

<b>FAQ- Bangladesh IELTS page</b>	<a href="https://www.britishcouncil.org.bd/en/exam/ielts/book-test">https://www.britishcouncil.org.bd/en/exam/ielts/book-test</a>
1.	<b>Question: How long are my IELTS results valid for?</b>
	<b>Answer: An IELTS Test Report Form (TRF) is valid for two (2) years from the test date.</b>
2.	<b>Question: How soon can I re-sit the exam and is there a limit in the number of times I can take the exam?</b>
	<b>Answer: Test takers may re-take the exam at any time, and can take the exam as many times as they wish.</b>
3.	<b>Question: Is there an age limit for taking IELTS?</b>
	<b>Answer: There is no age limit, but IELTS is generally recommended for candidates at the age of 16 or more.</b>
4.	<b>Question: I have entered the wrong passport/Smart NID with Chip number at the time of registration. How can I change it?</b>
	<b>Answer: If the test taker puts wrong ID document information during the registration. While test taker reports it to the venue supervisor for either speaking test or written test, it will be noted and concerned department will do the needful. If the error is noticed immediately after completing the registration, the candidate should contact the hotline at 09666773377 for further guidance.</b>
5.	<b>Question: I have booked my IELTS test, but my NID/Passport has expired. Will I be able to take the test?</b>
	<b>Answer: Valid passport/Smart NID with Chip is mandatory for IELTS Test (LRW and Speaking). If validity has expired, you will need to reschedule your IELTS Exam as valid form of ID is mandatory for IELTS test. Test taker must bring original Smart NID with Chip/passport during speaking test as well LRW test.</b>
6.	<b>Question: Will I get the IELTS speaking slot that I have chosen during the registration?</b>
	<b>Answer: It is our endeavour to offer the speaking slot chosen by the candidate, however due to any unavoidable circumstances, there is a possibility of the speaking time slot chosen by the candidates not being available. If there got any change the details of the test (venue, date, and time) are sent to the candidates 2-3 days prior to the test date on the registered email address.</b>
7.	<b>Question: When will I receive venue details for my IELTS test?</b>
	<b>Answer: Test Taker while completing the online registration they can choose their own venue and test date. After completing online registration, they will get auto reply mail regarding the test schedule and venue details to the test taker registered mail address. Candidates may also see the venue details and reporting time login in their test taker portal.</b>
8.	<b>Question: I need to postpone/cancel my IELTS registration? What process should I follow?</b>

	<p><b>Answer:</b> A date transfer/refund request received by the centre less than five weeks prior to the test date, must be supported by adequate and required supporting documents / evidence, without which the application will not be considered. The causes may include:</p> <ul style="list-style-type: none"> <li>• Serious illness – e.g., hospital admission or serious injury (Does not include minor illness such as a mild cold)</li> <li>• Loss or bereavement – death of a close family member</li> <li>• Hardship / trauma – victim of crime, victim of a traffic accident, natural disaster</li> <li>• Military / Govt. examinations</li> <li>• Loss of Passport after applying for the test</li> </ul> <p>Candidates are required to email to the official email (<a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a>) with the supporting documents for advice.</p> <p>Please note that candidates are only permitted to transfer their test date a maximum of twice in accordance with the test date transfer policy.</p>
	<p><b>Question:</b> What do I do if I have a suggestion or complaint regarding an incident on the test day?</p>
9.	<p><b>Answer:</b> If Test Taker want to make a complaint regarding the conducting of the test, they must do so before leaving the test venue. IELTS board will not accept complaints relating to the conduct of test after results have been released. However, complain form is available in test venue, please ask to venue staff.</p>
	<p><b>Question:</b> What can I take into the examination room?</p>
10.	<p>Candidates must bring the passport/Smart NID with Chip that they used to register for the test. Candidates are not allowed to take pens, pencils, sharpeners, erasers or any personal belongings to test centre. Mobile phones, pagers and any kind of electronic devices must be switched off and placed with personal belongings in the area designated by the supervisor.</p>
	<p><b>Question:</b> How are the tests marked?</p>
