

Applicable to candidates appearing for IELTS on Computer test

1. **Test Partners:** The IELTS test is jointly owned by the British Council, IELTS Australia Pty Ltd., which is wholly owned IDP Education Ltd. (“IDP: IELTS Australia”) and Cambridge Assessment English, collectively referred to as the "Test Partners".
2. **Test Centre:** This refers to the IELTS Test Centre “IDP Education India Private Ltd.", also referred as 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. **Technical Issue:** Your IELTS on Computer test may be cancelled or postponed on short notice if technical issues impact the running of the test. If a test is cancelled for technical issues, you may choose to be rescheduled to the next available test at the same Centre or have a full refund of the test fee.
5. **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 his/her original passport on the test day, he/she will be refused entry to the test.
6. **Video recording and CCTV (Closed Circuit TV):** The candidate understands that there may be video recording and CCTV (Closed Circuit TV) in the Centre. The candidate agrees to be filmed while registering the test and during the test. The candidate understands that his/her video recording 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.
7. **IELTS Application Form & Information:** Only a fully completed IELTS application form will be considered. Incomplete applications may be rejected. The details on the application form are collected for the purposes of the IELTS test and these details may be disclosed to be 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.
8. **Test Booking:** The IELTS test 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.
9. **Test Type Selection:** The responsibility of test type selection (i.e., Academic or General Training), lies with the candidate. However, it is recommended that if the candidate is unsure of which test module to take, then they shall refer to the organization to which they are applying. 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. A minimum of three (3) weeks’ notice prior to the test date is required to be given to the Centre for changing the test type and the offer of a test place is dependent on availability and decision of the Centre.
10. **Test Fee:** The candidate understands that the test fee of INR 17,000 (Rupees Seventeen thousand only) inclusive of all taxes is applicable for taking the test . The fee is subject to change, as per the decision of the Centre and will be final and binding on the candidate.
11. **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 at 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 Private Limited, 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 Private Limited.

12. **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 form must be accompanied by a clear photocopy 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 offline application form to the Centre or through its referral partners, without submitting a passport copy, the candidate will be required to submit a clear photocopy of the passport either at his/her Listening, Reading, and Writing test or Speaking test, whichever is earlier. If a candidate submits an application online, it is mandatory for the candidate to upload a clear copy of the passport, failing which the candidate

will be required to submit a clear photocopy of the passport either at his/her Listening/Reading/Writing test or the Speaking test whichever is earlier.

13. **Applying online:** If the candidate applies through the website www.ieltsidpindia.com then he/she must pay the test fee through the payment options available on the website.
14. **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.
15. **Allotment of Test Date:** Listening, Writing and Reading 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. 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.
16. **Speaking Test:** It will be conducted on the same day as that of Listening, Reading, Writing test date. The Centre will send notification about the venue, date and time of Speaking test no later than two (2) days from the scheduled Speaking test or Listening, Reading, Writing test, whichever is earlier.
17. **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.
18. **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.
19. **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.
20. **Reporting Malpractice / Fraud:** The candidate 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 the 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.
21. **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 authorised IELTS staff and request for a complaint form to be completed before leaving the test venue and handed over to the IELTS staff.

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 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 3-5 days after the test date. 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. The eTRF as uploaded by the Centre under the candidate's login section at www.ieltsidpindia.com will be the correct, official, and authentic IELTS test scores.
24. **Enquiry on Results (EOR) / Remark:** A candidate may apply for an Enquiry on Result (EOR) /Remark of his/her test results, using an Enquiry on Results Application Form. Such request must be made by the candidate through his/her candidate login section at www.ieltsidpindia.com within six (6) weeks from the test date on the eTRF. The fee applicable for re-mark is INR 12,750 (Rupees twelve thousand and seven hundred fifty only) 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. There is no guarantee of the band score improving, as a result of remarking. 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 candidate and no further enquiries will be considered once the remarking process has been completed.
25. **Request for issue of Additional Test Report Form 'ATRF':** A candidate may request additional TRFs to be sent directly to recognizing organizations that may require these for various purposes. Such request must be made by the candidate through his/her candidate login section at www.ieltsidpindia.com. All payments for ATRF must be made using the payment options as mentioned under the Payment clause hereinabove.
- Electronic ATRF: There is no charge for issuing electronic ATRFs for the first five recognizing organizations, beyond which, every electronic ATRF request will attract an administrative charge of INR 250 (Rupees two hundred and fifty only), inclusive of taxes.
- Registered Post: The candidate has to pay an administrative charge of INR 400 (Rupees four hundred only) per ATRF, inclusive of taxes, for dispatch of ATRF through registered post.
- Courier Dispatch: The candidate has to pay an administrative charge of INR 1,500 (one thousand five hundred only) per ATRF, inclusive of taxes, for dispatch of ATRF through courier.
- ATRF will not be sent to the candidate or to any body, institution, organization other than those that are recognized by IELTS, as per the approved list of the Test Partners.
26. **Receipt of Notice to 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.
27. **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.
28. **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 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.
29. **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 nine (9) 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 fee of INR 4,250 (Rupees Four thousand and two hundred Fifty only) will be applicable for transfer. All payments for the transfers must be made using the payment options as mentioned under the Payment clause hereinabove. No requests will be accepted after the cut-off period i.e., less than nine (9) days prior to the original test date.
30. **Request for Cancellation:** All applications for cancellation and refund must be sent to the Centre using the Test Date Transfer & Cancellation /Refund Application Form along with the original receipt of payment of the test fee. An administrative charge of INR 4,250 (Rupees four thousand and two hundred fifty only) inclusive of all taxes, will be applicable in such a case.

If the application for cancellation is received nine (9) days prior to the test date, the balance of IELTS test fees of INR 12,750 (Rupees twelve thousand and seven hundred fifty only) inclusive of all taxes will be refunded to the candidate within ten (10) to twelve (12) working days from the date of application. Requests received, less than nine (9) days prior to the test date will not be accepted and no refund will be given to the candidate.

31. **Request under "Extraordinary Circumstances" - Prior to the test date:** A request received by the Centre less than nine (9) 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:
- a. 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
 - b. Serious injury - linked to hospital admission, or injury such as fracture of the hand used for writing etc.
 - c. Loss or bereavement - death of a close family member, hardships / trauma
 - d. Victim of crime.
 - e. Victim of a traffic accident
 - f. Loss of Passport after applying for the test

g. 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.

- a. Medical certificate signed by a registered medical practitioner and bearing his/her registration number
- b. Hospital admission certificate and discharge summary (in case of hospitalisation) c. Police report/FIR
- d. Death certificate signed by a registered medical practitioner and bearing his/her registration number
- e. 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 Centre 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 INR 4,250 (Rupees four thousand two hundred and fifty only) inclusive of all taxes will be applicable. All payments for the request must be made using the payment options as mentioned under Payment clause hereinabove. The request for such cases will be considered on a case-to-case basis and the decision of Centre 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 on a case-to-case basis.

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.