

### Examination Services Refund and Transfer Policy

This refund and transfer policy is applicable from 1 February 2023, and the British Council reserves the right to review, amend, or change the policy without prior notice.

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 tables below.

#### UKVI and Standard IELTS

Candidate requirement	More than five weeks from test date	Less than five weeks and up to the test date
Transfer to another test date	FREE transfer. <b>Note:</b> Test date may be transferred to <b>two times</b> per registration. Once utilized the second transfer, no further transfers or refunds are allowed.	We will charge you <b>10%</b> of the test fee for your transfer.  <b>Note:</b> In the five weeks before the test, we will only refund if your reason is medical or other ‘force majeure’ that you experience <b>on the day of the test</b> . Test date may be transferred to <b>two times</b> per registration. Once utilized the second transfer, no further transfers or refunds are allowed.
IELTS Refund	We accept a refund request for any reason if more than five weeks before your test.  We will deduct <b>10%</b> of the test fee from the refund (you receive 90%)	We only refund if your reason is medical or other ‘force majeure’ if less than five weeks before the test.  For medical refunds, you need to provide evidence.  We will deduct <b>20%</b> of the test fee from the refund (you receive 80%)

#### International GCSE, International A Level, O Level, A/AS Level, IGCSE and all university and professional exams

**Note – Transfers** to another exam series are **not possible** for these exams. You will need to apply for a refund and then register for the next exam series at the later date when registration opens.

Time of application for refund	Reason(s) and required documents	Fees
For refunds requests BEFORE the final registration deadline.	We accept refunds for any reason	We will give you a refund but also deduct a small administration fee. Our administration charge is BDT 750. <b>Please note:</b> In case of a late entry registration refund, only the normal registration fee after deducting the administration charge of BDT 750, will be refunded. The late entry fee will not be refunded.
For refunds requests AFTER final registration period till end of the exam series.	We accept only medical reasons or other exceptional circumstances. We will ask you to provide evidence and documents.	Our administration fee is 25%. We will refund you 75% of the exam fee you paid.  <b>Please note:</b> The refund will only be applicable if you have not attempted any unit/component of that subject i.e., if you remain absent in all the units/papers. Partial refunds are not allowed.

Approved by,

Maxim Raimann  
Director Examinations  
May 2025