11.	<p><b>Answer:</b> IELTS uses a 9-band scoring system to measure and report test scores in a consistent manner. Candidates will receive individual band scores for Listening, Reading, Writing and Speaking and an Overall Band Score on a band scale from one to nine. For more information, please visit <a href="https://www.ielts.org/for-test-takers/how-ielts-is-scored">https://www.ielts.org/for-test-takers/how-ielts-is-scored</a>.</p>
	<p><b>Question:</b> When will I receive my IELTS results?</p>
12.	<p><b>Answer:</b> IELTS on paper: Online results will be available in the test taker portal 13th day after the test date.</p> <p>IELTS on computer: Results will be available online within 1-3 days after the test date in the test taker portal.</p> <p>IELTS on paper UK Visas and Immigration (UKVI): Results will be available online on the 13th day after the test date.</p> <p>IELTS on computer UK Visas and Immigration (UKVI): Results will be available online within 1-5 days after the test date in the test taker portal.</p> <p>Life Skills: Results will be available online on the 7th day after the test date.</p> <p>Hard copies of the TRF for IELTS on Paper candidates are sent through</p>

	<p>courier to the registered address within 3-7 days. Please make sure to provide a complete and valid address during the registration to avoid further delay in delivering the TRF. For international addresses, kindly refer to our pricing policy for the fee structure.</p> <p>No hard copies will be issues for IELTS on Computer (Standard and UKVI)</p> <p>Video Tutorial: <a href="#">How to check your IELTS results online in five minutes</a></p>
13.	<p><b>Question:</b> My result is released but I have not received my Test Report Form (TRF). What should I do?</p> <p><b>Answer:</b> If your result has been released, you are supposed to receive the TRF at your registered address within 7 working days. In case, you have not received it, please write to us at <a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a> mentioning your IELTS registration details.</p> <p>However, if you have completed the registration from any IELTS Registration Centre (IRC) or requested office delivery. Please contact the IELTS Registration Centre (IRC) office directly for an update.</p>
14.	<p><b>Question:</b> What happens if I am unable to appear for the test?</p> <p><b>Answer:</b> If you unable to sit for the test. You are requested to inform the test centre immediately and submit the relevant documents reason of you absent. The test centre will decide whether your eligible for test date transfer or refund. You may ask for administrative charge (10%-20%) for test date transfer or refund. Please see our <a href="#">Examination Services Refund and Transfer Policy</a></p>
15.	<p><b>Question:</b> How can I send my IELTS scores to the Universities I am applying to?</p> <p><b>Answer:</b> We'll send your Test Report Form (TRF) directly to the institutions you're applying to, whether you have taken a computer-delivered or a paper-based test.</p> <p><b>International Courier</b> – This service is available only for test takers who have taken an IELTS test with the British Council Bangladesh and have a valid test score (IELTS score for any test taken two years before than the application date is considered to be invalid). Please fill in <a href="#">this application form</a> to apply to have your TRF dispatched by international courier if your university/institute does not accept IELTS scores electronically.</p> <p><b>Electronic</b> – Some Institutions need original copies of your TRF whereas some can be sent electronically. Universities/Institutions that have subscribed to electronic download of scores (STED RO) will be sent results electronically. Please login to your <a href="#">test taker portal</a> and apply to have your result sent to the university/institute electronically from the result section. Please click <a href="#">here to see the step guide</a> to use the <a href="#">test taker portal</a> to send your IELTS scores electronically to your chosen university/institute.</p> <p>Institutions need original copies of your Test Report Form. Photocopies of your Test Report Form will not be accepted.</p> <p>Institutions may be able to view candidates' scores through the <a href="#">IELTS Test Report Form (TRF) Verification Service</a> . To do this they will need your Test Report Form number which can be found in the bottom right corner of your Test Report Form.</p>
16.	<p><b>Question:</b> Can I apply for the replacement of the Test Report Form (TRF)?</p>

	<p>Answer: Candidates may apply for second test report form (TRF). An additional Test Report Form (TRF) can be issued by submitting an application through our website: <a href="http://www.britishcouncil.org.bd">www.britishcouncil.org.bd</a> To request your additional TRF, kindly click the link below. <a href="#">Exams services request</a></p> <p>Please note: A charge of Tk. 3000 is applicable for each additional TRF copy.</p>
