

# IELTS for UKVI Computer Based Test

## Terms & Conditions

(Applicable to candidate appearing at IDP: IELTS Australia - Test Centre IDP Education India Pvt. Ltd.)

Version 1.0: 2<sup>nd</sup> June 2016



A copy of the Terms & Conditions must be given to the candidate when completing the application form. It is important that the candidate reads and fully understands the applicable test related rules & regulations given hereunder;

- 1. Test Partners:** The IELTS test is jointly owned by the British Council, IDP: IELTS Australia and Cambridge English Language Assessment, who are referred to as the "Test Partners".
- 2. Test Centre:** This refers to the IELTS Test Centre "IDP Education India Private Ltd." with Centre No. IN855, also referred as the "The Centre"
- 3. 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.
- 4. No Passport, No Test Policy:** All candidates must bring their 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; they will be refused entry to the test.
- 5. Arrangements for Special Needs:** The Test Partners/Test Centre will endeavor to accommodate any candidate with special needs (such as visual difficulties, hearing difficulties, specific learning difficulties i.e. dyslexia) of an applicant as requested and as per the details provided in the application form. Such requests must be supported by medical evidence. However, in certain circumstances, the requirements may require 3 months notice and a minimum of 6 weeks' notice in case of special administrative arrangements. It is therefore recommended, that the candidate discusses with the test centre, such requirements prior to submitting the application form. The test partners and the test centre will do their best to accommodate individual arrangements, but do not guarantee fulfillment of such requests at all times.
- 6. Computer Based Test (CBT) Application Form & Information:** Only a fully completed computer based (CBT) 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 UKVI test and these details may be disclosed to, processed and stored by the test partners and the test 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 applicant submits an enrolment application, for the purpose of 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 same and provide them with the applicant's personal details. The personal details of the applicant may be processed in an anonymous form for statistical and research purposes by the Test Partners and / or the test centre.
- 7. Test Booking:** The computer based test (CBT) application forms will be accepted by the test 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 all candidates.
- 8. Test Type Selection:** The responsibility of test type selection (i.e. Academic or General Training), lies with the applicant. However, it is recommended that if a candidate is unsure of which test module to take, then they refer to the organisation to which they are applying. Changing the test module type will be at the discretion of the test centre, subject to the receipt of an application in writing to the test centre. A minimum of five (5) weeks prior to the test date is desirable and the offer of a test place is dependent on availability.
- 9. Test Fee:** The applicable test fee is INR 18,600 (Eighteen Thousand Six Hundred only) (including Service Tax) is applicable. The fee is subject to change, as per the decision of the centre and will be final and binding on all candidates.

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10. **Payment:** All payments, for the test fee, transfers (i.e. postponement) must be made by Demand Draft / Pay Order / Credit Card / Cash (at ICICI Bank of India or Allahabad Bank branches) only. The Demand Draft / Pay Order must be made from a nationalized/scheduled bank (refer annexure at the end) and drawn in favour of "IDP Education India Private Limited" payable at New Delhi.

**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 Bank of India and Allahabad Bank branches. Cheque payment is not accepted. Do not pay cash to anyone. If the candidate pays cash to anybody, or pays by Demand Draft drawn in another name, he/she do so at their own risk and the Test Partners and/or the centre will not be responsible for the same. Payment of test fee can also be made by Credit Card (Master/Visa), Debit Card (Maestro/Visa Electron) at the test centre. 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 confirmed.

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 applying 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 candidate will be treated as a no show and no refund will be applicable in such case. The application form must be accompanied by a clear photocopy of the photo page of the passport (first and last page), without which the application will be treated incomplete and the candidate will not be registered. If a candidate fills and submits the application form to the centre, without submitting a passport copy, and receives an automated acknowledgement, even then, the candidate will not be registered unless he/she submits the copy of the passport at least fourteen (14) days prior to the test date. In case of applications submitted online, it is mandatory for the candidate to provide a clear copy of the passport at least fourteen (14) days before the test date of Listening/Reading/Writing Test or the Speaking Test whichever is earlier. Failing which, the candidate will not be permitted to sit the test. The candidate will be treated as a no show and no refund will be applicable in such case.

