 5 Fuller Road, Dhaka

We wish you all the best of luck with your exams

Examination Services
British Council, Bangladesh

Educational and Professional Exams

- In case of a half day hartal, the morning session will start at 2.30pm and the afternoon sessions at 6.00pm.
- In the case of a hartal ending at 6.00pm, the morning session will start at 7.00pm and the afternoon sessions at 10.30pm.
- In the case of a continuous hartal i.e. continuing up to or beyond 12.00am [midnight] the British Council reserves the right to cancel that day's exams. Candidates will be entitled to a full refund of local centre fees minus an administrative fee (currently Tk.750) or credit for the next session at no cost, whichever is preferred. This measure is to ensure safety of all candidates and invigilators.

ESOL Exams

For the Young Learner's Exams (Starters, Movers, Flyers) in case of a hartal we will agree an alternative date and re-schedule the exams. Candidates and schools will be notified by phone or SMS. For the Main Suite of Exams (KET, PET, FCE, CAE, CPE) in case of hartals we will do as follows:

- In the case of a hartal ending at 12pm, the exam will start at 1pm.
- In case of a hartal ending at 2pm, the exam will start at 3pm.
- In case of a hartal ending at 6pm the exam will start at 7pm

In case a candidate decides not to travel to the exam venue to take the exam after the hartal (as above), with the approval of Cambridge ESOL he/she may be entitled to a refund of the board fee and local fee (minus the administration fee – currently Tk.750).

However should a candidate decide to travel to the exam, the British Council accepts no liability for loss or injury as a result.

In case of a 'back to back' or 'continuous' hartal, where it is deemed unsafe to administer the exam the British Council reserves the right to cancel the session. With the approval of Cambridge ESOL he/she may be entitled to a refund of the board fee and local fee (minus the administration fee – currently Tk.750).

Please contact us if you have any questions or queries by writing to us at: Examination Services, British Council, 5 Fuller Road, Dhaka 1000 or email us at exams@bd.britishcouncil.org.

Country Examinations Manager
British Council Bangladesh
18 April 2013