

IELTS Terms and Conditions (Global)

IELTS Application: Terms and Conditions IELTS TERMS & CONDITIONS AND LEGAL NOTICES Declaration

You must:

1.1 provide proof of your identity (passport or National Identity Card) at registration. Contact the test centre to confirm which type of identity document is accepted. Candidates taking the test outside their own country must use a passport;

1.2 inform the test centre of any changes to your identity document before the test date. If you do not do this you will not be allowed to take the test and you will not be eligible for a refund or transfer;

1.3 bring the same identity document on the test day as the one recorded in your application. If you do not do this you will not be allowed to take the test and you will not be eligible for a refund or transfer;

1.4 arrive at the test centre before the scheduled test start time. If you arrive late, you will not be allowed to take the test and you will not be eligible for a refund or transfer;

1.5 leave all personal belongings in the designated belongings area. The only items you may bring into the test room are your approved identity document, standard pen(s), pencil(s) and eraser(s), and a bottle of water (label-free). All electronic devices and all watches must be left in the belongings area and must be switched off. You may be electronically scanned for devices at any time during the test day. Any candidate who breaches these conditions will not receive an IELTS test result or be eligible for a refund or transfer. While the test centre will take all reasonable measures to secure your items in the belongings area, they cannot be held responsible for any loss;

1.6 consent for your identity to be verified both at test registration and on test day. This may include:

- having your photograph taken. You will be required to temporarily remove any covering from your face (*please see clause 9.1 for the EHWLC Health and Safety Policy*). Any candidate who refuses to have a photograph taken will not be allowed to sit the test and will not be entitled to a refund. The photograph taken by the test centre will appear on your Test Report Form;

- providing a sample of your signature;
- having your finger scan taken;

1.7 keep only the following items on your desk: your identity document, pen(s), pencil(s), eraser(s), and a bottle of water (label-free);

1.8 tell the invigilator at once if you think you have not been given the correct question paper or if the question paper is incomplete or illegible;

1.9 raise your hand if you need to ask the invigilator something. Candidates may not ask for, and will not be given, any explanation of the test questions;

1.10 attend all four components of the test (listening, reading, writing or speaking). If you do not attend all four components, you will not receive an IELTS test result. Exceptions are possible but must be requested at registration and written approval must be received from the test centre; and

1.11 inform the invigilator on the day of the test if you believe that your performance may be affected by ill health, by the way in which the test is delivered at the test centre or for any other reason. If you have a complaint relating to the delivery of the test, you must submit your complaint to the test centre before you leave the test centre on test day. Complaints relating to the delivery of the test will not be accepted after test day.

2 Your IELTS test result

IELTS Paper Based

2.1 Results are issued by test centres, usually 13 days after the test.

2.2 You will receive only 1 copy of your results form (your “**Test Report Form**”). Replacement copies are not issued in the event of loss or damage.

2.3 The Test Report Form will be issued in your name as it appears on the identity document used at registration. If you find that your personal details are incorrect on the Test Report Form, please contact the test centre where you took the test. Documentation must be provided to verify the correct details. If you change your name after receiving your Test Report Form, the name will not be changed on the Test Report Form.

2.4 Your result may not be issued in the required timeframe if the IELTS Test Partners decide that it is necessary to review any matter associated with your test or the administration of your test. To assist any investigation, you may be required to provide writing and speaking samples. In exceptional circumstances, you may be required to re-take one or more IELTS components.

2.5 Your result may be cancelled after it has been issued if any irregularity is identified. You may be required to re-take one or more IELTS components.

2.6 Your result will be disclosed to the educational institutions, governments (including visa processing authorities), professional bodies and commercial organisations that recognise IELTS scores (“**Recognising Organisations**”) which you nominated in your application or to which you applied with your Test Report Form, for the purpose of allowing those

organisations to verify the result or to carry out any enquiries in relation to suspected malpractice.

2.7 If any of the data on the Test Report Form provided by you or your partner to Recognising Organisations has been altered in any way, your original test result may be cancelled.

