

INSTITUTO CERVANTES is the body in charge of the academic, administrative and financial management of the Diplomas of Spanish as a Foreign Language (hereinafter “DELE”), which are issued by the Director of this public body on behalf of the Spanish Ministry of Education, Vocational Training and Sports.

1. General information: Examination dates, registration deadlines and any other information related to the DELE Diplomas are available on the INSTITUTO CERVANTES Exámenes website (<https://examenes.cervantes.es/dele/>).

The registration fee paid for any of the DELE Diplomas includes the examination fee for the chosen date at the chosen examination centre and the cost of issuing the corresponding diploma.

Under no circumstances will registration be permitted for a DELE examination session once its registration period has closed.

Candidates who do not pass the DELE examinations or who fail to sit them on the examination date will not, for any reason, be entitled to a second opportunity within the examination session in question.

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

INSTITUTO CERVANTES accepts registrations for the DELE examinations from all candidates who pay the corresponding registration fee.

To register for the examinations, candidates are required to provide personal data, including **an individual email address**. It is the candidate's responsibility to ensure his/her email account works properly. The email address will be used to communicate, as established by the DELE examination centre or INSTITUTO CERVANTES, any information related to INSTITUTO CERVANTES and the DELE Diplomas, including the examination sessions, the publication of results and the issuing of certificates.

By paying the registration fee, the candidate accepts the present conditions of purchase and agrees to comply with the administrative and economic requirements to obtain a DELE Diploma. Furthermore, he/she undertakes to attend the examinations with the documents that certify that he/she fulfils these conditions, which are the registration confirmation, his/her passport, official photo identity document or similar document for identification purposes, and the official examination notice.

Parents, guardians or legal representatives must register minors or persons without legal capacity to act, and they must provide a separate email address for each candidate they register.

3. Registration procedure: Registration for DELE examinations must be completed through the means that INSTITUTO CERVANTES has made available for this purpose and within the established deadlines.

To register online, the candidate must follow the instructions on the online registration system and pay particular attention to the terms and conditions on the registration confirmation. In this case, the registration fee is paid by the means of payment determined on the online registration system.

In order to complete registration in person at a recognised examination centre, the candidate must provide the following documents:

- Duly completed DELE registration form.
- Original and photocopy of his/her passport, official photo identity document or similar document that states his/her name, surname, nationality, place of birth and date of birth. The details declared by the candidate on the registration form must match those on his/her passport, official photo identity document or similar document.
- Proof of payment of the corresponding registration fee.

Payment of the registration fee can be made by the means of payment determined by the corresponding examination centre (always specifying “DELE registration” as the reference, with the date of the examination session and level) or by the electronic means determined by INSTITUTO CERVANTES in the case of online registration.

4. Candidate details: It is the candidate's responsibility to ensure that all details provided, especially his/her name, surname, passport, official identity document or similar document number, date of birth and place of birth, and the chosen DELE examination centre, date of the examination session and examination level are correct before completing the registration process. Any error made by the candidate when entering these details may cause administrative issues and may be reflected in the official DELE Diploma, which will only be reissued after payment of the corresponding fee.

Personal details provided at the time of registration must match those that appear on the passport, official identity document or similar document of the candidate who will sit the examinations. Only candidates who are correctly identified and whose identification details match those on their registration confirmation will be admitted to sit the examinations.

The candidate is required to notify the examination centre of any change to his/her personal details that may affect receipt of communications relating to the DELE Diplomas.

The candidate must report a change in or an incident relating to personal details via <https://cau.cervantes.es/>.

INSTITUTO CERVANTES is not responsible for any damages that may arise as a result of incorrect or out-of-date information provided on a candidate's registration form.

5. Candidates with special needs: INSTITUTO CERVANTES can make special arrangements for candidates who cannot take the DELE examinations under general conditions due to certain personal reasons (e.g. a visual, hearing or motor disability, a learning disability, or inability to leave a religious centre, hospital or correctional facility).

If a candidate has any of the special needs considered in the INSTITUTO CERVANTES DELE examination regulations, he/she must inform the examination centre and provide evidence **at least two weeks before the official dates of the written examinations** of the examination session, following the instructions in the corresponding section of the INSTITUTO CERVANTES Exámenes website.