Submit the above details at the following address:

IDP Education India Pvt. Ltd.,  
6th Floor, Plot # 32, Global Business Square, Sector 44, Gurgaon 122003  
Telephone # 91 124 4445 999

12. **Applying online:** If a candidate applies on-line, i.e. through the website, <https://www.ieltsidpindia.com/> , then he/she must pay the test fee by Credit Card (MASTER/VISA) or ATM/Debit Card. The candidate agrees to provide

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6th Floor, Plot # 32, Global Business Square, Sector 44, Gurgaon 122003  
Telephone # 91 124 4445 999

a clear copy of the passport at least fourteen (14) days before the test date of Listening/Reading/Writing Test or the Speaking Test whichever is earlier. Failing which, the candidate will not be permitted to sit the test. The candidate will be treated as a no show and no refund will be applicable in such cases.

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13. **Allotment of Test Date:** Test dates will be allotted based on the choices provided by the applicant in his/her application form or as selected while completing the online registration. 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 applicant.
14. **Information provided by the Applicant:** The applicant 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.
15. **Speaking Test:** The Speaking Test will be conducted as per a speaking test schedule. The test may be conducted on the same day or anytime during seven (7) days prior to or after the test date of Listening/Reading/Writing Test. We will send notification about the venue and the time of the speaking test no later than seven (7) days from the scheduled Listening/Reading/Writing test.
16. **Request for Transfer of Test Date:** A request for a transfer of a test date (i.e. postponement or preponement) to another date will be considered as per the "Test Date Transfer & Cancellation Policy", in effect at the time of such request. The decision of the centre will be final and binding on the applicant.
17. **Request for Withdrawal / Cancellation:** All applications for withdrawal/cancellation will be considered as per the "Test Date Transfer & Cancellation Policy", in effect at the time of such request. and as modified from time to time. The decision of the centre will be final and binding on the applicant.
18. **No Show / Absent on Test Day:** In cases of an applicant failing to appear on the test date, his/her application will be treated as cancelled, and the candidate will lose their full test fee and no refund will be possible unless medical evidence is provided. The decision of the centre will be final and binding on the applicant.
19. **Malpractice:** The centre will strictly deal with any malpractice(s) adopted by the applicant, including impersonation, tampering/adjusting the seating plan with malpractice in mind, copying, collusion, disrupting the test in any manner, removing, copying or attempting to remove from the examination room or copy any test material, doing anything that might in any manner damage the integrity and security of the IELTS Test etc., as per guidelines of the Test Partners and the local law of the land. The examination of such candidates will be cancelled and the candidate will be disqualified. The candidate could also be liable to prosecution and may be prohibited from taking an IELTS test in the future, as per the decision of the centre and law of the land, which will be binding on the candidate.
20. **Reporting Malpractice / Fraud:** The candidate understands that the test fee is currently INR **18,600 (Eighteen Thousand Six Hundred only)** (including Service Tax) is applicable. The candidate also understands and agrees that he/she must not pay to anyone, any more fees on account of the test. The candidate also understands and agrees that the candidate has not indulged in or has no intention of indulging in any form of malpractice, such as using an imposter to sit the test on the candidate's behalf, submitting forged documents including the passport or using any other unlawful means including bribery or payment for any undue favors from anyone. The candidate also agrees that if found guilty, the candidate's results will not be released and the test 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](mailto: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.
21. **Complaints:** If you want to make a complaint on the day of the test, you must do so before you leave the test venue. Once the writing test is finished, before leaving the hall, go to the authorised IELTS staff and ask for a complaint form to be completed before leaving the test venue and handed over to the IELTS Staff.

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22. **Result Validity:** The test results are valid for 2 years from the date of test.

23. **Result Communication:** The results would be communicated to the applicant within a stipulated time period, as fixed by the Test Partners. TRFs will only be delivered to the address specified by the applicant in the S. No. 5 of the application form. The Centre may at its discretion make available the test scores on the website , <https://www.ieltsidpindia.com/> 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 until the original TRF is received by the candidate. The TRF as issued by the test centre is and will be the correct, official and authentic IELTS test scores.

