

## IMPORTANT INFORMATION FOR CANDIDATES

### YOUR IELTS TEST DAY

- Make sure you know the date, time and place of your examination. You need to arrive in good time for your IELTS test. If you arrive late, you may not be allowed to take the test.
- Switch off your mobile phone and any other electronic devices. You will be asked to place these with other personal belongings outside the test room.
- Watches are not allowed in the test room. Every test room will have a clock on the wall. Stay aware of the time so you can attempt all questions.
- The Listening, Reading and Writing tests take 2 hours 45 minutes plus instructions' time and there are no breaks between each part of the test.
- Make sure you are prepared and have something to eat and drink beforehand. You will not be allowed to take food into the test room; you will only be allowed to take still water in a transparent bottle.
- Listen to the supervisor carefully and follow the test day instructions.
- Be aware that some questions have suggested time limits for you to follow.
- Work calmly, focus on the questions, don't rush your answers and you will do your best.



### ID AND SECURITY CHECKS

- The IELTS test location staff will check your identity when you arrive. You must provide proof of your identity before the start of each part of the examination (it must be the **original ID document**, same as the one you provided at the time of registration). **No candidates will be allowed into the examination room without proof of their identity.**
- Make sure you have the right ID with you. If you arrive with the wrong ID, you will not be allowed to take the test.
- Inform the centre of any changes to your identity document before the test date. If you do not do this you will not be allowed to take the test and you will not be eligible for a refund or transfer.
- You will have your photo taken by IELTS staff on the test day. This photograph will appear on your Test Report Form (TRF).
- IELTS staff will also require you to provide a finger scan to provide increased identity security.
- **No bags or any personal belongings are allowed in the test room. All your belongings will be kept in a separate room. You must bring your ID into the test room and keep it on the desk until the end of the test. You must not take your mobile phone, watch (irrespective of their style and age) or any other electronic equipment into the test room.** Any candidate found with any electronic device risks having their test cancelled.
- The Supervisor may ask you to show the contents of your jacket pockets before allowing you to enter the test room.



### SPEAKING TEST

- Arrive 20 minutes before the start of your interview.
- Go to the waiting room. An invigilator will check your original ID.
- Stay in the waiting room and wait for your turn for the Speaking test.
- Your Speaking test will be recorded.
- Please remember you are not allowed to talk to other candidates after the Speaking test, so you must leave the waiting room and exam room area immediately after the test.

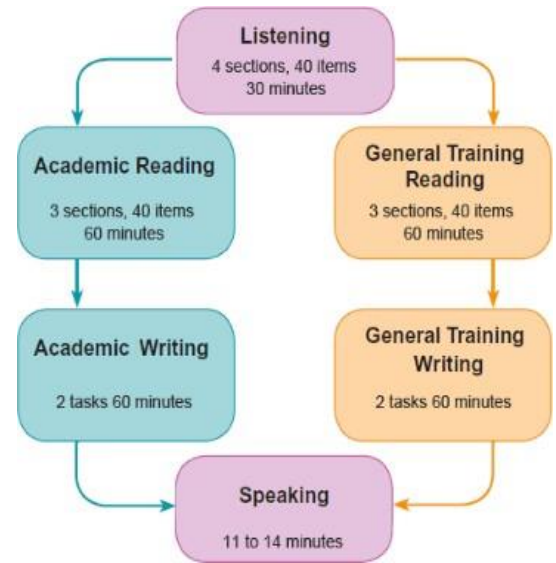


### SPECIAL ARRANGEMENTS

If you have asked for special arrangements as a result of a disability or other condition, adjustments will be made for you on the test day.

## LISTENING, READING & WRITING TESTS

- Arrive at least 30 minutes before the scheduled start time.
- You can only keep on your desk your ID, pen/pencil/eraser, and a bottle of still water (plastic, transparent bottle with no label on it).
- Correction tape/fluid, and highlighters are not allowed.
- When you take the Listening test, check that you can hear the test properly. Raise your hand straightaway and let the invigilator know if you cannot hear the recording.
- Please remember that you will have 10 minutes after the Listening section to fill in your answer sheet. You **will not** have 10 minutes after the Reading section, so please make sure that you write your answers on your Reading answer sheet as you complete each section.
- There are **no breaks** between the written papers. If you need to go to the bathroom during the test, put your hand up to attract the attention of the invigilator. Do not disturb other candidates. Candidates must use the toilet in their own time once the test has started and be accompanied by an invigilator.