Any candidate who fails to inform of his/her special needs in due time and manner will lose the right to sit the DELE examinations under special conditions.

When a request to sit the examinations under special conditions cannot be fulfilled, the candidate is able to cancel his/her registration and request a refund of the registration fee, provided he/she does so within 72 hours of being notified that the request has been dismissed.

For further information, see the procedure for sitting DELE examinations under special conditions, which can be found on the [INSTITUTO CERVANTES Exámenes website](https://cau.cervantes.es/).

6. Withdrawals and refunds: Candidates have the right to a refund or withdrawal in accordance with legal provisions. The request for a refund or to withdraw must be made fully and unequivocally in writing (i.e. including all the candidate's personal details and the registration number received) **within 14 calendar days of the date of registration**. Candidates who registered via the [INSTITUTO CERVANTES Exámenes website](https://cau.cervantes.es/) can use the online cancellation form available on the Cau Cervantes website (<https://cau.cervantes.es/>). Candidates who registered by other means should contact the examination centre at which they registered.

Once a candidate informs of his/her decision to withdraw, INSTITUTO CERVANTES will send an acknowledgement of receipt as soon as possible.

In the event of withdrawal, all payments received from the candidate will be refunded without undue delay and, in any case, within 14 calendar days from the date on which INSTITUTO CERVANTES was informed of the decision to withdraw. The refund will be made to the same means of payment the candidate used for the initial transaction.

Once 14 calendar days since the date of registration and payment have passed, the candidate will lose the right to a refund of the registration fee.

If, **before the examination session for which he/she has registered takes place**, the candidate is informed that he/she has passed a previous DELE examination session of the same level as a result of a review of results process or complaint initiated beforehand, he/she will have the right to a full refund of the registration fee paid. In this circumstance, the candidate must request in writing the refund of the amount paid within a maximum of one month from the date on which he/she is informed of the resolution in his/her favour of the review of results process or complaint. Once this period has ended, the candidate will lose the right to a refund of the registration fee.

Any request for a refund that does not meet the aforementioned requirements or that is sent outside of the legally established deadlines will be rejected.

7. Invalidation: In the following cases, registration will be subject to invalidation, and the candidate will be entitled to receive a full refund of the registration fee or to defer to a later session that is open and has places available, provided he/she formally requests so:

- When a candidate is unable to sit the examinations due to a fault of the examination centre.
- When the examinations are cancelled due to force majeure or natural disasters that imply the cancellation of the examination session or physical or personal risk to the candidate in his/her journey to and from the examination centre (flooding, state of war, state of emergency, etc.).

In either case, the candidate must request fully and unequivocally in writing a refund of the amount paid or a change of examination date at the examination centre at which he/she is registered. If registration was completed on the INSTITUTO CERVANTES Exámenes website, the request should be made via the [Cau Cervantes website](https://cau.cervantes.es/). The candidate will have to do so within one month from the date established for the written examination. Once this period has ended, the candidate will lose the right to a refund.

8. Changes of examination session, centre or level: Once the registration period for an examination session has closed, no changes will be permitted, nor will new registrations be processed.

A change of examination session, centre or level will in no way alter the deadline for withdrawal, which will remain at 14 calendar days from the date of initial registration.

In serious exceptional circumstances, INSTITUTO CERVANTES will assess the possibility of making a change to a candidate's registration, provided they are duly justified. The registration fee will not be refunded, but the candidate will be able to change to another examination session at the same examination centre at which he/she registered. To do so, the candidate will be requested to provide evidence in accordance with the procedures established by INSTITUTO CERVANTES at least 14 calendar days prior to the date of the written examinations within the initial examination session.

It is the candidate's responsibility to ensure that he/she clearly requests any changes on time in writing to the place of registration and he/she must include his/her personal details and the registration number received.

Administration of changes will not incur a cost to the candidate, unless there is a difference in the registration fee, in which case the candidate must pay the difference. If the change requested is to sit an examination with a lower fee than the one initially paid, the difference will not be refunded.

