

The INSTITUTO CERVANTES is the organisation responsible for the academic, administrative and economic management of the Diplomas in Spanish as a Foreign Language (henceforth, DELE) which are issued by the director of this public sector organisation, in the name of the Secretary of State for Education and Professional Training of the Kingdom of Spain.

1. General information: The examination dates and registration periods, together with all other information about the DELE diplomas, are available on the official DELE portal at <https://examenes.cervantes.es/dele/>.

The registration fee for any of the DELE diplomas includes the rights to sit the relevant examination on the chosen date and at the chosen center, and the costs of sending out the corresponding diploma.

Under no circumstances will an application to sit an examination be accepted once registration deadline has closed.

The candidate who does not pass the DELE examinations or who, on the date of the sitting, fails to attend, will not have the right to a second opportunity, whatever the reason.

2. Candidate requirements: DELE diplomas are aimed at literate members of the public of all ages.

The INSTITUTO CERVANTES accepts registration applications for DELE examinations from all persons who pay the fee for the corresponding rights to enrolment.

To register for these examinations it is important — and compulsory if registering through electronic media — to provide, in addition to other obligatory personal data, a private email address for the candidate. This email address, whose correct functioning is the responsibility of the candidate, will be used, if that is the decision of the DELE examination center or the INSTITUTO CERVANTES, to communicate all aspects relating to the INSTITUTO CERVANTES and the DELE diplomas, including information regarding examination's schedules and instructions, and the publication and printing of their qualifications.

By paying the enrolment fee the candidate accepts these conditions of purchase, declares that they comply with the administrative and economic requirements for the DELE diploma, and agrees to attend the examinations bringing the documents which confirm their compliance with these conditions, namely the registration receipt, their passport or official ID document with a recognisable photograph, necessary for their correct identification, and the official notification of the examination that they will sit.

Parents, tutors or legal representatives should register minors or persons without legal authority to act, bearing in mind that they must provide a different email address for each of the candidates that they register.

3. Enrolment procedure: Enrolment for the DELE examinations should be carried out through the media authorised for this purpose by the INSTITUTO CERVANTES within the established deadlines.

In order to register through electronic media, the candidate must follow the instructions of the electronic registration system and pay special attention to the terms and conditions which appear on the enrolment receipt. In this case, payment of the registration fee will be done through the payment methods pre-determined in the electronic registration system.

To enrol in person at the examination centres recognised for this purpose, the candidate must provide the following documents:

- DELE enrolment application form duly completed.
- Original and photocopy of their passport or official ID document with recognisable photograph, which includes the following information: first name and surname, nationality and place and date of birth. The data provided by the candidate on the registration application form must correspond with that on the aforementioned ID document

- A valid document supporting that payment of the corresponding fees has been completed.

The registration fee can be paid by whichever means chosen by the applying examination centre (always specifying the heading 'DELE enrolment' together with the date for the examination sitting and the academic level of the desired diploma) or by the electronic means chosen by the INSTITUTO CERVANTES in the case of online registrations.

4. Candidate information: It is the responsibility of the candidate to ensure that all information supplied (especially that referring to their identity — first name and surname, ID document number, and date and place of birth — and the details of the chosen DELE examination they wish to sit — examination centre, date and level —) are correct before finalising the enrolment process, as an error made by the candidate while entering these data could be reflected in the official DELE diploma, which can only be re-issued following payment of the relevant costs, and could also cause administrative problems.

Personal information provided during enrolment must coincide with the information that appears on the official ID document of the examination candidate. Only those candidates who are correctly identified and whose ID coincides with the information on their enrolment receipt will be admitted to the examinations.

The candidate must notify the examination centre of any change in personal details that could affect relevant communication relating to the DELE Spanish diplomas.

For any change or incident relating to their personal data, the candidate should contact us through this link <https://cau.cervantes.es/>.

The INSTITUTO CERVANTES is not responsible for any damage caused by the supply of erroneous or out of date information during the enrolment application carried out by the candidate.

5. Candidates with special needs: The INSTITUTO CERVANTES can provide access to the DELE examinations under special conditions to those candidates who, because of their personal circumstances (visual, hearing or motor impairment; certain learning difficulties; or being unable to leave religious, hospital or penitentiary centres) are unable to attend under the usual conditions.

