



IELTS™

Official Test Centre

ILSC's IELTS Test Refund or Test Date Transfer Policy:

Candidates who seek to cancel their registration or transfer test dates within the five-week period prior to the test date will only receive a refund less a 25% administrative fee if they can satisfy to the Administrator that their ability to sit the test has been affected by illness or serious cause.

Serious causes include:

- Illness — e.g. hospital admission, serious injury or illness (does not include minor illness such as a mild cold)
- Loss or bereavement — death of a close family member
- Hardship/trauma — victim of crime, victim of a traffic accident
- Military service

Application Process for Refunds

- Candidates must lodge an application for refund no later than five working days after the test date. Candidates must complete a Request for Refund Form and attach the appropriate documentation and/or evidence. Acceptable documents may include a medical certificate from a qualified medical practitioner, a death certificate, or a police report. Statutory declarations and certificates signed by family members are not acceptable.
- The Administrator will advise the candidate within one week of lodging the application whether or not their request has been approved.

Refunds

If the candidate's application is approved, the centre will refund the test fee, less a 25% administrative fee, to the candidate.

Transfers

If the candidate's application is approved, candidates must select a test date within the next three-month period and this will be approved by the Administrator depending on availability for the selected test date. There may be limited availability for test dates in the first five-week period. Candidates who wish to transfer to a test date more than three months away should apply for a refund and then re-apply for the test.

*The Refund or Test Date Transfer Policy applies to ILSC's official IELTS Test Centres:
ILSC-Vancouver, ILSC-Toronto, ILSC-Montréal, ILSC-San Francisco and ILSC-New York*

Privacy Policy

We regard the lawful and correct treatment of personal information as important to our successful operations and to the maintenance of confidence of those with whom we deal.

We will ensure that our staff and those acting on our behalf obtain, use and disclose personal information lawfully and correctly.

To support our site security, we use spam protection tools from 3rd party platforms such as Google reCAPTCHA. As a result, when you pass through our website, your hardware and software information, such as device and application data and the results of integrity checks, may be sent to these platforms for analysis. We do not control the dissemination of this data and you should check the relevant third party website for more information.

We use these tools to safeguard our website from abuse and spam without storing any personally identifiable information about you. This helps us to provide user-friendly experience when you browse our website and also allows us to continually improve our overall site experience.