



What happens if I want to cancel my test date?

Cancellations must be sent in writing by letter or email stating your date of birth, the test date you would like to cancel, the name of the person to whom the refund cheque should be made payable and the address to which it should be sent. Alternatively you can come in person to the IELTS office at Neuadd Rathbone, College Road (opening hours below) and fill in a cancellation form. A minimum of 35 days' notice must be given and the test fee, less an administration charge of £25 will be refunded. If less than 35 days is given then the candidate will forfeit the full test fee.

What happens if I am absent on the day of the test?

If a candidate is absent on the day of the test he/she will **forfeit the full test fee.**

What happens if I am unable to attend on the test day for a serious reason? Under such circumstances, candidates should contact Bangor IELTS immediately for advice. For reasons of a medical nature, please note that **evidence is required in writing no later than 5 working days after the test.**

What happens if I want to change my test date? Please email or telephone the IELTS administrator to find out the next test date and then put your request in writing (in a letter or by email) or come in person to The IELTS office (opening hours below) and fill in the transfer request form. **A minimum of 35 days' notice must be given if a candidate wishes to change his/her test date.** If a candidate transfers a test date an additional payment of £25 is required for each transfer date. If less than 35 days notice to transfer is given then the candidate will forfeit the full test fee.

What must I bring with me on the day? Candidates must bring the **original ID document they used on their application form for the test date** – no other document will do on the day of the test. Please note that only passports and National ID cards are an acceptable form of identification. The National ID card must display the candidate's photograph, full name in English lettering, signature, date of birth and a unique number. Student cards, driving licences are NOT acceptable. Failure to bring the correct ID may result in the candidate being refused entry to the exam. Under these circumstances the candidate would forfeit the full test fee.

What happens on the day? The application form which you have signed includes a **Notice to Candidates** in which you are informed that you consent for your identity to be verified on the test day. This includes:

- **having your photograph taken.** You will be required to temporarily remove any covering from your face. Any candidate who refuses to have a photograph taken will not be permitted to sit the test and will not be entitled to a refund. This photograph taken by the test centre will appear on your Test report Form.
- **providing a sample of your signature.**
- **having your finger-scan taken.**

When will I get my results? Results will be sent to you by post 13 days after the test date or you can view them online at www.britishcouncil.org/takeielts using your candidate number / ID number and date of birth. The IELTS certificate you receive is called a test report form (TRF). The certificate is valid for 2 years and explanations of the band scores are shown on the back of the form. Your results will be sent to the address you specify on your application form. TRF's will also be sent to any institutions you name on your application; a total of 5 forms can be sent to different institutions within one month of the test. Further copies may be obtained at a charge of £5 per copy.

You may apply for a re-mark (Enquiry on Results) but this must be done within six weeks of the test date. You can choose which modules are to be re-marked. There is a fee of £60 for this service which will be refunded should the score on any module be increased. Enquiry on Results can take up to eight weeks to complete. If you wish to request this, please request, or download an EOR Form from our web site and write to us stating which modules you wish to be remarked enclosing a payment of £60 (made payable to Bangor University). We will then send your test to the British Council to be re-marked.

Special Requirements? If you have any special requirements (e.g. you require modified materials -enlarged print for example) we need three months notice to order them. If you require special administrative arrangements (more time to take the test due to dyslexia for example) we require six weeks notice. **Please mention special needs at the time of application and all candidates with special requirements must provide supporting medical evidence at the time of application.**

Complaints? If you are unhappy with anything, **you must let us know on the day.** We have a complaints procedure and a form for you to complete. Please ask for one before you leave the test site

Opening Hours

Monday- Friday Morning
9.30am – 1.00 pm
Afternoon by appointment
Telephone: 01248 383043
Email: ielts@bangor.ac.uk