17.	<p>Question: How can I get my IELTS test re-marked? -Enquiry on Result (EOR)</p> <p>Answer: You need to apply for a re-marking no later than six weeks after the test date, regardless of whether you have taken computer-delivered or paper-based IELTS.</p> <p>Step:1 You can submit an Enquiry on Results online from the <a href="#">Test Taker Portal</a>.</p> <p>Step:2 After selecting the completed test select the results tab from the available tabs. Please scroll down to the bottom of the page there you will find a link named 'I would like my test to be remarked'.</p> <p>Step:3 After clicking the link, you will see a brief overview of the Enquiry on Results (EOR) process and fees. You will be able to select you desired module to be remarked.</p> <p>The fee will be BDT 12500. You can also provide a justification for your request.</p> <p>Step:4 At the bottom of the page, you need to agree to Terms and Conditions before going to payment. You can pay the Enquiry on Results (EOR) fee online or offline. Please select from the available option pay online or pay another way. If you want to pay offline, you can make the payment at SCB service 1 booth, here is the link of bank addresses <a href="#">SCB Service1 Branches</a>.</p> <p>You need to send the payment slip and passport copy with the EOR reference number to <a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a>.</p> <p>Your result will normally be available in two to 21 days, depending on several factors including the number of sections requested for remarking. If you have not received a response after 28 days, please contact us through email to <a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a>.</p>
18.	<p>Question: Can I transfer my IELTS exam to the next available date?</p> <p>Answer: A date transfer request received by the centre less than five weeks prior to the test date, must be supported by adequate and required supporting documents / evidence, without which the application will not be considered. The causes may include:</p> <ul style="list-style-type: none"> <li>• Serious illness – e.g. hospital admission or serious injury (Does not include minor illness such as a mild cold)</li> <li>• Loss or bereavement – death of a close family member</li> <li>• Hardship / trauma – victim of crime, victim of a traffic accident, natural disaster</li> <li>• Military / Govt. examinations</li> <li>• Loss of Passport after applying for the test</li> </ul>

	<p>Please check here,  <a href="https://www.britishcouncil.org.bd/en/exam/ielts/cancellation-refund-policy">https://www.britishcouncil.org.bd/en/exam/ielts/cancellation-refund-policy</a></p> <p>Please note that candidates are only permitted to transfer their test date a maximum of twice in accordance with the test date transfer policy.</p>
19.	<p>Question: I had registered for the paper based IELTS. Can I transfer myself to the computer based IELTS now?</p> <p>Answer: Yes, you can change from a paper-based IELTS test to a computer-delivered test now. Please write to <a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a> with your IELTS Registration number, passport number, city, current test date, and your preferred test date for Computer-delivered IELTS. If the test date is not transferred (only module is changed) then there will not be any additional fee incurred. If the modules are changed with the test date as well, an admin fee will be incurred.</p>
20.	<p>Question: What can I do to better prepare for the test?</p> <p>Answer: Prepare for your IELTS test with a range of free resources from the British Council. Prepare for your IELTS test with our comprehensive suite of IELTS preparation resources. From free scored practice tests to expert-led classes and courses, our <i>IELTS Ready</i> preparation packages are designed to help you succeed. Choose the preparation materials that suit you and start getting ready for your IELTS test today.  <a href="https://www.britishcouncil.org.bd/en/exam/ielts/prepare">https://www.britishcouncil.org.bd/en/exam/ielts/prepare</a>  IELTS Ready: <a href="https://takeielts.britishcouncil.org/take-ielts/prepare/ielts-ready">https://takeielts.britishcouncil.org/take-ielts/prepare/ielts-ready</a></p>
21.	<p>Question: I have already taken IELTS. Can I still use my result to apply to UK Visas and Immigration?</p> <p>Answer: An IELTS result is considered valid for two years from the date the test was taken. A valid Test Report Form (TRF) may be used for visa applications. However, it is recommended that confirmation be obtained from the relevant visa office or High Commission regarding the specific type of IELTS required. In most cases, IELTS for UKVI is the preferred version for visa applications to the UK.</p>
