

IELTS for Life Skills Test Terms & Conditions

1. **Test Partners:** The IELTS test is jointly owned by the British Council, IELTS Australia Pty Ltd, which is wholly owned by IDP Education Ltd. ("IDP: IELTS Australia") and Cambridge Assessment English, collectively referred to as the "Test Partners".
2. **Eligible Age:** IELTS is made available worldwide to all persons, regardless of age, gender, race, nationality, or religion but it is not recommended to persons under 16 years of age.
3. **No Passport, No Test Policy:** The candidate must bring his/her original valid passport, a copy of which was submitted with the application, to the Speaking test and Listening, Reading, and Writing test. If the candidate does not bring their original passport on the test day, he/she will be refused entry to the test.
4. **Video recording:** The candidate understands that there may be video recording in the Centre. The candidate agrees to be filmed while registering the test and during the test. The candidate understands that video recordings will be used for audit, monitoring and investigations purposes such as in case of suspected malpractice and enquiries on results. The candidate further understands if he/she does not agree to be video recorded, he/she will not be able to take the test.
5. **Arrangements for Special Needs Candidates:** The Test Partners/Centre will endeavour to accommodate any candidate with special needs. Hearing or speaking difficulties as requested and as per the details provided by the candidate in the application form. Such requests must be supported by medical evidence.
6. **IELTS for Life Skills Application Form & Information:** Only a fully completed IELTS for Life Skills application form will be considered. Incomplete applications may be rejected. The details on the application form are collected for the purposes of the IELTS for Life Skills test and these details may be disclosed to, processed, and stored by the Test Partners and the Centre for the purpose of administration.

These details and the examination results may be disclosed by the Test Partners to those academic institutions or other entities to whom the candidate submits an enrolment application, for allowing such institutions or entities to verify the results of the test. If the Test Partners discover that a false or altered Test Report Form (TRF) has been provided to any of these institutions or entities, the Test Partners may inform the institutions or entities about it and provide them with the candidate's personal details. The personal details of the candidate may be processed in an anonymous form for statistical and research purposes by the Test Partners and / or the Centre.

7. **Test Booking:** The IELTS test for Life Skills application forms will be accepted by the Centre on a first- come-first serve basis. Test seats are limited, and the registration will close for a particular test when all seats are booked or as decided by the Centre. The decision of the Centre will be final and binding on the candidate.
8. **Test Type Selection:** The responsibility of test type selection (i.e., A1 – Listening & Speaking or B1 – Listening & Speaking, lies with the candidate. Changing the test type will be at the discretion of the Centre, subject to the receipt of an application in writing by the Centre from the candidate.
9. **Test Fee:** The candidate understands that the test fee is inclusive of all taxes is applicable for taking the IELTS Test. The fee is subject to change, as per the decision of the Centre and will be final and binding on the candidate.
10. **Payment:** All payments, for the test fee, transfers, Enquiry on Results, Additional test Report Form must be made using the following payment options:

Payment Mode	Description
Demand Draft / Pay Order "the Demand Draft / Pay Order	Order must be made from a nationalized/scheduled bank and drawn in favour of "IDP Education India Private Limited" payable at New Delhi.
Cash deposit slips	HDFC & ICICI
Debit & Credit cards	Master/Visa
Card swipe	Facility available at all IDP branch offices across India

All payments through www.ieltsidpindia.com must be made through the payment options available on the website.

IMPORTANT: Please include your name, passport number, test-date, and test location on the reverse of the Demand Draft. Payment in cash will only be accepted at all branches of ICICI & HDFC branches. Cheque payment is not accepted. Do not pay cash to anyone. If the candidate pays cash to anyone, or pays by Demand Draft drawn in another name, he/she shall do so at his/her own risk and the Test Partners and/or the Centre will not be responsible for the same. If the payment from a candidate is not received in the account of IDP Education India Pvt. Ltd, the application for a test will be considered incomplete and will not be accepted; and where applicable, the TRF will be withheld until the payment is received by IDP Education India Pvt. Ltd.

