| IELTS FAQs | |
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| 1. | **Question: How long are my IELTS results valid for?** |
| | **Answer: An IELTS score is valid for two (2) years from the test date.** |
| 2. | **Question: How soon can I retake the IELTS test, and is there a limit on how many times I can take it?** |
| | **Answer: Test takers may retake the IELTS test at any time and may take the exam as many times as they wish.**<br><br>**However, for UKVI Life Skills tests, if you have already passed the test, you will not be able to re-sit the same test for 24 months from the date of your successful test.** |
| 3. | **Question: Is there an age limit for taking IELTS?** |
| | **Answer: There is no age limit for taking IELTS. However, IELTS is generally recommended for candidates aged 16 or above.** |
| 4. | **Question: I have entered the wrong passport/Smart NID with Chip number at the time of registration. How can I change it?** |
| | **Answer: If you notice that you entered the wrong ID details during registration, please contact the Test Centre to request a correction at least 7 days before your test date.**<br><br>**If you notice the error on the test day, you must inform the Test Day Supervisor immediately.** |
| 5. | **Question: I have booked my IELTS test, but my NID/Passport has expired. Will I be able to take the test?** |
| | **A valid passport or Smart NID with Chip is mandatory to take the IELTS test.**<br><br>**If your passport has expired and you have received a renewed passport, you must contact us at least 7 days before your test date to update your passport details.** |
| 6. | **Question: Will I get the IELTS speaking slot I chose during registration?** |
| | **Answer: We endeavor to offer candidates their preferred Speaking slot. However, due to unavoidable circumstances, the selected slot may not always be available.**<br><br>**If there are any changes to your Speaking test venue, date or time, the updated test details will be sent to your registered email address 2–3 days before the test date.** |
| 7. | **Question: I need to transfer/postpone/cancel my IELTS registration. What process should I follow?** |
| | **Answer: Please check the IELTS Cancellation, Refund and Transfer policy** |
| 8. | **Question: What is IELTS One-Skill Retake? When and how can I take this test?** |
| | **Answer: For IELTS on computer, you can retake any of the four IELTS skills – Listening, Reading, Writing, or Speaking. You must complete the OSR test within 60 days from the original test date. You can only retake one skill once per the original test.**<br><br>**Video Tutorial on how to book the One-Skill Retake:**<br>**https://www.youtube.com/watch?v=OYS3ys_iTpw** |

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| **9.** | **Question: What is IELTS on Computer with Writing on Paper? How can I take it? Can I transfer my Computer-based IELTS to IELTS on Computer with Writing on Paper?** |
| | **Answer: IELTS on Computer with Writing on Paper is the standard IELTS test where the Listening and Reading sections are completed on a computer, while the Writing section is completed on paper.**<br><br>**You can register for IELTS on Computer with Writing on Paper by selecting this test format when booking your IELTS test, subject to availability.**<br><br>**No, you cannot transfer an already booked IELTS on Computer test to IELTS on Computer with Writing on Paper.** |
| **10.** | **Question: What should I do if I have a suggestion or complaint about an incident on test day?** |
| | **Answer: If a test taker wishes to make a complaint regarding the conduct of the test, they must report the matter to the Venue Supervisor or Invigilator before leaving the test venue and complete the designated complaint form. The IELTS board will not accept complaints regarding the conduct of the test after the test results have been released.** |
| **11.** | **Question: What can I take into the examination room?** |
| | **Answer: 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 the test centre. Mobile phones, pagers, and any electronic devices must be switched off and placed with personal belongings in the area designated by the supervisor.** |
| **12.** | **Question: How are the tests marked?** |
| | **Answer: 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, as well as an Overall Band Score on a scale of 1 to 9. For more information, please visit https://www.ielts.org/for-test-takers/how-ielts-is-scored.** |
| **13.** | **Question: When will I receive my IELTS results?** |
| | **Answer: IELTS on computer: Results will be available online within 1-5 days of the test date on the test-taker portal.**<br><br>**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.**<br><br>**Life Skills: Results will be available online on the 7th day after the test date.**<br><br>**Hard copies of the TRF for IELTS on Paper candidates are sent through courier to the registered address within 3-7 days. Please make sure to provide a complete and valid address during registration to avoid further delay in delivering the TRF. For international addresses, kindly refer to our pricing policy for the fee structure.**<br><br>**No hard copies will be issued for IELTS on Computer (Standard and UKVI)**<br><br>**Video Tutorial: How to check your IELTS results online in five minutes** |
| **14.** | **Question: My result is released, but I have not received my Test Report Form (TRF). What should I do?** |