3 Cancelling your IELTS test or requesting a transfer

3.1 The IELTS Cancellation Policy is set out at the end of this document. Please refer to that policy to check your cancellation and transfer rights. You will be asked to acknowledge you have read and agreed to the IELTS Cancellation Policy. In addition, where your IELTS test is due to take place during the Cancellation Period (as defined in the IELTS Cancellation Policy) you will confirm that you are requesting performance of services by the relevant IELTS Test Partner during the Cancellation Period and you will acknowledge that your rights to cancellation and refund will be lost 24 hours before the day of your IELTS test.

4 How IELTS uses your information

4.1 The IELTS Test Partners recognise and support the right of IELTS test candidates to privacy.

4.2 When you provide your identity information the IELTS Test Partners link that information to your IELTS test and test result on the Test Report Form. This enables you to submit your Test Report Form to Recognising Organisations and for them to verify your result.

4.3 Test Report Forms will only be sent to those Recognising Organisations nominated by the candidate in their application or at the request of the candidate after the issue of results. When a candidate submits a Test Report Form to a Recognising Organisation they consent to the verification of the result by that organisation.

4.4 The IELTS Test Partners or their authorised representatives may share candidate personal data including without limitation test performance or score data or photographs taken by the test centre with Recognising Organisations or law enforcement agencies and regulatory authorities where required for verification purposes or other purposes to protect the IELTS test and its stakeholders against any form of malpractice. Finger-scan data, where obtained, will not be disclosed to any entity except the IELTS Test Partners.

4.5 The IELTS Test Partners will retain work produced by candidates in the IELTS test and may use it for quality control purposes and for investigations into suspected malpractice. Test score data and test responses, in an anonymous form, may also be used for informational, research, statistical or training purposes.

5 Declaration

5.1 You acknowledge that the IELTS test is jointly owned by the IELTS Test Partners.

5.2 You certify that the information submitted in your IELTS test application is complete, true and accurate.

5.3 You understand that the personal data submitted in your IELTS test application is collected for the purposes of the IELTS test. You accept data, including, without limitation, test performance or score data or photographs taken by the IELTS test centre and your test result may be disclosed by the IELTS Test Partners to those Recognising Organisations to which you apply and to governments (including visa processing authorities) for the purpose of allowing these organisations to verify your test result or to carry out enquiries in relation to suspected malpractice. If the IELTS Test Partners discover that a false or altered Test Report Form has been provided to any of these Recognising Organisations or government authorities you further accept that the IELTS Test Partners may inform the same and provide them with your personal data and any relevant details relating to the work you produce as part of your test taking, including, without limitation, test performance or score data or photographs taken by the IELTS test centre.

5.4 You understand that your personal data may be processed in an anonymous form for statistical and research purposes for the development of Cambridge Assessment English examinations. Cambridge Assessment English and the test centre administering the test confirm that they will not disclose personal information about candidates to others except as stated in this Declaration or to the extent permitted by law.

5.5 You understand that you may view a copy of my personal data submitted in your IELTS test application by contacting ielts@cambridgeenglish.org.

5.6 You understand that if you want a copy of your finger scan it can only be provided as a Binary Large Object (BLOB) and the request must be made to ielts@idp.com or ielts@britishcouncil.org. You understand a fee will be charged for access to this information.

5.7 You understand that if the details submitted are incomplete your application may not be processed. You further understand that completing and submitting your IELTS test application does not guarantee enrolment on your preferred test date or at your preferred test location. You understand that your enrolment will be confirmed by email.

5.8 You understand that any personal data collected during the identity verification process by the test centre either at test registration or on test day will be processed and securely stored by the IELTS Test Partners for the purpose of the IELTS test. You acknowledge that the photograph taken of you by the test centre will be provided upon request to any Recognising Organisations or government authorities (including visa processing authorities) to which you apply for the purposes of allowing these organisations to verify your test results or to carry out enquiries in relation to possible malpractice or test integrity issues. You understand that

where finger-scan data is obtained it will not be disclosed to any entity except the IELTS Test Partners.

