

REGULATIONS

for IELTS for UK Visas and Immigration on computer and IELTS Life Skills

As of 1 September 2021 until 31 December 2021 for Fundacja British Council Examination Centres in Poland.

I. ENTRIES

GENERAL PROVISIONS

1. Service Provider is the non-public continuing education institution, the British Council Centre for Children and Teenagers, entered in the register of schools and non-public institutions kept by the Capital City of Warsaw under no. 92/Pz; and the non-public continuing education institution, the British Council Centre for Adults, entered in the register of schools and non-public institutions kept by the Capital City of Warsaw under no. 1112K - entities governed by the Fundacja British Council registered in District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register under KRS number 0000449621, NIP (Tax Identity No.): 7010369489, with its principal office in Warsaw, Poland and address at Koszykowa 54, 00-675 Warsaw, Poland (hereinafter referred to as 'the British Council').
2. Service Receiver is a natural person, a legal entity, or an organisational unit without the status of a legal entity (candidate, school or institution), who or which uses a remote agreement provided by the British Council, within the territory of Poland.

CONDITIONS OF REMOTE AGREEMENT CONCLUSION

3. British Council provides remote services:
 - 3.1 on the www.britishcouncil.pl website by entering one's name on the list of candidates for IELTS for UK Visas and Immigration on computer and IELTS Life Skills tests using a form available on the site.
 - 3.2 by e-mail (a message with the confirmation of entering one's name on the list of candidates for a test at the British Council and the confirmation of the exam fee posting).
4. The agreement between the Service Provider and the Service Receiver for the administration of a selected test shall be deemed entered into (the moment of the test registration completion) upon the payment of the test fee by the Service Receiver after his or her data is entered on the list of candidates for a selected test via the on-line registration system made available by the Service Provider on the Site. The Service Receiver's failure to pay the fee in the amount and within the time limit set forth by the Service Provider on the Site will result in removing the Service Receiver's entry from the list of candidates and the agreement contemplated in this point will not be entered into. If the Service Receiver enters untrue or incomplete data on the list of candidates, the Service Provider will attempt to contact the Service Receiver in order to supplement or rectify the data. If such an attempt proves unsuccessful, the Service Provider may withdraw from the agreement.

EXAM FEES

5. The IELTS Life Skills test fee is 770 PLN. The IELTS for UK Visas on computer test fee is 920 PLN.
6. Exam fees are given in Polish zloty. The price given for each exam is binding upon the placement of a purchase order by the customer.
7. The exam fee shall be paid by the Service Receiver following the entry to the list of candidates by a bank transfer for the benefit of the Service Provider made within the time limit and in the way set forth by the British Council and published in the specific exam regulations and on the Service Provider's site. Fundacja British Council does not accept payments in cash.
8. The Service Receiver who paid the exam fee but failed to enter his or her name on the list of candidates within the time limit indicated for registration shall be entitled to full reimbursement

of the exam fee. In this case no exam administration agreement is entered into between the Service Receiver and the Service Provider.

REGISTRATION – GENERAL PROVISIONS

9. In order to register for the IELTS for UK Visas and Immigration on computer or IELTS Life Skills test you should:
 - 9.1 enter your personal data into the candidates on-line database in the registration system on <https://ieltsukvisas.britishcouncil.org/#/country-specific>.
 - 9.2 deposit the required fee:
 - **920 PLN** for IELTS for UK Visas and Immigration on computer Academic or General Training test
 - **770 PLN** for IELTS Life Skills A1 or B1 testaccording to the instructions given in the registration system:
 - if you pay by a bank transfer - no later than **2 calendar days** after registering for the test, where the first day is the day of registration
 - if you pay on-line by card or BLIK, or online transfer by Przelewy24 service - **within 1 hour** of generating link with instructions to a payment portal
10. Candidates who do not observe the procedures stated in point 9 above will not be entered for the IELTS test on the chosen date and their personal data will be deleted from the candidates' database in the on-line registration system.
11. The Test-takers who book their test later than 3 days before the registration closure and pay by a standard bank transfer are requested to e-mail their proof of payment to the address ielts@britishcouncil.pl within 24 hours.
12. Candidates who will be under 18 years of age on the test date must provide [IELTS Minor Candidate Consent Form](#) completed and signed by their parent/legal guardian. The scanned document should be e-mailed to ielts@britishcouncil.pl no later than 7 days before the writing part of the test. Candidates who do not provide the Form will not be admitted to the IELTS test and their fee will not be refunded.
13. All bank charges connected with paying the exam fees are to be paid by the candidate.
14. Please bear in mind that session will not be visible in the system after the deadline for registration.
15. The number of places for tests is limited. Information on test date availability is to be found on <https://ieltsukvisas.britishcouncil.org/#/country-specific>. The registration deadline may be extended if places are still available after the official closing of the date of registration.