## AT THE END OF THE TEST

- Stay in your seat until the invigilator gives you permission to leave the room.
- If you think that there have been any issues that may have affected your performance, tell the invigilator straightaway.
- If you want to make a complaint about your test day, you need to do this the same day of the test, before leaving the building.
- Your invigilator will have a Test Day Incident Form. Please fill this in if you want to raise an issue or make a complaint.

## TEST RESULTS

- Results for IELTS on-paper tests will be released 13 days after the test day. Results for IELTS on-computer tests will be released 3–5 days after the test day.
- You must attend all four test components in order to receive an IELTS test result.
- Results may be delayed if any of the partners (British Council, IDP: IELTS Australia, Cambridge Assessment English) deem it necessary to review any matter associated with your exam.
- **Results will not be delivered by email, fax or over the phone.**
- The TRF will be issued in your name as it appears on the identity document used at registration. If you change your name after receiving your TRF, the name will not be changed on the TRF.
- You can check your results online, Please note that the online preview of results should not be used as an official confirmation of your performance.
- Please make sure you collect your printed copy of the TRF within the next 48 working hours after the results have been released online:
- Candidates who live in Montevideo will collect printed copy of their TRF from our offices in Anglo Centro (San José 1426). If you live outside Montevideo we will send it by registered mail.
- Candidates from Paraguay will collect printed copy of their TRF from the offices in Anglo English in Asunción, two days after results are released.
- If you live in any other country, your copy will be sent by registered mail (it takes approximately 20 days) to the address provided at the time of registration. If you want to receive it by DHL or UPS (highly recommended) we will kindly ask you to pay for this service.



- You will receive **only 1 copy** of the TRF. It's important that you keep it safe as replacement copies cannot be issued.
- The centre will send up to five copies of your TRF to organisations free of charge. If you want copies sent by DHL or UPS, we will kindly ask you to pay for this service. When more than five copies are requested, the test centre will charge an administration fee of U\$D 5.- (five American dollars) per extra copy plus shipment fee.
- Results may be sent electronically to some of the Recognising Organisations you listed on your application or at your request after the issue of results. Please note that the organisations you listed may access your results before you have received or viewed them. Results sent electronically are free of charge.

### ENQUIRIES ON RESULTS

- If you are unhappy with your test result, you can apply for a re-mark (Enquiry on Results). You must contact your test centre immediately and submit an application form no later than six weeks after the test date. You can choose which test components are re-marked.
- There is a fee for this service (U\$D 145.-) which will be refunded if your score on any component is increased.
- Enquiries on Results take 2 to 21 days to complete.



### CANCELLATION AND REFUND POLICY

If you decide to cancel your application, please note the centre must follow the following guidelines:

- More than 14 days before the test date – refund of 75% of the test fee
- 14 to 5 days before the test date – refund of 50% of the test fee
- Within 4 days of the test – no reimbursement of the test fee
- Instead of a refund, you can request a transfer to a further date within the next three months

If you cancel your application due to illness before/on the day of the exam, you must provide supporting medical evidence (only original evidence will be accepted), with detailed information including the date and your name, stating inability to appear for the test on the scheduled test date, within 5 days of the test date. You will also be asked to complete a transfer/refund form. Medical evidence will not be accepted more than 5 days after the test and refund will not be granted.

If evidence is provided in time, you can choose one of these 2 options:

- Refund of 75% of the test fee
- Transfer to a further date within the next three months.

Please note that if you ask for a transfer to a further date you will not be entitled for a refund and cannot ask for a second transfer of test date. This applies for general cancellations or cases of illness before/on the day of the exam.

Do not hesitate to contact the IELTS Administrator if you need any further information:



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International Examinations Officer  
IELTS Administrator for Uruguay & Paraguay  
UY001 – Anglo Montevideo  
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