5.9 You understand that you will have your photograph taken by the test centre to allow the Test Report Form to be released. If you have not had your photograph taken by the test centre no result will be issued.

5.10 You understand that the IELTS Test Partners have a responsibility to all candidates and Recognising Organisations to ensure the highest confidence in the accuracy and integrity of test results and that the IELTS Test Partners therefore reserve the right to withhold test results temporarily or permanently, or to cancel test results which have been issued, if they consider those results to be unreliable for reasons of suspected malpractice or any other irregularity in the test process.

5.11 You understand that your result may not be issued 13 days after the test if any of the IELTS Test Partners deem it necessary to review any matter associated with your test or the administration of your test, including making enquiries as to whether any rules or regulations have been breached. You understand that in exceptional circumstances you may be required to re-take one or more IELTS components.

5.12 You understand that if you are suspected of engaging in any form of malpractice, or do anything that might damage the integrity and security of IELTS, you may not receive a test result, your test fee will not be refunded and you may be prohibited from taking the IELTS test in the future. Despite and without limiting any of the terms of this declaration, you understand that details of any malpractice (including evidence of suspected malpractice) that has been established, is suspected, or is being formally investigated may be provided to Recognising Organisations, including visa processing authorities and appropriate regulatory authorities, or otherwise disclosed in accordance with the law, where required for verification purposes or other purposes to protect the IELTS test and its stakeholders against any form of malpractice. You further understand that suspected malpractice will be reported centrally to the IELTS Test Partners and to any relevant test centre by the test centre where the suspected malpractice occurred.

5.13 You understand that if you engage in any form of malpractice, or do anything that might damage the integrity and security of IELTS, you may be banned from taking the IELTS test in the future. You understand that if you are banned you will receive a notification stating the length of the ban. You understand that if you are subject to a ban and you register to take the test, you will not receive a result and you will not be entitled to a refund.

5.14 You understand that if any other person attempts to take the IELTS test in your place (i.e. in place of the person whose details are submitted through the ORPS to register for the relevant IELTS Tests/Materials), both you and such person will be liable to prosecution. Details relating to the situation may be provided to the relevant authorities, including visa processing authorities and appropriate regulatory authorities.

5.15 You understand that the work you produce as part of the IELTS test will be the property of the IELTS Test Partners. You hereby assign to the British Council, by way of present and future assignment, all intellectual property rights (to the extent there are any) in the work you

produce as part of the IELTS test. Under no circumstances will IELTS tests be released to candidates or to institutions or organisations, except in the investigation of suspected malpractice whereby the work you produce as part of the IELTS test may be provided to relevant authorities.

5.16 You understand that your IELTS speaking test will be recorded. You also agree that an observer may attend your IELTS speaking test as part of the monitoring process.

5.17 You understand that you will be charged the full test fee upon registration. You understand that if you request a transfer or cancel your test, your right to a refund will be determined in accordance with local legislation.

5.18 You understand that this test result cannot be used for UKVI application purposes and that you will not be eligible for a refund if you subsequently find that you require an IELTS for UKVI test result.

5.19 You acknowledge that you have read, or will read before your IELTS test, the [IELTS Information for Candidates](#) booklet.

Ealing, Hammersmith and West London College IELTS Test Centre 10126 Terms and Conditions:

6. The Test Venue / the Test date

6.1 I understand that I must note down the name of the EHWLC IELTS Test Centre venue and the date I have selected for my test [online](#) and ensure that I check the test venue location/directions on the EHWLC website <https://www.wlc.ac.uk/efl/ielts>

6.2 I understand that by selecting a venue I am indicating my preferred choice which might not be guaranteed. Though the IELTS Test Centre 10126 aims to accommodate my test at the venue of my choice, the EHWLC IELTS Test Centre 10126 reserves the right to transfer my test to a different test date or a different test venue subject to availability and inform me accordingly.

