

Examination Services Refund and Transfer Policy

This refund and transfer policy is applicable from 7 July 2026, 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.

IELTS (Standard IELTS)- Test Date Transfer

Test Takers may request to transfer their test date subject to the timelines and conditions below.

Time before the test date	Transfer Status	Fee / Conditions
15 or more days before the test date	Transfer allowed	Free of charge
5–14 days before the test date	Transfer allowed	An administration fee of 25% of the test fee paid will be charged.
Within 4 days of the test date	Transfer is not allowed	Any transfer request during this period will be treated as a cancellation and the applicable cancellation policy will apply

IELTS (Standard IELTS)- Test Cancellation and Refund

Time before the test date	Transfer Status	Fee / Conditions
15 or more days before the test date	Cancellation allowed	75% of the test fee paid will be refunded.
Within 14 days of the test date	Cancellation allowed	No refund will be provided. The test fee is non-refundable. For any special circumstances : Supporting documents are required and subject to Centre's approval. If approved, 75% of the test fee paid will be refunded. If test Centre cancel the test full refund or a transfer to a future test date (subject to availability) will be offered.

IELTS (UKVI)- Test Date Transfer

This policy applies only to IELTS for UKVI, including IELTS for UKVI Life Skills.

Time before the test date	Transfer Policy
More than 35 days before the test	- Transfer allowed subject to availability free of charge - New test date will be within three months from the original test date - Transfer will be allowed only once

Less than five weeks and up to the test date	• Transfer allowed subject to availability • An administration fee of 10% of the test fee will be charged. • New test date will be within three months from the original test date • Transfer will be allowed only once
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IELTS (UKVI)- Test Cancellation and Refund

Time before the test date	Refund
More than five weeks before the test	90% of the test fees will be refunded
Less than five weeks and up to the test date	80% of the test fees will be refunded
Absent on the test day due to exceptional circumstances	All cases for exceptional circumstances and supporting evidence must be received by test centre no later than five working days after the scheduled test date. If test Centre approves the refund, 80% of the test fee will be refunded.

Additional Note on IELTS and UKVI Transfer:

If there is any change in the published test fee at the time of transferring to a new test date, the test taker will be required to pay the applicable fee difference in addition to the test date transfer fee stated above.

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 later, when registration opens.

Time of application for refund	Reason(s) and required documents	Fees
For refunds requests BEFORE the final registration deadline.	We accept refund applications for any reason	We will give you a refund but also deduct a small administration fee. Our administration charge is BDT 750. Please note: 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.	We accept applications only for 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. Please note: The refund will only be applicable if you have not attempted any unit/component <u>of the exam series</u> i.e., if you remain absent in all the units/papers.

Approved by,
Zunayed Ahmed
Head of Market
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