24. **Enquiry on Results (EOR) / Remark:** An applicant may apply for an Enquiry on Result (EOR) /Remark of their test results, using an Enquiry on Results Application Form. An application for such a request must be forwarded to the centre within six (6) weeks of the test date on the TRF. The fee applicable for re-mark is INR 13,950 (Thirteen Thousand Nine Hundred and Fifty only) (including Service Tax) is applicable.

The fee should be deposited in IDP branch (Demand Draft or ICICI Bank cash deposit slip, Allahabad Bank cash deposit slip or Credit Card/Debit Card Swipe) or should be couriered

IDP Education India Pvt. Ltd.,  
6th Floor, Plot # 32, Global Business Square, Sector 44, Gurgaon 122003  
Telephone # 91 124 4445 999

(Demand Draft or ICICI Bank cash deposit slip or Allahabad Bank cash deposit slip).

The demand draft or ICICI Bank cash deposit slip or Allahabad Bank cash deposit slip should be drawn in favour of IDP EDUCATION INDIA PRIVATE LIMITED, payable at New Delhi.

There is no guarantee of the band score improving, as a result of re-marking. However, should the band score of the candidate increase, the re-marking fee paid by the candidate will be refunded in full. The decision of the centre will be final and binding on the applicant and no further enquiries will be considered once the remarking process has been completed.

25. **Request for issue of Additional Test Report Form 'TRF':** A candidate may request additional TRFs to be sent directly to institutions that may require these for various purposes. Such requests must be made by the candidate using an Additional TRF Application Form, which is available at the test centre. There is no charge for issuing additional TRFs. However, an administrative fee will have to be paid by the candidate, which will depend upon the mode of dispatch. For dispatches using Registered Post an administrative fee of INR 250 (Two Hundred and Fifth only) per TRF and for a dispatch by courier an administrative fee of INR 1250 (One Thousand Two Hundred and Fifty only, per TRF will be payable. The administrative fee must accompany the request form by way of Demand Draft, drawn in favour of " IDP Education India Private Limited, payable at New Delhi. The additional TRF will not be sent to the candidate or to any body, institution, organisation other than those that are recognized by IELTS, as per the approved list of the Test Partners.

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26. **Receipt of Notice to IELTS Candidates:** The applicant confirms that he/she has received the Notice to Candidates brochure, which is available with the application form, and the IELTS for UKVI application form Terms & Conditions provided by the centre. The receipt of such notice will be deemed to have understood and agreed to by the candidate.
27. **Test Terms and Conditions:** Once an application is submitted, it will be assumed that the applicant 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 centre, without giving prior notice. Such modified terms and conditions, once communicated to the applicant, will be applicable and binding on the applicant.
28. **Errors & Omissions:** The Test Partners and the test 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 omissions are committed. However, in case any errors or omissions are reported/brought to the notice by the applicant, 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 applicant. 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.

#### **Request for Transfer of Test Date**

A request using the "Test Date Transfer & Cancellation Form" for transferring of a test date (i.e. postponement or preponement) to another date must reach the centre at least five (5) weeks 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 will be applicable respectively for:

- IELTS for UKVI INR 4,650 (Rupees Four Thousand Six Hundred and Fifty only) (Including Service Tax)

The charge should be deposited in IDP branch (Demand Draft or ICICI cash deposit slip or Credit Card/Debit Card Swipe) or should be couriered to:

IDP Education India Pvt. Ltd.,  
6th Floor, Plot # 32, Global Business Square, Sector 44, Gurgaon 122003  
Telephone # 91 124 4445 999

(Demand Draft or ICICI cash deposit slip).

The demand draft should be drawn in favour of "IDP EDUCATION INDIA PRIVATE LIMITED payable at New Delhi.

No requests will be accepted after the cut-off period i.e. Less than five (5) weeks prior to the test date.