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| | **Answer: No hard copy of the Test Report Form (TRF) will be issued for IELTS on Computer (Standard and UKVI).**<br><br>**If you have taken a *UKVI Life Skills* IELTS test and your result has been released, you should receive your TRF at your registered address within 7 working days. If you have not received your TRF within this timeframe, please email us at info.bd@britishcouncil.org with your IELTS registration details.** |
| **15.** | **Question: How can I send my IELTS scores to the Universities I am applying to?** |
| | **Answer: You can send your eTRF to the Universities/Institutions listed on the portal. Please log in to your test-taker portal and click on "Receiving Organisation" to send your IELTS scores electronically to your chosen university/institute.**<br><br>**If your University/Institution requires a hard copy of your TRF to be sent to them from the British Council, you may submit this application form to apply to have your TRF dispatched by international courier.** |
| **16.** | **Question: Can I apply for the replacement of the Test Report Form (TRF)?** |
| | **Answer: If you have lost/misplaced your IELTS TRF, you may request an additional TRF through the Exams Services request form**<br><br>**Please note: A charge of Tk. 3000 is applicable for each additional TRF copy.** |
| **17.** | **Question: How can I get my IELTS test re-marked, or how can I apply for Enquiry on Result (EOR)?** |
| | **Answer: You need to apply for a re-marking no later than six weeks after the test date.**<br><br>**You can submit an Enquiry on Results online via the Test Taker Portal. Go to the result section, click on "See my options", then click on "Remark your test"**<br><br>**The EOR fee is BDT 12500. You can also provide a justification for your request.**<br><br>**You can pay the Enquiry on Results (EOR) fee online or offline. If you want to pay offline, you can make the payment at the SCB Service 1 booth. Here is the link to the bank addresses of SCB Service 1 Branches.**<br><br>**You need to send the payment slip and a copy of your passport, including the EOR reference number, to info.bd@britishcouncil.org.**<br><br>**Your result will normally be available in two to 21 days, depending on several factors, including the number of sections requested for EOR. If you have not received a response after 28 days, please contact us by email at info.bd@britishcouncil.org.**<br><br>**If your score has changed in the EOR outcome, you will receive a full refund to the same payment method you used. You do not need to apply for EOR refund.** |
| **18.** | **Question: I have already taken IELTS. Can I still use my result to apply to UK Visas and Immigration?** |
| | **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 IELTS type required. In most cases, IELTS for UKVI is the preferred version for UK visa applications.** |
| **19.** | **Question: Do I take all parts of the test on the same day? Which part do I take first?** |

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| | **Answer: For IELTS on Computer, the "Speaking" and the "LRW" module are held on the same day.** |
| **20.** | **Question: What is the IELTS used for, and what are the IELTS test variants?** |
| | **Answer: 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 two modules called Academic and General Training.**<br><br>**In addition, there are two other IELTS exam variants: UKVI IELTS and IELTS Life Skills. For more information, please check Which IELTS exam should I take?** |
| **21.** | **Question: What are UKVI IELTS and IELTS Life Skills?** |
| | **Answer: 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 the regular IELTS, SELT IELTS also has two modules: Academic and General Training. For more information, visit https://www.britishcouncil.org.bd/en/exam/ielts/uk-visas-immigration or https://takeielts.britishcouncil.org/take-ielts/ukvi**<br><br>**IELTS Life Skills is a test of Speaking and Listening, available at CEFR Levels A1 and B1. It is designed to meet the requirements of UK Visas and Immigration for certain visa categories.** |
| **22.** | **Question: What's the difference between IELTS, UKVI IELTS and IELTS Life Skills?** |
| | **Answer: IELTS Academic and IELTS General Training are designed for different purposes, such as higher education, employment, and migration, depending on the requirements of the relevant organisation or country.**<br><br>**IELTS for UKVI is an IELTS test approved by UK Visas and Immigration (UKVI) for specific UK visa and immigration applications. It follows the same test format as the corresponding standard IELTS test but is conducted under additional security requirements.**<br><br>**IELTS Life Skills assesses speaking and listening skills only. It is intended for specific UK visa and immigration applications that require proof of English proficiency at CEFR levels A1, A2, or B1.**<br><br>**The test you need to take depends on the purpose of your application and the requirements of the relevant authority. For UK visa applications, please check the official UK Visas and Immigration website for guidance: https://www.gov.uk/government/organisations/uk-visas-and-immigration** |
| **23.** | **Question: When and where can I take UKVI IELTS and/or Life Skills?** |
| | **Answer: You can find the available test venues and times by visiting- https://www.britishcouncil.org.bd/en/exam/ielts/book-test** |
| **24.** | **Question: Should I take standard IELTS, UKVI IELTS, or IELTS Life Skills?** |
| | **Answer: The British Council is not in a position to advise on which IELTS exam the candidates need to take. Candidates must check with the receiving organisations and/or UK Visa Office/solicitor.** |
| **25.** | **Question: How can I register for a regular IELTS test, and when can I take it?** |

