

IELTS Online Terms and Conditions

1. General Acknowledgements

I acknowledge that...

1.1

The IELTS test is jointly owned by British Council, IELTS Australia Pty Ltd (ABN 84 008 664 766), which is wholly owned by IDP Education Ltd ('IDP: IELTS Australia') and Cambridge Assessment English (part of the University of Cambridge), collectively referred to as the IELTS TEST PARTNERS or IELTS PARTNER.

1.2

I will abide by these terms and conditions for the IELTS Online test.

1.3

All information I submit as part of my online registration submission, to date and in future submissions, is complete, accurate and true.

1.4

I reside in the country where I have registered to take the IELTS Online test ("Resident"). I must be physically present in the country of registration on the scheduled test day to take my test ("Present"). I may be required to provide reasonable proof of being Resident and/or being Present. If I fail to satisfy the IELTS PARTNER of being Resident or Present, then my test will be cancelled and I may not be eligible for a refund, and, depending on the circumstances, the IELTS PARTNER may take other measures such as ban me from taking an IELTS test anywhere in the world.

1.5

IELTS Online test results cannot be used for United Kingdom Visas and Immigration (UKVI) application purposes, and I will not be eligible for a refund if I subsequently find that I require an IELTS for UKVI test result.

1.6

IELTS Online test results are not recognised by border authorities for the purposes of migration.

1.7

Before purchasing IELTS Online, I am responsible for checking that an IELTS Online test is recognised by the educational institution or any other body I intend to send it to. Also, the IELTS PARTNERS cannot be held responsible if recognition for IELTS Online changes between time of purchase and the time I use my score for my individual purposes.

1.8

IELTS Online is not currently available for test takers aged under 18 years.

1.9

Currently, only passports are accepted for the ID purposes.

2. Personal Information

I understand that...

2.1

It is necessary for my personal information to be collected and processed in order for me to take the IELTS Online test, to verify my identity and to receive my results. In order to verify my identity, I must provide a coloured copy of an approved identity document. This personal

information is collected and securely stored when I apply for and when I take the IELTS Online test and is used by the IELTS TEST PARTNERS for the purpose of the IELTS test.

2.2

It is a condition of sitting the IELTS Online test that my test sessions will be recorded using my microphone, camera, and screen, for the purposes of maintaining the integrity and security of the IELTS test. I understand that if I do not consent to this, then the alternative is to take the IELTS test in person at an IELTS Test Centre.

2.3

My personal information, including, without limitation, test performance or score data and my test result may be disclosed by the IELTS TEST PARTNERS to Recognising Organisations to which I apply for the purpose of allowing these organisations to verify my test result. "Recognising Organisations" means educational institutions, professional bodies and commercial organisations that recognise IELTS scores.

2.4

My personal information may be processed in an anonymous form by the IELTS TEST PARTNERS for statistical analysis and research purposes. Extracts from test sessions may also be used for systems training purposes. The IELTS PARTNERS may also seek my permission to share extracts from my recordings with its service providers for the purpose of systems training.

2.5

My photograph will be taken on test day using the camera on my computer and will be the image used on my electronic Test Report Form. My photograph will be available to any Recognising Organisation to which I apply, in order to allow these organisations to verify my test result.

2.6

IELTS Online uses facial recognition software for the purposes of monitoring my test performance behaviour for security and test integrity purposes. I will be asked for specific

consent to this activity and I understand that if I do not consent to this, then the alternative is to take the test in person at an IELTS Test Centre. If the software flags any behaviour as suspicious, it will then be further investigated.

2.7

All video and audio recordings will be kept for audit, investigations, and training purposes. Speaking test video recordings will be kept for at least 3 months, and audio recordings will be kept for at least 3 years. Video and audio from the Listening, Reading, Writing tests will be held for a minimum of 60 days.

2.8

Use of the IELTS Online service is subject to the terms of the IELTS Online privacy policy, which can be found at <https://takeielts.britishcouncil.org/take-ielts/book/ielts-online/privacy-notice>

Additional detail on how IELTS uses my information

2.9

The IELTS TEST PARTNERS recognise and support the right of IELTS test takers to privacy.

