



## IELTS One Skill Retake Terms and Conditions

**These Terms and Conditions have been written for the initial launch of the One Skill Retake product by IDP in the Australia market. The Partners will iterate this document in line with IDP scale up and British Council launch (expected April 2023)**

### 1. General Acknowledgements

#### I acknowledge that...

1.1 The IELTS test is jointly owned by British Council, IELTS Australia Pty Ltd (ABN 84 008 664 766), which is wholly owned by IDP Education Ltd ('IDP: IELTS Australia') and Cambridge Assessment English (part of the University of Cambridge), collectively referred to as the IELTS TEST PARTNERS or IELTS PARTNER.

1.2 I will abide by these terms and conditions for the IELTS One Skill Retake test.

1.3 All information I submit as part of my online registration submission, to date and in future submissions, is complete, accurate and true.

1.4 United Kingdom Visas and Immigration (UKVI) accepts IELTS One Skill Retake for use with UK visa applications.

1.5 Before purchasing IELTS One Skill Retake, I am responsible for checking that this test is recognised by the educational institution or any other body I intend to send it to. Also, the IELTS PARTNERS cannot be held responsible if recognition for IELTS One Skill Retake changes between time of purchase and the time I use my score for my individual purposes.

1.6 In order to be eligible to register for a One Skill Retake test I must have already taken a full IELTS test and received my result. Only then can I register for an IELTS One Skill Retake linked to a single skill (Speaking or Writing or Listening or Reading) on my original full IELTS test. The results of my One Skill Retake cannot be applied to a test other than the original full IELTS test against which the One Skill Retake is raised.

1.7 I must bring a valid passport as proof of my identity with me on test day. This proof of identity must be the same identity document used to register for my original full IELTS test. If I do not bring the same original ID documentation on One Skill Retake test day, then I will not be able to take the One Skill Retake, my test will be cancelled and I will not be eligible for a refund.

1.8 As part of my One Skill Retake registration, I cannot make changes to my personal details which I submitted as part of my application for my original full IELTS test.

1.9 I must register and take my One Skill Retake within 60 days of my original full IELTS test date represented by the date I took my original Listening, Reading and Writing test as specified on my original Test Report Form. There are no exceptions to the 60 day rule.

1.10 My IELTS One Skill Retake may result in a different score for the single skill I choose to retake. The score for this single skill may go up, down or remain the same as the score I received in my original full IELTS Test on that skill.

1.11 My One Skill Retake will also recalculate the overall IELTS score, and this overall score may go up, down or remain the same in relation to the overall score given on my original full IELTS test.

1.12 Once I have received the results for my One Skill Retake, I will be issued with an additional Test Report Form a unique Test Report Form number. My original test results and the Test Report Form associated with my previous full IELTS test will remain valid and will also remain available via the online verification service to any Recognising Organisation to which I apply. "Recognising Organisations" means educational institutions, professional bodies and commercial organisations that recognise IELTS scores.

1.13 My One Skill Retake test result will remain valid for two years from the date of my original full IELTS test date for Listening, Reading and Writing as specified on my original full IELTS Test Report Form.

1.14 A maximum of one skill section can be retaken for each full IELTS test. I cannot request a second One Skill Retake on the same full IELTS test. If I wish

to improve my IELTS score in more than one skill, I will need to book another full IELTS test covering all four skills.

## 1.15 Regarding Enquiry On Results, I understand that...

- 1.15.1 I am able to submit an Enquiry On Results request against my One Skill Retake.
- 1.15.2 Such an enquiry On Result will only apply to the skill I selected to retake.
- 1.15.3 If I want to submit an Enquiry On Results against my original full IELTS test, I must do so within two weeks of the date of the original full IELTS test date for Listening, Reading and Writing, and I must do so before registering for a One Skills Retake against the same full IELTS test.

1.16 My One Skill Retake booking or original test result will be cancelled if my original test result for the full IELTS test is withheld or withdrawn and depending on the situation I may or may not be eligible for a refund on my One Skill Retake.

1.17 I am able to request special access arrangements for the One Skill Retake even if this request is different to any request made as part of my original full IELTS test. The IELTS PARTNERS will do their best to accommodate all reasonable requests for access arrangements but cannot guarantee it will possible to do so within the 60 day book and retake window.

