



Terms and Conditions of exams at the Goethe Language Center at Qingdao University

1. Exam Registration

1.1 Participants who wish to take the Goethe Language Certificate exam must submit a seat reservation application via email after the start of the designated registration time. Each registration email may be used for only one participant. Participants who successfully reserve a seat will receive a confirmation email from the Goethe Language Center on the same day and must then complete and submit the official exam registration form.

1.2 If no reply email is received from the center staff on the day of registration, it indicates that all seats for the respective exam level have been fully booked. In this case, participants must wait for the next announcement on our official homepage or in our Wechat public account regarding exam registration for that level and reapply for the exam following the instructions provided.

1.3 To ensure an orderly registration process, please do not send multiple emails with the same content.

1.4 After receiving the exam registration form, participants must carefully read the following documents as prompted on the registration form: *"The Exam Guidelines"*, *"The Terms and Conditions for Exam Administration"*, *"Supplement to the Terms and Conditions for Exam Administration: Exam Participants with Special Needs"*, *"Information for Exam Participants with Special Needs"*, *"Goethe-Institut Exam Partner Participant Data Protection*

Goethe-Sprachlernzentrum an der Qingdao-Universität

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Instructions" and " Terms and Conditions of exams at the Goethe Language Center at Qingdao University". Participants must sign to confirm that they have read, understood, and accept the relevant regulations and notices.

1.5 When registering, participants must confirm that they are not on the list of banned candidates at the Goethe-Institut Examination Center. If our Language Center verifies that the participant is still a banned candidate on the corresponding exam date, the certificate exam score registered for that session will be invalid.

2. Exam Fees

2.1 The Goethe Certificate exam fees paid by participants are subject to the amounts specified on the official homepage and Wechat public account of the Goethe Language Center at Qingdao University.

2.2 Internal participants of the Language Center who register for the Goethe Certificate A-level exam are eligible for a discount of 100 RMB. Those registering for the Goethe Certificate B-level (all modules) exam are eligible for a discount of 200 RMB. There is no discount for the registration of the single modules on B-levels.

3. Payment Precautions

3.1 After successfully reserving an exam seat, submitting the registration application form, and receiving confirmation from the Language Center staff, participants must pay the full exam fee for the respective level before



the specified deadline. Failure to do so will result in the loss of the reserved exam seat.

3.2 Participants who complete registration and payment will receive an "Exam Confirmation Letter" (serving as the admission ticket) via email from the Language Center staff three days before the exam date. The confirmation letter will specify the exam time and location. On the day of the exam, participants must bring a printed copy of the confirmation letter along with their original ID card or passport to participate in the exam.

3.3 Upon receiving the exam confirmation letter, participants are obligated to comply with the Language Center's regulations regarding exam registration and payment.

4. Definition of Internal and External Participants

4.1 Internal participants are those who have attended a course at the Language Center within 6 months prior to the exam date. A participant who has attended a course at the center in the past but has not registered for any courses within the 6 months leading up to the exam date is not considered an internal participant.

4.2 External participants are those who have never attended a course at the Language Center. Participants who have previously attended courses at the center but have not registered for any courses within the 6 months prior to the exam date are also classified as external participants.



5. Withdrawal and Postponement

5.1 The exam registration deadline shall be the date published on the official homepage of the Language Center and the Wechat public account, and this date also serves as the deadline for submitting requests for withdrawal or postponement.

5.2 If a participant requests to cancel or postpone a booked and paid exam before the registration deadline, the center will charge a 10% administrative fee of the paid exam fee.

5.3 If a participant requests to cancel or postpone a booked and paid exam after the registration deadline, since the personal information has already been entered into the Goethe-Institut exam system, no refund or postponement will generally be granted.

5.4 If a participant encounters force majeure circumstances (such as sudden illness) after the registration deadline (including the exam day), they may apply for a refund by providing valid hospital diagnosis and sick leave certificates. In such cases, the center will charge a 10% administrative fee of the paid exam fee. The participant may also apply for a free postponement, with the postponed exam date not later than 6 months after the original exam date.

5.5 Participants who have already applied for one postponement are not allowed to request a refund or a second postponement.

5.6 In the event of force majeure (such as natural disasters, wars, epidemics, official orders, or other uncontrollable situations) causing the exam to be unable to take place as scheduled, the center will negotiate with



the participant on a refund based on the actual circumstances.

5.7 Participants wishing to request withdrawal or postponement must submit a written application via email to info.qingdao@goetheslz.com.

6. Exam Results Announcement

6.1 Exam results for A1 and A2 levels are typically announced within approximately 7 working days after the exam; results for B1 and B2 levels are announced within approximately 15 working days. For privacy reasons, all participants will receive their exam results individually via email.

