

Test date transfer policy

1. A candidate may apply for a test date transfer from the registered test date by paying an administrative fee of **LKR 5,300.00**.
2. Requests submitted within a 5-week period prior to the registered test date will be accepted under the following conditions and submission of the relevant documentary evidence covering the registered test date including the speaking test date has to be produced along with the transfer application
 - Illness or injury supported by a medical certificate
 - Loss or bereavement of an immediate family member.
 - Victim of emergency exigencies like accidents, crime, trauma & disasters.
3. A candidate must select a test date within a period of 3 months from the initial test date or apply for a refund according to the terms and conditions of the refund policy.
4. In any of these circumstances, you will need to submit an application for a test day transfer to the relevant test centre **no more than five working days after the test date**.
5. All transfer applications will be processed subject to availability of vacancies, acceptance of reasons and verification of the documentary evidence.

Test fee refund policy

1. A candidate may apply for a refund of the test fee from the registered test date. If the application is approved the centre will refund the test fee minus an administrative fee of **LKR 5,300.00**.
2. Requests submitted within a 5-week period prior to the registered test date will be accepted under the following conditions and submission of the relevant documentary evidence covering the registered test date including the speaking test date.
 - Illness or injury supported by a medical certificate
 - Loss or bereavement of an immediate family member.
 - Victim of emergency exigencies like accidents, crime, trauma & disasters.
3. In any of these circumstances, you will need to submit an application for a test day refund to the relevant test centre **no more than five working days after the test date**.
4. All refund applications will be processed subject to acceptance of reasons and verification of the documentary evidence.

Notes on your Speaking Test:

1. No speaking test transfer will be allowed to a future session if you have completed at least one component of the test.
2. If you are unable to attend the speaking test due to medical reasons and wish to transfer/refund your test date, you need to submit a medical that covers your Speaking as well as the Listening/Reading/Writing test date as stated in our Transfer/Refund Policy.
3. If you are unable to attend to the Speaking test due to medical reasons within 48 hours of your Listening/Reading/Writing test day and still wish to complete the full test, please contact the British Council call centre via 0114521521 to log your request to re-schedule your Speaking test on the same day as your written test day. Speaking test rescheduling will be processed subject to availability of vacancies.

4. You could also opt to transfer all components of the test to another session under the terms and conditions of the test date transfer policy.

Document Check List for Transfer & Refund requests:**For Transfers:**

1. IELTS Board Refund/Transfer Form
2. Medical Certificate (within the **5-week** period prior to the test date)
3. Copy of Online Registration Payment Confirmation
4. Copy of the Passport

For Refunds:

1. British Council Refund Form
2. IELTS Board Refund/Transfer Form
3. Medical Certificate (within the **5- week** period prior to the test date)
4. Copy of Online Registration Payment Confirmation