1.18 Any access arrangements made for my original full IELTS test will not be automatically applied to the One Skill Retake, and I understand that I will need to apply for these access arrangements again as part of the One Skill Retake booking process.

## 2. Personal Information

### I understand that...

2.1 It is necessary for my personal information to be collected and processed in order for me to take the One Skill Retake test in order to verify my identity and to receive my results. This personal information is collected and securely

stored and is used by the IELTS TEST PARTNERS for the purpose of the IELTS test.

2.2 My personal information may be processed in an anonymous form by the IELTS TEST PARTNERS for statistical analysis and research purposes.

2.3 My photograph may be taken on One Skill Retake test day for ID authentication purposes, but only the photograph taken on my original full IELTS test day will be used for my One Skills Retake Test Report Form. The same photograph will be made available to any Recognising Organisation to which I apply in order to allow these organisations to verify my test result.

2.4 All video and audio recordings will be kept for audit, investigations, and training purposes. Speaking test video recordings will be kept for at least 3 months, and audio recordings will be kept for at least 3 years. Video and audio from the Listening, Reading, Writing tests will be held for a minimum of 60 days.

2.5 My personal information may be processed in an anonymous form by the IELTS TEST PARTNERS for statistical analysis and research purposes. Extracts from test sessions may also be used for systems training purposes. The IELTS PARTNERS may also seek my permission to share extracts from my recordings with its service providers for the purpose of systems training.

2.6 Use of One Skill Retake IELTS is subject to the terms of the IELTS test privacy policy which can be found at <https://www.ielts.org/policy/privacy-policy>

## **Additional detail on how IELTS uses my information**

2.7 The IELTS TEST PARTNERS recognise and support the right of IELTS test takers to privacy.

2.8 When I provide my identity information the IELTS TEST PARTNERS link that information to my IELTS test and test result on the Test Report Form. This enables me to submit my Test Report Form to Recognising Organisations and for them to verify my result.

2.9 When I submit an electronic Test Report Form or a Test Report Form number on my One Skill Retake test to a Recognising Organisation, I consent to the verification of the result by that organisation.

2.10 The spoken and written content I produce while taking the IELTS test remains the property of the IELTS TEST PARTNERS and will not be released to me. In cases of proven or suspected malpractice my work may be provided to relevant authorities.

## 3. Fees, Refunds, Cancellations and Transfers

### I understand that...

3.1 I must pay the full test fee in advance in order to confirm my registration.

3.2 I can cancel my IELTS One Skill Retake at any point and, depending on the circumstances, the IELTS PARTNERS will either cancel my test with no refund of test fee or cancel the test and refund me the test fee in full.

3.3 The IELTS PARTNERS will not charge me an administration fee for processing cancellations or refunds.

3.4 The IELTS PARTNERS will cancel my test and issue me a full test fee refund, if I cancel my One Skill Retake 72 hours or more before the scheduled test start time.

3.5 The IELTS PARTNERS will cancel my test and will not issue me a refund, if I...

- 3.5.1 Cancel my One Skill Retake or request a transfer less than 72 hours before the test.
- 3.5.2 Do not attend the test as scheduled.
- 3.5.3 Find that my IELTS One Skill Retake test score is not accepted by any given institution, organisation or government body. It is my responsibility before I take the test to ensure that my IELTS One Skill Retake score is fit for the purpose to which I intend to use it.
- 3.5.4 If I do not meet the conditions and guidance listed in section 5. Test Day Arrangements and Behaviour.

3.6 The IELTS PARTNERS may waive cancellation provisions and give me a full refund, if make a case in writing for exceptional circumstances to my Test Centre before the test or up to five calendar days after the test date if I did not attend the test. The Test Centre will respond to me within seven working days

of receiving my case in writing. The Test Centre will evaluate my case on its merits and the Test centre decision will be final. If the Test Centre approves my case I will receive a refund. Exceptional cases are defined exclusively as:

- 3.6.1 Serious medical conditions which prevent me from attending or performing normally on test day; such conditions require supporting evidence of a medical certificate from a qualified medical practitioner.
- 3.6.2 Evidence of bereavement, trauma or other forms of significant hardship.
- 3.6.3 Military service.

