

The CELBAN Centre is the national centre responsible for the administration of the CELBAN test on behalf of the Centre for Canadian Language Benchmarks (CCLB). This document outlines the policies and procedures of The CELBAN Centre, and is valid as of September 28, 2017.

Confidentiality

All test content and materials relating to the CELBAN are confidential and the copyright to all associated materials belongs exclusively to the CCLB. Under no circumstances should CELBAN documents or information be duplicated, transmitted or discussed without the explicit permission of Touchstone Institute. By registering for a test, you agree to uphold the confidentiality and security of all CELBAN materials and understand that you cannot discuss or disclose examination content with future applicants/candidates or post examination information online.

Plagiarism

CELBAN test takers are expected to produce independent, original communication when completing CELBAN. The use of memorized or reproduced content from an existing source, as part of a response to a written or spoken task on a test, is considered plagiarism. Engaging in plagiarism compromises the integrity and security of the examination process and the validity of scores. If it is found that a test taker has plagiarized or breached test protocols in any way, The CELBAN Centre holds the right to annul test scores and deny the test taker access to their Unofficial Score Report & Official Transcript.

Registration Fees

Registration for CELBAN is online. The CELBAN test fee is \$395 for all test sites across Canada. CELBAN is a requirement for professional registration and is not taxable.

1. Cancellations, Transfers, and Refunds

All requests must be made by submitting one of the online request forms found on our website. Telephone or email cancellations will not be accepted. There will be no exceptions to this rule as we need an electronic record of your request in order to provide you with accurate, fair and efficient services.

1.1 Cancellations

Cancellations made **at least** 10 business days before your confirmed test date will result in a partial refund (there will be \$95.00 administrative fee, so you will be refunded \$300.00). One business day is defined as a weekday (Monday through Friday), not including statutory holidays.

Cancellation requests must be made by submitting the TEST CANCELLATION REQUEST FORM. When requesting a cancellation and calculating the number of business days' notice, the date we consider is the date the request form is submitted. Please allow 5 business days to process your request. Refunds will be issued through PayPal after your request has been processed.

Cancellations made **less than** 10 business days before your confirmed test date are not eligible for a refund. For special consideration, please refer to the EXCEPTIONAL CIRCUMSTANCES REQUEST FORM.

1.2 Absences (no-show on test day)

Failure to appear for the test without notification is considered a cancellation and **no** refund will be issued. If you decide that you want to take the test at a later date after a no-show, you must re-apply. For special consideration, please refer to the EXCEPTIONAL CIRCUMSTANCES REQUEST FORM.

1.3 Transfers

Please note that we do not currently accept test date transfers. If you wish to transfer a test date, you must cancel and re-apply. Please use the TEST CANCELLATION REQUEST FORM. This transaction will be processed within 5 business days.

Occasionally a testing session may be cancelled due to an insufficient number of registrants or other unforeseen circumstances. Under such circumstances, all registrants will be deferred to another date and no additional fees will be charged.

2. Accommodations

We are able to offer special accommodations for CELBAN. Please allow 20 business days to plan for your test. Supporting documentation from a healthcare or counselling professional which indicates a diagnosis and describes any limitations must be submitted along with the ACCOMMODATION REQUEST FORM. All test-takers with special accommodation requests will be contacted by The CELBAN Centre. Each request is reviewed on a case by case basis.

3. Test Results

3.1 Result Reports

Your test registration fees cover two reports:

❶ An **Unofficial Score Report**, which contains your test scores **and** a description of the strengths and weaknesses of your test performance. This report will be sent to you by email, within 20 business days of your scheduled test date.

❷ An **Official CELBAN Transcript**, which contains **ONLY** your test scores (and no details about the strengths and weaknesses of your performance). This report will be sent to the organization of your choice, within 20 business days of your scheduled test date.

There is no fee for official transcripts requested as part of the registration process (you will be asked to assign a recipient for your transcript when you complete your registration form). For later requests, a fee of \$25.00 will be charged for **each** transcript requested. Requests for additional transcripts must be made using the ADDITIONAL TRANSCRIPT REQUEST FORM. Telephone requests will not be accepted.

All test scores will be given in the form of CLB levels only. Percentages of test scores will not be given.

3.2 Additional Transcripts

Additional Official Transcripts may be requested at any time during the two-year validity period following your test. A fee of \$25.00 will be charged for each transcript requested. Requests for additional transcripts must be made using the ADDITIONAL TRANSCRIPT REQUEST FORM. Telephone requests will not be accepted. Please allow 15 business days for this transaction.

