

Communications

FAQs

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Last updated on: 23 May 2023

IELTS

1. Which IELTS should I take?

We are offering the following exams at British Council.

Regular IELTS	UKVI	Life Skills
Academic or General Training		A1 or B1
On Paper or Computer		
Listening, Reading, Writing & Speaking		Listening & Speaking

Candidates are highly recommended to check with their prospective universities, colleges, employers, agents, etc. as to which exam they need to take.

2. What's the difference between IELTS on Paper and Computer?

Same exam but taken using different modes. Candidates can decide depending on their preference and convenience whether to take it on paper or computer.

Note: IELTS on Computer Exam Results are released faster than IELTS on Paper. Timelines given below under Results.

3. How can I register for IELTS exams?

You can easily register and pay for all IELTS Exams online via <https://www.britishcouncil.lk/exam/ielts/book-test>.

4. What type of identification is required to take IELTS?

Valid and original passport is mandatory to take any IELTS Exam. Candidates are also required to submit the original for all the tests.

5. My passport is at the Visa Office. Can I face the exam with a copy or any other identification?

Valid and original passport is a must for registering and taking any IELTS Exam. Copies of passport or other ID types are not accepted.

Note: Candidates may opt for a test date transfer in such cases providing they are within the stipulated timelines. More details given below under Test Date Transfers.

6. I took the IELTS before but didn't get the desired score in Listening. Can I re-take only that module?

There are no single-module retake options in Sri Lanka. Candidates will have to take all the components again.

7. How can I prepare for IELTS?

- IELTS Preparation Course (IELTS Coach) - <https://www.britishcouncil.lk/english/courses-adults/ielts-classes>
- IELTS Library Membership - <https://www.britishcouncil.lk/english/libraries/memberships>
 - *British Council registered exam candidates get a special discount.*
- Additional and Free Support for British Council registered exam candidates - <https://www.britishcouncil.lk/exam/ielts/prepare>

8. When can I expect the results?

Online Results	
Regular IELTS on Paper	13 Days
Regular IELTS on Computer	3-5 Days
UKVI on Paper	13 Days
UKVI on Computer	3-5 Days
Life Skills	7 Days
Hardcopy / Certificate	
Delivered via courier (After online results release)	3-5 Days

Note: IELTS in the Maldives – Candidates need to collect their certificate from Test Centre in Male after 5 days from Online Results Release.

9. I'm not happy about the results. Can I apply for re-correction?

IELTS re-correction process is known as EOR (Enquiry on Results). Candidates are required to apply for EOR within 6 weeks of their registered exam date.

More details and how to apply - <https://www.britishcouncil.lk/exam/ielts/results>

10. I want to send IELTS results to my university. How can I do that?

Candidates are issued only one original certificate. Hence, it is recommended to retain that and use Additional Test Report Form (ATRF) option to send extra copies directly through the test center.

Details on how to request available at <https://www.britishcouncil.lk/exam/ielts/results>

11. Can I postpone the exam date?

Yes – By following the relevant policy given below:

- Regular IELTS (Paper or Computer) – <https://www.britishcouncil.lk/exam/ielts/cancellation-refund-policy>
- UKVI and Life Skills – <https://www.britishcouncil.lk/exam/ielts/uk-visas-immigration/cancellation-refund>
- IELTS in the Maldives – <https://www.britishcouncil.lk/exam/ielts/book-test/maldives>

12. Is it possible to refund my exam fees?

You can find the “Cancellation & Refund Policy” at <https://www.britishcouncil.lk/exam/ielts/cancellation-refund-policy> and apply if you are eligible.

School Exams – Edexcel /Cambridge

1. Should I take Edexcel or Cambridge?

Candidates are advised to check with their prospective universities, colleges, etc. for the recommended exam board, qualifications and subjects.

Note: British Council is only an exams facilitator for both Edexcel and Cambridge. We are unable to recommend the exam board, qualifications or subjects needed to be taken by the candidates.

2. When are these exams held?

Edexcel	
International AL (IAL)	Jan, May/Jun & Oct/Nov
AL	May/Jun
IGCSE	May/Jun & Oct/Nov
Cambridge	
AS & AL	May/Jun & Oct/Nov
OL	
IGCSE	

3. How can I register?

You can easily register and pay online using the below links as and when registrations are open.

- Edexcel – <https://www.britishcouncil.lk/exam/school-exams/register/private-edexcel>
- Cambridge – <https://www.britishcouncil.lk/exam/school-exams/register/private-cambridge>

4. Are there classes conducted by British Council?

We only provide exam administration on behalf of the exam boards.

Candidates may refer to the exam board websites given below for materials and support.