22.	<p>Question: Do I take all parts of the test on the same day? Which part do I take first?</p> <p>Answer: In terms of IELTS on Paper, The Listening, Reading and Writing tests are always completed immediately after each other and with no break. The Speaking test will be held either on the same day or seven days before or two days after that, depending on local arrangements. For IELTS on Computer, your speaking section is completed on the same day with LRW tests.</p>
23.	<p>Question: How can I check my IELTS result online?</p> <p>Answer: For IELTS on Paper, results are made available 13 days after the test date. A paper copy of the Test Report Form (TRF) will be delivered by post. Test takers are advised to check with their test centre regarding the available delivery options. A minimum of seven working days should be allowed for postal delivery.  Please note that this delivery service is free of charge. No payment should be made to any individual. Any suspicious requests or demands should be reported immediately. Stay alert and stay safe.</p>

	<p>IELTS on Computer, results are made available within 1 to 3 days after the test date. An electronic version of the TRF (eTRF) can be downloaded from the Test Taker Portal.</p> <p>Hard copies of the TRF will not be issued. The eTRF may be printed and submitted to institutions or sent via email. Alternatively, results may also be sent directly to the organization through the Test Taker Portal.</p>
24.	<p><b>Question: What's IELTS used for and what are the IELTS test variants?</b></p> <p><b>Answer:</b> IELTS- International English Language Testing System. IELTS is used to measure the English Language Proficiency of people who want to study or work where English is used for communication. IELTS comprises of two modules called as Academic and General Training.</p> <p>In addition to this, there are two other IELTS exam variants known as UKVI IELTS and IELTS Life Skills. For more information, please check <a href="#">Which IELTS exam should I take?</a></p>
25.	<p><b>Question: What's UKVI IELTS and IELTS Life Skills?</b></p> <p><b>Answer:</b> IELTS for UKVI (United Kingdom Visa and Immigration) is a UK Government approved Secure English Language Test (SELT). SELT IELTS is used to prove your English Language Abilities in support of a UK Visa and Immigration Application. Like regular IELTS, SELT IELTS also has two modules known as Academic and General Training. For more information visit <a href="https://www.britishcouncil.org.bd/en/exam/ielts/uk-visas-immigration">https://www.britishcouncil.org.bd/en/exam/ielts/uk-visas-immigration</a> or <a href="https://takeielts.britishcouncil.org/take-ielts/ukvi">https://takeielts.britishcouncil.org/take-ielts/ukvi</a></p> <p>IELTS Life Skills is a test of Speaking and Listening, available at CEFR Level-A1 and CEFR Level B1. It is designed to meet the requirements of UK Visas and Immigration for certain visa categories.</p>
26.	<p><b>Question: What's the difference between IELTS, UKVI IELTS and IELTS Life Skills?</b></p> <p><b>Answer:</b> UKVI IELTS and Life Skills are used to apply for Visa to the UK only. For all other countries, regular IELTS would be sufficient. However, to find out what IELTS you have to take when applying to the UK, please contact UK Visas and Immigration (Visa Office) and/or <a href="https://www.gov.uk/government/organisations/uk-visas-and-immigration">https://www.gov.uk/government/organisations/uk-visas-and-immigration</a></p>
27.	<p><b>Question: When and where can I take UKVI IELTS and/or Life Skills?</b></p> <p><b>Answer:</b> They are available every month and the registration details can be found online- <a href="https://www.britishcouncil.org.bd/en/exam/ielts/book-test">https://www.britishcouncil.org.bd/en/exam/ielts/book-test</a></p>
28.	<p><b>Question: Should I take normal IELTS or UKVI IELTS or IELTS Life Skills?</b></p> <p><b>Answer:</b> British Council is not in a position to advise on type of IELTS candidates need to appear. Candidates must check with the receiving organisations and/or UK Visa Office/solicitor.</p>
29.	<p><b>Question: What skills are tested at the exam and are they tested on the same day?</b></p> <p><b>Answer:</b> These vary according to the category of IELTS Exam and are given below.  Regular IELTS – Listening, Reading, Writing and Speaking  UKVI IELTS - Listening, Reading, Writing and Speaking  IELTS Life Skills A1 and B1 – Listening and Speaking</p>



	For regular paper based IELTS and UKVI IELTS Listening, Reading, and Writing are held on one day and Speaking will be held on a different date (which will be informed after registration). For Computer delivered IELTS and IELTS Life Skills, full test will be held on the selected test date.