A candidate with any of the special needs provided for in the INSTITUTO CERVANTES guidelines for DELE examinations MUST communicate and justify these needs to the examination centre, within a maximum period of 48 hours from the moment of enrolment, by following the instructions in the corresponding section of the Instituto Cervantes Exams Portal.

Any candidate who fails to communicate their needs on time and in the manner requested will lose their right to sit the examination under special conditions.

In a case where the special measures requested by the candidate could not be provided, through lack of available resources at the examination centre or at the INSTITUTO CERVANTES or because the request is not contemplated in the procedure, the candidate can ask for the cancellation of their enrolment, so long as this request is made within 72 hours of the communication of the special needs request denial.

For more information, please consult the administrative procedure for DELE examinations under special circumstances which appears on the Instituto Cervantes Exams Portal.

6. Withdrawals and refunds: Candidates have the right to a refund (or withdrawal) according to legal provision. Request for withdrawal must be made in writing fully and unequivocally (in other words, including all the candidate's personal information and the enrolment code provided), within 14 calendar days of the date of enrolment using the online cancellation form at <https://cau.cervantes.es/>, if they enrolled via <https://examenes.cervantes.es/> or —if they enrolled by a different method— at the examination centre where they registered.

Due to COVID-19, INSTITUTO CERVANTES has modified deadlines for withdrawal requests, so as to give more flexibility and allow candidates to attend examinations in the best possible conditions.

New withdrawal deadlines and conditions as follows:

- In the case INSTITUTO CERVANTES had to cancel exams due to COVID-19, INSTITUTO CERVANTES will defer candidates to the first exam session available at the same centre. Candidates will then have a period of 2 months to request a refund or a change of dates, should new dates not be suitable, as long as exams had not yet taken place.
- In case exams for which a candidate is registered went on, the deadline for a withdrawal request will be 3 weeks before exams are due to take place.
- Once deadline for withdrawal request/exam changes is over, registration fees will not be refunded under any circumstances.
- While pandemic lasts, if a candidate were unable to attend the exam due to high temperature or for having been diagnosed with COVID-19, they will have to make their request for a change to another sitting at the same centre. Such request must be submitted always before exams take place and only if candidate has not yet completed any of the exam parts.
- Requests for changes or withdrawal from those candidates who did not show up for their exams or who informed of their illness or their suspicions after exams have taken place, or on the same day the exams are scheduled, will not be accepted.

To request a withdrawal or exam change, candidates must contact the exam centre they registered with if they did it in person, or the INSTITUTO CERVANTES User Attention Centre (Centro de Atención al Usuario (CAU) <https://cau.cervantes.es/>), should they have registered on-line through <https://examenes.cervantes.es/>.

Any request not compliant with the requirements aforementioned or submitted outside the legal deadlines will be rejected.

In case of a withdrawal, fees paid by the candidate will be reimbursed, using the same payment method as in the initial transaction, without any undue delay. Although refunds will be processed with due diligence, INSTITUTO CERVANTES reserves the right to delay refunds if circumstances required so, and guarantees that a full refund will be processed with the minimum delay possible.

A DELE candidate who, before the examination for which they have registered has taken place, finds out they have passed an earlier DELE examination that they sat as a result of a revision of qualifications or a claim they had initiated earlier, will have a right to a full refund of the fee paid for their DELE examination enrolment. A candidate in these circumstances must request in writing the fee refund within a maximum period of one month from the communication of the news of their successful claim. Once this period is over, the candidate will lose their right to a refund of the enrolment fee.

7. Invalidations: In the following cases, registrations will be subject to invalidation, and the candidate will have the right, following a formal request in writing, to a full refund of examination fees or to the deferral to a later session (as long as registration for the session is still open and there are places available):

- In the case of the impossibility of sitting the examinations through fault of the examination centre.
- In the case of cancellation of the examinations as a result of an act of God or natural disaster which implied cancellation of the examination or physical or personal risk to the candidate on their journey (floods, state of war, etc.).

In either case, the candidate must make an unequivocal and complete request in writing for the refund of the fee paid or the deferral to a later session to the place where their registration took place or, if it was done electronically, via the INSTITUTO CERVANTES Examinations

portal at <https://cau.cervantes.es/>, always within one month after the date when the written exam was due to take place. At the end of this period, the candidate loses the right to a refund of the fee.

8. Requests for exam sessions, exam centre or exam level changes: Once established registration deadlines for a specific exam are over, no changes will be permitted, nor will new registrations requests be accepted, whatever the reason.

