

IELTS ON COMPUTER TEST REGULATIONS

I. ENTRIES

GENERAL PROVISIONS

1. Service Provider is the non-public continuing education institution, the British Council Centre for Children and Teenagers, entered in the register of schools and non-public institutions kept by the Capital City of Warsaw under no. 92/Pz; and the non-public continuing education institution, the British Council Centre for Adults, entered in the register of schools and non-public institutions kept by the Capital City of Warsaw under no. 1112K - entities governed by the Fundacja British Council registered in District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register under KRS number 0000449621, NIP (Tax Identity No.): 7010369489, with its principal office in Warsaw, Poland and address at Koszykowa 54, 00-675 Warsaw, Poland (hereinafter referred to as 'the British Council').
2. Service Receiver is a natural person, a legal entity, or an organisational unit without the status of a legal entity (Test-taker, school or institution), who or which uses a remote agreement provided by the British Council, within the territory of Poland.

CONDITIONS OF REMOTE AGREEMENT CONCLUSION

3. British Council provides remote services:
 - 3.1 on the www.britishcouncil.pl website by entering one's name to the list of Test-takers for an IELTS test using a form available on the site (for individual Test-takers and Test-takers registered by schools/institutions).
 - 3.2 by e-mail (a message with the confirmation of entering one's name on the list of Test-takers for a test at the British Council and the confirmation of the exam fee posting).
4. The agreement between the Service Provider and the Service Receiver for the administration of a selected test shall be deemed entered into (the moment of the test registration completion) upon the payment of the test fee by the Service Receiver after his or her data is entered on the list of Test-takers for a selected test via the on-line registration system made available by the Service Provider on the Site. The Service Receiver's failure to pay the fee in the amount and within the time limit set forth by the Service Provider on the Site will result in removing the Service Receiver's entry from the list of Test-takers and the agreement contemplated in this point will not be entered into. If the Service Receiver enters untrue or incomplete data on the list of Test-takers, the Service Provider will attempt to contact the Service Receiver in order to supplement or rectify the data. If such an attempt proves unsuccessful, the Service Provider may withdraw from the agreement.

EXAM FEES

5. IELTS on computer exam fees are available on the website <https://www.britishcouncil.pl/en/exam/ielts/book-test>.
6. Exam fees are given in Polish zloty. The price given for each exam is binding upon the placement of a purchase order by the customer.
7. The exam fee shall be paid by the Service Receiver following the entry to the list of test-takers. Payment shall be paid by a bank transfer or an on-line card payment for the benefit of the Service Provider to the account of the Service Provider made within the time limit and in the way set forth by the British Council and published in the specific exam regulations and on the Service Provider's site.
8. The Service Receiver who paid the exam fee but failed to enter his or her name on the list of Test-takers within the time limit indicated for registration shall be entitled to full reimbursement of the exam fee. In this case no exam administration agreement is entered into between the Service Receiver and the Service Provider.
9. If you need to obtain a VAT invoice, you can request it within 90 days from the payment date by filling out [this form](#).

REGISTRATION – GENERAL PROVISIONS

10. In order to register for the IELTS test you should:

- A. enter your personal data into the test-takers on-line database in the registration system on <https://ieltsregistration.britishcouncil.org/test-chooser>. EU citizens registering for IELTS should use their valid national ID card or passport, other test-takers should use valid passport only. IDs other than listed above such as permanent or temporary residence cards cannot be used to make an IELTS entry.

Please note that only physical identification documents are accepted at the IELTS examination; electronic IDs will not be permitted due to security measures and the prohibition of electronic devices in the exam room. Remember to bring your government-issued ID as per your registration details.

- B. **deposit the required fee** according to the instructions given in the registration system: on-line by card or BLIK, or online transfer by Przelewy24 service - **within 1 hour** of generating link with instructions to a payment portal.
11. Test-takers who do not observe the procedures stated in points 10. A-B above will not be entered for the IELTS test on the chosen date and their personal data will be deleted from the Test-takers' database in the on-line registration system.
12. All money transfer charges must be paid by the Test-taker.

II. TEST DATES AND LOCATIONS

1. The list of IELTS test sessions currently available in each location in Poland can be found in the internet registration system on <https://ieltsregistration.britishcouncil.org/test-chooser>
2. The number of places for tests is limited. Session will not be visible in the system after the deadline for registration.
3. The registration deadline may be extended if there are places left after the official close of registration date.
4. The speaking module may be taken in a period of 3 calendar days before or 1 calendar day after the written and listening parts of the test. **The exam centre reserves the right to change the date and time of the speaking part chosen by a test-taker. Test-takers will be informed about all changes by email.**
5. Detailed information on the dates, time and locations of the IELTS test modules will be sent to the Test-takers automatically from the registration system after choosing the speaking test day and time and once the exam fee is registered on our account.
6. Test-takers who do not receive the email with detailed information on the dates, time and locations of their IELTS test modules by the end of day 3 before the written part of the test are required to contact as soon as possible the Fundacja British Council exam centre in Warsaw. Test-takers who missed their exam because they had not received the email with information on their test schedule and not reported this fact to their exam centre **are not entitled to a refund on this account.**