Once registered, the candidate may request changes to the conditions of his/her registration in line with the following criteria:

A. Online registration via the INSTITUTO CERVANTES Exámenes website to sit general DELE examinations (A1, A2, A2-NA, B1, B2, C1 and C2) at examination centres in Spain:

1. Change of examination session, centre or level: The candidate may request a change of examination session, centre or level, provided that the registration periods for both the initial and the new examination sessions are still open and that there are places available for the new examination session at the time of requesting the change.

It is not possible to change to an examination centre in a different country, nor to an examination type that is not available for registration via the INSTITUTO CERVANTES Exámenes website.

B. Registration at DELE examination centres:

1. Change of examination centre: Once registration has been completed, it is not possible to change to another examination centre.
2. Change of examination session or level: The candidate may request a change of examination session or level at his/her examination centre, provided that the registration periods for both the initial and the new examination sessions are still open and that there are places available for the new examination session at the time of requesting the change.

The candidate may request a change of examination level, provided that he/she pays the fee corresponding to the new examination level if the fee is higher than the one initially paid. If the change requested is to sit an examination with a lower fee than the one initially paid, the difference will not be refunded.

Candidates registered for the DELE for Young Learners at examination centres in Spain are not permitted to transfer to general DELE examinations.

9. Sitting the DELE examinations: At the time of registration, candidates must specify an examination centre at which to sit the examinations, so they may only sit them at said examination centre or at any of the premises allocated for this purpose on the date(s) of the examination session for which they are registered.

Candidates must arrive for the examinations at the times and venues indicated by the examination centre with the following documents:

1. The registration confirmation issued by the examination centre or sent to their email address by the online registration system.
2. The passport or official photo identity document that was presented at the time of registration. Citizens of the European Union may substitute these documents with their original national identity card from their country of origin. If candidates are unable to present their original documents, they must provide proof of this.
3. The official examination notice sent by the examination centre which includes information about the venue, dates and times of the written and oral examinations.

Payment of the registration fee to sit the DELE examinations during a specific examination session allows the candidate to sit the examinations on the examination date(s) for that session only.

If the candidate fails to arrive for the examinations at the specified time and venue, he/she will not be entitled to a refund of the registration fee paid, nor to transfer it to another examination session, except in cases of invalidation previously outlined in Section 7.

10. Improper conduct: Candidates are required to follow instructions given by examination staff, particularly with regards to:

- Possession and use of mobile phones or electronic devices in the examination rooms.

- Malpractice or fraudulent behaviour (cheating, communicating with other candidates, impersonation, etc.)

Any candidate who is excluded or expelled from any of the examinations while they are taking place at the examination centre or whose improper conduct is detected following the examinations will not have the right for his/her examinations to be marked.

Improper conduct is considered to be any action by which a candidate unfairly benefits, may benefit, disadvantages or may disadvantage himself/herself or another candidate in the opinion of the examination board at his/her examination centre or the markers of the examinations.

11. DELE examination results: Information about the marking criteria and grading scales for the examinations is explained in the DELE examination guides available on the [INSTITUTO CERVANTES Exámenes website](#).

INSTITUTO CERVANTES will inform all candidates of the marks obtained via the official [Exámenes website](#).

Once a candidate has registered on the INSTITUTO CERVANTES Exámenes website, he/she will be able to download a certificate of results from the restricted access area. The certificate will state whether he/she has passed ("APTO"), failed ("NO APTO") or not attended ("NO PRESENTADO") the examination or his/her examination is ungraded ("NO CALIFICADO"). This document is signed electronically by INSTITUTO CERVANTES and includes a secure verification code (SVC), so it has valid status.

Candidates who receive a pass result ("APTO") will be issued an accredited digital diploma.

Any sections that the candidate passes will not be retained for another examination session. Candidates who receive a fail result overall ("NO APTO") must take all sections of the examination again in the next examination session, even if they have obtained a pass mark in one of the sections.

12. Review of results: Once a candidate has registered on the [INSTITUTO CERVANTES Exámenes website](#), he/she will have the right to submit a single request for his/her results to be reviewed. To do so, he/she should use the form available for this purpose, which can be found in the restricted access area of the aforementioned website.

