

PLEASE READ CAREFULLY

FREQUENTLY ASKED QUESTIONS

1. Period of enrollment for DELE tests in April, May and November:

Please see the brochure

Please don't wait until the last day to submit your forms. We need to review all the documentation and if there are any mistakes, you won't have enough time to register. It is recommended to deliver the registration forms **at least one week before** the end of the registration date.

Make sure that **you register in the city and in the DELE center** where you would like to write the test. It means that if you register for the DELE test at the Instituto Cervantes in Calgary, you must take the test here. You can see all our DELE testing centers on the brochure.

Only for the Instituto Cervantes in Calgary:

The schools that are working with us, you must have a designated person responsible for the communication with the Instituto Cervantes. All the registration forms must come through this person and he/she will inform the students and parents about the procedure and documentation to enroll, the dates and places of the written and oral tests. He/she will also inform the parents and students how to access their test results on our website.

For individual applicants, you have several options:

- 1) Make an appointment with me,
- 2) Send the documentation by certified mail
- 3) Slide the documentation under my door (**Instituto Cervantes, Craigie Hall D 209, University of Calgary 2500 University Dr. N.W. Calgary, AB T2N 1N4**) Make sure you leave it at this address.

For all the applicants:

Please write on the registration form, if you are a student from the University of Calgary, Mount Royal, Athabasca, a school, a company etc.

2. Date of the written exams:

Please see the brochure

3. Date of the oral exams for all the levels:

The date will be communicated to the students.

In Calgary, the date will be communicated to the school representative, for the institutions that we are working with.

If you are an individual applicant, you will receive the information directly from us.

VERY IMPORTANT

4. Compulsory documentation to register for all the tests:

4.1. The **registration form must be filled out in capital letters.**

For **new students, please note:**

A personal e-mail has to be provided to finish your registration and for you to access your scores. Please do not forget this e-mail as it is attached to your file and you will need it for all future exams.

For **returning students:**

If you have previously registered, you must use the same e-mail that appears on your file. If you have any doubts include your school and personal e-mail on the registration form.

4.2. **A photocopy of the student's **passport**.**

4.3. The payment

For Instituto Cervantes at the University of Calgary:

A cheque payable to the Instituto Cervantes, cash or credit card with the exact amount.

For other DELE testing centers:

Please contact them directly to ask about payment procedures (see the brochure for DELE examination centers).

VERY IMPORTANT

5. What are the **prices** for the tests?

Please see the brochure

6. What are the **required materials** needed to prepare for the DELE test?

There are free examples and guides available at:

<https://exámenes.cervantes.es/es/dele-para-escolares/exámenes/a1>

<https://exámenes.cervantes.es/es/dele-para-escolares/exámenes/a2-b1>

There are also **specific books** available to practice for the test (please contact the Spanish publishers or selling points: Librería Las Américas in Montreal: Tel: 514-844-5994, Amazon, etc.)

The Instituto Cervantes has also **Spanish general courses** and a **specific course to prepare for the A2 DELE test**.

For buying AVE individual licenses, please visit our website and contact them:

<http://ave.cervantes.es/>

<https://cau.cervantes.es/index.php>

***For group licenses, please contact me directly.**

VERY IMPORTANT

7. What is the percentage to pass the DELE test?

You will need to pass with 60% on each group of tasks.

VERY IMPORTANT

8. When and where can I see my results?

The test scores will be available **between two to three months after the test date.** You will need to visit our website and **download the results:**

<https://exámenes.cervantes.es/es/usuario/registro>

Firstly, you will need to **register online using the link provided above, and fill out the information.** It is very important that you use the same e-mail that you provided us on your registration form. **Otherwise, you won't be able to access your marks.**

If you have any problems, please fill out the assistance request form at

<https://cau.cervantes.es/index.php>

VERY IMPORTANT

9. How to ask for a review of your test

If you are not satisfied with your results, you can ask for a review of them. Please visit our website and follow the instructions.

<https://exámenes.cervantes.es/es/dele/calificaciones>

VERY IMPORTANT

10. When can I get my diploma?

Between 6 to 7 months after the test, the diplomas will arrive in Calgary and we will contact the schools directly in this city. I will also send them to our DELE testing centers around the country by certified mail and they will contact you.

Please visit the following websites for more information:

<https://exámenes.cervantes.es/>

<https://exámenes.cervantes.es/es/dele/que-es>

<http://slllc.ucalgary.ca/instituto-cervantes>