III. TEST DATE CANCELLATIONS AND OTHER CHANGES

1. The Service Receiver being a natural person who has paid the exam fee as set forth in Section I and thus entered into a remote agreement with the Service Provider may withdraw from the agreement without giving reasons within 14 days from the date of the agreement for the administration of a selected test, provided that the withdrawal is reported through the IELTS Test Taker Portal, accessible upon registration. This right does not apply to the service recipient after the service has been fully provided by the Service Provider.
2. Test-takers registered for IELTS on computer can apply for:
 - a) a transfer to a later test date free of charge
 - b) a cancellation of their registration and a refund of 100% of the test fee (the person/institution that submitted the fee on behalf of the Test-taker is entitled to receive a refund),

on condition that they submit a request through the IELTS Test Taker Portal **not later than 7 days before the exam date of the test they are registered for.**

Please note: In the case of online payments, the refund will be made to the card used for the payment. In this case, it is also necessary to submit a request through the IELTS Test Taker Portal.

3. If a request for refund or transfer of a test date is made after the deadline above, the Test-taker:
 - a) is entitled to a transfer to a different test date for an additional fee - 25% of the test fee, observing the deadline for registration for the chosen new date, if the request is made due to:
 - a Test-taker's serious illness (e.g. hospital admission)
 - the death of a close family member
 - hardship/trauma, e.g., a traffic accident
 - military service

provided he/she submits a request through the IELTS Test Taker Portal **not later than 5 working days after the original test date for which the Test-taker was registered, where the first day is the day of the written part of the test.** The request must be supported by appropriate official documentation and/or evidence. Test-takers applying for test date transfer must select a test date within a three-month period from the date of submitting the request.

- b) is entitled to cancel their registration and receive a refund of 75% of the test fee if the cancellation is caused by:
- a Test-taker's serious illness (e.g. hospital admission)
 - the death of a close family member
 - hardship/trauma, e.g. a traffic accident
 - military service

provided he/she submits a request through the IELTS Test Taker Portal **not later than 5 working days after the original test date for which the Test-taker was registered, where the first day is the day of the written part of the test.** The request must be supported by appropriate official documentation and/or evidence.

- c) is not entitled to a refund or test date transfer if:
- the cause is different from the ones mentioned above
 - the application is not accompanied by appropriate official documentation and/or evidence
 - the application is made later than 5 working days after the original test date, for which the registration was made.

IV. SPECIAL ARRANGEMENTS

Due to technical reasons IELTS on computer tests cannot be modified in order to take into account special needs of the Test-takers. Test takers with special requirements are kindly requested to register for IELTS on paper session.

V. TEST DAY

1. The test takers are obliged to bring **the same** ID document (national ID or passport) that they used to register for the test (the document number must be the same as the one entered during IELTS on computer account creation). **Test-Taker must provide an original document. Electronic IDs or residence cards are not accepted as valid IDs during IELTS test.**
2. Any changes to the identity document used at registration must be reported by e-mail to the test centre no later than one day before the test date. **Failure to abide by this rule will result in not admitting the test takers to the test. They will not be eligible for any refund or free transfer.**
3. On the test day test-takers will have their photograph taken. This photograph will be used on the Test Report Form and made available to the institutions, indicated by the Test-taker, that download IELTS results from the on-line site.
4. Information regarding test day arrangements is in [Notice to Candidates](#).

Test-takers are not allowed to bring any electronic equipment to the test room including mobile phones and watches of any kind (including smartwatches). Any Test-taker using or in possession of any unauthorized devices during the test may be disqualified. The need to use electronic medical aids during the test should be supported by relevant medical certifications and reported to exam centre prior to making test entry. Test-takers are also requested not to bring any expensive personal items. The British Council is not liable for the loss of any items left in the cloakroom. The only items allowed in the test room are an approved identity document and water in a transparent bottle.

VI. RESULTS

1. Test results (Test Report Forms - TRFs) are issued to individuals who have completed all 4 sections of the test. Test Report Forms are in electronic format and are made available online on the IELTS Test Taker Portal no earlier than the 3rd and no later than the 5th calendar day after the day of the written parts of the IELTS test.
2. In exceptional situations it may be necessary to review administrative or security matters associated with the test. In that case results may not be issued on the 5th day after the test.
3. Test-takers who want to receive their IELTS on computer test results on the day they are released directly to their mobile phones should fill in the [SMS request form](#). The fully completed form should be delivered to the

Fundacja British Council in Warsaw in person, by mail, fax or scanned and sent as an email attachment to IELTS@britishcouncil.pl no later than 2 working days after the written test.