2.10

When I provide my identity information the IELTS TEST PARTNERS link that information to my IELTS test and test result on the Test Report Form. This enables me to submit my Test Report Form to Recognising Organisations and for them to verify my result.

2.11

When I submit an electronic Test Report Form or a Test Report Form number to a Recognising Organisation I consent to the verification of the result by that organisation.

2.12

The spoken and written content I produce while taking the IELTS test remains the property of the IELTS TEST PARTNERS and will not be released to me. In cases of proven or suspected malpractice my work may be provided to relevant authorities.

3. Technical Requirements

I understand that...

3.1

An internet connection is required to take the IELTS Online Test. Minimum internet requirements:

- Download speed >2 Mbps
- Upload speed >1 Mbps
- Mobile Hotspot is not allowed to be used by the test taker on test day

3.2

I need a compatible operating system:

Minimum: 64-bit Windows 7, 8.1, 10 and 11 on 64-bit platforms Note: Support for Windows 7 and 8.1 are discontinued from IEP version 1.14.19.

Or,

MacOS: OS X 10.15 and higher Note: Minimum requirement is macOS Big Sur (version 11) and higher from IEP 1.15.0.

3.3

IELTS Online supports the two most recent versions of the following web browsers:

Google Chrome

Apple Safari (for MacOS X)

Mozilla Firefox

3.4

The IELTS Online test requires me to download and install the Inspera Exams Portal (IEP), which runs on a Windows PC or MacOS. I will need the necessary privileges on my computer to do so.

3.5

The IEP will occupy a small amount of hard disk space on my PC or Mac. The free disk space required is 500MB both for Windows PC and Mac.

3.6

My keyboard language setting must be set to Australia/USA/UK English.

3.7

I cannot use headphones, ear buds or a microphone headset during the test.

3.8

I need the following to complete all parts of the IELTS Online test:

- An external or in-built computer camera.
- External or in-built Speakers and Microphone. (Headphones, headsets or any kind of ear-device are not permitted).
- If my camera is in-built, then for the purpose of room scan checks I must move my laptop or monitor in order to give horizontal and vertical views and a full 360-degree check of the room in both directions.
- Also, if my camera is in-built, then for the purpose of monitor and keyboard area checks I must bring a handheld device with video function (a tablet or mobile phone). When the keyboard and monitor checks are complete, I must switch off the device and put it to one side.

3.9

If I do not meet the above technical requirements, then I will not be able to take the test. In such cases, I will not be eligible for a test fee refund unless I cancel the test more than 72 hours before the Speaking test (or the Listening, Reading and Writing test if that is taken first).

4. Fees, Refunds, cancellations, and Transfers

I understand that...

4.1

I must pay the full test fee in advance to confirm my registration.

4.2

I can cancel my IELTS Online test at any point, and, depending on the circumstances the IELTS PARTNERS will either cancel my test with no refund of test fee, or cancel the test and refund me the test fee in full.

4.3

The IELTS PARTNERS will not charge me an administration fee for processing cancellations or refunds.

4.4

Test dates already booked and paid can be transferred to a new date. In the event I wish to transfer, I will need to submit an online request at least 72 hours before the first test component in the booking portal. I can only transfer the same booking once.

4.5

I must upload a coloured copy of my Passport ID page to the online booking system within the stated timeframes to confirm my registration. Also, this ID must pass pre-test verification checks carried out by the IELTS PARTNERS. If I do not meet these requirements my test will be cancelled, and I will not be eligible for a refund.

4.6

The IELTS PARTNERS will cancel my test and not issue me a refund or a test result, if I...

- Cancel my test or request a transfer less than 72 hours before the Speaking test (or the Listening, Reading and Writing tests if these are taken first).
- Cancel my test or request a transfer after the Speaking test (or the Listening, Reading and Writing tests if these are taken first).
- Do not attend the test as scheduled.
- Abandon the test or leave the test room without permission while the test is in progress.
- Commit or behave in a way that suggests malpractice i.e., any kind of cheating.
- Fail in-room security checks on test day.
- Fail ID checks on test day.