30.	Question: How can I register for regular IELTS test and when can I take it?
	Answer: You can do the registration through our official website which is first come first served basis: <a href="https://www.britishcouncil.org.bd/en/exam/ielts/book-test">https://www.britishcouncil.org.bd/en/exam/ielts/book-test</a>
31.	Question: Should I take Academic (AC) or General Training (GT) Module?
	Answer: There are two types of the IELTS test: IELTS Academic and IELTS General Training. The IELTS Academic serves the purpose of applying higher education or professional registration in an English-speaking country. It reflects some of the features of academic language and assesses whether you are ready to begin study or training.  While IELTS GT for skill migration and employment. However, it is important to check the entry requirements of the individual organisations before choosing your test. For more information, please check <a href="#">Which IELTS exam should I take?</a>
32.	Question: Where can I take IELTS in Bangladesh?
	Answer: We offer a range of convenient test dates across Bangladesh. You can choose to take your IELTS test on paper or on a computer. Test Centre offering IELTS on paper: Dhaka, Sylhet, Chattogram Test centres offering IELTS on computer Dhaka, Chattogram, Sylhet, Khulna, Rajshahi, Feni and Various partner centres all over Bangladesh. Test centres offering IELTS for UKVI on Computer Dhaka, Chattogram and Sylhet Test centres offering IELTS Life Skills (Listening & Speaking test) Dhaka and Sylhet  For more details, please visit the below link- <a href="https://www.britishcouncil.org.bd/en/exam/ielts/book-test">https://www.britishcouncil.org.bd/en/exam/ielts/book-test</a>
33.	Question: What are the test fees?
	Answer: Please visit the below link for the updated price list- <a href="https://www.britishcouncil.org.bd/en/exam/ielts/book-test">https://www.britishcouncil.org.bd/en/exam/ielts/book-test</a>
34.	Question: How can I pay?
	You will be able to pay your fee online (Mastercard, VISA or AMEX debit/credit cards, DBBL Nexus, bKash, Rocket) at the end of the registration by clicking the pay now option. Please be informed that you can pay online by logging in to your candidate portal from the payment tab through the link ( <a href="https://ieltsregistration.britishcouncil.org/login">https://ieltsregistration.britishcouncil.org/login</a> ) if you select the pay later option and you can take a maximum of three attempts for the online payment. First login to your account and select the upcoming test tab from the 'Your tests results' tab. Select the payment tab and at the bottom, you will find online payment option. Click the online payment tab and follow the instruction to complete your payment. After three unsuccessful attempts, you will not be able to pay online, and you must pay offline at the bank.