11. **Passport / Identification Document (ID):** An original valid passport is currently treated as the only accepted proof of identification. A passport which is valid as on the date of application but expires before or on the day of the test will not be treated as an original valid passport and the candidate will not be permitted to sit the test. The application Request for Transfer of Test Date: A request using the Test Date Transfer & Cancellation /Refund Application Form for transferring of a test date (i.e., postponement or preponement) to another date must be made to the Centre at least fourteen (14) days prior to the original test date. The allocation of the next test date will be at the sole discretion of the Centre and subject to availability. An administrative charge inclusive of all taxes will be applicable for transfer. All payments for the transfers must be made using the payment options as mentioned under the Payment clause hereinabove.
12. **Applying online:** If a candidate applies through the website, www.ieltsidpindia.com he/she must pay the test fee through the payment options available on the website
13. **Information provided by the Candidate:** The candidate takes full responsibility for the correctness of the information provided in the application form. Any information found to be incorrect at any stage will automatically lead to cancellation of the test and the test result and fee

paid for such test will be forfeited. The decision of the Centre will be final and binding on the candidate.

14. Allotment of Test Date: A1 – Listening & Speaking or B1 – Listening & Speaking test date will be allotted based on the choices provided by the candidate in his/her application form or as selected by the candidate while completing the online registration based on the availability on the website. However, in case both dates are not available, the candidate will be notified of the next available date, which if acceptable to the candidate will be allotted or the application will be returned to the candidate, if requested. The Centre may alter or cancel test dates at its sole discretion; in the absence of a minimum number of candidates on a test date or due to any logistic/operational issues. The decision of the Centre will be final and binding on the candidate.
15. A1 or B1 Listening & Speaking Test: The A1 – Listening & Speaking or B1 – Listening & Speaking test will be conducted as per a Speaking test schedule. The test may be conducted on the same day or anytime within four (4) days. The Centre will send the notification about the venue, date and the time of A1 – Listening & Speaking or B1 – Listening & Speaking test no later than two (2) days from the scheduled A1 – Listening & Speaking or B1 – Listening & Speaking test.
16. Request for Transfer or Cancellation of Test Date: A request for a transfer or cancellation of a test date will be considered as per the terms under Test Date Transfer & Cancellation Refund Application Form, in effect at the time of such request. The decision of the Centre will be final and binding on the candidate.
17. No Show / Absent on Test Day: In cases the candidate fails to appear on the test date, his/her application will be treated as cancelled, and the candidate will lose his/her full test fee, and no refund will be given to the candidate unless authentic medical evidence is provided to the Centre. The decision of the Centre will be final and binding on the candidate.
18. Malpractice: The Centre will strictly deal with any malpractice(s) adopted by the candidate, including without limitation, impersonation, copying, collusion, disrupting the test in any manner, removing, copying or attempting to remove from the examination room any test material,

submitting forged documents such as passport or resorting to any unlawful and wrongful means such as bribery or making payment for receiving any undue favours from anyone, committing or attempting to commit any act or omission that might in any manner damage the integrity and security of the IELTS Test as per guidelines of the Test Partners and/or violate the local laws of the land. The examination of such candidate will be cancelled, and the candidate will be disqualified. The candidate will also be liable to prosecution and may be prohibited from taking an IELTS test in the future, as per the decision of the Test Partners and law of the land, which will be binding on the candidate.

19. Reporting Malpractice / Fraud: The candidate also understands and agrees that he/she must not pay to anyone, any amount on account of the test except for the prescribed test fees. The candidate also understands and agrees that the candidate has not indulged in or has no intention whatsoever of indulging in any form of malpractice, which shall include without limitation, the incidents as mentioned hereinabove. The candidate also agrees that if found guilty of malpractice, the candidate's results will not be released, and his/her test shall stand cancelled. There will be no refund to the candidate. The candidate also understands and agrees that such matters may be reported to the government and law enforcing agencies and necessary action under the law may be initiated against any candidate found to be involved in any such acts. The candidate agrees to immediately inform the IELTS Ethics Officer via email at ielts.india@idp.com if the candidate is approached by anyone offering fraudulent services or similar offering in lieu of getting desired scores. All information will be dealt in the strictest confidence.
20. Complaints: If the candidate wants to make a complaint on the day of the test, he/she must do so before the candidate leaves the test venue. Once the test is finished, the candidate must go to the authorized IELTS staff and request for a complaint form to be completed before leaving the test venue and handed over to the IELTS staff.
21. Result Validity: The test results are valid for 2 years from the date of test.
22. Result Communication: The results would be communicated to the candidate within a stipulated time period, as fixed by the Test Partners subject to the terms and conditions of IELTS test. The result of the

