

## Communications

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# FAQs

Last updated on: 16 September 2020

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# IELTS

**1. Can I register for IELTS at counters?**

You can easily register and pay for all IELTS Exams through our website (<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. Failing the above, you may book an appointment and visit our counters to make a payment with a credit/debit card as no cash payments are 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 not, you may book an appointment and visit our counters to pay with a credit/debit card as no cash payments are accepted.

**3. Do I get a hardcopy of the Free IELTS Book if I pay at the counters?**

We are issuing the “E-book” for all our registrations. Therefore, you may easily register and pay online and request this through our website (<https://www.britishcouncil.lk/exam/ielts/prepare/books>).

**4. Can I study in the library after the registration?**

Our library remains closed for the foreseeable future. However you can check other preparation support available through <https://www.britishcouncil.lk/exam/ielts/prepare>

**5. I want to apply for a Test Transfer / Refund / Re-correction (EOR) at the counters. Can I do that?**

These are time-sensitive with strict exam board deadlines. Therefore, we have provided options to request these via Bank Transfers and Emails in order to promote contactless transactions. However, you may book an appointment to visit and do it at the British Council providing the date/time within the deadline. Please read the instructions/guidelines through our website (<https://www.britishcouncil.lk/exam/ielts/cancellation-refund-policy> and <https://www.britishcouncil.lk/exam/ielts/results>).

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- 6. My refund is not received yet. I'd like to come and talk to you about it.**  
Regrettably our processing times were delayed considerably due to the limitations imposed by COVID-19 and unprecedented number of requests. We aim to complete any pending requests as soon as possible. Please send us your Refund Reference Number through our FB Page so that we can easily provide an update.
  - 7. I want to come and request to send an extra copy of my IELTS Results to a university.**  
We are offering this service too via email. However, you can make an appointment to do this at British Council as well. Please fill the form available at <https://www.britishcouncil.lk/exam/ielts/results> and bring it with the payment which needs to be made with a Credit/Debit card.  
**Note:** *Exam Date should be within 2 years.*
  - 8. My IELTS Exam Venue and Time are not informed yet. Can I come and check?**  
This is sent to via email once your application and payment are received. Please check your emails (including Spam/Junk). Due to health and safety restrictions, we may be compelled to do slight changes to these. Therefore, you are kindly requested to check your emails regularly for updates.
  - 9. I haven't received my IELTS Certificate yet.**  
All the certificates are sent via courier as soon as results are released based on the timelines. Any delays will be informed to the affected candidates. 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 for an update. In case you have been informed the certificate is with us, you are requested to make an appointment to come and collect it from our office through <https://bit.ly/2Fimz1F>.
  - 10. When will you start IELTS Exams in Maldives?**  
Due to the COVID-19, we temporarily suspended IELTS Exams in Maldives. As soon as the dates are confirmed, we will update our Website/Facebook Page. Please continue to check them.

# Teaching Centre

**1. What are the courses available for Kids aged 4 – 6?**

Learning Time with Timmy is a course specifically designed for early years. 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 offer face to face classes?**

Yes, we now offer face to face classes at all 3 of our centres. Click here to find out more <https://www.britishcouncil.lk/english>

**3. How do I register my child for a course?**

The first step towards registering for a course is to complete a level check. Please submit your details on the following link

<https://www.britishcouncil.lk/english/virtual-english-classes>

Click here for information on courses available

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

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

The first step to registering for a course is to complete a level check. This will take approximately 30 minutes and can be completed online. Please click here for further information <https://www.britishcouncil.lk/english/register/adults>

**5. Can I study online?**

Yes, you have the option of selecting between face to face classes and online courses please visit the following link for further information.

<https://www.britishcouncil.lk/english>

**6. How much is an English course?**

We have a range of courses for students aged 4 and above.

Segment	Price per instalment
Timmy Time (4 – 5)	LKR 13,000
Primary Plus (6 – 10)	LKR 20,000
Secondary Plus (11 – 15)	LKR 20,000
Upper Secondary (16 – 17)	LKR 25,000
Skills Plus (18 -19)	LKR 25,000

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

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**7. Can I pay by instalments?**

Yes, course fees for young learner courses can be paid in up to 6 instalments throughout the year.