

Examination Services Refund and Transfer Policy

This refund and transfer policy is applicable from 1 June 2018, 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>

IELTS

No refund application will be approved if the candidate has already appeared in the test either fully or partially.

1. Candidates can request a cancellation of their registration more than five weeks before the test date. Candidates who cancel their registration more than five weeks before the test date will receive a refund. However, the centre will deduct an administrative fee as mentioned in the register of tariff.
2. Candidates can apply for a refund any time within five weeks before and up to five days after the test date. A refund application will not be accepted after this period. Candidates can apply for a refund on the following grounds:
 - Medical – hospital admission or serious injury. Diagnosis reports will have to be attached with the application form to validate the claim
 - Loss or bereavement – death of parent, guardian, spouse, brother/sister or child. Death certificates will have to be submitted to validate the claim
 - Hardship/trauma – victim of crime, victim of traffic accident
 - Government and non-government exam
 - Military service

If approved, the relevant fee mentioned in the register of tariff will be deducted from the amount due.

3. Candidates can apply for a date transfer any time before the registered test date and up to five days after the test date. A date transfer application will not be accepted after this period. A candidate can apply for date transfer for the reasons mentioned above (point 2). A date transfer fee as mentioned in the register of tariff will incur. However, the transfer fee will not exceed 25% of the total fee paid for the registration. The payment can be made either in cash or by a credit card.
4. A candidate that registered for a regular IELTS but requires a UKVI IELTS can get a refund of regular IELTS fee with the proof that the candidate has applied and also paid fee for a UKVI IELTS. The refund application must be submitted within five days after the date of the test for which the refund application is submitted.

Cambridge International, Pearson Edexcel and all professional and university examinations

Candidates can apply only to cancel their examinations and apply for a refund. For these examinations, transferring the exams or any unit of the exams to another session is not permitted. Candidates can only apply for a refund on the following grounds:

Non-medical ground – A candidate can apply for a refund until the last date of the respective registration period. The candidate has to fill in a specific refund form before the respective registration period is over and submit with the relevant documents mentioned in the form. A fee as mentioned in the register of tariff will incur and will be deducted from the amount due. The rest will be transferred to the candidate’s designated bank account electronically.

Medical ground – A candidate can apply for a full withdrawal only and apply for refund until the last date of an exam series. The candidate is allowed to apply for this refund if the candidate has not attended any of the exams registered for. A specific form needs to be filled in and submitted along with the required documents listed in the application form.

If the application is lodged before the end of the respective registration period, a fee as mentioned in the register of tariff will be deducted from the amount due.

If the application is lodged after the regular registration period and when the registration entries have been processed, the refund amount will be **50%** of the total amount paid for all sessional exams. This will be transferred to the candidate's designated bank account electronically. This refund application will only be accepted until the last day of the relevant exam session.

Bank Account

Candidates have to use either their own bank account or their parents' bank account details in the application form.

Approved by,

Sebastian Pearce
Director Examinations
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