6.3 I understand that if I need to take one of **Secure English Language Tests** approved by the UK Home Office, I **must not** book the test with EHWLC IELTS Test Centre 10126 because SELT tests are run at EHWLC by a different IELTS for UKVI Test Centre London West GBS02 <UK_LondonWestGBS02@britishcouncil.org>

7. Confirmation of my test, individual IELTS Payment Reference Number and payment reminders.

7.1 The current IELTS Test Fee is published on the EHWLC IELTS Test Centre 10126 website <https://www.wlc.ac.uk/efl/ielts>

7.2 I understand that after I submit my online application, I will receive an IELTS TEST APPLICATION ACKNOWLEDGEMENT email from British Council online registration system with a payment link. I should pay for the IELTS test online using my individual IELTS Payment Reference Number for my test within 24 hours after booking otherwise the EHWLC IELTS Test Centre 10126 reserves the right to cancel my booking without notice. I can obtain my individual IELTS Payment Reference Number starting with A3-10126-S from my online IELTS account -Tests-Upcoming.

7.3 I understand that once my online application is submitted I will receive an **Acknowledgement of Receipt of IELTS Test Application** email from the British Council online registration system. I understand that even though I have paid the test fee that this is NOT a confirmation letter for my test. An acknowledgement of receipt or an automated email confirming the payment cannot be considered as confirmation of my test date/venue until the IELTS Test Centre No. 10126 checks and accepts my application and payment followed by a **Confirmation of Completion of IELTS Registration and Acceptance of Application** email from British Council online registration system which is my Confirmation letter for the IELTS test.

7.4 I understand that even though I have paid the test fee, I will still receive automated emails from the British Council online registration system informing me that my IELTS test place is not confirmed and will be cancelled if payment is not received within the next 24 hours. I understand that if I have recently paid for the IELTS test I should ignore this automated message and wait for the **Confirmation of Completion of IELTS Registration and Acceptance of Application** email from British Council online registration system which is my Confirmation letter for the test.

7.5 If I have any questions concerns I will email the IELTS Test Centre 10126 directly at ielts@wlc.ac.uk no later than 3 working days before the test.

7.6 I understand that if I do not receive **Confirmation of Completion of IELTS Registration and Acceptance of Application** email, no later than 3 working days before the test I should check my spam folder and immediately contact the EHWLC IELTS Test Centre 10126 via ielts@wlc.ac.uk. I must be able to provide a copy of an automated reply from ielts@wlc.ac.uk.

7.7 I am aware that I will need my individual IELTS payment reference number for paying for my IELTS test online as well as for all future correspondence with the EHWLC IELTS Test Centre 10126. For my payment details I will use the same email address and personal details as I entered during the online application process.

7.8 I understand that in the event of a computer error, when making the online payment, I WILL NOT attempt to pay the test fee again by amending my individual IELTS payment reference number or by applying for the same IELTS Test date twice. I will immediately contact the EHWLC IELTS Test Centre 10126 via their email ielts@wlc.ac.uk and explain the problem.

8. My ID Document

8.1 I understand that when applying for the test online I should scan and upload online only the colour original of the same ID I used to apply for the test which can be only one of the following ID documents:

- my valid international Passport (including my signature on the same page) or
- EU ID (both sides on the same page)
- Biometric UK Residence Permit (both sides on the same page)

8.2 I understand that any other ID documents or photocopies, even if verified or issued by a solicitor, or an Embassy or the Home Office/UKV&I are NOT accepted for the IELTS Test neither at the time of the registration nor on the day of the test.

8.3 I acknowledge that the ID document number I enter on the online application must match the ID number I upload to my booking and the number of the ID document I bring on the day of the test and must be one of the types of ID listed in clause 8.1. If on the day of the IELTS test I do not bring the same ID document as the one which was uploaded online and accepted by the IELTS Test Centre, I will not be able to sit the test and will not receive a refund.

8.4 I understand that if in my ID document my date of birth, validity or my signature are placed on different pages or sides of my ID I need to photocopy the required information all on one page and upload this photocopied page to my online application or email the scanned pages to the EHWLC IELTS Test Centre 10126 at ielts@wlc.ac.uk along with my IELTS payment reference number starting with A3-10126-S. I must be able to provide a copy of an automated reply from ielts@wlc.ac.uk.

