



Goethe-Institut Kenya P.O.Box: 49468 . 00100 GPO Nairobi

## **STATEMENT ON GERMAN LANGUAGE EXAMINATIONS AT THE GOETHE-INSTITUT IN NAIROBI**

The Goethe-Institut has noted with great concern claims regarding unfair and opaque bookings of German language examinations. We have always been transparent about the registration periods for courses and exams by listing specific dates months in advance to assist prospective candidates in their financial planning and examination preparation.

Lately, we have experienced a growing number of applicants following the recent Germany-Kenya migration partnership that requires Kenyans who wish to relocate to Germany to learn German and sit for the relevant examinations. We take pride in catering to as many candidates as possible which is why we enable clients to register online. As a result, the website sometimes crashes when there are simultaneous registrations. Additionally, slots fill up in minutes after registration opens. In addressing this challenge, we have continued to increase examination slots in line with our capacities. We've also introduced a waiting list for clients who miss out, giving them a chance to sit for their desired examinations on a first come, first served basis when slots open.

We wish to clarify that the recent situation that saw our web portal open inadvertently before the communicated registration opening time, 9<sup>th</sup> September at 9:00 AM, was due to a technical issue. Following that, we communicated promptly on our social media platforms and to all successful registrants that we nullified all registrations. The new registration date for all prospective B1 exam candidates is set for Thursday, 11<sup>th</sup> September to afford all our clients a fair chance to register.

We recognize the distress caused to our prospective candidates. We are committed to continuously offering our clients excellent services and we have always welcomed constructive feedback that will advance this goal.

We also wish to reiterate to our candidates that they have the option to request for an in-person review of their examinations in the event they do not feel contented with their results. This is as per the Terms and Conditions each candidate agrees to during registration for examinations.

To our esteemed clients, rest assured that we are dedicated to elevating your experience with us as we walk with you in your journey of excelling in German and fulfilling your ambitions. Our communication channels remain open as we encourage interactive engagement to enhance our efficiency and deliver greater value.

[www.goethe.de](http://www.goethe.de)

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