

IELTS™

IELTS - Terms and Conditions

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07/05/2026	0.1	<ul style="list-style-type: none">• Rewrite of T & Cs - Combining all non SELT IELTS formats (IOC, IOC + P, OSR) into one document• Update of refund and transfers		Nadeem Hussain Kaushal Shah Mercedes Vazquez
11/05/2026	0.2	<ul style="list-style-type: none">• 2nd Review		As above
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1.	General Acknowledgements
	I acknowledge that...
1.1	<p>The International English Language Testing System (IELTS) 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 English, part of Cambridge University Press & Assessment), collectively referred to as the IELTS TEST PARTNERS or IELTS PARTNERS.</p>
1.2	<p>I will abide by these terms and conditions, which cover the following test formats:</p> <ul style="list-style-type: none"> • IELTS on Computer • IELTS on Computer – Writing on Paper • IELTS One Skill Retake <p>Some clauses apply only to a particular format. Where this is the case, the relevant format is identified.</p> <p>Separate Terms and Conditions are in place for UKVI IELTS tests.</p>
1.3	<p>There may be local terms and conditions that I must comply with and that the test centre will provide details of these on request.</p>
1.4	<p>I certify that the information in my application is complete, true, and accurate.</p>
1.5	<p>Before purchasing any IELTS test, I am responsible for checking with the institution, organisation or authority to which I intend to submit my result that the specific IELTS test format I am taking is recognised and accepted for my intended purpose. IELTS Partners cannot be held responsible if recognition for IELTS changes between time of purchase and the time I use my score for my individual purposes.</p> <p>Unless expressly stated in my booking, the IELTS test covered by these terms is not an IELTS for UKVI or other Secure English Language Test product. I am responsible for checking that the test format I book is accepted for my intended visa, immigration, education or professional purpose.</p>
1.6	<p>I am responsible for taking my test well in advance of any submission deadlines to Recognising Organisations. IELTS Partners cannot be held responsible if the issuance of test taker results exceeds the normal period given in these terms and conditions.</p>
1.7	<p>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.</p> <p>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.</p>

	The results of my One Skill Retake cannot be applied to any IELTS test other than the original full IELTS test against which the One Skill Retake was booked.
1.8	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.
1.9	I have read and understand IELTS Partner privacy policy and provisions, including further details on how the IELTS Partners use my personal information (including how long it is retained in different circumstances and how I can exercise my rights) at https://ielts.org/legal/privacy-policy .
1.10	My application may not be processed if the details provided are incomplete. I further understand that by completing and submitting my IELTS Test application does not guarantee registration on my preferred test date or at my preferred location. My registration will be confirmed by email.
1.11	I may be asked to select my preferred format for the speaking test (either in person or by Video Call at the test centre), the test centre shall ultimately determine and inform me which format shall be used for my speaking test.
1.12	That these terms and conditions apply to the test taker taking IELTS, and in the case of minors, it must be read and agreed to by the parent or legal guardian responsible for the test taker's registration.

2	Personal Information
	I understand that...
2.1	It is necessary for my personal information to be collected and processed to take IELTS and to receive my results. This personal information is collected and securely stored when I register for and take the IELTS test and is used by the IELTS Test Partners for the purpose of the IELTS test. 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.
2.2	My personal information, including, without limitation, test performance or score data and my test result will be disclosed by the IELTS Partners to Recognising Organisations (including visa processing authorities) to which I apply for the purpose of allowing these organisations to verify my test result.
2.3	My personal information may be processed in an anonymous form by the IELTS Test Partners for statistical and research purposes for the development of Cambridge University Press and Assessment products. IELTS Partners (including the test centre administering the test) confirm they will not disclose personal information about Test Takers to others except as stated in these Terms and Conditions or to the extent permitted by law.