- Fail to upload a Passport ID to the online booking site no later than 72 hours before the Speaking test (or the Listening, Reading and Writing tests if these are taken first), and/or my Passport ID fails to pass the verification process carried out by the IELTS PARTNERS before the test begins.
- Refuse to give consent for audio / video recording to take place, or for use of AI technology for purposes given in these Terms and Conditions.
- Find that my IELTS Online test score is not accepted by any given institution, organisation or government body. It is my responsibility before I take the test to ensure that my IELTS Online test score is fit for the purpose to which I intend to use it. Further, the IELTS PARTNERS cannot be held responsible if recognition for IELTS Online changes between time of purchase and later when I use my score for my individual purposes.
- Supporting documents should be provided in English. Any local language documents that are not translated into English by a notarised person/authority, will not be accepted.

Also, the IELTS PARTNERS will cancel my test and not issue a refund or a test result, if I...

- Do not meet the technical provisions and conditions in section **3. Technical Requirements**.
- My internet connectivity slows or drops temporarily or completely
- My technology or power source fail in any way.

At IELTS PARTNER discretion, my test may be cancelled, and I may be ineligible for a refund if I do not meet the conditions and guidance listed in...

- Section 1. General Acknowledgements
- Section 6. Test Day Arrangements.

4.7

The IELTS PARTNER may waive cancellation provisions and give me a full refund, if I provide a digital copy of a doctor's note or certificate within 72 hours of the provision taking effect. The IELTS PARTNER will evaluate each case on its merits, and the Partner decision will be final.

4.8

The IELTS PARTNERS will cancel the test and issue me a full test fee refund, if I...

- Cancel my test more than 72 hours before the Speaking test (or the Listening, Reading and Writing test if that is taken first).
- IELTS PARTNER technology systems fail to perform as expected.
- The IELTS PARTNER cancels my test for any other reason.
- As IELTS Online is a new way to take the test, if I encounter any technical issues that prevent me completing the test, or I do not receive a result or my result is unduly delayed, I will receive a refund of monies paid and be offered guidance on how to register for a Computer Based or Paper Based version of the test. I understand that I must make such request to IELTS PARTNER within 72 hours after the test.

4.9

Local consumer protection laws in the country where I have registered to take the test may also apply.

5. Test Results

I understand that...

5.1

Results will normally be issued between 6 – 8 calendar days following the second part of my test. The IELTS PARTNERS reserve the right to exceed 8 days when additional security checks and data processing are required to ensure test integrity and accuracy of results.

5.2

I will be able to access a downloadable and printable version of my electronic Test Report Form from the online booking platform I used to register for my test. The IELTS PARTNERS cannot

post or otherwise provide paper Test Report Forms to test takers who take the IELTS Online test.

5.3

If a Recognising Organisation makes it a requirement to receive a paper Test Report Form from an IELTS PARTNER then I should submit a request to the partner with whom I took the test and provide evidence of this requirement e.g. an email from the organisation or relevant website reference. At their discretion, the IELTS PARTNERS will then decide whether to send a paper version of the Test Report Form to the nominated recognising organisation. The partners reserve the right to apply a reasonable charge for this service to cover postage and administrative costs.

5.4

In cases where I know in advance that a Recognising Organisation requires a paper Test Report Form sent by an IELTS PARTNER, then I should consider taking an IELTS on Paper test or IELTS on Computer test instead.

5.5

A Test Report Form will be issued with my name as it appears on my passport uploaded at registration. If I find that my personal details are incorrect on the Test Report Form, then I should contact the IELTS PARTNER with whom I took the test. If I change my given name after receiving my Test Report Form, the name on the Test Report Form will not be changed.

5.6

My result may be adjusted or cancelled after it has been issued if any irregularity is later identified. Exceptionally, I may then be asked to re-take the IELTS Online test.

5.7

My result will be disclosed by the IELTS PARTNERS to Recognising Organisations in the case that I nominate the organisation in my application or subsequently, in the booking portals.

5.8

If any of the data on the Test Report Form I, or my agent, provide to Recognising Organisations is altered in any way, my test result will be cancelled.

