

EU Region

FAQs Exams recovery

Are you planning to open new exam sessions? Where can I find information about available test dates in my city / area / country?

Information about available exam sessions is provided on our website and the specific sessions will be opened in our registration system. Please check for information on available exams dates on our [website](#).

I was enrolled in an exam session that was suspended. How can I transfer to another session / how can I request a refund?

If you did not request a refund after your original session was suspended, our test centre staff will inform you as soon as your session is transferred to a new date.

If our test centre is already delivering exams you may also contact the test centre directly if you wish to check your new test date or request a refund.

My exam has been suspended and I have been transferred to another date. Can I change my option now?

If the test centre has transferred you to a new date and you were not consulted about this prior to the change, you can ask for a one-off transfer at no cost to a new session that falls on a date before the end of August.

If you were consulted about the new test date and agreed to it at the time of consultation you are not eligible for a transfer free of cost. You will need to contact your centre, providing a valid reason for the request and if accepted you will be charged a small fee for the transfer. This is a standard procedure for regular transfers.

Your office is closed to the public. How / when can I receive my test certificate?

You can access your results for IELTS through your profile on the IELTS Candidate Portal [\[link\]](#). You can preview your IELTS test results 13 calendar days from the test date for paper-based tests and 5-7 calendar days for computer delivered tests.

IELTS results remain online for 28 days but should not be used as an official confirmation of your performance.

The test centre will inform you of the method of delivery of your IELTS Test Report Form. As we are currently not open to the public your TRF will most probably be sent to the address you provided at registration.

We are not able to provide test results over the phone, by email or fax for security reasons.

Can I collect my exam certificate from your office?

The test centre will inform you of the method of delivery. As we are currently not open to the public, your certificate will most probably be sent to the address you provided at registration.

Where can I find more info about my exam session (venue, hour, etc.)?

You will be sent a session timetable with all information required for the test day (venue, hour of arrival, time of test, etc.). If you do not receive any communication three days before the exam please contact your test centre immediately.

You will also receive a message from the test centre outlining the safety measures and requirements for the test day.

Is it safe for me to take an English test with the British Council? // I am enrolled for an exam session – what health / protection measures do you have in place?

The health of our test takers and staff is our priority. Before we open any test centre:

- We ensure that we are following all local government safety guidelines as well as those of the British Council.
- We brief our test centre staff so they are up to date on what to do and how to prepare for the arrival of test takers.

We have put the following measures in place to make our test centres as safe as possible:

- Test venues will be cleaned thoroughly prior to each test session.
- In the case of computer-delivered tests all equipment will be sanitised prior to each session.
- Our staff will be wearing masks.
- You will be required to wear a mask in all common areas and maintain a two-metre physical distance at all times.
- If you would like to, you may also wear latex gloves although this is not required.
- We will provide sanitisers throughout the test venue and we ask that all test takers use them regularly or wash their hands to help ensure a safe environment.
- We will not provide pens or pencils to test takers who will be asked to bring their own stationery on the test day.

Do I need to wear face mask at your premises?

All test takers and test day staff are required to wear masks in the common areas of the test venue. Even if local government regulations do not require it, we have decided to make mask wearing mandatory in the common areas to ensure a safer test environment.

Once test takers are seated in the test room they will be allowed to remove their masks for the duration of the test.

Is there any limit on the number of customers inside your office/exam premises?

Most of our offices, even in places where we have already re-opened delivery of exams, are currently not open to the public.

Test venues have limits on numbers of candidates that can be seated there. This will depend on local government regulations and the size of the venue. As we are maintaining physical distancing at all test venues, we will be able to accommodate fewer candidates than before Covid-19.

Do you provide gloves and disinfecting hand gel?

We will have hand sanitisers located at different points at the test venue. We will also ensure that there is liquid soap in the bathrooms so that test takers can wash their hands.

We will not be providing masks, but test takers will be required to bring their own on the test day.

We will not be providing latex gloves. You can bring your own but they are not mandatory.

How I can contact Customer Service?

Visit our [website](#).