

	FAQ-Bangladesh IELTS page	https://www.britishcouncil.org.bd/en/exam/ielts
1	For how long, is my IELTS results valid?	An IELTS Test Report Form (TRF) is valid for two (2) years.
2	How soon can I re-sit for the test and is there a limit in the number of times I can take the test?	You can re-take the test at any time and a candidate can take the test as many times as they wish.
3	Is there an age limit for taking IELTS?	There is no age limit, but IELTS is generally recommended for candidates at the age of 16 or more.
4	I have entered the wrong passport/NID number at the time of registration. How can I change it?	If the test taker notifies the duty supervisor during speaking or written test, the concerned department will do the needful.
5	I have booked my IELTS test, but my NID/Passport has expired. Will I be able to take the test?	You can use the passport if it is still valid and in your possession on the dates of your IELTS Test (Listening, Reading, Writing and Speaking). If validity has expired, you will need to reschedule your IELTS test as the passport is the only valid form of ID accepted for IELTS. However, if you use NID during registration there will be no issue regarding validation, but test taker must bring original NID during speaking test as well as written test.
6	Will I get the IELTS speaking slot that I have chosen during the registration?	We try our best to offer the speaking slot chosen by the candidate. However, due to unavoidable circumstances there is a possibility that the speaking time slot chosen by the candidate is not available. If there is any change in test schedule regarding venue, date, and time, it will be sent to the candidate 2-3 days prior to the test date, in their registered email.
7	When will I receive venue details for my IELTS test?	While completing the online registration, a test taker can choose their own venue and test date. After completing the online registration, they will get a reply email regarding the test schedule and venue details in the registered mail address. Candidates may also see the venue details and reporting time login in their test taker portal.
8	If I need to postpone/cancel my IELTS registration, what process should I follow?	<p>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"> • Serious illness – e.g. hospital admission or serious injury (Does not include minor illness such as a mild cold) • Loss or bereavement – death of a close family member • Hardship / trauma – victim of crime, victim of a traffic accident, natural disaster • Military / Govt. examinations • Loss of Passport after applying for the test

9	What do I do if I have a suggestion or complaint regarding an incident on the test day?	If a 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. Please ask venue staff for complain form available in test venue.
10	What can I take with me in the examination room?	Only pens, pencils, sharpeners, erasers, water in a transparent bottle and test taker's passport/NID, is allowed. Candidates are not allowed to take 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.
11	How are the tests marked?	IELTS uses a 9-band scoring system to measure and report test scores in a consistent manner. You 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 https://www.ielts.org/for-test-takers/how-ielts-is-scored
12	When will I receive my IELTS results?	<p>IELTS on paper: Online results will be available in the test taker portal on the 13th day after the test date.</p> <p>IELTS on computer: Results will be available online within 3-5 days after the test date in the test taker portal.</p> <p>UK Visas and Immigration (UKVI): Results will be available online on the 13th day after the test date.</p> <p>CD UKVI and Life Skills: Results will be available online on the 7th day after the test date.</p> <p>Hard copies of the TRF are sent through 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>
13	My result is released but I have not received my Test Report Form (TRF). What should I do?	If your result has been released, you are supposed to receive the TRF at your registered address within seven (7) working days. In case, you have not received it, please write to us at bd.enquiries@britishcouncil.org mentioning your IELTS registration details.
14	What happens if I am unable to appear for the test?	If you are unable to sit for the test, you are requested to inform the test centre immediately and submit the relevant documents with reason of your absence. The test centre will decide whether you are eligible for test date transfer or refund. We may ask for administrative charge (IELTS-BDT3900 IELTS for UKVI BDT-5000 and IELTS Life Skills-BDT-3800) for test date transfer or refund.