	<p>You can pay your test registration fee at your nearest service one branch of Standard Chartered Bank from the list <a href="#">SCB Service1 Branches</a></p> <p>If you pay at the bank, please send the scanned copy of the green colour money receipt, passport copy along with registration reference number to <a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a>.</p>
35.	<p><b>Question:</b> What documents do I need to take the IELTS test?</p>
	<p><b>Answer:</b> You only need to possess a valid original passport/Smart NID with Chip to register and sit for the IELTS test. Please carry the original registered ID to your exam hall for both the test (Speaking and LRW)</p> <p>For IELTS UKVI you must have a valid passport, NID is not accepted for UKVI IELTS.</p>
36.	<p><b>Question:</b> Can I take the IELTS with my NID?</p>
	<p><b>Answer:</b> The only accepted identity is a valid passport/Smart NID with Chip. You can't use any other form of identity such as Birth certificate, Driving License, NID online copy, laminated or temporary NID, etc.</p> <p>For IELTS UKVI you must have a valid passport, NID is not accepted for UKVI IELTS.</p>
37.	<p><b>Question:</b> Can I at least register for the test without the passport and bring the passport to the test?</p>
	<p><b>Answer:</b> Candidates must have the passport to register for the test as well. However, we could accept your registration with a copy of the valid passport, but it is mandatory for test taker to take the passport to the examination hall.</p>
38.	<p><b>Question:</b> What if my passport is at the Embassy/High Commission/Visa office?</p>
	<p><b>Answer:</b> You may register for the test with a copy of the passport, but you will not be allowed to take the test if you don't have the original passport on the test day with you. Therefore, please make sure you will have the original passport with you prior the test day.</p>
39.	<p><b>Question:</b> What is the "Reference Number"?</p>
	<p><b>Answer:</b> When you book for an IELTS Exam (Normal IELTS, UKVI IELTS or IELTS Life Skills), you will receive a confirmation email with a unique number (AX-BD001-X-XXXXXX). This is the Reference Number and is unique to that exam session. If you have registered for two exams or two dates for the same exam, you will have two different reference numbers. You may also find the reference number by login into your test taker portal.</p>
40.	<p><b>Question:</b> I got an email saying my exam was cancelled. Why is that?</p>
	<p><b>Answer:</b> There could be several reasons for this which are listed below:</p> <p>British Council hasn't received the exam fees within 48 hours from the booking date.</p> <p>The bank transfer has been unsuccessful, and the 48 hours window period has elapsed.</p> <p>There is more than one registration from the same candidate for the same date thus creating a duplicate entry.</p>



	In any of the above circumstances, Candidates receives a system generated auto cancellation email for the booking.
41.	Question: How will I know my speaking test date, and can I request for a date?
	Answer: While you will do the online registration you have to choose your speaking test slot, time, date & venue. As per your chosen schedule your speaking test will be held. However, Test Taker will receive an automated e-mail after completing the online registration regarding the test schedule. Test Taker also can check his/her test schedule by logging to the test taker portal. For further information test taker can contact us at <a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a> or +880 09666773377
42.	Question: If I'm late for the test, will I be admitted into the test hall?
	Answer: No late arrivals will be admitted under any circumstances as British Council must comply with the regulations from Cambridge.
43.	Question: What if I can't come to the test?
	Answer: There are two options available for you in this case. You can either transfer the test to a future date or apply for a refund following transfer and refund policy. Please check, <a href="#">IELTS cancellation and refund policy</a>
44.	Question: How can I transfer the test to a future date?
	<p>Answer: A date transfer request received by the centre less than five weeks prior to the test date, must be supported by adequate and required supporting documents / evidence, without which the application will not be considered. The causes may include:</p> <ul style="list-style-type: none"> <li>• Serious illness – e.g. hospital admission or serious injury (Does not include minor illness such as a mild cold)</li> <li>• Loss or bereavement – death of a close family member</li> <li>• Hardship / trauma – victim of crime, victim of a traffic accident, natural disaster</li> <li>• Military / Govt. examinations</li> <li>• Loss of Passport after applying for the test</li> </ul> <p>Surely you can transfer your exam date for a valid reason which should be within 3 months of your current exam date. You can apply for IELTS test date transfer request within five (5) working days of your exam date. You are suggested not to attend any module of your current test schedule while applying for test date transfer request. Usually, 10% administrative fee will be applicable for date transfer.</p> <p>Please note that candidates are only permitted to transfer their test date a maximum of twice in accordance with the test date transfer policy.</p>