- Each test taker receives an electronic Test Report Form (TRF) through the IELTS Test Taker Portal, which includes scores for each section of the test as well as an overall score ranging from 1 to 9.
- Electronic copies of the TRF are sent directly to receiving institutions indicated by a Test-taker. Details of receiving institutions can be entered at registration or added later via the account on the Test-Taker Portal. Should the receiving institution require a paper copy of TRF candidates can request up to 5 copies to be sent by post. This can be requested via the Test-Taker Portal.
- Test-takers' personal data and results are kept by the exam centre for three years from the written test day.
- There is no possibility to view the test papers.
- If you believe a mistake has occurred or your exam result is not fair you can ask for an Enquiry on Results. This is a paid service. Information about the cost of Enquiry on Results is on the website <https://www.britishcouncil.pl/en/exam/ielts/results>.

Test-Takers requesting a re-mark of their papers can, within 6 weeks of the written test date, submit an Enquiry on Result online on the Test Taker Portal. The result of the re-mark is available approximately 4 weeks after the British Council London has received the documents.

Detailed information regarding enquiry on results and appeal procedures can be obtained from the Fundacja British Council in Warsaw. If the re-mark/appeal results in an improvement in the Test-taker's score, the Test-taker will receive a full refund of the re-mark/appeal fees.

- The IELTS test may be taken again on any test date.

VII. COMPLAINTS

- All comments concerning the conduct of the IELTS test should be given by the Test-taker to the supervisor/test administrator **immediately after the test** (in the case of the listening test all comments should be reported at the beginning of the test, after hearing the introductory recording) and also in writing (by email or in person) to the British Council examination centre staff no later than 1 day after the relevant part of the test. Further information on how to submit comments can be found on www.britishcouncil.pl or ielts.org.
- The Service Receiver may ask questions, give opinions or lodge complaints concerning the Service Provider and the services it provides by using the contact details available on www.britishcouncil.pl. The Service Provider shall address all opinions, questions or complaints from the Service Receivers within five working days of their receipt.

VIII. ADDITIONAL INFORMATION

- Test-takers who have registered for a IELTS on computer test will be given, free of charge access to '**IELTS Ready Premium**' British Council on-line preparation materials. The unique password issued at registration will be valid for one week after the test date.
- Completing a preparation course is not a requirement for Test-takers who want to register for IELTS on computer. However, Test-takers who wish to receive tuition may attend an IELTS preparation course organised by the Fundacja British Council in Warsaw and Krakow. For more information please contact the Fundacja British Council Customer Services.
- Detailed information about IELTS on computer can be found at: www.britishcouncil.pl/en/exam/ielts and www.britishcouncil.org/takeielts.
- In performing all activities related to the implementation of the agreement, the British Council complies with the laws and guidelines in force at the given place and time in securing and protection of children and adults with special needs and the principles of the UK legislation (Children Act 1989) and The United Nations Convention on the Rights of the Child (to the extent that those provisions are not directly applicable in Poland), as well as the British Council Child Protection Policy.
- These Regulations does not apply to the IELTS on paper, the IELTS UKVI and IELTS Life Skills tests, which are offered under the conditions described in the IELTS on paper, the IELTS UKVI and IELTS Life Skills Regulations, available on www.britishcouncil.pl.

IX. CONTACT DETAILS

	Warsaw	Cracow
Telephone:	+48 22 695 59 00 (Mon-Fri 09.30–17.30)	+48 12 428 59 30 (Mon-Fri 09.30–17.30)
address:	Fundacja British Council Customer Services ul. Koszykowa 54 00-675 Warsaw	Fundacja British Council Customer Services Rynek Główny 6 31-042 Cracow
open:	Monday - Friday 10.00 – 18.00, Saturday 08.30 – 16.00.	Monday - Friday 09.30 – 17.30.
e-mail:	ielts@britishcouncil.pl	krakow@britishcouncil.pl

X. FUNDACJA BRITISH COUNCIL LIABILITY

The Fundacja British Council and the Examining Boards take all reasonable steps to provide continuity of service. Those institutions, however, cannot be held responsible for any irregularities of service caused by circumstances beyond their control. In the case of delays, interruptions or cancellation of examinations or delays in the issue of results for reasons independent of the organisers, we will make every effort to resume normal service as soon as possible. In the abovementioned cases the Fundacja British Council's liability will be limited to re-testing at a later date or a refund of the registration fee. If the delays or interruptions in the course of the examinations were caused by the organisers and lasted longer than 24 hours, or if the examinations were cancelled through a fault of the organisers, Test-takers may apply for compensation of loss on general terms.



British Council is a proud co-owner of IELTS
www.britishcouncil.pl

www.ielts.org