6. Test Day Arrangements: Environment and Behaviour

6.1

I will comply with all identity verification and room scan checks and processes. This includes following all related onscreen and human instructions.

6.2

On request, I must show my original passport (not a paper copy) to the Examiner (Speaking test) and the Greeter / Proctor (Listening, Reading and Writing tests). This passport must be the same as the passport image I uploaded to the online booking platform at the registration stage. The details and photo image on the ID page must be legible and must match the details on the passport uploaded at the registration stage. If I do not meet these requirements, I will not be permitted to take the test and I may not be eligible for a refund.

6.3

Currently, only a passport is the only acceptable ID used for IELTS Online. Test takers wishing to use alternative acceptable IDs should take an IELTS on Paper test or IELTS on Computer test instead.

6.4

I must inform the IELTS PARTNER with whom I booked my test of any changes to my identity document before the test date. If I do not do this, I will not be permitted to take the test and I may not be eligible for a refund.

6.5

My computer and audio/visual equipment must meet minimum requirements on test day, as per section 3.

I am not permitted to use:

- Headphones, headsets or any kind of ear device.
- Any kind of Bluetooth technology.
- Additional monitor.
- External memory storage devices (USBs) apart from those dedicated to a wireless camera, mouse, keyboard, or external speakers (wireless external microphones are not permitted).
- Other non-essential external device attachments such as a printer.

If I do not comply with these prohibitions, I will not be permitted to take the test and I may not be eligible for a refund.

6.6

If there are technical issues associated with my computer or internet connection that prevent the test from starting or continuing then the test will be ended and I may not be eligible for a refund.

6.7

My test room must meet the following conditions on test day:

- No other person is in the room, and nobody is able to communicate with me by any means including electronic means.
- Private – that is, not a shared or public space.
- Quiet and free from background noise.
- Good lighting.
- My background should be as blank as possible, and free of items such as bookshelves, plants, posters.

6.8

I understand that my desk / table area must meet the following conditions on test day:

- I am seated or standing in front of my computer, and my computer is on a desk or table.
- The desk / table surface is clear and free from all items with the exception of a clear glass or bottle of water which is transparent and label free. Examples of non-permitted items include, but are not limited to: food stuff, tobacco and related items, paper, pens, pencils, erasers, ornaments.
- The only electronic device permitted apart from the computer, keyboard, mouse and computer camera is a handheld device for the purpose of showing my monitor and keyboard area to the Greeter / Proctor. Once the Greeter / Proctor is satisfied with the monitor and keyboard check, I will turn off the device and place it out of reach.
- No books or written or printed matter is close to me or the desk/table.

6.9

I must comply with the following rules of behaviour:

- Not leave my seat or the test room without the permission of the Proctor or Examiner.
- Raise my hand if I need to communicate with the Proctor.
- Not engage in any form of malpractice (“cheating”). Malpractice includes, but is not limited to, attempts to cheat in any way; recording or copying test materials by any means; notes of any kind from any source; impersonating another test taker or having another test taker impersonate me; reproducing or sharing any part of the test in any medium on the same date or at a later date; attempts to bribe or threaten the Examiner or Proctor, cheating by means of electronic devices or other technology.
- No eating or smoking.
- Remove all items that may prevent the identification process such as scarves, face coverings, dark glasses, and face-masks.
- Remove all non-religious hats, hoods, and head coverings.
- Religious head coverings that hide the ears must be temporarily moved aside to allow an ear inspection before the test begins and at any point during the test at the Proctor’s or Examiner’s request.

- Not wear a watch of any kind. The Proctor will check for a watch and ask me to remove the item as required.
- Not wear accessories or jewellery such as earrings, necklaces, badges, brooches, and bracelets. The Proctor will check for these items and may ask me to remove them as required.
- I will remove and show the Proctor my eyeglasses if requested.
- I will show any part of my room in more detail or more closely at the Proctor's request.

6.10

I must request any exemptions to the conditions noted in 6.8 and 6.9 in writing, well in advance of test day. On test day the Proctor or Examiner will check the exemption.