#### **Request for Cancellation / Withdrawal**

All applications for withdrawal, cancellation and refund must be sent to the centre using the Transfer & Cancellation Form along with the original receipt of payment of the test fee. An administrative charge will be applicable respectively for:

- IELTS for UKVI INR 4,650 (Rupees Four Thousand Six Hundred and Fifty only) (Including Service Tax)

If the application for such withdrawal is received five (5) weeks (i.e. 34 days) prior to the test date, the balance of:

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Will be refunded to the applicant within four (4) weeks from the test date for which the candidate was registered. Requests received, less than five (5) weeks (i.e. 34 days) prior to the test date will not be accepted and no refund will be applicable.

### **Request under "Extraordinary Circumstances" - Prior to the test date**

A request received by the centre less than five (5) weeks (i.e. 34 days) prior to the test date, but before the commencement of the test will be treated as a Transfer, subject to the application fulfilling the conditions of Extraordinary Circumstances as listed hereunder and the centre accepting the application ;

- Serious illness - linked to hospital admission or other serious illness making the candidate not able to sit the test. For example typhoid, jaundice, eye flu, infectious disease, surgery etc. Please note, ordinary viral fever, cough, cold, stomach upset etc. will not be considered
- Serious injury - linked to hospital admission, or injury such as fracture of the hand used for writing etc.
- Loss or bereavement - death of a close family member, hardships / trauma
- Victim of crime
- Victim of a traffic accident
- Loss of Passport after applying for the test
- Passport submitted to Passport office for any services, after applying,

For an application to be considered under this category, the candidate must submit an application in writing, along with the relevant document (original or certified copy) attested by a first class government officer N.B: the original from the below list of documents must be brought along with the application and shown to the centre administrator.

- Medical certificate signed by a registered medical practitioner and bearing his/her registration number
- Hospital admission certificate and discharge summary (in case of hospitalisation)
- Police report/FIR
- Death certificate signed by a registered medical practitioner and bearing his/her registration number
- Receipt from the Passport Office detailing the passport number and the expected date of when the passport will be returned

On receipt of such a request, the Administrator will verify facts and make a decision to either accept or reject the application, without giving a reason.

Once an application is accepted under Extraordinary Circumstances, only a transfer request will be considered and an administrative charge of:

- IELTS for UKVI INR 4,650 (Rupees Four Thousand Six Hundred and Fifty only) (Including Service Tax)

The charge should be deposited in IDP branch (Demand Draft or ICICI cash deposit slip or Credit Card/Debit Card Swipe) or should be couriered to:

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Telephone # 91 124 4445 999

(Demand Draft or ICICI cash deposit slip).

The demand draft should be drawn in favour of "IDP EDUCATION INDIA PRIVATE LIMITED payable at New Delhi.

The request for such cases will be considered on a case to case basis and the decision of IDP Education India Private Limited will be final and binding.

The allocation of the next date of test will be at the sole discretion of the centre, subject to availability and based on a case to case basis.

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#### **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](mailto: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.

British Council, IDP: IELTS Australia and Cambridge English Language Assessment 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 office or can be downloaded from the website <https://www.ieltsidpindia.com/>. They have 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, you may contact your centre.

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List of banks approved for making a Demand Draft for payment of fee:

Allahabad Bank	Andhra Bank	Axis Bank Ltd
Bank of America	Barclays Bank Plc	Corporation Bank
Dena Bank	HSBC Deutsche Bank Citi Bank	Indian Bank
Indian Overseas Bank	Kotak Mahindra Bank Ltd	Oriental Bank of Commerce
Punjab and Sind Bank	Punjab National Bank	Royal Bank of Scotland
Standard Chartered Bank	State Bank of Bikaner & Jaipur	State Bank of Hyderabad
State Bank of India	State Bank of Indore	State Bank of Mysore
State Bank of Mysore	State Bank of Patiala	State Bank of Saurashtra
State Bank of Travancore	Syndicate Bank	UCO Bank
Union Bank of India	Yes Bank Ltd	



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6th Floor, Plot # 32, Global Business Square,  
Sector 44, Gurgaon 122 003, India,  
Telephone +91 124 44 45999