8.6 I understand that once I submit my online application, I will be able to change my details until my online application is accepted by the EHWLC IELTS Test Centre 10126 and I receive a Confirmation of Completion of IELTS Registration and Acceptance of Application email. If I realise that I made a mistake in my personal details or downloaded a wrong ID document – I WILL NOT apply again, I need to email the Test Centre at ielts@wlc.ac.uk no later than 1 working day before the test and ask for assistance.

8.7 I understand that if I do not upload the ID document or the uploaded ID document does not meet the IELTS registration requirements, then the EHWLC IELTS Test Centre 10126 will reject my application and I will receive an automated cancellation response from the British Council online registration system. For further assistance I need to contact the EHWLC IELTS Test centre at ielts@wlc.ac.uk. Failure to download a required ID document and/or communicate the issue to ielts@wlc.ac.uk in the last working 5 days before the scheduled test date may result in my IELTS test being cancelled with a 75% refund upon my request.

8.8 I understand that it is my sole responsibility to provide a valid and correct email address and add ielts@wlc.ac.uk to my email addresses list and regularly check my spam email folder to ensure emails sent from the EHWLC IELTS Test Centre 10126 do not go to my spam folder.

8.9 I understand that it is my responsibility to upload the required/acceptable ID document when I apply for the test online. I understand that on the test day I must bring the original of

the same ID document which I uploaded online and which was accepted by the EHWLC IELTS Test Centre 10126. If I bring a different ID document, I will not be allowed to sit the test and will lose my test fee. No transfers or refunds will be offered to me.

8.10 I understand that if I need to send my passport or BRP to the Home Office/UKV&I or to any other organisation, I should either sit the test before I send my ID documents away or I should not apply for the IELTS test until I get my ID documents back.

8.11 I understand that if I do not have the original of the ID Document which I uploaded online and which was accepted by the EHWLC IELTS Test Centre 10126, on the day of my scheduled IELTS Test I will not be able to sit the IELTS test and will lose my test fee. No transfers or refunds will be offered.

9. The EHWLC College Health and Safety Policy

9.1 I understand that if I wish to sit the test at Hammersmith and Fulham College venue, I agree to adhere to the EHWLC Health and Safety Policy which states that my face needs to be visible throughout the test day at these premises. I understand that if I cannot meet this requirement I should contact ielts@wlc.ac.uk for their support with this issue BEFORE I apply and pay for the test online.

10. Candidates Under 18 only

10.1 I understand that if I am under 18 I need to bring the original of the Parental Consent Form signed by my Parent or Legal Guardian. I will contact ielts@wlc.ac.uk if I wish them to email me the EHWLC IELTS Test Centre 10126 Parental Consent Form. I understand that if I do not bring the EHWLC IELTS Test Centre 10126 Parental Consent Form on the day of the test I will not be able to sit the test and will lose my test fee. Parental Consent Forms of other organisations will not be accepted.

11. Candidates with special requirements.

11.1 I understand that if I have special requirements I must provide original supporting medical evidence written by a fully qualified psychologist (educational, clinical or chartered) containing detailed recommendations and special requirements for my test to EHWLC IELTS Test Centre 10126 via email ielts@wlc.ac.uk as soon as I applied for the IELTS Paper-based Test. The medical evidence must be in the form of a report in the English Language or translated, prepared by a licensed specialist or a professional organisation in a period no more than two years before the test date. Requests for extended additional time and modified paper based IELTS test materials must be submitted at least 3 months before the test.

Before applying and paying for the test online I confirm that I have read and agreed with British Council IELTS Terms and Conditions (Global) clauses 1-4.5, Declaration 5-5.19 and with the EHWLC IELTS Test Centre 10126 Terms and Conditions 6-12.8 and fully read and understood the IELTS Test Cancellation policy:

12. Cancellation policy.

12.1. I understand that regardless of the reason I can cancel or transfer my scheduled IELTS test for no administration fee at any time **earlier than 5 weeks before the test date** by sending my request to ielts@wlc.ac.uk. I can transfer the test only once. I must be able to provide a copy of an automated reply sent from ielts@wlc.ac.uk in response to my request. If I did not receive an automated reply from the test centre email address, it means that IELTS did not receive my request for cancellation and my request will not be considered.

