

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: Examination dates and registration deadlines, and all other information about the DELE exams, are available on the official DELE portal at <https://exámenes.cervantes.es/dele/>.

Registration fees paid for any of the DELE exams include the right to appear for the specific DELE exam level on the chosen date and at the chosen centre, and the costs of issuing the corresponding diploma.

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

Any candidate who fails the DELE exam or who fails to attend on the date for whatever reason, will not have the right to neither a deferral nor a refund, and will need to re-enrol in order to retake the exam.

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

Only those candidates who opt for Spanish nationality by residence, can apply for a DELE A2-NA exam offered exclusively in Spain for illiterate persons. There are different requisites for registering for this exam. It is essential to present an express authorization from the Spanish Ministry of Justice and eventually a qualification certificate is obtained, not a DELE diploma.

The INSTITUTO CERVANTES accepts enrolment applications for DELE exams from any person who pay the corresponding enrolment fee.

To register for the exams it is essential to provide, in addition to other mandatory personal data, **a private unique email address for each candidate** which will be used by the corresponding DELE exam centre or by INSTITUTO CERVANTES, to inform candidates about all aspects concerning INSTITUTO CERVANTES DELE exams, including examination's schedules and instructions, the publication of results and the issuing of certificates. Proper functioning of this email address is responsibility of candidates.

Payment of the enrolment fee entails candidates' acceptance of purchase conditions, and in doing so, candidates declare that they comply with the administrative and economic requirements demanded for the attainment of the DELE diploma, and agree to produce the documents that prove their compliance with these conditions on the day of their exam, namely their registration receipt, their passport or official ID document with a distinct photograph, necessary for their correct identification, and the official notification of the in which they will appear.

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 completed by any of the means enabled for this purpose by the INSTITUTO CERVANTES and within the established deadlines.

To register digitally, candidates must follow instructions in the registration on-line portal, paying special attention to the terms and conditions which will appear on the enrolment receipt. In this case, payment of the registration fee will be done through the payment methods predetermined in the digital registration system.

To enrol in person at the examination centres, the candidate must provide the following documents:

- [DELE enrolment application form duly completed.](#)
- Original and photocopy of their passport or official ID document with distinct photograph, which must include the following information: first name and surname, nationality and place and date of

birth. The data provided by the candidate on the registration form must correspond with that on the aforementioned ID document

- A valid proof of full payment of the corresponding fees.

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

4. Candidate information: It is the responsibility of the candidate to ensure that all information provided (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 appear for — examination centre, date and level —) are correct before finalising the enrolment process, as any error made by the candidate while entering these data would show 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 match up with the information on the official ID document provided by the candidate. Only those candidates who can be correctly identified and whose ID agree with the information on their registration receipt will be allowed into the exam venue.

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

To request any change or submit any trouble ticket concerning their personal data, candidates should contact us through the following link <https://cau.cervantes.es/form>

The INSTITUTO CERVANTES does not accept responsibility for any dis-service caused by the candidates' supplying of erroneous or out of date information during the enrolment application.

5. Candidates with special needs: INSTITUTO CERVANTES can make special arrangements for DELE exams 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 exams under general conditions.

Candidates with special needs as considered within the INSTITUTO CERVANTES DELE exams' guidelines and regulations MUST inform to their examination centre, and present medical or documentary evidence at least two weeks prior to the official dates of the written part of the examination, following instructions in the corresponding section of the Instituto Cervantes Exams Portal.

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

In case the special measures requested by the candidate could not be granted, the candidate can ask for the cancellation of their enrolment, so long as this request is made within 72 hours following the communication of the special request dismissal.

For further information, please refer to the DELE exams administrative procedure for exams under special circumstances which appears on the Instituto Cervantes Exams Portal.

6. Cancellation and refunds: Candidates have the right to a refund as per legal provision. Request for refunds 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://exámenes.cervantes.es/> or directly with the examination centre where they registered if they enrolled by a different method.

INSTITUTO CERVANTES will acknowledge receipt of withdrawal request as soon as possible, and fees paid by the candidate will be reimbursed without any undue delay, by the same payment method as in the

initial transaction, and in any case, within the 14 days following the date request was received.

The candidate, once having enrolled in the DELE Examination session and on completion of 14 days from the date of registration, will lose the right to a refund of the registration fee.