IDP Branch	Address	Phone Number	IDP Branch	Address	Phone Number
Ahmedabad	IDP Education India Pvt. Ltd. 1st Floor, Madhav Complex, Hotel President Lane, Off C.G. Road, Navrangpura, Ahmedabad Gujarat 380 009	+91 79 441 18888	Ludhiana	IDP Education India Pvt. Ltd. SCO41, 2nd Floor, Feroze Gandhi Market, Bhai Bala Chowk, Ludhiana 141 001	+91 161 441 1888
Amritsar	IDP Education India Pvt. Ltd. SCO- 28, First Floor, Taneja Towers, D.S.C, Ranjit Avenue, Block B, Amritsar 143 001	+91 18 350 93888	Mumbai	IDP Education India Pvt. Ltd. Express Building, 1st Floor, Churchgate, Opp. Church gate Railway Station,	+91 22 441 18888
Bangalore	IDP Education India Pvt. Ltd. 201, 2nd Floor, The Presidency, No.1, St. Mark's Road, Bangalore 560001	+91 80 441 18888	Mumbai 2	IDP Education India Pvt. Ltd. Unit No 101, DLH Plaza, Beeta Co-operative Housing Society, Plot No. 54-A, S.V. Road Andheri (West), Mumbai 400 058	+91 22 407 19000
Chandigarh	IDP Education India Pvt. Ltd. SCO 149-150, 2nd Floor, Sector 9-C, Madhya Marg, Chandigarh 160 009	+91 17 244 11888	New Delhi	IDP Education India Pvt. Ltd. 610-616, 6th Floor, International Trade Tower, Nehru Place, New Delhi 110 019	+91 11 441 18888
Chennai	IDP Education India Pvt. Ltd. 9B Rain Tree Place, 7 McNichols Road, Chetpet, Chennai 600 031	+91 44 441 18888	Pune	IDP Education India Pvt. Ltd. Eden Hall, 103 Ghokhale Road, Shivaji Nagar, Model Colony, Pune 411 016	+91 20 441 18888
Coimbatore	IDP Education India Pvt. Ltd. Srivari Gokul Towers, 3rd Floor, 108 Race Course, Coimbatore 641 018	+91 42 244 11888	Surat	IDP Education India Pvt. Ltd. 209-210, International Business Center, Dumas Road, Piplod, Surat 395 007	+91 26 144 11888
Hyderabad	IDP Education, India Pvt. Ltd. 3rd Floor North Wing, Challa Chambers, Kapadia Lane, Raj Bhavan Road, Somajiguda, Hyderabad,500 082	+91 40 441 18888	Thane West	IDP Education India Pvt. Ltd. Jeevan Jyoti Arcade, Unit No. 201/202, 2nd Floor, B Cabin Road, Thane West, Mumbai 400 602	+91 22 411 44333
Jalandhar	IDP Education India Pvt. Ltd. SCO- 33, First Floor, Multani Tower, Ladowali Road, Jalandhar 144 001	+91 181 441 1888	Vadodara	IDP Education India Pvt. Ltd. Trident Mall, 2nd Floor, SF-28, SF-29, Racecourse, Vadodara 390 007	+91 26 523 24606- 09
Kochi	IDP Education India Pvt. Ltd. 7th Floor, BAB Towers, Opposite Kochi Ship yard, Atlantis, MG Road, Kochi 682 015	+91 48 444 11888	Vijayawada	IDP Education India Pvt. Ltd. First floor, 40-1-55/A, VVR Square, Near Benz Circle, Kala Nagar, M G Road, Vijayawada 520 010	+91 86 624 54888- 90
Kolkata	IDP Education India Pvt. Ltd. 4Th Floor, The Regency, 6 Picasso Bithi Saran I Hunger Ford Street Kolkata 700 017	+91 33 441 18888	Visakhapatnam	IDP Education India Pvt. Ltd. Door No 10-1-9/4, Vinay Ghar Heights, Asilmetta, Waltair Uplands, Near Sampat Vinayakar Temple, Visakhapatnam 530 003,	+91 89 166 11888