II. DATES AND TEST VENUES

1. The list of IELTS for UK Visas and Immigration on computer and IELTS Life Skills test sessions currently available in each location in Poland can be found in the internet registration system on <https://ieltsregistration.britishcouncil.org/test-chooser>
2. The number of places for tests is limited. Session will not be visible in the system after the deadline for registration.
3. The registration deadline may be extended if there are places left after the official close of registration date.
4. The speaking module may be taken in a period of 3 calendar days before or 1 calendar day after the written and listening parts of the test. **The exam centre reserves the right to change the date and time of the speaking part chosen by a test-taker. Test-takers will be informed about all changes by email.**

5. Detailed information on the dates, time and locations of the IELTS for UK Visas on computer and Immigration and IELTS Life Skills test modules will be sent to the Test-takers automatically from the registration system after choosing the speaking test day and time and once the exam fee is registered on our account.
6. Test-takers who do not receive the email with detailed information on the dates, time and locations of their IELTS test modules by the end of day 3 before the written part of the test are required to contact as soon as possible the Fundacja British Council exam centre in Warsaw. Test-takers who missed their exam because they had not received the email with information on their test schedule and not reported this fact to their exam centre **are not entitled to a refund on this account.**

III. TEST DATE CANCELLATIONS AND OTHER CHANGES

1. The Service Receiver being a natural person who has paid the exam fee as set forth in Section I and thus entered into a remote agreement with the Service Provider may withdraw from the agreement without giving reasons within 14 days from the date the agreement for the administration of a selected test on condition that they submit a completed [official request form](#) to the Fundacja British Council in Warsaw. This right does not apply to the Service Receivers for whom the service was provided in full by the Service Provider.

2. Candidates registered for IELTS can apply for:

- a) a transfer to a later test date free of charge
- b) a cancellation of their registration and a refund of 100% of the test fee. The person/institution that submitted the fee on behalf of the candidate is entitled to receive a refund,

on condition that they submit a completed [official request form](#) at least 5 weeks before the date of the test they registered for.

3. If a request for refund or transfer of a test date is made after the deadline above, the candidate:

- a) is entitled to a transfer to a different test date for an additional fee
 - **230 PLN** for CD IELTS for UK Visas and Immigration on computer Academic or General Training test
 - **192,50 PLN** for IELTS Life Skills A1 or B1 test
 observing the deadline for registration for the new chosen date if the request is made due to:
 - a candidate's serious illness (e.g. hospital admission)
 - the death of a close family member
 - hardship/trauma, e.g. a traffic accident
 - military service

provided he/she submits a completed [official request form](#) to the Fundacja British Council in Warsaw **no later than 5 working days after the original test date** for which the candidate was registered, where the first day is the day of the written part of the test (applicable to IELTS for UK Visas and Immigration on computer tests) or the day of the listening and speaking part of the test (applicable to IELTS Life Skills tests).

The request must be supported by appropriate official documentation and/or evidence. Candidates applying for test date transfer must select a test date within a three-month period from the date of submitting the request.

- b) is entitled to cancel their registration and receive a refund of 75% of the test fee if the cancellation is caused by:
 - a candidate's serious illness (e.g. hospital admission)
 - the death of a close family member
 - hardship/trauma, e.g. a traffic accident
 - military service

provided he/she submits a completed [official request form](#) to the Fundacja British Council in Warsaw **no later than 5 working days after the original test date** for which the candidate was registered, where the first day is the day of the written part of the test (applicable to IELTS for UK Visas and Immigration on computer tests) or the day of the listening and speaking part of the test (applicable to IELTS Life Skills tests).

The request must be supported by appropriate official documentation and/or evidence.

- c) is not entitled to a refund or test date transfer if:
- the cause is different than the aforementioned
 - the application is not accompanied by appropriate official documentation and/or evidence
 - the application is submitted later than 5 working days after the original test date for which the candidate registered.

IV. SPECIAL ARRANGEMENTS

Due to technical reasons IELTS on computer tests cannot be modified in order to take into account special needs of the Test-takers. Test takers with special requirements are kindly requested to register for IELTS on paper session and inform Fundacja British Council immediately about their special needs. In certain cases the organisers of the test reserve the right to not ensure the service requested (specialised materials/equipment/software etc.).