Requests for exam sessions, exam centre or exam level **changes** will not alter in any way the withdrawal period deadline **which will still be 14 days from the date of the initial enrolment.**

It is the responsibility of the candidate to ensure they send an unequivocal notification to the same place where they registered, which should include their personal details and their registration code, within the stated deadlines and in writing, to request the desired change.

The administration of a change will not incur any cost to the candidate, unless there is a difference in the examination fee (when requesting a change to a higher level), in which case the candidate must pay the difference. If the request is to change to a lower level at a fee lower than that paid, this difference will not be refunded.

Once registered, candidates may request changes to the conditions of their registration, according to the following criteria:

A. Electronic registration to sit general DELE examinations (A1, A2, B1, B2, C1 and C2) at the examination centres in Spain using the Instituto Cervantes Exams Portal:

1. Change to exam date, exam level, or examination centre: The candidate may request a change to their exam date, their exam level or their exam centre (within the same country) so long as the enrolment period remains open for the exam of the original enrolment and the enrolment period for the exam for which they would like to enrol now is still open at the time of requesting the change and there are places available.

It is not possible to change to centres in a different country, nor to other examinations which are not sold on the [Instituto Cervantes Exams Portal](#).

B. Registration in person at DELE examination centres:

1. Change of examination centre: Once the enrolment is complete, it is not possible to change to another examination centre.

2. Change of exam date or exam level: The candidate may make a request to their examination centre to change the sitting date or the DELE examination level, so long as the enrolment period remains open for the exam of the original registration and the registration period for the exam for which they would like to enrol now is still open at the time of requesting the change and there are places available.

The candidate may request changes to their DELE examination level, so long as they pay the fee difference for the new examination they are requesting if this is higher than that already paid. If the request is to change to an examination at a fee lower than that paid, this difference will not be refunded.

In the case of DELE examinations for school children (DELE A1 escolar and DELE A2/B1 ESCOLAR) who have been enrolled at examination centres in Spain it will not be possible to change to general level DELE examinations.

9. Taking the examinations: Registration requires the choice of a specific examination centre, so the candidate will only have the right to attend the examination at that centre, or at any other venues authorized by that examination centre, for that purpose, and on the dates corresponding to the chosen session.

Candidates must arrive for the examination at the times and venues indicated by the examination centre bringing the following documentation:

1. The enrolment receipt provided by the examination centre or sent to their email address upon online registration.
2. Their passport or official ID document with photograph that had been provided upon registration. For those candidates who sit the DELE A2 examination in Spain, it is essential that they bring with them an original valid passport in order to enter the exam. In the case of applicants from member states of the European Union a passport can be substituted by the ID document of the country of origin together with an EU Citizen Registration Certificate.
3. Official examination notice, which they will have received from the examination centre and which will include details of the venue, dates and timings of both written and oral examinations.

Registration for exams leading to the obtention of the DELE diplomas for a specific examination session, exclusively allows a single opportunity to take the exam on the date of the chosen session.

No-show of the candidate for the examinations at the designated time and venue, except in the cases for invalidation listed in section 7 above, will not entitle them to a refund of the registration fee, nor to deferral to another DELE examination session.

10. Improper behaviour: A candidate excluded from the examinations for improper behaviour, defined as any action by which they or another candidate derives or could derive unfair benefit or disadvantage, in the opinion of the examination board, will remain excluded and lose their right to their exam being marked.

This exclusion means that the candidate will lose the right to request a refund of the registration fees paid for the exam for which he has been excluded.

11. Photographing and recording examinations: The candidate may be photographed during the examinations for the purposes of security and identity control. The DELE examinations may be subject to electromagnetic or digital audiovisual recording, whether in a systematic or random way, in order to monitor the performance of the examiners, to carry out research and development with the aim of improving the examinations or to obtain additional documentary evidence to resolve a claim.

To these ends, by accepting these terms and conditions, candidates authorise INSTITUTO CERVANTES to record their interviews and transfer all intellectual property and image rights and creative aspects that correspond to these for the longest period permitted in current legislation and for any country in the world.

12. DELE qualifications: All the information about the examination criteria and grade scales can be found on the Guides to DELE examinations on the Instituto Cervantes Exams Portal.

The INSTITUTO CERVANTES will inform all candidates who have sat the DELE examinations of the grade that they have received via the official portal <https://examenes.cervantes.es/>.