3.3 Appeals and Re-score Requests

CELBAN test results are highly reliable. The CELBAN Speaking test is conducted by two trained assessors who independently judge the candidate's performance during the interview. At the end of the interview the assessors

concur on the results. In case of a disagreement, the recording of the speaking assessment is reviewed by a testing supervisor and the final score is then issued.

Because CELBAN is currently a paper-based test, it is marked by human raters. The CELBAN Writing test is marked by a single rater using a validated rubric. For quality assurance purposes, spot checks are regularly performed. Some writing tests will be reviewed and marked a second time to ensure accuracy. Multiple choice and short answer questions are rated using a validated score key and conversion calculation.

Given this marking process, it is very unlikely that a score will change based on a re-scoring of a test. It is not advisable that you pursue this option unless you have a very specific and certain concern.

In the case of a re-score request you will need to submit the TEST RE-SCORE REQUEST FORM **within 20 business days** of receiving your Unofficial Score Report. Re-score fees shown below will apply.

Speaking Test - \$95.00	Writing Test - \$75.00	Listening Test - \$25.00	Reading Test - \$25.00
-------------------------	------------------------	--------------------------	------------------------

If the test results change as a result of the re-score, you will be refunded the re-score fee. However, if the test scores remain the same, the CELBAN Centre will retain the fees for its service. A re-score letter will be issued describing the results of this process. Should new results come out of the re-score process, an official transcript and an unofficial score report will be issued at no cost.

3.4 Validity

Your CELBAN test results are valid for a period of two (2) years from the date the score report is issued.

4. Test Repeats

4.1 Repeats

Applicants may repeat the CELBAN test a maximum of three (3) times within two (2) years. Repeat test takers may not sit for the exam within three (3) months of a previous test. There must be at least three (3) months between test attempts. Applicants are responsible for monitoring this timeline. If you register for a test within three (3) months of a previous test, or register for a fourth test within a span of two (2) years, you are subject to a \$95.00 cancellation fee. The Centre for Canadian Language Benchmarks reserves the right to withhold or cancel results from CELBAN tests completed within three (3) months of one another, or a fourth test within two (2) years. The CELBAN Centre reserves the right to refuse and/or cancel registrations for repeated tests that are scheduled within three (3) months, or a fourth test within two (2) years.

Example of Three Month Policy:

- If you wrote your original CELBAN test on January 24, 2017, then you would be eligible to re-take the test on April 24, 2017.
- If you wrote your original CELBAN test on February 5, 2017, you are NOT eligible to re-take the test on or before May 4, 2017.
- CELBAN tests must be written three months apart and this does not always translate to 90 days. We calculate our three month policy to the exact **day** of the month.

Example of Two Year Policy:

- If you wrote three CELBAN tests in a two year period, you will not be able to write the test again until exactly two years from your first CELBAN test.
- If the three tests you wrote took place on: February 28, 2015, May 28, 2015, and August 28, 2015. You cannot write another test until February 28, 2017 or afterwards. From then, you can write three months after each test date to a maximum of three tests in another two year period.

4.2 Partial Tests

Effective September 1, 2016 partial tests are no longer offered. Applicants must successfully complete both the Speaking and Group components in a single test session, regardless of any previous passing scores. Transcripts will not be issued with scores from two different test sessions. Combining scores across two different test sessions is not permitted.

SUMMARY OF POLICIES, PROCEDURES AND FEES (ALL FEES IN CANADIAN DOLLARS)

PROCEDURE	POLICY	FEE
Register for the CELBAN Test (Listening, Writing, Reading and Speaking)	Complete the online registration form, pay online and a confirmation will be sent within a few minutes.	\$395.00
Cancel your CELBAN Test	To cancel 10 or more business days before your test, complete and submit a request form by email.	\$95.00
	Cancellations less than 10 business days before your test will not be refunded.	NO REFUND
	To cancel a test within three (3) months of a previous test, or to cancel a fourth test over a 2 year period.	\$95.00
Request Official Transcript	Additional Official Transcripts can be issued anytime within the two-year test-validity period. Complete and submit a request form by email.	\$25.00
Test Re-Score	Test Re-Scores can be requested within 20 business days of receiving your original results. Complete and submit a request form by email.	Speaking: \$95.00 Writing: \$75.00 Reading: \$25.00 Listening: \$25.00

Contact Information:

The CELBAN Centre
 c/o Touchstone Institute, 600–145 Wellington St. W., Toronto, ON M5J 1H8
 Phone: 416-355-5053 or 1-844-550-5053 (toll free)
 Email: celban@tsin.ca

CELBAN was developed by and is a product of the **Centre for Canadian Language Benchmarks (CCLB)**.