12.2. I understand that for cancellation requests submitted **later than five weeks before the scheduled test**, regardless of the reason, I will receive a full refund or a free transfer if I submit my request to ielts@wlc.ac.uk within two calendar weeks after payment only (European Consumer Rights Directive applies) but no later than two weeks before the scheduled IELTS test date.

12.3 I understand that for cancellation requests submitted **within the last two weeks before the scheduled test** (for exceptions see clause 12.6) there are no refunds or transfers unless I booked and paid for the test within the last two weeks before the test in which case I will receive 75% IELTS test fee refund or will have to pay an administration fee of 25% of the IELTS test fee for a transfer to a later date.

12.4 I understand that regardless of the date when my application or payment was made, for cancellation requests made within **the last 24 hours before the scheduled test** or at any time on the day of the test or after the test there will be no refund or a transfer to a later date. (For exceptions see clause 12.6)

12.5 I understand that if I do not come to the test (for exceptions see clause 12.6), or come to the test venue later than my **earliest registration time** scheduled in my Confirmation of completion of IELTS registration and acceptance of application email, no refund/transfer will be issued to me.

12.6 I understand that if I fail to appear for my scheduled IELTS test due to any of the following **three exceptional circumstances**:

- illness or injury (for transfers with an 25% admin fee) or hospital admission or serious illness or injury that has a permanent or prolonged impact on my health (for 75% refunds)
- death of a close family member (for transfers with a 25% admin fee),
- proved victim of a crime or victim of a traffic accident (for 75% refunds)

I can have my IELTS test transferred to the next available test date or refunded (subject to the list above) providing that I, or my representative, inform the EHWLC IELTS Test Centre 10126 via email ielts@wlc.ac.uk no later than 5 days after my scheduled IELTS test date. I must be able to provide a copy of an automated reply from ielts@wlc.ac.uk. I will be asked to provide official evidence which must be in a form of a medical certificate from a qualified medical practitioner/hospital stating that I was not able to sit the IELTS test on a certain date, or a death notice or certificate, or a police report, stating that my ability to sit the test on the

scheduled date has been affected by one of the reasons stated above. The EHWLC IELTS Test Centre 10126 will pass my information to the IELTS Manager who will make the final decision regarding my request for a refund or a transfer due to exceptional circumstances.

12.7 I understand that the IELTS Test cancellation policy will apply to my IELTS test reservation if I booked the IELTS test at EHWLC IELTS Test Centre 10126 by any mistake or if I booked the IELTS test instead of booking one of the SELT tests run by London West GBS02 IELTS for UKVI test centre at EHWLC.

12.8 I understand that lateness caused by pre-planned route disruptions or pre-planned traffic diversions or pre-announced weather warnings on my journey to the test venue, or if on the IELTS Test day I forget to bring an original of my valid ID document which I used to apply for the IELTS test online, or if I bring a verified copy or any other ID document instead of the ID I used to apply for my IELTS test online, are not considered as exceptional circumstances for lateness/absence and NO refund/transfer will be granted in such cases.

12.9 I confirm that I will treat other students, IELTS Test Centre 10126 staff, EHWLC staff with dignity and respect at all times. I agree that anyone abusing students and/or staff members in any form of abuse, threats, aggression or use of socially offensive language, will be asked to immediately leave the premises, will not receive a transfer or a refund and may be reported to the Examination Board.

Date the EHWLC IELTS Test centre policy issued: 11/05/2020

The next revision date: 11/05/2022

**IELTS Test Centre No. 10126
ADMINISTRATION OFFICE**

Ealing, Hammersmith and West London College
Gliddon Road, Barons Court
London W14 9BL UK

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website: <https://www.wlc.ac.uk/efl/ielts>

tel. +44 (0) 2087411688 (option 3)

[IELTS TEST CENTRE 10126 ONLINE APPLICATION LINK](#)