

## Can I apply by telephone or online to sit for the test?

No. You need to come personally to the Test Centre to lodge an application form.

## If I don't have my passport with me, can I use my driver's licence?

No. A current and valid passport or your National Identity Card is the only acceptable form of identification.

## Can I register for the test on behalf of my friend or relative?

No. You need to come personally to the Test Centre to lodge an application form.

## Which test module is best for me?

It is your responsibility to ensure that you have selected the appropriate test module. If you are unsure, please check with the organization that has asked you to take the test to determine what their requirements are. Please also look at the [IELTS website](#) for an explanation of the differences between the Academic and General Training modules.

## What am I allowed to bring into the examination room?

You are only allowed to bring your passport, registration card, pens, pencils and erasers into the examination room. Correction fluid and highlighters must not be used. Anything which you do not need or is not allowed by the test supervisor must be left in the bag room. Mobile phones and pagers must be switched off and placed with your personal belongings in the bag room. Any candidate who brings such equipment into the examination room will be disqualified from sitting for the test.

## Can I change the time of my Speaking test on the test day?

No changes can be made once the times of the Speaking test have been allocated and finalised.

## How long will I have to wait for the test results to come out?

The IELTS test report forms are issued to all candidates within 13 days after taking the test. Results will be mailed to the address given on the application form. Please note that results cannot be given out over the telephone, by fax, or email.

## Can I personally collect my results from the CELUSA Language Centre?

No. All results will be posted. If you feel you have special or emergency circumstances for collection, please email Philip Lewis [Philip.Lewis@unisa.edu.au](mailto:Philip.Lewis@unisa.edu.au) before the results are posted.

## How many copies of my test result can I have?

You are only permitted to have **one** copy of your Test Report Form. If a university or an institution such as DIAC requires a copy of your IELTS test result we can send it directly on your behalf. You will need to fill out the appropriate section on your application form and provide a self-addressed, registered envelope.

## What can I do if I am unhappy with my result?

You can apply for an Enquiry on Results (EOR) within six weeks of the date you sat the test. It will cost you \$176 (including GST) and the re-mark can take up to six weeks to come back. This fee will be refunded to you should your band score increase after re-marking.

## Can I be tested only on the components that I require?

No. If you wish to re-sit the IELTS test, you must sit for all four components.

## What if I need to cancel or postpone my test date?

You can only cancel or postpone your test if you have given at least five weeks written notice. Cancellation or postponing your test will incur an administrative fee of \$70 and you will be refunded \$210. Please note that processing your refund request may take up to four weeks.

### **If I cancel my test, can my booking be transferred to my friend?**

No, your booking for a test date is not transferrable.

### **What happens if I am absent on the day of the test without giving prior notice?**

You will lose the full test fee. However, if you are absent due to illness and can provide a medical certificate within five days of the test date, the test fee will be refunded minus an administrative fee of \$70.

### **What happens if I am delayed by circumstances beyond my control (e.g. a transportation strike)?**

You will be offered an alternative test date as soon as possible.

### **What happens if I lose the Test Report form?**

You have the option of applying for 5 additional copies of your test result free of charge at the time of making your test application. The additional [Test Report Forms](#) will not be sent directly to the candidates themselves, but to academic institutions/government agencies/professional bodies/employers that require it. After the test, you can apply to the Centre that administered your test for additional copies of the [Test Report form](#), up to within two years of sitting the test. An administration charge of \$20 per copy will be charged for this service.

### **What help is available for special needs candidates?**

The Test Centre makes every effort to cater for the special needs of candidates, to enable them to best understand questions and tasks and to give their answers. It is our aim, irrespective of disability, for the language level of all candidates to be assessed fairly and objectively. Candidates with special needs are required to provide evidence (e.g., medical specialist's letter) and are advised to apply between six to twelve weeks in advance to enable appropriate arrangements to be made. Special needs candidates can only take tests held in the Brookman Building and not for dates held in the Adelaide Convention Centre.

### **I want to sit for the test on a date that is already full. Is there a waiting list?**

There are no waiting lists. Candidates are advised to apply for the next available test date.