15	How can I send my IELTS scores to the Universities I am applying?	<p>International Courier – The fee will be BDT 2500 per address within 42 days from the test date and after that, the fee will be BDT 3500 per address. It will take about four to six working days to reach the result to your university and you will get a tracking number. Please fill out the dispatch form from the below link and share the form with us along with payment slip.</p> <p>https://www.britishcouncil.org.bd/sites/default/files/1.6_ielts_dispatch.pdf</p> <p>You can make the payment at SCB service 1 booth, here is the link of bank addresses https://www.britishcouncil.org.bd/sites/default/files/service_1_updated_on_13_august.pdf</p> <p>Electronic – 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), results will be sent electronically. Please fill in the ETRF request form to submit your request. If you are unable to find the university in the form but if it is available in the list, please select "other" under the list of countries and type in the country and university name where you want to send your IELTS scores. This process usually takes ten working days. We will notify you regarding this once the process is completed from our end.</p> <p>ETRF link : https://forms.office.com/Pages/ResponsePage.aspx?id=wXVirt3MRkCyoWJFosyj7J6qLOsMAxZDtaMOIEGQE9BURDdENjZXVjNaNE9YQUs1SUxCVTFZQVZLWi4u</p> <p>Please note that, you cannot send your score which is not enlisted. Please fill-up the form accurately and give the file/reference number in the field of reference number. You will get this number from the mail communication with the respective university. If not found please write, not applicable.</p>
16	Can I apply for the replacement of the Test Report Form (TRF)?	<p>You can apply for second test report form (TRF). The request needs to be sent to: bd.enquiries@britishcouncil.org along with the copy of your passport (BDT3000 fees applicable). It will take 5-7 working days to reissue the certificate.</p>
17	How can I get my IELTS test re-marked? -Enquiry on Result (EOR)	<p>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 Please login to your test taker portal from the below link first. Then click the completed test tab and select your completed test for which you would like to apply for re-marking. https://ieltsregistration.britishcouncil.org/orsnbc/find-test</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. The fee will be BDT 8000. 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 https://www.britishcouncil.org.bd/sites/default/files/service_1_updated_on_13_august.pdf. You need to send the payment slip and passport copy with the EOR reference number to bd.enquiries@britishcouncil.org.</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 at bd.enquiries@britishcouncil.org.</p>
18	Can I transfer my IELTS test to the next available date?	<p>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"> • Serious illness – e.g. hospital admission or serious injury (Does not include minor illness such as a mild cold) • Loss or bereavement – death of a close family member • Hardship / trauma – victim of crime, victim of a traffic accident, natural disaster • Military / Govt. examinations • Loss of Passport after applying for the test
19	I had registered for the paper-based IELTS. Can I transfer to the computer-delivered IELTS?	<p>Yes, you can change from a paper-based IELTS test to a computer-delivered test. Please write to bd.enquiries@britishcouncil.org 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 (BDT3900) will be applicable.</p>
20	What can I do to better prepare for the test?	<p>You can prepare for your IELTS test with a range of free resources from the British Council. In the below link you will find videos and online lessons, as well as preparation books, face-to-face courses, seminars, and workshops. Choose the preparation materials that suit you and start getting ready for your IELTS test. https://www.britishcouncil.org.bd/en/exam/ielts/prepare</p>
21	I have already taken IELTS. Can I still use my result to apply to	<p>Your IELTS result is valid for two years starting from the date of your test. Your valid TRF can be used for Visa applications, please check with the visa office/high commission to confirm which type of IELTS is required to apply for the VISA. Usually, UKVI IELTS is preferred in the UK.</p>

	UK Visas and Immigration?	
22	Do I take all parts of the test on the same day? Which part do I take first?	In case of IELTS on Paper, The Listening, Reading and Written 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.
23	How can I check my IELTS result online?	<p>You can log in to the Test Taker Portal to preview your results under the result section. IELTS results remain online for 28 days but should not be used as an official confirmation of your performance.</p> <p>If you have taken IELTS on paper, you will be able to preview your results after 13 calendar days from the test date.</p> <p>If you have taken IELTS on a computer, you will be able to preview your results after 3 to 5 calendar days from the test date.</p>
24	What is IELTS used for and what are the IELTS test variants?	<p>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 test variants known as UKVI IELTS and IELTS Life Skills.</p>
25	What is UKVI IELTS and IELTS Life Skills?	<p>IELTS for UKVI (United Kingdom Visa and Immigration) is a UK Government approved secured 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 www.britishcouncil.lk/exam/ielts-uk-visa-immigration or takeielts.britishcouncil.org/ielts-ukvi</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	What is the difference between IELTS, UKVI IELTS and IELTS Life Skills?	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 www.gov.uk/government/organisations/uk-visas-and-immigration
27	When and where can I take UKVI IELTS and/or Life Skills?	They are available every month and the registration details can be found online- https://www.britishcouncil.org.bd/en/exam/ielts/book-test
28	Should I take normal IELTS or UKVI IELTS or IELTS Life Skills?	The British Council is not in a position to advise on the type of IELTS suitable for candidates. Please check with the receiving organisations and/or UK Visa Office.