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| | **Answer: You may book your IELTS test from our website anytime and choose your desired test date and venue - https://www.britishcouncil.org.bd/en/exam/ielts/book-test** |
| **26.** | **Question: Should I take the Academic (AC) or the General Training (GT) Module?** |
| | **Answer: The IELTS Academic serves the purpose of applying for higher education or professional registration in an English-speaking country. It reflects some features of academic language and assesses whether you are ready to begin your studies or training.**<br><br>**While IELTS GT is for skill migration and employment. However, it is important to check the entry requirements of the individual organisations before choosing your test.**<br><br>**For more information, please check Which IELTS exam should I take?** |
| **27.** | **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**<br><br>**Dhaka, Chattogram, Sylhet, Khulna, Rajshahi, Feni, and Various partner centres across Bangladesh.**<br><br>**Test centres offering IELTS for UKVI on Computer in Dhaka, Chattogram and Sylhet**<br><br>**Test centres offering IELTS Life Skills (Listening & Speaking test) in Dhaka and Sylhet**<br><br>**For more details, please visit the link below-**<br>**https://www.britishcouncil.org.bd/en/exam/ielts/book-test** |
| **28.** | **Question: What are the test fees?** |
| | **Answer: Please visit the link below for the updated price list-**<br>**https://www.britishcouncil.org.bd/en/exam/ielts/book-test** |
| **29.** | **Question: How can I pay?** |
| | **You will be able to pay your fee online (Mastercard, VISA or AMEX debit/credit cards, DBBL Nexus, bKash, Nagad, Rocket, etc.) at the end of the registration by clicking the pay now option.**<br><br>**Please be informed that you can pay online by logging in to your test-taker portal from the payment tab through the link (https://ieltsregistration.britishcouncil.org/login).**<br><br>**You can also pay offline at your nearest Standard Chartered Bank - SCB Service1 Branches. If you pay at the bank, please send scanned copies of the green money receipt, passport, and registration reference number to info.bd@britishcouncil.org.** |
| **30.** | **Question: What documents do I need to take the IELTS test?** |
| | **Answer: 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 venue for both the tests (Speaking and LRW)**<br><br>**For IELTS UKVI, you must have a valid passport; NID is not accepted for UKVI IELTS.** |

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| **31.** | **Question: Can I take the IELTS with my NID?** |
| | **Answer: For regular IELTS, the accepted forms of identification are a valid passport or a Smart NID with Chip. Laminated copies of NID cards and other forms of identification, such as birth certificates, driving licences, or temporary NIDs, are not accepted.**<br><br>**For IELTS for UKVI, a valid passport is mandatory. NID cards are not accepted.** |
| **32.** | **Question: What if my passport is at the Embassy/High Commission/Visa office? Can I at least register for the test without my passport and bring it to the test?** |
| | **Answer: You do not need to have your original passport in hand when booking your IELTS test. However, you must have the required passport information to complete your IELTS registration.**<br><br>**Please note that the original passport is mandatory on the test day and must be presented at the examination venue. Test takers will not be allowed to take the test without the required original identification document.** |
| **33.** | **Question: What is the "Registration Reference Number"?** |
| | **Answer: 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 Reference Number is unique to that exam session. If you have registered for two exams or for two different dates of the same exam, you will receive two different reference numbers. You may also find the reference number by logging in to your test-taker portal.** |
| **34.** | **Question: I got an email saying my exam was cancelled. Why is that?** |
| | **Answer: There could be several reasons why your IELTS booking was cancelled:**<br><br>**Payment not received for IRC bookings: If you registered through an IELTS Registration Centre (IRC) and the British Council did not receive the test fee within 48 hours of the booking date, your booking may have been cancelled. In this case, please contact the IRC for assistance.**<br><br>**Unsuccessful payment: If you registered directly and your payment was unsuccessful, your booking may be cancelled after the 48-hour payment window has elapsed.**<br><br>**Duplicate registration: If more than one booking has been made for the same candidate on the same test date, a duplicate registration may result in cancellation.**<br><br>**In these circumstances, the candidate may receive an automated, system-generated email notifying them of the cancellation.** |
| **35.** | **Question: How will I know my speaking test date, and can I request a date?** |
| | **Answer: When completing your online IELTS registration, you will be required to select your test slot, date, time, and venue. Your Speaking test will be scheduled according to the available options selected during registration.**<br><br>**After completing your registration, you will receive an automated email confirming your test schedule. You can also check your test schedule by logging in to the Test Taker Portal.**<br><br>**If there are any changes to your test schedule, you will be notified by email approximately 2–3 days before the test date.** |

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| | **For further information, please contact us at info.bd@britishcouncil.org or +880 09666773377.** |
| **36.** | **Question: My name is printed incorrectly on the certificate. How to correct it?** |
| | **Answer: Please email info.bd@britishcouncil.org with a copy of your valid passport to request a correction.**<br><br>**Please note that the name on your IELTS Test Report Form (TRF) must match the name on your passport.** |
| **37.** | **Question: What is the appeal process?** |
| | **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.**<br><br>**The appeal process consists of two consecutive stages. For detailed information, please visit the official exam board page: Cambridge English – Appeals Information** |
| **38.** | **Question: Complaints and suggestions procedure for customers** |
| | **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,**<br><br>**Email:info.bd@britishcouncil.org**<br>**+880 9666773377**<br><br>**British Council in Dhaka**<br>**5 Fuller Road, Dhaka, Bangladesh**<br><br>**•Please give full written details of the problem, stating your name, candidate number, address and contact telephone number.**<br>**•Complaints/suggestions will normally be answered within five working days**<br><br>**We welcome your suggestions to help us improve our service to you.** |
| **39.** | **Question: FAQ-Bangladesh IELTS page** |
| | **Answer: https://www.britishcouncil.org.bd/en/exam/ielts** |