

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). Make sure you have the right ID with you. **No candidates will be allowed into the examination room without proof of their identity.**
- 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).
- 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.
- 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 give you 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 can check your results online. We will send you an email with a link to view your scores, when results are ready.
- We cannot disclose your IELTS results via email or over the phone.
- The IELTS Test Report Form is the official confirmation of your test result. It will be issued in your name as it appears on the identity document used at registration.
- **IELTS On-Paper:** you must collect the printed copy of the Test Report Form from our offices in Anglo Centro (San José 1426). **IELTS On-Computer:** your Test Report Form will be available to download from the Test Taker Portal.
- You must attend all four test components to receive an IELTS test result.
- Results may be delayed if any of the partners (British Council, IDP: IELTS Australia, Cambridge English) deem it necessary to review any matter associated with your exam.
- **Electronic Test Report Forms (eTRF):** If you have taken **IELTS On-Computer** you will receive your results electronically **only**. You can download the electronic version (eTRF) from the Test Taker portal. We will not issue an additional paper Test Report Form. You can print your electronic Test Report Form (eTRF) to send it to the organisations you are applying to, or you can send it via email. Alternatively, you can send your results direct to the organization through the Test Taker portal.



ENQUIRIES ON RESULTS

- If you wish to make an enquiry about your test results, or have any section of the test re-marked, you can submit an Enquiry on Results (EOR) request up to six weeks after your test date.
- You can do this online through the Test Taker Portal or at the centre where you sat your test.
- There is a fee for this service (USD 145.-), but this will be refunded if your score on any component is increased.
- The outcome of Enquiry on Result (EOR) can become available on the same day as your application and up to 21 days after your application. The time it takes depends on several factors, including the number of sections you've asked us to re-mark.



ONE SKILL RETAKE

- If you want to improve your score on one test skill, you can retake any of the four IELTS skills – Listening, Reading, Writing, or Speaking within 60 days of your original test date.
- You will receive a new IELTS Test Report Form with your IELTS One Skill Retake score. It also includes the scores from your original test and an overall CEFR score. Your results will be valid for two years from the original test date, which you can find on your Test Report Form.
- Your original test scores will remain the same: There will be no change to your other scores from your original test. And once you've received your results, if you would prefer to use your original score, you can.



Conditions to book IELTS One Skill Retake

- You can book the test through the Test Taker Portal if you've recently completed a full **IELTS On-Computer test**.
- You must also have received your results from a test centre that offers IELTS One Skill Retake.
- You can only retake one skill once per original test, and you must sit the One Skill Retake within 60 days of your original test.

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.

Contact the IELTS Administrator for further information:

Adda Corbo
Examinations Officer – IELTS Administrator
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