Each candidate will be able to download, through their restricted access personal account on the Instituto Cervantes Exams Portal (following registration on the Portal), their marking certification, which will indicate whether they have received a PASS or FAIL in the examination. This document is signed electronically by the INSTITUTO CERVANTES and has a Secure Verification Code, giving it certifiable value.

Those candidates who receive a PASS will be entitled to the dispatch of the appropriate accrediting diploma.

Candidates who obtain a FAIL in their exams' overall mark, and wish to retake exams, must take all examinations again, even if they obtained a PASS in one of the examination groups.

13. Revision of marks: Each candidate has the right to request a single revision of their marks, by completing a form that is available to that effect in their restricted access personal account on the Instituto Cervantes Exams Portal (following registration on the Portal).

Requests for exams revision made outside the given legal period will not be accepted, since it is the responsibility of the candidate to comply with these deadlines provided upon publication of qualifications and for submitting their requests for the revision of marks on time. Requests for access to, return of or reproduction of any of the examination's papers will not be granted.

All information relating to the procedure of revision of DELE examination marks, is available via the appropriate tab on the Instituto Cervantes Exams Portal.

14. Complaints: All candidates have the right to make as many complaints as they wish before the INSTITUTO CERVANTES through the INSTITUTO CERVANTES headquarters website at <http://sede.cervantes.gob.es/>.

15. Dispatch of DELE diplomas: The dispatch of DELE diplomas is the responsibility of the INSTITUTO CERVANTES, which will post the diplomas of all successful candidates to their examination centre for redistribution.

The examination centre will then inform their successful candidates that their diploma is ready and at their disposal to be picked up from the centre.

Successful candidates should therefore contact their examination centre for any information relating to the receipt of their DELE diploma. If, for any reason, a candidate had not received notification from their centre about their DELE diploma being available and had not called for it within five years of their written examination taking place, they will lose all rights to their diploma (after 5 years centres will dispose of any diplomas not called for), although, if they wish, they may request their centre to reissue their diploma.

The candidate must then meet the costs of re-issuing their diploma, unless it were attributable to their examination centre or the INSTITUTO CERVANTES.

If the candidate requests the dispatch of their DELE diploma by post, the examination centre may charge postage costs following prior agreement with the candidate.

The INSTITUTO CERVANTES also reserves the right to apply a cost for dispatch in the same circumstances if the diploma has to be sent directly to the candidate from the INSTITUTO CERVANTES headquarters.

16. Intellectual property: All DELE diploma related material that is given out or sent to candidates is subject to intellectual, industrial and economic property rights analogous in content to those of the INSTITUTO CERVANTES, or of the relevant third parties, so that any infringement of these will be pursued legally.

17. Security and confidentiality: In accordance with current legislation, all data provided by the candidate for the examinations and tests which lead to obtaining the official Spanish DELE diplomas, will be handled by the INSTITUTO CERVANTES, in its capacity as body responsible for their processing, for the purposes of the accurate management of the said examinations and for providing candidates with relevant information relating to the certification process and to the training provided by the INSTITUTO CERVANTES (on the legitimate basis of providing the requested service), and, where indicated, for sending information relating to the activities, services and objectives of the INSTITUTO CERVANTES (where consent has been given).

Personal data will not be submitted or communicated to third parties except other Spanish Public Administration bodies and organisations in the circumstances envisaged and indicated in the [additional information on data protection](#). The candidate may, at any time, exercise their right to access, amend, oppose, transfer, limit the usage of, or delete their data as indicated in the aforementioned [additional information on data protection](#).

DELE SPANISH DIPLOMAS

SPECIFIC TERMS AND CONDITIONS

FOR DELE DIPLOMAS 2021

18. Applicable legislation and appropriate jurisdiction: Whatever litigious issue that may arise between the candidate and the INSTITUTO CERVANTES will be governed by or interpreted in accordance with Spanish legislation. Both parties, therefore, renouncing completely the jurisdiction that may correspond to them, will comply with the jurisdiction and powers of the courts of Madrid.

IMPORTANT: Enrolment for the DELE diplomas on the part of the candidate implies their express consent of these terms and conditions of purchase and their commitment to supply the supporting and identity documentation that is requested during the process of obtaining their diploma.

For more information about DELE diplomas, visit <https://exámenes.cervantes.es/dele/>.

