

Examination Services Refund and Transfer Policy

This refund and transfer policy is applicable from 1 October 2022, and the British Council reserves the right to review, amend, or change the policy without prior notice.

In this document the “Register of tariff” refers to the document that is available on our website at <http://www.britishcouncil.org.bd/en/exam>

The refund/transfer application process and associated fees are different for different examinations. Please note that the transfer/refund is subject to approval from the exam authority. The summary of fees and required documents are given in the table below.

Candidate requirement	Application time	Reason(s) and required documents	Fees
IELTS Refund/transfer	More than five weeks before the registered test date	Not required	Please check our register of tariff
IELTS Refund/transfer	Less than five weeks before and up to five days after the test date	<ul style="list-style-type: none"> • Medical - Diagnosis reports • Loss or bereavement - Death certificates • Hardship/trauma - Diagnosis or medical reports • Government and nongovernment exam - Exam entry document • Military service - Official letter 	Please check our register of tariff
Change from standard IELTS to UKVI IELTS.	Any time before and up to 5 days after the test date	<p>Only refund is allowed for the standard IELTS.</p> <p>Proof of UKVI registration and payment will be required.</p>	N/A
Refunds only - Cambridge International, Pearson Edexcel and all professional and university examinations. Transfer is not applicable.	Until the last date of registration period.	Non-medical ground	Please check our register of tariff
Refunds only - Cambridge International, Pearson Edexcel and all professional and university examinations. Transfer is not applicable.	Until the last date of exam series.	Medical ground – Diagnosis reports	Our administration fee is 25%. We will refund you 75% of the exam fee you paid

Bank Account

Candidates have to use either their own bank account or their parents’ bank account details in the application form. The refund will be made in the given bank account when the registration fee is paid offline. The payment will be made to the respective credit/debit card account or mobile wallets when the registration fees are paid using the online payment methods.

Approved by,

Jim O'Neill
Director Examinations
October 2022