- Edexcel – <https://qualifications.pearson.com/en/qualifications.html>
- Cambridge – <https://www.cambridgeinternational.org/programmes-and-qualifications/>

Cambridge English Exams

1. What are the exams available?

List of exams, timetable and registration windows are available at <https://www.britishcouncil.lk/exam/cambridge/dates-costs-locations>

2. How to register?

During the relevant window period, you can easily register online using <https://www.britishcouncil.lk/exam/cambridge/register>

3. I'm conducting English Classes at my education institute. Can I send those children to take exams through British Council?

Of course, you can.

They can register as individuals using the above link or you can join us as a partner to send candidates for Cambridge English Exams.

To register as a partner, apply through <https://bit.ly/3ioyE31>

4. When are the results released?

Details and timelines are available at <https://www.britishcouncil.lk/exam/cambridge/results>

5. Can I refund the exam fees?

By following the refund policy at <https://www.britishcouncil.lk/exam/cambridge/refund-transfer>

Teaching Centre

1. What are the courses available at British Council?

We offer a wide range of English and IELTS Classes as follows:

Course Name	Age Group	More Details
Early Years - Learning Time with Timmy <ul style="list-style-type: none">• Pups• Ducks• Owls	3-5 Years	https://www.britishcouncil.lk/english/courses-kids-teens/timmy
Primary Plus	6-10 Years	https://www.britishcouncil.lk/english/courses-kids-teens/primary-plus
Secondary Plus	11-15 Years	https://www.britishcouncil.lk/english/courses-kids-teens/secondary-plus
Upper Secondary	16-17 Years	
Adults - IELTS	18+	https://www.britishcouncil.lk/english/courses-adults/ielts-classes
Adults - MyClass English	18+	https://www.britishcouncil.lk/english/courses-adults/myclass
Adults - Skills Plus	18-25 Years	https://www.britishcouncil.lk/english/courses-adults/skills-plus
Teaching - Cambridge CELTA	18+	https://www.britishcouncil.lk/teach/courses-qualifications/celta
Online English (Global Product)	18+	https://www.britishcouncil.lk/english/online
Corporate Training	18+	https://www.britishcouncil.lk/english/corporate-solutions

2. How can I register?

You can easily register following the instructions given in the above links.

Note: All courses except Early Years (Age 3-5) require the students to take a free online level check (OLC) prior to enrolment.

3. What are the course fees and duration?

These would depend on the type of course you choose to take and the age group. Using the above links, you can find the following:

- Course Details
- Fees & Duration
- Start Date(s)
- Link to book a consultation

4. Do you have face-to-face or online classes?

- MyClass English, IELTS Coach & Skills Plus – Face-to-face
- Upper Secondary – Face-to-face
- Early Years (Ducks & Owls), Primary & Secondary Plus – Face-to-face and Online (*Limited number of classes per level*)
- Early Years Pups – Online
- Online English (Global Product) – Online

5. When can I join?

Registration is ongoing for all our courses throughout the year.

This means you can enroll anytime by following the steps given in the above links.

6. How do I know which course is best for me?

This is determined through two steps:

- Step 1 – Using the Online Level Check (OLC)
- Step 2 – Based on OLC outcome, through a one-to-one consultation with student or parent (below 18)

During the consultation, our team would help recommend the most suitable course in order to fulfil your requirements.

Note: OLC is not required for Early Years (Age 3-5).

7. Can I pay in instalments?

Early Years, Primary and Secondary Plus – You can pay in two equal instalments. First instalment before the start of the term and second before the fourth lesson.

You may also check with your credit/debit card provider whether they can offer an instalment scheme. If so, you can activate it after making the payment using “Call and convert” option.

8. Do I get a certificate?

- Early Years (Age 3-5) – Certificate for Each Term
- Primary Plus – Certificate of Participation and / or Report of Completion
- Secondary Plus – Certificate of Participation and / or Report of Completion
- Upper Secondary – Report of Completion
- Skills Plus – Report of Completion
- MyClass English & IELTS Coach – Certificate issued after successful completion.

***Note:** MyClass English & IELTS Coach are issued printable softcopies of certificates while all the others get hardcopies.*

9. Is it possible to apply for a refund?

Our refund policy is given at <https://www.britishcouncil.lk/english/regulations>

You may apply using the online form available at the same link if the reasons and timelines are in line with the regulations mentioned.

Library

1. Can I join British Council Library?

Of course, you can.

Registration for our memberships is now available online through the below link.

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

2. Where are the libraries located?

We have three locations as follows:

- Colombo 03
- Kandy
- Jaffna

<https://www.britishcouncil.lk/library/locations>

3. Do I get a physical card when I get the membership?

All members, except Online, are eligible for a physical card.

This can be collected from customer services of the relevant branch after the online registration.

4. Can I come and study in the library?

Currently we have no dedicated study areas. However, members can make use of the limited free workstations depending on the availability and first-come, first-served basis.

5. What are the books available in your library?

You can check our collection using <https://www.britishcouncil.lk/library/collection>