candidate will be available on the seventh day. Test Report Forms will be available in electronic format only. The Centre may at its discretion make available the test scores on the website www.ieltsidpindia.com and/or communicate the same through SMS. However, the candidate understands and agrees, that scores communicated over the website or over SMS will be provisional / indicative and must not be treated as final scores or used for any formal, official or verification purposes. The eTRF as uploaded by the Centre under the candidate's login section at www.ieltsidpindia.com is and will be the correct, official, and authentic IELTS test scores.

23. Enquiry on Results (EOR) / Remark: The candidate has the option to request and pay for a result review (also known as an IELTS remark or IELTS Enquiry on Result) within six weeks of taking the test. The remark process may take anywhere from less than an hour to a maximum of 21 days for completion. If the score is revised to a higher band, the candidate will receive a full refund of the review fees and a new Test Report Form. However, if the result remains unchanged, candidate will not receive a refund for the fees incurred during the result review process. Such request must be made by the candidate through his/her candidate login section at www.ieltsidpindia.com within six (6) weeks of the test date on the e-TRF. The fee applicable for re-mark is inclusive of all taxes. All payments for the Enquiry on Results (EOR) must be made using the payment options, as mentioned under the Payment clause hereinabove. The decision of the Centre will be final and binding on the candidate and no further enquiries will be considered once the remarking process has been completed.
24. Receipt of Notice to IELTS Candidates: The candidate confirms that he/she has received the Notice to Candidates brochure, which is available with the application form. The terms of such notice will be deemed to have been understood and agreed to by the candidate.
25. Test Terms and Conditions: Once an application is submitted, it will be assumed that the candidate has read and understood all the terms and conditions herein. The terms and conditions can be modified and/or changed as deemed fit, by the Test Partners, without giving prior notice. Such modified terms and conditions, once communicated to the candidate, will be applicable and binding on the candidate.

26. Errors & Omissions: The Test Partners and the Centre, will take full care that the test procedures, administering of the test and declaring of results are handled as per the guidelines of the Test Partners and in the most professional manner and that, no errors or IELTS for Life Skills Test Terms & Conditions omissions are committed. However, in case any errors or omissions are reported/brought to the notice by the candidate, the same will be taken up and necessary action/remedial measures will be taken. The decision of the Centre in such cases will be final and binding on the candidate. No claims or compensations of any nature will be considered. The application must be supported by adequate and required supporting documents / evidence, without which the application will not be considered. The decision of the Centre will be final and binding on the candidate.

27. Cancellation, refunds, and transfers

27.1. Cancellations

I can cancel my IELTS test booking at any time and taking the test by notifying the test centre. Refund policy and any other applicable charges depend upon when I cancel and whether exceptional circumstances apply.

27.1.1. Time to test date

– More than 14 days before the test:

If I cancel my IELTS test registration more than 14 days before the test I will receive a 75% refund of the total test fee.

– Within 14 days but more than two days before the test:

If I cancel my IELTS test registration within 14 days but more than two days before the test I will receive a 50% refund of the total test fee.

– Within two days of the test:

If I cancel my IELTS test registration within two days of the test I will receive a 25% refund of the total test fee.

– On the test day or after the test:

If I cancel my IELTS test registration on the test day or after the test no refund will be provided.