6.2 If a participant wishes to request a review of their exam results or obtain the score breakdown for each part of the exam after receiving their results, they may submit a request via email within 10 working days after the results are announced. The exam coordinator will review the participant's exam and provide feedback via email regarding the score for each section. If participants need to inspect their answers and scores after the exam results are announced in our center, they also need to submit a request via email. The application to inspect the answers and scores in our center is only valid for 3 months after the exam results are announced.

6.3 If a participant has any Appeals against the results of the exam or exam process, they may refer to paragraphs 19 and 20 of the Exam Guidelines of the Goethe-Institut. For further inquiries regarding result reviews or appeals, please contact us via email at info.qingdao@goetheslz.com or call 0532-85950060.



7. Certificate Obtaining

7.1 The exam certificate will be prepared within 5 working days after the results are announced.

7.2 Participants can choose to obtain their exam certificate in person. They can do so by presenting their ID card or passport at Room 508, 5th Floor, West Zone, Building D, Qingdao University Science and Technology Park, No. 9 Hong Kong East Road, Laoshan District, Qingdao. For security reasons, certificates cannot be obtained by others on behalf of the participant.

7.3 Participants may also choose to request their exam certificate via express delivery. After the participant provides a contact address, the certificate will be sent via SF Express, with the delivery fee to be paid upon receipt. Certificates for all levels (A1, A2, B1, and B2) will be sent out within 10 working days after the results are announced. If a certificate is damaged or lost due to personal reasons (such as missing the delivery call or failing to pick up the package in time), the center assumes no responsibility.

7.4 If a participant loses their original certificate at a later date, they can apply to the center for a certificate score verification, with a processing fee of 100 RMB.

7.5 If a participant in the exam is later verified on the list of banned candidates at the Goethe-Institut Examination Center, the center will cancel the participant's score in the exam and revoke the validity of the certificate obtained at any time.



8. Responsibilities of the Goethe Language Center at Qingdao University and obligations of the participants

8.1 The center and its staff are only responsible for intentional mistakes and negligence during the exam process. The center is not responsible for any losses caused by force majeure events (such as natural disasters, wars, epidemics, official orders, and other uncontrollable circumstances).

8.2 In the event of force majeure, the center reserves the right to cancel or change the exam date. Cancellation or rescheduling of the exam is not affected by the timing, and there is a risk of cancellation or change even on the day of the exam. Participants should be aware of and accept this risk. If the exam cannot be held due to force majeure, the center will arrange a refund or a postponement of the exam fee. The center will not be responsible for any additional costs incurred (such as transportation or accommodation fees). Participants are responsible for any risks and costs incurred.

8.3 The center provides a waiting room on the exam day where participants can wait, rest, or leave personal belongings during the exam. Due to the presence of multiple participants, the center advises against bringing valuable items to the exam site on the day of the exam. If participants need to store any items, they must consult the center staff in advance. The center is not responsible for any loss of items in the waiting room on the exam day.

8.4 Participants must comply with the safety and protective regulations of the center during the exam. Any personal injuries or financial losses resulting from personal negligence within the teaching building or exam

room are the responsibility of the participant. The center assumes no liability. In cases of significant financial loss, the center has the right to pursue legal responsibility from the individual at fault.

8.5 Participants in the examination are obliged to abide by the confidentiality agreement of the Goethe-Institut Examination. They are not allowed to disclose the examination themes and contents (listening, reading, writing and speaking) after the examination. They are not allowed to upload the examination themes and contents to social media (including but not limited to WeChat friend circle, Zhihu, Douban, Tiktok, Xiaohongshu, Weibo, etc.) or use them for profit after the examination. If violated, according to „*The Exam Guidelines*“ of Goethe-Institut, violators will be punished with a global ban on exams, revocation of exam scores, and revocation of the validity of obtained certificates (provided that the examination is successfully passed and the certificate is obtained).

9. Data Collection Instructions

9.1 The personal information and data submitted by participants during exam registration will be submitted and registered in the Goethe-Institut's customer database in Munich, Germany, in accordance with the "*Data protection information for participants in exams of Goethe Institut e.V. at exam cooperation partners*". The German Embassy and Consulates in China may require certain participant information, exam scores, and certificate numbers during the visa process to verify the authenticity of the issued exam certificates.



9.2 Participants are required to read the *"Data protection information for participants in exams of GoetheInstitut e.V. at exam cooperation partners"* and sign to confirm their understanding and acceptance of the relevant regulations when registering for the exam.

Goethe Language Center at Qingdao University

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