29	What skills are tested and are they taken on the same day?	<p>These vary according to the category of IELTS test and are given below.</p> <p>Regular IELTS – Listening, Reading, Writing and Speaking UKVI IELTS - Listening, Reading, Writing and Speaking IELTS Life Skills A1 and B1 – Listening and Speaking</p> <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.</p>
30	How can I register for normal IELTS test and when can I take it?	<p>You can do the registration through our official website which is first come first served basis: https://www.britishcouncil.org.bd/en/exam/ielts/book-test</p>
31	Should I take Academic (AC) or General Training (GT) Module?	<p>There are two types of the IELTS test: IELTS Academic and IELTS General Training (GT). The IELTS Academic serves the purpose of applying for 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.</p>
32	Where can I take IELTS in Bangladesh?	<p>We offer a range of convenient test dates across Bangladesh. You can choose to take your IELTS test on paper or on a computer.</p> <p>Test Centre offering IELTS on paper: Dhaka, Sylhet, Chattogram, Barisal, Khulna, Cumilla and Rajshahi</p> <p>Test centres offering IELTS on computer Dhaka, Chattogram and Sylhet</p> <p>Test centres offering IELTS for UKVI on paper Dhaka and Sylhet</p> <p>Test centres offering IELTS Life Skills (Listening & Speaking test) Dhaka and Sylhet</p> <p>For more details please visit the below link- https://www.britishcouncil.org.bd/en/exam/ielts/book-test</p>
33	What are the test fees?	<p>Please visit the below link for the updated price list- https://www.britishcouncil.org.bd/en/exam/ielts/book-test</p>

34	How can I pay?	<p>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 (https://ieltsregistration.britishcouncil.org/login). If you select the pay later option 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> <p>You can pay your test registration fee at your nearest service one branch of Standard Chartered Bank from the below list: https://www.britishcouncil.org.bd/sites/default/files/service_1_updated_on_7_march_21.pdf</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 bd.enquiries@britishcouncil.org.</p>
35	What documents do I need to take for the IELTS test?	You only need to possess a valid original passport/NID to register and sit for the IELTS test. Please carry the registered ID to your hall for both the test (Speaking, Listening, Reading, Writing)
36	Can I take the IELTS with my NID?	The only accepted identity is a valid passport or NID. You can't use any other form of identity such as Birth certificate, Driving License temporary NID, etc. For IELTS UKVI you must have a valid passport, NID is not accepted for UKVI IELTS.
37	Can I at least register for the test without the passport and bring the passport to the test?	You 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 you to bring the passport to the test hall.
38	What if my passport is at the Embassy/High Commission/Visa office?	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 passport on the test day with you. Therefore, please make sure you have the passport with you prior the test day.
39	What is the "Reference Number"?	When you book for an IELTS test (Normal IELTS, UKVI IELTS or IELTS Life Skills), you will receive a confirmation email with a unique number. This is the Reference Number and is unique to that particular test session. If you have registered for two tests or two dates for the same test, you will have two different reference numbers. You may also find the reference number by login in to your test taker portal.

40	I got an email saying my test was cancelled. Why is that?	<p>There could be a number of reasons for this which are listed below:</p> <p>The British Council hasn't received the test fees within 48 hours from the booking date. The bank transfer has been unsuccessful, and the 48 hours window period has elapsed. There is more than one registration from the same candidate for the same date thus creating a duplicate entry. In any of the above circumstances, candidates receive a system generated auto cancellation email for the booking.</p>
41	How will I know the date of my speaking test, and can I request for a specific date?	<p>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 call or email us at bd.enquiries@britishcouncil.org or +880 09666773377</p>
42	If I'm late for the test, will I be admitted into the test hall?	No late arrivals will be admitted under any circumstances.
43	What if I can't come to the test?	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 under the terms and conditions of the test day transfer and refund policy.
44	How can I transfer the test to a future date?	<p>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"> • Serious illness – e.g. hospital admission or serious injury (Does not include minor illness such as a mild cold) • Loss or bereavement – death of a close family member • Hardship / trauma – victim of crime, victim of a traffic accident, natural disaster • Military / Govt. examinations • Loss of Passport after applying for the test <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 an administrative fee will be applicable for date transfer:</p> <ul style="list-style-type: none"> • Regular IELTS: BDT 3900 • IELTS UKVI: BDT 5000 • IELTS Life Skills: BDT 3800 <p>To apply for a date transfer you are requested to apply through the following link and follow the instruction accordingly: https://forms.office.com/pages/responsepage.aspx?id=wXVirt3MRkCyoWJFosyj7J6qLOsMAxZDtaMOIEGQE9BUMk1MTzIQUktJUK9RNIBVN0tJQjJKM1pUUC4u</p>