2.4	<p>My photograph will be taken by the test centre on test day(s) and will appear on my Test Report Form. Where I have consented to the use of biometric recognition to verify my identity; these photographs will be used to confirm my identity.</p> <p>This photograph will also be provided to any Recognising Organisations or government authorities to which I apply, to allow these organisations to verify my test result.</p>
2.5	<p>To further verify my identity on test day I must provide the following:</p> <ol style="list-style-type: none"> 1. The identity document that I used to register for the test 2. In some centres, I may also be requested to confirm my identity on test day by having a finger scan taken. The finger scan is taken as a Binary Large Object (BLOB), and no image of my fingerprint will be held. This biometric data will be held for 60 days after my test and will not be disclosed to any entity except the IELTS Test Partners.
2.6	<p>My Speaking test will be recorded: audio and/or web-based video application. In the event the test does not record I will be required to re-take the Speaking test or re-take the full IELTS test.</p>
2.7	<p>I may be video recorded for security, identity verification, audit and quality assurance purposes on test day, including at the test venue entrance, reception, check-in areas, waiting areas, corridors, test rooms and other areas of the test centre before, during and after the test. The video footage will be held for 60 days after my test and may be used for audit or investigation purposes. This period may be different in line with local legislation in some jurisdictions.</p> <p>I understand that if I do not agree to be video recorded, I will not be able to take the test.</p>

3	Cancellation, refunds, and transfers
	I understand that...
3.1	Transfers
3.1.1	I may request a transfer of my IELTS test booking at any time before taking the test by notifying the test centre. Transfers are subject to availability and the transfer rules set out below. I cannot transfer my test booking to another format, module, person or to a different test centre.
3.1.2	<p>The following transfer rules apply for IELTS:</p> <p><u>15 or more days before Listening, Reading Writing Test Date</u> Free Transfer is allowed</p> <p><u>Within 5 - 14 days of Listening, Reading Writing Test Date</u> Transfer allowed – an administrative fee up to 25% of test fee paid is charged</p>

	<p><u>Within 4 days of Listening, Reading Writing Test Date</u></p> <p>No Transfer allowed – any transfer during this period is treated as a cancellation.</p>
3.2	Cancellation
3.2.1	I can cancel my IELTS test booking at any time before 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.
3.2.2	<p>The following cancellation rules apply for IELTS:</p> <p><u>15 or more days before Listening, Reading Writing Test Date</u></p> <p>Cancellation is allowed – a refund of 75% of test fee paid can be claimed</p> <p><u>Within 14 days of Listening, Reading Writing Test Date</u></p> <p>Cancellation is allowed – Test fee is non-refundable</p>
3.3	Subject to local consumer legislation
3.3.1	In some countries local consumer legislation may require the test centre to offer different terms to the ones highlighted above. For these locations, the test centre will advise me or otherwise make available information regarding my rights.
3.3.2	Nothing in these terms and conditions will exclude or limit my rights and entitlements as a consumer under such applicable laws and regulations in the location which I am taking my test.
3.4	Exceptional circumstances and special consideration
3.4.1	<p>If I am unable to attend my test or I am disadvantaged on the test day owing to illness, injury, or another exceptional event outside my control, then I may apply to the test centre for special consideration citing the exceptional circumstances. Exceptional circumstances include bereavement, civil unrest, or a domestic crisis. I can find more information on this process here.</p> <p>Exceptional circumstances and special considerations will not result in an adjustment to band scores.</p>
3.4.2	Under certain circumstances outside IELTS' control, the test centre may need to cancel my test and transfer my booking to a future date. These circumstances include, but may not be 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 a transfer to a future test date, subject to availability.

3.4.3	If my test is cancelled or postponed due to other circumstances within the test centre's control such as technical failure, venue or environmental factors, the test centre will provide me with as much notice as possible and give me the choice of a full refund or a transfer to a future test, subject to availability.
3.5	Chargeback Prohibition - I agree that I will not dispute or otherwise seek a "chargeback" or otherwise attempt to reverse payment for my test from my payment provider after I have taken the test. 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.

