

Deferments

Notification for deferring the test date must be given in **writing** on the form provided. Deferment can only be accepted **once**. Fully filled deferment form must be received by British Council staff by 1700 on Friday two weeks before a Saturday test and by 1700 on Wednesday two weeks before a Thursday test.

Cancellations

Cancellations can only be accepted if written request received more than five weeks before the original test date, not deferred test date. Cancellations within five-week period prior to test date will not be accepted. In exceptional cases such as serious illness on the test date where medical evidence (e.g. medical certificate from a state hospital with the hospital stamp) is required, cancellations can then be considered. Medical evidence must be submitted within five working days after the written test date. When cancellation is accepted, you will only receive a refund of 75% of the test fee.

ID/Passport

You must bring the Valid original ID document indicated on your registration form (National Identity Card or Passport). Without this document, you will not be accepted into the testing room.

Authorised items in Testing Room

- Valid Vietnamese National ID card/Passport
- Mineral water in a transparent bottle
- Pencils, erasers and pens will be provided in testing room

Unauthorised items in Testing Room

- Food or drink
- Watches, clock
- Bags of any kind including transparent bags, backpacks, handbags, briefcases, luggage, carrying cases, pen holders or pencil cases
- Studying materials, papers, notes, scrap papers
- Pens, pencils, erasers, highlighters, correction fluids, correction tape, rulers
- Electronic equipment of any kind including mobile phones, MP3 players, Blackberry, cameras, pagers, headsets, computers, electronic organisers, etc

If you are caught possessing any unauthorised item in the testing room, you will be asked to leave the room and your test result will be cancelled.

Personal belongings

An area designated for personal belongings will be provided; however it is not the responsibility of the British Council or Invigilators or Supervisors to ensure the security of the materials in the personal belongings area. You are instructed not to bring unauthorised items and valuable possessions to the test venue as neither British Council, the test centre, testing personnel, nor the test venue will assume responsibility or liability for stolen, lost or damaged personal property left in the belongings area.

Results

Your result is available at the British Council's Reception Desk and online at <http://ielts-results.britishcouncil.org> 13 days after the test date, e.g. the second Friday after a Saturday test or the second Wednesday after a Thursday test; and only ONE copy of your Test Report Form (TRF) will be issued to you.

You need to bring your ID/Passport to receive your TRF at the British Council office. If you cannot come to the British Council to collect your TRF, you can request to send your TRF to your requested address by filling out a request form.

If you send someone to collect your TRF on your behalf, you must send your authorisation letter (template can be downloaded at <http://www.britishcouncil.vn/en/exam/ielts>) to Exams.Hanoi@britishcouncil.org.vn (Hanoi) or Exams.HCMC@britishcouncil.org.vn (HCMC) at least 2 working days before collecting AND authorised person must bring his original ID/Passport when he comes to collect your TRF. Results are not given over the phone or by email/fax

Additional IELTS TRF requests

Within one month since the test result releasing date, up to FIVE copies of your IELTS TRFs can be sent to IELTS receiving organisations by registered mail service at no extra charge. If more than these five copies or after this time, each TRF copy will be charged.

Receiving organisations include universities, institutions, immigration offices and recognising organisations. In addition, if TRFs would like to be sent to local institution/employer, there should be document indicating the purpose of using these TRFs. Please note that additional IELTS TRFs can not be sent to agents and lawyer offices.

PCN service will be applied for TRF sending within Vietnam and registered mail service will be applied for TRF sending overseas. Express mail services can be requested, however there will be a charge for this service; and the request will be processed within 24 hours from the receipt (excluded Saturday, Sunday and Public Holiday).

I certify I have read all the information and agree to comply with the above policy.

Candidate's name:.....Candidate's signature:.....

Date:...../...../.....