45	How can I refund the test?	<p>If you cancel your IELTS test up to five weeks before the test date, you will receive a refund minus an administration fee of BDT 3900 for regular IELTS, BDT 5000 for UKVI IELTS and BDT 3800 for Life Skills.</p> <p>Please note that refunds can take four to six weeks to process.</p> <p>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"> • serious illness or medical incident (such as hospital admission or a major injury) • bereavement - loss of a close family member • hardship or trauma (such as being a victim of crime or involved in a traffic accident) • military service. <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 form, 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	Can I take an additional copy of the certificate?	<p>Candidates may apply for two (2) additional TRFs if it is damaged or lost the initial TRF sent by the British Council within 2 years from the test date. To apply for the service you are advised to apply through the below link and follow the instructions in the auto replied email-</p> <p>https://forms.office.com/Pages/ResponsePage.aspx?id=wXVirt3MRkCyoWJFosyj7F8znb9kDZdMpADaX5ZUzR1UQkpYU0hCWVINM1NFSzdXUkhDWEMxOEdKMS4u</p>
47	My name is printed incorrectly on the certificate. How to correct it?	<p>You must submit the original TRF to your test centre along with a completed Data Change Form and a copy of the passport. It will take approximately 4-5 working days for this to be corrected. Please email to bd.enquiries@britishcouncil.org for further details.</p>

48	What is the appeal process?	<p>Test takers may appeal if they are not satisfied with:</p> <ol style="list-style-type: none"> 1. The outcome of an enquiry on result process (EOR result) 2. The outcome of an investigation into a result which leads to score cancellation or permanent withheld of result 3. The outcome of a candidate complaint regarding an area related to the administration of the test. <p>The appeal process comprises following three stages-</p> <p>Stage 1: Independent authority: For this stage, test takers must submit application form within 21 calendar days of receiving notification of a decision (i.e EOR/ withheld result/ final decision on any complaint related to test day administration for example examiner behaviour, test room condition etc.) The outcome will be notified to candidate within 10 weeks of submission.</p> <p>Stage 2: Case review by Appeal committee: If test taker is not satisfied with the Stage 1 appeal outcome, can appeal again in stage 2. Candidate must apply within 14 calendar days of the receipt of the outcome of stage 1 appeal. Again, the notification of stage 2 will convey within 10 weeks of submission.</p> <p>Stage 3: Independent review: In this stage, case is reviewed by independent reviewer. If test taker is not satisfied with the Stage 2 appeal outcome can appeal again in stage 3. Candidate must apply within 21 calendar days of the receipt of the outcome of stage 2 appeal. Notification of stage 3 will convey within 10 weeks of submission.</p> <p>Appeal process and Fees:</p> <p>For each stage of appeal, test taker has to pay BDT 25000</p> <p>If the appeal outcome is upheld candidate will get full refund of appeal fee. Otherwise the fee will be forfeited.</p> <p>Any test taker willing to raise an appeal has to fill up form available in test centre (the British Council) or in website and submit to centre with fee.</p> <p>Information on appeal process for test takers available on</p> <p>http://www.cambridgeenglish.org/help/enquiries-and-appeals/.</p>
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49	Complaints and suggestions procedure for customers	<p>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,</p> <p>Email: bd.enquiries@britishcouncil.org +880 9666773377</p> <p>British Council in Dhaka 5 Fuller Road, Dhaka, Bangladesh</p> <ul style="list-style-type: none"> •Please give full written details of the problem, stating your name, candidate number, address and contact telephone number. •Complaints / suggestions will normally be answered within five working days <p>We welcome your suggestions so we can improve our service to you.</p>
50	How long does it take to release results, and can I request for early results?	Paper based IELTS online results are released 13 days after the test date. Computer delivered IELTS results released within 3-5 days from the test date. Candidates can't request for early results.
51	My question is not listed here in faq. How can I get the answer?	If your query is not mentioned above, please feel free to reach us at Info.bd@britishcouncil.org
52	FAQ-Bangladesh IELTS page	https://www.britishcouncil.org.bd/en/exam/ielts