45.	Question: How can I refund the test?
	<p>Answer: If you cancel your IELTS test up to five weeks before the test date, you will receive a refund minus an administration fee. Please see details, <a href="#">Examination Services Refund and Transfer Policy</a></p> <p>Please note that refunds can take four to six weeks to process. No refunds will be allowed for IELTS within five weeks of the test date. Exemptions from this policy are:</p> <ul style="list-style-type: none"> <li>• serious illness or medical incident (such as hospital admission or a major</li> </ul>

	<p>injury)</p> <ul style="list-style-type: none"> <li>• bereavement - loss of a close family member</li> <li>• hardship or trauma (such as being a victim of crime or involved in a traffic accident)</li> <li>• military service.</li> </ul> <p>To cancel your IELTS (Academic and General Training) test, please log in to the Test Taker Portal and submit a cancellation request, along with an upload of supporting documentation/evidence.</p> <p>To cancel your UKVI or Life Skills test, please fill in a Refund Application Form. After you submit the <a href="#">form</a>, you will receive an email with further instructions to complete the request.</p> <p>If a medical certificate confirming illness on the date of the test is provided within three working days of the test date, together with the submitted cancellation request on the Test Taker Portal or Refund Application Form, the fee is refundable, minus the administration fee.</p> <p>Only medical certificates in local language or English are accepted. If we have not received your submitted cancellation request along with an upload of supporting documentation/evidence on the Test Taker Portal or Refund Application Form by the fifth working day after the test, you will be marked as absent and forfeit all claims.</p> <p>Please note that we do not accept sick notes issued by family members.</p>
46.	<p>Question: Can I take an additional copy of the certificate?</p> <p>Answer: Candidates may apply for maximum two (2) additional TRFs for paper based exam if it is damaged or lost the initial TRF sent by the British Council within 2 years from the test date. The fees are BDT 3000 per copy. To apply for the service, you are advised to apply through <a href="#">Exams services request</a> and follow the instructions in the auto replied email.</p>
47.	<p>Question: My name is printed incorrectly on the certificate. How to correct it?</p> <p>Answer: Candidate must submit the original TRF to the test centre along with a completed amendment request Form and a copy of the registered passport/ registered NID. It will take approximately 4-5 working days for this to be corrected. Please email to <a href="mailto:info.bd@britishcouncil.org">info.bd@britishcouncil.org</a> for further details.</p>
48.	<p>Question: What is the appeal process?</p> <p>Test takers may submit an appeal within 21 calendar days of receiving the decision on their withheld result or EOR (Enquiry on Results) outcome. The appeal must be submitted with a completed application form and payment of the applicable fee.</p> <p>The appeal process consists of two consecutive stages. For detailed information, please visit the official exam board page: <a href="#">Cambridge English – Appeals Information</a></p>
49.	<p>Question: How long does it take to release results, and can I request for early results?</p> <p>Paper based IELTS results are released online 13 days after the test date. Computer delivered IELTS results released within 1-3 days from the test date. Candidates can't request for early results.</p>

50.	<b>Question: Complaints and suggestions procedure for customers</b>
	<b>Answer: The British Council Examination Services staff is trained to provide the best possible service and to ensure that examinations are administered to the highest standards. However, if you are dissatisfied with the service provided please write to our Customer Services team,</b>
	<b>Email:info.bd@britishcouncil.org +880 9666773377</b>
	<b>British Council in Dhaka 5 Fuller Road, Dhaka, Bangladesh</b>  <b>•Please give full written details of the problem, stating your name, candidate number, address and contact telephone number.</b> <b>•Complaints / suggestions will normally be answered within five working days</b>  <b>We welcome your suggestions so we can improve our service to you.</b>
51.	<b>Question: FAQ-Bangladesh IELTS page</b>
	<b>Answer: <u><a href="https://www.britishcouncil.org.bd/en/exam/ielts">https://www.britishcouncil.org.bd/en/exam/ielts</a></u></b>