3.7 In the event I wish to change my test date after I have booked and paid for my One Skill Retake, then I will need to cancel this booking and create a new online booking. The 60 day rule will still apply – that is, I must register and take my One Skill Retake within 60 days of my original full IELTS test date.

3.8 Should I cancel my One Skill Retake booking, IELTS cannot guarantee the availability of another One Skill Retake test date within 60 days of the original full IELTS test. Also, I may or may not be given a refund depending on the notice I give to the Test Centre – that is, it depends whether or I cancel more or less than 72 hours before the scheduled test start time.

3.9 I can only transfer the same One Skill Retake booking once.

3.10 Under certain circumstances outside Test Centre control, the IELTS PARTNERS may have to cancel my test. These circumstances include and are not limited to extreme weather conditions, natural disaster, civil unrest, industrial action, global pandemic or for reasons of force majeure. In these circumstances, my Test Centre will provide me with as much notice as possible and give me the choice of either a full refund, or as far as the 60 day window rule allows, offer me an alternative One Skill Retake date.

3.11 Local consumer protection laws in the country where I have registered to take the test may also apply.

## 4. Test Results

### I understand that...

4.1 When my One Skill Retake is taken on computer, results will normally be issued between 3 – 5 calendar days. The IELTS PARTNERS reserve the right to exceed 5 days when additional security checks and data processing are required in order to ensure test integrity and accuracy of results.

4.2 I will be able to access a downloadable and printable version of my electronic Test Report Form from the online booking platform I used to register for my test. The IELTS PARTNERS cannot post or otherwise provide paper Test Report Forms to test takers who take a One Skill Retake test.

4.3 If a Recognising Organisation makes it a requirement to receive a paper Test Report Form directly from an IELTS PARTNER then I should submit a request to the partner with whom I took the test. I must provide evidence of this Recognising Organisation requirement e.g. an email from the organisation or relevant website reference. At their discretion, the IELTS PARTNERS will then decide whether to send a paper version of the Test Report Form to the nominated recognising organisation. The partners reserve the right to apply a reasonable charge for this service to cover postage and administrative costs.

4.4 If any of the data on the Test Report Form is altered in any way, my test result will be cancelled.

4.5 My result may be adjusted or cancelled after it has been issued if any irregularity is later identified.

## 5. Test Day Arrangements and Behaviour

**I understand and acknowledge on the day of the One Skill Retake test, I must...**

5.1 Bring proof of my identity. This proof of identity must be the same identity document used to register for my original full IELTS test. If I do not bring the same original ID documentation on One Skill Retake test day, then I will not be able to take the One Skill Retake, my test will be cancelled and I will not be eligible for a refund.

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

5.3 Leave all personal belongings in the designated belongings area. The only items I may bring into the test room are my 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. I may be electronically scanned for devices at any time during the test day. While the centre will take all reasonable measures to secure my items in the belongings area, the centre cannot be held responsible for any loss.

5.4 Consent for my identity to be verified. This may include:

- 5.4.1 Having my photograph taken. I will be required to temporarily remove any covering from my face. If I refuse to have my photograph taken will not be allowed to sit the test and will not be entitled to a refund.
- 5.4.2 Providing a sample of my signature or handwriting.
- 5.4.3 Having my finger scan taken.
- 5.4.4 Close inspection of my original ID documentation.

I further understand that if I am in breach of these conditions or fail to comply with all identity verification and instructions given by Test Day Staff on the test day, then I will not be allowed to sit the test, nor will I be eligible for a refund or transfer.

I understand that I should...

5.5 Tell the invigilator at once if I do not see the correct test on my computer screen.

5.6 Raise my hand if I need to ask the invigilator a question.

5.7 Not ask for, and will not be given, any explanation of the test questions.

5.8 Leave all test materials in the test room at the end of the test. The test materials include Speaking booklets, answer sheets and rough paper.

5.9 I undertake not to...

- 5.9.1 Talk to or disturb other candidates once the test has started.



