

IELTS Indicator: Refund, Cancellation and Transfer Policy

This policy applies to the IELTS Indicator test ONLY.

A. Cancellations

You may cancel your IELTS Indicator test registration at any time before the test date by contacting us on: <https://centresupport.britishcouncil.org/ieltsindicator/>

Refund terms depend on when you request to cancel your test:

- You may cancel your test up to 4 working days before the test date and receive a full refund.
- If you cancel your test 3 working days or less before test date, you will receive a 75% refund.
- If you cancel your test on the test day or after the test, no refund will be provided.

Exceptional circumstances

Where there are exceptional circumstances which prevent you from taking the test, you must provide evidence within 3 working days of the test date. We will respond to you within 5 working days of receiving your case in writing. If approved, you will receive a full refund.

We define exceptional circumstances as:

- serious medical conditions which prevent you from attending or performing normally on test day; such conditions require supporting evidence of a medical certificate from a qualified medical practitioner;
- evidence of bereavement, trauma or other forms of significant hardship; and
- military service.

Other exceptions

We expect you to ensure that your computer meets the [Minimum and Recommended System Requirements](#) (and those of Zoom) and that it has a video-enabled camera, speakers and microphone installed **before** you register.

We expect you to prepare for the IELTS Indicator test by installing a Safe Exam Browser and Zoom **before** the test date. We will provide you with support if needed on this installation. If, exceptionally, installation is not possible, and you notify us of the same in advance of the test date, then a full refund will be provided.

Test takers under sixteen years of age will be unable to sit the IELTS Indicator test; any tests booked by under sixteens will receive a full refund. For test takers aged sixteen and seventeen years, if we cannot confirm your relationship with your chaperone, as well as the chaperone's identity and age, the Speaking test will be terminated and rescheduled. No refund will be offered after this first test. If we are still unable to confirm these details for the rescheduled Speaking test date, your whole IELTS Indicator test will be cancelled and a full refund provided.

For the Listening, Reading and Writing tests, if we cannot verify your identity, or malpractice is detected during proctoring of the tests, no results will be released and no refund offered. Any decision based on remote proctoring evidence is final. Further details on malpractice can be found in the IELTS Indicator terms and conditions available here: <https://www.ieltsindicator.com/terms-conditions/>

In respect of the Speaking test component, if we cannot verify your identity at the start of the Speaking test, the Speaking test will be terminated and rescheduled. No refund will be offered. If we are still unable to verify your identity on the rescheduled Speaking test date, your whole IELTS Indicator test will be cancelled and a full refund provided. You must arrive on time for the Speaking test, or risk obtaining a



zero result for that component with no option to transfer your test date. Where malpractice is detected during the Speaking test, the test will be cancelled, and no result will be issued. You will not receive a refund. Further details on malpractice can be found in the IELTS Indicator terms and conditions available here: <https://www.ieltsindicator.com/terms-conditions/>

If you are subject to an IELTS test ban, you are unable to take the IELTS Indicator test. If you book for a test, your booking will be cancelled and your test fee refunded. If you are identified after sitting the test, a test result will not be issued and your test fee will not be refunded.

If your IELTS Indicator test is not provided by us on your test date, or we are unable to issue all of your results after you have completed the IELTS Indicator test (for instance, due to technical reasons at our end, including failure to verify your identity due to technical issues), you will be entitled to re-book it for another date. If there are no suitable dates, a refund of the IELTS Indicator fee will be offered.

Under certain circumstances outside our control, we may have to cancel your test and, if you choose not to transfer the test date, you will receive a full refund.

B. Transfers

You may transfer your test date at any point before your test date at no additional charge.

Note: If local consumer protection law in the country where you have registered to take the IELTS Indicator test provides for cancellation and transfer rights which are more favourable to the test taker than the rights set out above, then local consumer protection law will apply.