4	Test Integrity, Security, and Malpractice
	I understand that...
4.1	I must attend and attempt to complete all four test skills to receive a test result, except where I am taking One Skill Retake test. Any other exception must be approved in advance by the test centre. I can find more information on exceptions here .
4.2	IELTS Partners have a responsibility to all test takers and Recognising Organisations to ensure the highest confidence in IELTS test results. IELTS Partners may therefore be required 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 any reason.
4.3	My test result may not be issued within 1-5 days after the test if any of the IELTS Partners consider it necessary to review any matter associated with my test or the administration of my test, including making enquiries as to whether I, other test takers or other parties have breached test rules or regulations. I may be required to provide additional samples of my writing and speaking for the purposes of assisting any investigation before or after the test. In exceptional circumstances, I may be required to re-take one or more IELTS skills.
4.4	If IELTS Partners determine, after review, that I have engaged in malpractice or conduct that damages the integrity or 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 tests for a five-year period 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. If a result is issued to me while I am subject to a ban, this result will be cancelled, and I will not be entitled to a refund.
4.5	Details of any proven or suspected test malpractice may be provided to Recognising Organisations, including governments (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/fraud. Suspected malpractice will be reported centrally to the IELTS Partners and to any relevant test centres by the test centre where malpractice has been proven and I may be also liable to criminal prosecution.
4.6	The work I produce in 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.
4.7 (British Council)	British Council cannot accept or make payments to banks (or other financial institutions) sanctioned by the UK or any other relevant jurisdiction. Where British Council discovers evidence of payment from a sanctioned bank and/or sanctioned financial institution we will freeze all funds related to that payment and will be unable to deliver the service for which the payment was intended. Moreover, if I request a refund to be sent to an account at a sanctioned bank and/or sanctioned financial institution, will be asked to nominate an alternative method of payment that does not breach sanctions, otherwise this will result in non-payment of relevant funds.
4.8 (British Council)	If a complaint, dispute or claim is not successfully resolved through discussions between myself and British Council, the courts of England will have non-exclusive jurisdiction over any claim arising from, or related to, the Contract. This means that all claims relating to the Contract can be settled by a judge (or a number of judges) in an English court but I or British Council may, alternatively, bring proceedings in my country of residence or any other relevant country.

5	Test Day Arrangements and Behaviour
	I understand and acknowledge that on the day of the test, I must...
5.1	Provide valid and original proof of my identity (passport or National Identity Card) bearing my photograph and signature (if present) at registration. I understand that in some countries other forms of ID are accepted. If in doubt, I should contact the test centre in advance to confirm which type of identity document is accepted. If I am taking the test outside my own country, I must use my passport for identity purposes.
5.2	Inform the centre of any changes to my identity document before the test date. If I do not do this, I will not be allowed to take the test and I will not be eligible for a refund or transfer.
5.3	Bring the same valid original identity document on test day, to the test sessions I am required to attend (including Listening, Reading, Writing and or Speaking), as the one I used to book my test. If I do not do this, I will not be allowed to take the test and I will not be eligible for a refund or transfer.

