

Communications

FAQs

Last updated on: 28 April 2021

1. Can I register for IELTS at counters?

You can easily register and pay for all IELTS Exams online via <https://www.britishcouncil.lk/exam/ielts/book-test>. We highly recommend choosing this contactless and hassle-free option.

In case you do not have online payment facility, you may choose to do a bank transfer and upload the confirmation slip to the registration portal.

Alternatively, you can make an online booking for the exam and visit our counters (refer : <https://www.britishcouncil.lk/about/contact> for operational hours) with your passport to pay by credit/debit card. Please note cash payments are not accepted.

Note: *UKVI and Life Skill exam registrations must be made Online.*

2. I chose the “pay later” option. Can I pay at the counters?

Please choose the bank transfer option and upload the slip to the registration portal as this will be easier for you.

If you are unable to do this, you can make a booking for the exam and visit our counters (refer : <https://www.britishcouncil.lk/about/contact> for operational hours) with your passport to pay with a credit/debit card. Please note cash payments are not accepted.

3. Do I get a hardcopy of the free IELTS practice book if I pay at the counters?

We are only issuing the “e-book” and not the hardcopy. You will receive this e-book regardless of if you pay at our counters or online

<https://www.britishcouncil.lk/exam/ielts/prepare/books>.

4. Can I study in the library after I obtain the membership?

Our library is currently accessible only for online memberships and online book ordering and pick-up facility until further notice. Other preparation support available are : <https://www.britishcouncil.lk/exam/ielts/prepare>.

- IELTS Courses – <https://www.britishcouncil.lk/english/courses-adults/ielts-classes>
- IELTS Library Membership - <https://www.britishcouncil.lk/english/libraries/memberships>

5. I want to apply for a test date transfer / refund at the counters. Can I do that?

These are time-sensitive processes which follow strict deadlines set by the exam board. Therefore, we have provided options to request these via bank transfers via email as we encourage contactless transactions. Please read the instructions at <https://www.britishcouncil.lk/exam/ielts/cancellation-refund-policy>

If you still want to apply at a British Council office, visit our counters (refer : <https://www.britishcouncil.lk/about/contact> for operational hours) with the required completed documents and, for transfers, pay by credit/debit card. Please note cash payments are not accepted.

6. I want to apply for IELTS re-correction (EOR) at the counters. Can I do that?

You can now apply for this online through the Registration Portal.

Please follow the instructions at <https://www.britishcouncil.lk/exam/ielts/results>

7. I have not received my refund yet. I'd like to come and talk to you about it.

Regrettably our processing times have increased due to the limitations imposed by COVID-19. Please bear with us. If you have received approval for a refund, this will be processed at our earliest possible time.

In case your refund has been pending for more than 10 weeks, please send us the "refund reference number" through a direct message on our Facebook page in order to receive an update.

8. I want to come and request an extra copy of my IELTS Results to be sent to a university.

We are offering this service via email. Fill the "additional test report form" available at <https://www.britishcouncil.lk/exam/ielts/results> and email it along with bank transfer slip for the relevant amount to LK-bankdeposits@britishcouncil.lk

If you wish to do this at the British Council, please fill the form available at <https://www.britishcouncil.lk/exam/ielts/results> and visit our counters (refer : <https://www.britishcouncil.lk/about/contact> for operational hours) with the duly completed documents and pay with a credit/debit card. Please note cash payments are not accepted.

Note: Exam Date should be within the past two years

9. **I have not been sent my IELTS exam venue or time yet. Can I come and check?**

This is sent via email once your application and payment has been received. Please check your email including Spam/Junk folders. Should you fail to receive this at least 3 days prior to the exam date, please contact us.

Note: *Due to health and safety restrictions, we may need to make changes to the exam date/time. Therefore, you are kindly requested to check your email regularly for updates.*

10. **Why haven't I received my IELTS certificate yet?**

All certificates are sent via courier as soon as results are released. We will inform candidates directly if there are any delays. Please get in touch with us (Facebook/phone/email) if you do not receive your hard copy within 7 days of the results release date.

In case you have been informed the certificate is with us, you are requested to visit us (refer : <https://www.britishcouncil.lk/about/contact> for operational hours) with your passport in order to collect it.

TKT Exams

1. **Do I still have to come to British Council to register for this?**

We have launched “online registration” for TKT Exams. This means you can register for all our Cambridge Assessment Exams (CAE) online making it contactless and hassle-free.

Registration at <https://www.britishcouncil.lk/exam/cambridge/register>

Teaching Centre

1. What are the courses available for kids aged 3 – 6 years?

Learning Time with Timmy is a course specifically designed for early years (3-6 age group). The course is built around the famous character Timmy of Timmy Time. Click here to find out more <https://www.britishcouncil.lk/english/courses-kids-teens/timmy>

2. Do you have courses for post OL students?

Upper Secondary is a course suitable for students after O-Levels. Click here to find out more <https://www.britishcouncil.lk/english/courses-kids-teens/secondary-plus>

3. What are the courses offered focusing on ‘Spoken English’?

All our courses have a focus on the spoken English learning component. In the adult course ‘myClass’, you can specifically select course modules that fits your specific requirement. Click here to find out more <https://www.britishcouncil.lk/english/courses-adults/myclass>

4. Do you have courses for post AL students?

Our Skills Plus adult English course is ideal for this segment. Click here to find out more <https://www.britishcouncil.lk/english/courses-adults/skills-plus>

5. Do you offer face to face classes?

Teaching Centres will continue to deliver courses online until further notice as a result of the current situation. Please click on the following link for the most recent updates. <https://www.britishcouncil.lk/notices-government-and-health-authority-guidance>.

More details about our classes can be found at <https://www.britishcouncil.lk/english>

6. Do you deliver courses online?

We will continue to offer online lessons on demand. Call our customer services to find out more. These will be the same number of hours per year as per the face-to-face course offer.

We also have global online products, for more details visit our website <https://www.britishcouncil.lk/english/courses-adults>

7. How do I register my child for a course?

Please visit our website to select the course you are interested in and book a consultation with us. Please note that for all courses except Early Years, a level check needs to be completed before your consultation. The level check is conducted free and helps us to advise you on the most suitable course.

<https://www.britishcouncil.lk/english/courses-kids-teens>

8. How do I register myself for a course (students above 18)?

The first step is to complete a free level check. This will take approximately 30 minutes and can be completed online. This helps us to advise you on the most suitable course.

Please note that the level check needs to be completed before your consultation.

Please check <https://www.britishcouncil.lk/english/courses-adults> for more details.

9. Do you offer IELTS courses?

Yes, we do. Our comprehensive IELTS preparation courses will help you better prepare for the exam. Please check and book your consultation at

<https://www.britishcouncil.lk/english/courses-adults/ielts-classes>

10. How much is an English course?

We have a range of courses for students aged 3 and above.

Please click here for further information <https://www.britishcouncil.lk/english>

11. Can I pay by instalments?

We are pleased to inform you that we have now partnered with the following banks. After paying your course fees via credit card, contact your preferred bank to convert your payment into instalments up to 12 months at 0% interest. Terms and conditions apply.

Please contact your bank for details.

- Commercial Bank
- Hatton National Bank
- HSBC
- Nations Trust Bank
- NDB
- DFCC

If you are unable to avail this offer please speak to our customer services team, who will guide you with an alternative option.