INSTITUTO CERVANTES reserves the right to charge a price in euros for the review equal to up to 60% of the gross registration fee before any discounts were applied. This amount will be reimbursed if the review process results in a significant change to the candidate's results, i.e. if he/she receives a pass result ("APTO") after previously receiving a fail result ("NO APTO") or if he/she receives a pass mark for the higher level in the case of the DELE for Young Learners A2/B1.

No requests for results to be reviewed will be processed after the established deadline. It is the candidate's responsibility to monitor the periods in which results are published and the deadlines to submit a request for results to be reviewed. Requests for access to, return of or reproduction of any of the examination papers will not be considered.

Information about the review procedure is available on the [Calificaciones DELE](#) page on the [INSTITUTO CERVANTES Exámenes website](#).

13. Complaints: All candidates have the right to make as many complaints as they consider necessary to INSTITUTO CERVANTES via its [virtual headquarters](#).

14. Digital DELE Diplomas: Candidates who receive a pass result ("APTO") in the DELE examinations will be issued with an official digital diploma. As with the certificate of results, the candidate will be able to download a digital diploma from the restricted access area of the INSTITUTO CERVANTES Exámenes website.

Digital DELE Diplomas are signed electronically by INSTITUTO CERVANTES and include a secure verification code (SVC), which confirms authenticity.

15. Intellectual property: All materials related to the DELE Diplomas that are given or sent to candidates are subject to the intellectual property rights, copyright and similar economic rights of INSTITUTO CERVANTES or of the third parties indicated in each case, and any infringement of these rights will be prosecuted by law.

16. Privacy and data protection: In accordance with current data protection legislation, we inform you that any personal data you provide will be the responsibility of INSTITUTO CERVANTES, which is headquartered at Calle de Alcalá 49, 28014, Madrid, Spain.

You can contact our Data Protection Officer via dpd@cervantes.es. Data will be processed for the purposes of managing your registration and carrying out all processes related to the examinations. Therefore, INSTITUTO CERVANTES will process your personal data based on compliance with legal obligations and to carry out the services you request.

As part of the examination process and for the purpose of ensuring quality measures, fraud prevention and management of complaints, INSTITUTO CERVANTES may capture images, videos, sounds and voices of candidates, either systematically or randomly.

In any case, this information will be captured respecting the interested party's right to intimacy and image rights. INSTITUTO CERVANTES reserves any intellectual or industrial property rights related to the capture of, use of and benefit from such information.

Your personal data will not be communicated to third parties unless required by law and will be stored for the period of time necessary to meet the indicated purpose. When it is necessary to carry out international data transfers, they will be conducted following the guarantees established in current legislation.

You can exercise your rights recognised in current legislation via email to rgpd@cervantes.es, via post to INSTITUTO CERVANTES (at the address Calle de Alcalá 49, 28014, Madrid, Spain) or in person at INSTITUTO CERVANTES's registered offices in Madrid at the indicated address. Further information regarding INSTITUTO CERVANTES's privacy policy and data protection is available at https://www.cervantes.es/aviso_legal.htm.

17. Applicable law and competent jurisdiction: Any litigious matter that may arise between the candidate and INSTITUTO CERVANTES will be governed and construed in accordance with Spanish law. Therefore, both parties expressly waive any other jurisdiction that may correspond to them and agree to submit to the jurisdiction and competence of the courts and tribunals of Madrid.

18. Registration for the DELE A2-NA examination: The DELE A2-NA examination is intended for illiterate persons who sit the examination in Spain for the purpose of obtaining Spanish nationality by residency. To register for this examination, it is necessary to possess and attach at the time of registration express authorisation or exemption from the Spanish Ministry of Justice. Sitting the DELE A2-NA leads to a certificate of results, rather than a DELE Diploma.

IMPORTANT NOTICE: Registering for the DELE examinations implies the candidate expressly accepts these terms and conditions of purchase and commits to providing the identification and accreditation documents required throughout the process of obtaining the diploma.

Further information about the DELE Diplomas is available at <https://exámenes.cervantes.es/dele/>.