5.4	Notify my test centre about any access arrangements during the booking process, allowing the test centre enough time to make necessary accommodations. Access arrangements approved for an original IELTS test do not automatically carry over to an IELTS One Skill Retake. If I require access arrangements for an IELTS One Skill Retake, I must apply for those arrangements specifically as part of my One Skill Retake booking. I can find further information about Access Arrangements here
5.5	Arrive at the centre before the scheduled test arrival time. If I arrive late, I will not be allowed to take the test and will not be eligible for a refund or transfer.
5.6	Obey all the rules and follow all instructions given by centre staff
5.7	Allow for my identity to be verified both at test booking and on test day. This may include:
5.7.1	Have my photograph taken by the centre to allow the Test report to be released. I will be required to temporarily remove any covering from my face. Any test takers who refuse to have a photograph taken will not be permitted to sit the test and will not be entitled to a refund or transfer. The photograph taken by the centre will appear on my Test Report Form.
5.7.2	Provide a sample of my signature (if collected).
5.7.3	In certain markets, having my finger scan taken to create a unique digital Identifier stored as a binary large object if this procedure is permissible under the local legislation.
5.8	Leave all personal belongings in the designated area. The only items I may bring into the test room are my approved identity document 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 on the test day and should inform test day staff of any medical devices that may interfere with this check. Any test takers who breach these conditions will not receive an IELTS test result or be eligible for a refund or transfer. While the centre will take all reasonable measures to secure my items in the belongings area, they cannot be held responsible for any loss.
5.9	Inform the invigilator on the day of the test if I believe my performance is affected by ill health, or owing to the way the test is delivered, or in relation to the contract or for any other reason. If I have any issues, concerns or complaints relating to the delivery of the test I can submit a complaint via https://ielts.org/legal/complaints-procedure
5.10	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. Any test taker who attempts to remove test materials from the test room will not receive an IELTS test result.
5.11	I undertake not to...
5.11.1	Talk to or disturb other test takers once the test has started.

5.11.2	Lend anything to, or borrow anything from, another test taker during the test.
5.11.3	Eat or smoke (including vaping) in the test room.
5.11.4	Leave the test room without the permission of the invigilator.
5.11.5	Leave my seat until all materials have been collected and I have been told I can leave.
5.11.6	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, including using notes of any kind from any source; misusing computers, test equipment or other test materials; engaging in identity document fraud; helping another test taker to cheat; impersonating another test taker or having another test taker impersonate me; copying the work of another test taker; disrupting the test in any way; continuing to write, type or amend answers after the test has finished or after I have been instructed to stop; reproducing any part of the test in any medium; attempting to alter the data on the Test Report Form.
5.12	Any violent, threatening, or abusive behaviour including shouting and swearing towards staff or other test takers will not be tolerated. Test takers who act in such a manner on test day will be asked to leave the test; the Police may be called, and I could receive a ban from taking IELTS. The centre reserves the right to cancel or withhold the results.

6	Test Results
	I understand that...
6.1	Results are issued, usually within 1-5 days after the test. The release of my results may be affected by Public Holidays, in which case the results will usually be released on the next working day after the holiday.
6.2	My test result may not be issued within 1-5 days after the test if any of the IELTS Partners consider it necessary to review any matter associated with my test or the administration of my test, including making enquiries as to whether I, other test takers or other parties have breached test rules or regulations. I may be required to provide additional samples of my writing and speaking for the purposes of assisting any investigation before or after the test. In exceptional circumstances, I may be required to re-take one or more IELTS skills.
6.3	Taking a 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. When I take a One Skill Retake, IELTS Partners will 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. 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 was booked.

6.4	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.
6.5	All personal details provided during the registration must match my personal identification document I used for registration and presented on test day, as these will appear on the Test Taker's Test Report Form (TRF). Once registration is complete, I may be charged a fee if I ask the test centre to modify any of this information before issuing the TRF. No modifications can be made after the TRF has been issued.
6.6	My result may be adjusted or cancelled after release if the IELTS Partners identify any irregularities affecting the reliability or validity of my test score.
6.7	My result will be disclosed to the Recognising Organisations I nominate at time of booking or to whom I send my Test Report Form. This is done for the purpose of allowing these organisations to verify my test result or to carry out any enquiries in relation to suspected malpractice. Where I request dispatch of a Test Report Form to a Postal Recognising Organisation, applicable delivery charges may apply.
6.8	If any of the data on the Test Report Form provided to me or any agent acting on my behalf is altered in any way by me or my agent, that test result will be cancelled, and I may be banned from taking any IELTS test for a five-year period.

7	Disclaimers
7.1	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.
7.2	IELTS 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.