Any DELE candidate who, **before the exams for which they have registered have taken place**, found out they had passed the same level DELE exam as a result of a revision of qualifications claim they had initiated earlier, will have a right to a full refund of the fee paid for their DELE examination enrolment. Candidates in these circumstances must request the fee refund in writing within a maximum period of one month from their successful claim resolution date. Once this period is over, candidates will lose their right to a refund of the enrolment fee.

7. Invalidation: In the following cases, registration 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 seats available):

- In case candidate was unable to take the exams due to the examination centre's fault.
- In case of exam cancellation due to an act of God or natural disaster which implied physical or personal risk to the candidate on their journey (floods, state of war, etc.).

In either case, the candidate must submit an unequivocal and complete refund or deferral-to-a-later-session request in writing to the centre 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 on which written exam was due to take place. At the end of this period, the candidate will lose the right to the fee refund.

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 change request to the same place where they registered; such request should include their personal details and their registration code, within the stated deadlines and in writing.

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 exam 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 the one originally 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 Spain) so long as enrolment periods for both exams sessions are still open at the time of requesting the change and there are places still available.

It is neither possible to change to centres in a different country, nor to other examinations which are not sold on the [Instituto Cervantes Exams Portal](#).

B. Direct enrolment with exam centres outside Spain:

1. Change of examination centre: Once the enrolment is done with a specific centre, it is not possible to change to another examination centre.

2. Change of exam date or exam level: Candidates may request a change to their exam dates or exam level, so long as enrolment periods for both exams sessions are still open at the time of requesting the change and there are places still available.

Candidates may request to change to a higher DELE exam level, as long as they pay the corresponding fee difference. If the request is to change to a lower exam level, the resulting fee difference will not be refunded.

For candidates for school children DELE exams (DELE A1 escolar and DELE A2/B1 ESCOLAR) who are enrolled at examination centres in Spain, it will not be possible to transfer to general level DELE examinations.

9. Carrying out exams: Registration requires candidates to choose a specific examination centre, therefore candidates will have to attend the examination at their chosen centre, or at any venues enabled for that purpose by their exam centre, and on the dates corresponding to the chosen session.

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

1. The enrolment receipt provided by the examination centre or sent to their email address upon online registration.
2. For those candidates sitting **DELE A2 exams in Spain, it will be mandatory to present their valid legal residence permit or Tarjeta de Identidad de Extranjero (TIE)** and the original passport, to be able to apply for the tests. Citizens from the European Union may replace the TIE with the Residence Card of a relative who is a citizen of the European Union or the original national identity document from their country of origin. If candidates were unable to present their valid original passport they will have to justify it in advance.
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.

Payment of DELE exams fees for a specific exam session, allows for a single exam opportunity 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: Any candidate expelled from exams due to improper behaviour (defined as any action which derives or could derive unfair benefit or disadvantage for the candidates themselves or for other candidates), will be excluded and lose their right to their exam being marked.

This exclusion implies that the candidate will lose the right to request a refund of the registration fees paid for the exam from which they have 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 exams may be subject to electromagnetic or digital audiovisual recording, either in a systematic or random way, in order to monitor the performance of the examiners and to carry out research and development works carried out with the aim of improving the exams 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. Exams results: Detailed information about the examination criteria and grading scales can be found on the DELE exams Guide on the Instituto Cervantes Exams Portal.

The INSTITUTO CERVANTES will inform all candidates of their grades via the official portal <https://examen.es.cervantes.es/>

Candidates will be able to download, through their restricted access personal account on the Instituto Cervantes Exams Portal (following registration on the Portal), their results certificate, which will feature APTO (PASS) or NO APTO (FAIL). This document is signed electronically by the INSTITUTO CERVANTES and has a Secure Verification Code, giving it certifiable value.

Those candidates who obtain APTO will be entitled to the dispatch of the corresponding accreditation diploma, except for candidates who have taken the DELE A2-NA for illiterate students in Spain, a special exam for candidates with this condition, and who will obtain a qualification certificate valid only for the purposes of applying for Spanish nationality by residence.

Candidates who obtain NO APTO in their exams' overall mark, and wish to retake exams, must register again and take all examinations, even if they obtained a PASS in one of the exam parts.

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 submitted outside the given deadline 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 return of or reproduction of any of the examination's papers will not be granted either.

All information concerning DELE exams marks' revision procedure is available on the corresponding tab of 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. Issuing and dispatching of DELE diplomas: The issuing of DELE diplomas is the responsibility of the INSTITUTO CERVANTES, which will dispatch the diplomas of all successful candidates to their examination centre for redistribution.