DELE SPANISH DIPLOMAS

SPECIFIC TERMS AND CONDITIONS FOR DELE DIPLOMAS 2021

Additional information about Data Protection

At Instituto Cervantes, we value the privacy and transparency of your data. Therefore, in accordance with EU Regulation 679/2016 General Data Protection and current legislation, we inform you that the personal data you have provided us when making your application for registration for **tests and examinations to obtain the certificate of constitutional and sociocultural knowledge of Spain (CCSE) or Spanish DELE diplomas** will be treated by the Instituto Cervantes, as data controller, **for the purposes of conducting a corrected management of these tests and sending you information related to the certification and training services of Instituto Cervantes**, and, if so indicated, **to send you information regarding the activities, services and objectives of Instituto Cervantes.**

Who is responsible for the processing of your data?

Name of entity: Instituto Cervantes

Address: c/ Alcalá 49, 28014 Madrid (España)

Phone: (+34) 914 36 76 00

E-mail: lopd@cervantes.es

Data protection delegation: General Inspection of Services of the Ministry of Foreign Affairs, European Union and Cooperation (dspd@maec.es)

What is the legitimacy for processing your data?

The legal basis for the processing indicated is the execution of the provision of the requested services agreement, and – if you have expressed it – your consent to receive promotional information from Instituto Cervantes.

For what purposes will we process your personal data?

Your personal data will be processed by Instituto Cervantes in order to process your application for registration for the tests to obtain the certificate of constitutional and sociocultural knowledge of Spain (CCSE) or to obtain the DELE Spanish diplomas in the chosen examination centre and call, manage the training provided by Instituto Cervantes for the preparation of such tests and carry out a correct management of them. Likewise, we will use your data for the corresponding accounting, fiscal, administrative and teaching management, either to be able to comply with the services offered, or for the fulfilment of other legal obligations imposed by the Spanish legal order.

In addition, if you have indicated so, we will process your data to send you information that may be of interest to you about the services, products and activities of Instituto Cervantes.

How long will we keep your personal data?

Your personal data will be kept as long as your relationship with Instituto Cervantes is maintained. At the end of the same, the personal data processed for each of the purposes indicated will be kept during the legally provided periods or during the period in which a judge or court may require them according to the limitation period of legal proceedings. In the absence of such a legal period, your data will be kept until you request its removal or revoke your consent.

To which recipients will your data be communicated?

Personal data will not be transferred or communicated to third parties, except in the cases necessary for the development, control and fulfilment of the purposes previously expressed and in the assumptions provided for by the legislation.

Your data could therefore be communicated to:

1. Public Administrations, when established by the current standard
2. State Security Forces and Bodies, under what the current legislation is established
3. Banks and financial institutions, for the collection of funds for the requested services
4. Collaborating institutions of Instituto Cervantes, when communication is necessary normatively or for the axis of the requested services
5. Bodies of the Spanish Public Administration, when applicable and for the purpose of processing the procedure for the procurement of Spanish nationality

What are your rights in relation to the processing of data?

You can exercise at any time the rights of access, changes, opposition, portability, limitation to the processing and removal of the data you have provided us, by sending an e-mail to Instituto Cervantes to lopd@cervantes.es, by letter to C/ Alcalá, No. 49, Madrid 28014 (Spain), or in person at the address indicated before.

You have the right to obtain confirmation of the existence of a transaction of your data, to access your personal data, to request the rectification of data that are inaccurate or, where appropriate, to request the removal, when among other reasons, the data are no longer necessary for the purposes for which they were collected or the consent granted is withdrawn.

In certain cases, you may request the limitation of the processing of your data, in which case we will only keep them in accordance with current regulations; in other cases, you may exercise your right to data portability, which will be delivered in a structured, commonly used or mechanically readable format to you or the new data controller you designate.

You have the right to revoke at any time the consent for any of the treatments for which you have given consent.

Instituto Cervantes has forms for the exercise of rights that can be requested by email lopd@cervantes.es. You can also use those developed by the Spanish Data Protection Agency or by third parties. These forms must be electronically signed or accompanied by a photocopy of the ID card or passport. If acted by means of a representative, the application must also be accompanied by a copy of your ID or passport or with an electronic signature.

You have the right to lodge a complaint with the Spanish Data Protection Agency in the event that you consider that the exercise of your rights has not been adequately addressed. The maximum period to be resolved is one month from the receipt of your application, and can be extended by two more months taking into account the number of requests received or the complexity of them. In the event of any modification of your data, we would like you to inform us in writing in order to keep your data up to date.