- 5.9.2 Lend anything to, or borrow anything from, another candidate during the test.
- 5.9.3 Eat or smoke in the test room.
- 5.9.4 Leave the test room without the permission of the invigilator. Leave my seat until all test materials have been collected and I have been told I can leave.
- 5.9.5 Engage in any form of malpractice which may damage the integrity and security of the IELTS test. Malpractice includes but is not limited to attempting to cheat in any way; using notes of any kind from any source; helping another candidate to cheat; impersonating another candidate or having another candidate impersonate me; copying the work of another candidate; disrupting the test in any way; reproducing any part of the test in any medium.

## **I understand and acknowledge that...**

5.10 If I engage in malpractice, I will not be allowed to complete the test and will not receive an IELTS test result. Candidates engaging in malpractice may be banned from taking the test in future and may be liable to legal action. Candidates engaging in malpractice may be reported to regulatory authorities worldwide.

5.11 If I am suspected of engaging in any form of malpractice or do anything that might damage the integrity and security of IELTS, I may not receive a test result, my test fee will not be refunded, and I may be banned from taking the IELTS test in the future. If I am banned, I will receive a notification stating the length of the ban. If I am subject to a ban and I register to take the test, I will not receive a test result and I will not be entitled to a refund.

5.12 Details of any proven or suspected malpractice may be provided to Recognising Organisations, including governments (including visa processing authorities) and appropriate regulatory authorities, and centrally to the IELTS Test Partners. In instances where malpractice has been proven, I may be liable to prosecution.

## **6. Test Integrity, Security and Malpractice**

### **I understand that...**

6.1 I must attend the IELTS One Skill Retake Test in order to receive a test score.

6.2 IELTS takes strict measures to prevent and detect malpractice. The IELTS TEST PARTNERS have a responsibility to all test takers and Recognising Organisations to maintain the highest confidence in IELTS test results. The IELTS TEST PARTNERS may therefore be required to withhold test results temporarily or permanently, or to cancel test results already issued, if they consider those results to be unreliable for any reason.

6.3 My test result may not be issued within the usual time period if the IELTS TEST PARTNERS consider it necessary to review any matter associated with my test or the administration of my test.

6.4 Exceptionally, I may be required to provide additional samples of a written text and/or a spoken text for the purposes of assisting an investigation before or after the test.

6.5 With regard to my One Skill Retake, if I am suspected of any kind of malpractice (“cheating”) or do anything that might damage the integrity and security of IELTS, then the IELTS PARTNERS reserve the right to...

- 6.5.1 Withhold or withdraw the results for my original full IELTS test.
- 6.5.2 Withhold or withdraw my One Skill Retake results.
- 6.5.3 Issue an international ban that will prevent me from taking the IELTS test in the future, whether IELTS Online or IELTS on Paper or IELTS on Computer.
- 6.5.4 Refer the case to a local law enforcement agency and other relevant regulatory authority.
- 6.5.5 Provide the details of my malpractice activity to educational institutions and border agencies.

In such cases, I will not be eligible for a test fee refund.

6.6 If the results for my original full IELTS test are withheld, then my One Skill Retakes results will be withheld also.

6.7 An international ban may be permanent. If I am subject to a ban and I nevertheless register to take the test, I will not receive a test result and I will not be entitled to a refund.

6.8 The work I produce in the IELTS test remains the property of the IELTS TEST PARTNERS and will not be released to me.

6.9 If I have any comments or complaints relating to the test or the delivery of the test, I should refer to the procedures and options available at <https://www.ielts.org/for-test-takers/ielts-complaints-policy>.

## 7. Disclaimers

7.1 I acknowledge that I am responsible for taking my test well in advance of any submission deadlines to Recognising Organisations. The IELTS PARTNERS cannot be held responsible in the event that the issuance of test taker results exceeds the normal period given in these terms and conditions.

7.2 The International English Language Testing System (IELTS) is designed to be one of many means and factors used by academic institutions, government agencies, professional bodies and employers in determining whether a test taker can be admitted as a student or be considered for employment or for citizenship purposes. IELTS is not designed to be the sole method of determining admission or employment. IELTS tests are made available to all persons, regardless of gender, race, nationality or religion. The One Skill Retake is not recommended to persons under 16 years of age.

7.3 The IELTS PARTNERS and any other party involved in creating, producing, or delivering IELTS shall not be liable for any direct, incidental, consequential, indirect, special, punitive, or similar damages arising out of access to, use of, acceptance by, or interpretation of the results by any third party, or any errors or omissions in the content therein.