6.11

Once a Speaking or Listening or Reading or Writing test begins, I will not be able to leave the computer or my room for any reason, including toilet or other breaks. This is to ensure test security. If I need to leave the test room while one of the test sections is in progress, then the test will be cancelled. Refunds of test fees are not normally available in these circumstances.

6.12

Between the Listening and Reading tests, or between the Reading and Writing tests, and with the permission of the Proctor, I can leave the room for the purpose of a toilet break. The following conditions apply:

- I can only take one bathroom break throughout the entire duration of the Listening, Reading and Writing tests.
- I must raise my hand and request Proctor permission to take a bathroom break.
- The maximum time allotted for such a break is 5 minutes. If I have not returned to my computer within 5 minutes the Proctor may stop and cancel the test and I may not be eligible for a test fee refund.
- After I return to the test room, I will need to comply with all identification and room checks requested by the Proctor.

- If I do not comply with or I fail the identification or room checks, the Proctor will stop and cancel the test, I will not be eligible for a refund, and, depending on the circumstances, I may be subject to other measures such as a global ban on taking an IELTS test in future.

I further understand that...

6.13

If I am in breach of the above conditions, the Proctor or Examiner may choose to terminate the test. Even if the test is not immediately terminated, after the test I may be judged to be in breach of these conditions, and consequently I may not receive an IELTS test result nor be eligible for a test fee refund.

7. Test Integrity. Security and Malpractice

I understand that...

7.1

I must attend the Speaking test and the Listening, Reading, and Writing tests to receive a test score. Test Taker who is Absent / cannot complete their Speaking test will not be allowed to sit for the Listening, Reading, and Writing tests.

7.2

IELTS takes strict measures to prevent and detect malpractice. The IELTS TEST PARTNERS have a responsibility to all test takers and Recognising Organisations to maintain the highest confidence in IELTS test results. The IELTS TEST PARTNERS may therefore be required to withhold test results temporarily or permanently, or to cancel test results already issued, if they consider those results to be unreliable for any reason.

7.3

My test result may not be issued within the usual time period if the IELTS TEST PARTNERS consider it necessary to review any matter associated with my test or the administration of my test.

7.4

Exceptionally, I may be required to provide additional samples of a written text and/or a spoken text for the purposes of assisting an investigation before or after the test.

7.5

If I am suspected of any kind of malpractice (“cheating”) or do anything that might damage the integrity and security of IELTS, then the IELTS PARTNERS reserve the right to...

- Cancel or not issue my test results.
- Issue an international ban that will prevent me from taking the IELTS test in the future, whether IELTS Online or IELTS on Paper or IELTS on Computer.
- Refer the case to a local law enforcement agency and other relevant regulatory authority.
- Provide the details of my malpractice activity to educational institutions and border agencies.

In such cases, I will not be eligible for a test fee refund.

7.6

An international ban may be permanent. If I am subject to a ban and I nevertheless register to take the test, I will not receive a test result and I will not be entitled to a refund.

7.7

The work I produce in the IELTS test remains the property of the IELTS TEST PARTNERS and will not be released to me.

7.8

If I have any comments or complaints relating to the test or the delivery of the test, I should refer to the procedures and options available at <https://www.ielts.org/for-test-takers/ielts-complaints-policy>

8. Disclaimers

8.1

I acknowledge that I am responsible for taking my test well in advance of any submission deadlines to Recognising Organisations. The IELTS PARTNERS cannot be held responsible in the event that the issuance of test taker results exceeds the normal period given in these terms and conditions.

The International English Language Testing System (IELTS) is designed to be one of many means and factors used by academic institutions, government agencies, professional bodies and employers in determining whether a test taker can be admitted as a student or be considered for employment or for citizenship purposes. IELTS is not designed to be the sole method of determining admission or employment. IELTS tests (online, paper and computer delivered) are made available to all persons, regardless of gender, race, nationality or religion. Currently, IELTS Online is not available to test takers under the age of 18 years. The IELTS on Paper test and IELTS on Computer test are not recommended to persons under 16 years of age.

The IELTS 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 therein.