27.1.2. Test taker exceptions

I may make a case for exceptional circumstances to my test centre before the test and up to five days after the test date if I do not attend the test. The test centre will respond to me within seven working days of receiving my case in writing. My test centre will assess my case for exceptional circumstances. All cases for exceptional circumstances and supporting evidence must be received by the test centre no later than five days after the scheduled test date. If the test centre approves my case, I will receive a full refund less an administration fee of no more than 25% of the test fee. If the test centre does not approve my case, then the terms given in Section 27.1.1 will apply.

Exceptional circumstances are defined as:

- 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.
- evidence of bereavement, trauma or other forms of significant hardship.
- military service.

27.1.3. Test centre exceptions

Under certain circumstances outside test centre control, the test centre may have to cancel my test. These circumstances include, and are not limited to, extreme weather conditions, natural disaster, civil unrest and industrial action. In these circumstances, the test centre will provide me with as much notice as possible and give me the choice of either:

- a full refund, or
- a transfer to a future test date convenient to me.

In cases where the test centre cancels a test under circumstances within its control then in addition to a full refund or transfer to another test date, I may be eligible to apply for compensation for expenses incurred.

My eligibility will be assessed as a reasonable claim or not by the test centre and any compensation will be awarded depending on the following conditions:

- The test centre will assess whether the decision to cancel is within or outside its control.
- Any compensation awarded will be limited to travel and accommodation expenses only and which are:
 - directly incurred as a result of planning my attendance on test day
 - evidenced by payment receipt(s)
 - evidenced that cancelled travel and/or accommodation charges are nonrecoverable from vendor.
 - benchmarked against lowest reasonable market rates for the expenses in question (this will be carried out by the test centre).
 - If I travel further than the closest test venue to my normal place of residence, then the test center will not find my claim reasonable.

27.2. Transfers

27.2.1. More than 14 days before the test:

I may change my test date at any time more than 14 days before the test. I must select a test date, where available, within the next three months from my original test date. If my preferred test date is more than three months after my original test date, then my transfer will be treated as a cancellation. I can only transfer the same

booking once. The test centre may charge an administration fee of up to 25% of the total test fee.

27.2.2. Within 14 days before the test:

Any transfer requests within 14 days of the test will be treated as cancellation. Please refer to Section 27.1 (Cancellations) of this policy document.

27.2.3. Notes

The test centre is responsible for issuing refunds and organising transfers. Under Section 27.1.2, the test centre is responsible for decisions related to test taker claims for exceptional circumstances.

Under Section 27.1.3, the test centre is responsible for decisions related to compensation, including eligibility and any amounts awarded. If local consumer protection law in the country where I have registered to take the IELTS test provides for cancellation and transfer rights which are more favourable to the test taker than the rights set out above, then local consumer protection law will apply.

27.3. Chargeback Prohibition:

I agree that I will not dispute or otherwise seek a “chargeback” from the company whose credit card or other method of payment I use to book and pay for the IELTS test or otherwise attempt to reverse payment. If I do so, my IELTS test and/or results may be cancelled, and the IELTS Partners may, at their discretion, refuse to accept future purchases made from accounts on which such chargebacks have been made. The IELTS Partners may prohibit future purchases from the account holder, and from any person who booked an IELTS test and reversed payment.

28. Disclaimers

28.1. 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 IELTS and One Skill Retake (OSR) is not recommended to persons under 16 years of age. OSR is accessible to test takers including those with Special Requirements or Access Arrangement registrations.

28.2. 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.

Your Rights:

Information we hold on you is very broad and could include information we do not make available. If you wish to view a copy of your personal details contained in the application form, contact ielts@ucles.org.uk. A charge of £10 will be made for access to this information. You also have the right to have inaccuracies in your personal details corrected. Please contact us if you find that your information is inaccurate. Documentation must be provided to verify the correct details. Your Information is shared with Test Partners only and not with anyone else. Test 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 thereof.

Note:

These rules and regulations are extracted from the handbook, Information for Candidate's document and the application form which is available at the Centre or can be downloaded from the website www.ieltsidpindia.com. This has been provided as an immediate reference document. However, the candidate is advised to fully read and understand the details provided in the handbook, Information for Candidates document and the application form as well. In case of doubt, the candidate may contact the Centre.