Each 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 concerning 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 exams, 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 request a copy of it.

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

Candidates may request the dispatch of their DELE diploma by post, however 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: Any DELE exams related material that is presented 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, therefore any infringement of these rights will be pursued legally.

17. Security and confidentiality: In accordance with current legislation, all data provided by candidates to the exams and tests which lead to obtaining the official Spanish DELE diplomas, will be handled by the INSTITUTO CERVANTES, in its capacity as institution responsible for their processing, for the purposes of an adequate management of the exams and for providing candidates with relevant information concerning the accreditation and learning services provided by the INSTITUTO CERVANTES (on the legitimate basis of providing the requested service), and to send candidates information related to the promotion of other activities, services and objectives of the INSTITUTO CERVANTES (if 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 information, of access, to rectification, to erasure, to data portability and to restriction as indicated in the [aforementioned additional information on data protection](#).

18. Legislation and jurisdiction applicable: Any litigious issue that may arise between the candidate and INSTITUTO CERVANTES will be regulated by or interpreted in accordance with Spanish legislation. Both parties, therefore, renouncing completely the jurisdiction that may affect them, will comply with the jurisdiction and mandate of the courts of Madrid.

19. Illiterate Candidates: Only for candidates who opt for Spanish nationality by residence, and exclusively in Spain, there is a DELE A2-NA exam for illiterate students. Registration for this exam has different requisites (it is essential to present an express authorization from the Spanish Ministry of Justice) and a qualification certificate is obtained, not a DELE diploma. If on the day of the test the candidate does not present the authorization from the Ministry of Justice to take the DELE A2-NA adapted test, or it is not valid, the exam center will not allow access to the exam room.

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 provide the supporting identity and accreditation documents requested during the process of obtaining their diploma.

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

Additional information about Data Protection

In accordance with EU Regulation 679/2016 General Data Protection and with the current legislation, we inform you that the personal data provided when making your application for the **exams leading to obtaining either the certificate of constitutional and sociocultural knowledge of Spain (CCSE) or the Spanish DELE diplomas** will be treated by Instituto Cervantes, in its capacity as institution in charge of handling the data, **for the purposes of conducting an adequate management of exams and to send candidates any information related to the Instituto Cervantes' accreditation and learning services** (on the legitimate basis of providing the requested service) , and, when consent has been given, **to send you information concerning the promotion of other activities and services offered by Instituto Cervantes.**

Who is responsible for the processing of your data?

Name of entity: Instituto Cervantes

Address: C/ Alcalá 49, 28014 Madrid (Spain)

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 (dpd@maec.es)

Legal basis for processing your data

The legal basis informing our management of your data are your agreement for the provision of the requested services, and – if you have expressed so – your consent to receive promotional information from Instituto Cervantes.

For which purposes will we process your personal data?

Your personal data will be used by Instituto Cervantes in order to manage your application for the exams leading to obtaining the certificate of constitutional and sociocultural knowledge of Spain (CCSE) and/or the DELE Spanish diplomas in your chosen examination centre and session, to inform candidates about any courses available for the preparation of the exams, and for the correct management of the whole examination process. Likewise, we will use your data for accounting, fiscal, administrative and academic management purposes, either to be able to accomplish the services requested, or for the fulfilment of other legal obligations imposed by the Spanish legal order.

In addition, if you had indicated so, we will use your data to send you information that may be of interest to you about other services, products and activities offered by 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 this, any personal data used for each of the purposes indicated above will be kept during the legally required periods or during the period in which a judge or court may require according to legal proceedings' prescription period. In the absence of such a legal period, your data will be kept until you request its removal or revoke your consent.

With which recipients will your data be shared?

Personal data will not be transferred or shared with third parties, except in case when it was 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 Administration Entities, when established by the regulations in force
2. State Security Forces and Bodies, as per regulations in force
3. Banks and financial institutions, for the collection of fees associated to the required services

4. Institutions collaborating with Instituto Cervantes, when communication is necessary by regulation of for the execution of the services requested.
5. Other Institutions of the Spanish Public Administration, when applicable and for the purpose of the management of procedures related to the procurement of Spanish nationality.

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

You can exercise at any time the right to information, of access, to rectification, to erasure, to data portability and to restriction of processing, 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 at your disposal for the exercise of your 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 additional months depending on the total number of requests received or their complexity.

In the event of any changes in the data provided and in order to keep it up to date, please kindly inform us in writing as soon as possible.