V. TEST DAY

1. The test takers are obliged to bring **the same** ID document (national ID or passport) that they used to register for the test (the document number must be the same as the one entered during IELTS on computer account creation). **Test-Taker must provide an original document. Electronic IDs or residence cards are not accepted** as valid IDs during IELTS test.
2. Any changes to the identity document used at registration must be reported by e-mail to the test centre no later than one day before the test date. Failure to abide by this rule will result in not admitting the test takers to the test. They will not be eligible for any refund or free transfer.
3. On the test day, candidates will have their photograph taken. The photograph will be printed on the Test Report Form and made available to the institutions indicated by the candidate which download IELTS results from the on-line site.
4. A recording and monitoring system (CCTV) will be present in the exam venue. Candidates will be recorded from the moment of the registration at the registration point through the entire test in all premises used for testing. Video recordings will be used for the purposes of monitoring, investigation into any misconduct, and queries about the results. Candidates who do not agree to be recorded cannot take the exam.
5. Practical tips regarding test day arrangements are in [Notice to Candidates](#).
6. Candidates are not allowed to bring any electronic equipment to the test room including mobile phones and watches of any kind. Any candidate using or in possession of any unauthorized devices during the test may be disqualified. The need to use electronic medical aids during the test should be supported by relevant medical certifications and reported to exam centre prior to making test entry. Candidates are also requested not to bring any expensive personal items. The British Council is not liable for the loss of any items left in the cloakroom. The only items allowed in the test room are an approved identity document and a beverage in a transparent bottle.

VI. RESULTS

1. Test results (Test Report Forms - TRF) are sent by post.
2. Candidates who want to receive their IELTS test results on the day they are released directly to their mobile phones should fill in the [SMS request form](#). The fully completed form should be delivered to the Fundacja British Council in Warsaw in person, by mail, fax, or in form of a scan sent as an email attachment to IELTS.Warsaw@britishcouncil.pl no later than 2 working days after the written test.
3. Results are available:
 - a. IELTS for UK Visas and Immigration on computer - on the **5th calendar day** following the written parts and listening part of the test.
 - b. IELTS Life Skills – on the **7th day** after the speaking and listening part of the test.

4. Test results (Test Report Forms - TRF) are issued to the test-takers who attempted all 4 parts of the test. Test Report Forms are sent by post and made available on-line between the 3rd and the 5th day following the written parts and listening part of the test.
5. Online result is provisional and should not be used as an official confirmation of achievement.
6. In exceptional situations it may be necessary to review administrative or security matters associated with the test. In that case results may not be issued on the 5th (IELTS for UK Visas and Immigration on computer) or 7th (IELTS Life Skills) day after the test.
7. IELTS Life Skills results are issued in one copy only. Candidates cannot receive any additional copies.
8. During the two year period of the IELTS for UK Visas and Immigration on computer test's validity, a candidate receives one copy of the TRF with the scores from 4 test modules and the overall band score (1 to 9). Additional copies of the TRF (up to 5 in total) are sent directly to the institutions indicated by a candidate during the registration or in the [Application for the Issue of Additional TRF](#) form. The additional TRF preparation takes up to 10 working days. Each copy over 5 is payable and the cost is 36 PLN. The form should be submitted to the Fundacja British Council in person, by post, or e-mail.
9. Candidates' personal data and results are kept by an exam centre for two years from the written test day. After that period there is no possibility to apply for the service described in Point VI.8.
10. Candidates may collect TRFs in person or through an authorised person. The test centre must be notified of this fact no later than 2 working days after the written test date and an [authorisation form](#) must be completed by the candidate.
11. Certain institutions do not receive a paper version of the TRF but download candidates' IELTS results from the on-line site. This serves to improve the efficiency of the application processing system. Therefore, candidates should always inform the receiving institution of the date (written and listening parts) of the IELTS test.
12. Candidates are not allowed to view the test papers.

A candidate has the right to apply for a re-mark of the test results. This is a paid service. The IELTS for UK Visas on computer test re-mark fee is 560 PLN. The IELTS Life Skills test re-mark fee is 420 PLN. Candidates requesting a re-mark of their papers must submit all relevant documents: a completed Enquiry on Results form and a proof of payment to the Fundacja British Council in Warsaw within 6 weeks of the written test date. The result of the re-mark is available approximately 2-21 days after the British Council London has received the documents.

Detailed information regarding the enquiry on results procedure can be obtained from the Fundacja British Council in Warsaw.

13. If the re-mark results in the improvement of the candidate's score, the candidate will receive a full refund of the re-mark fee.
14. IELTS for UK Visas and Immigration on computer test may be taken again on any test date available in the online registration system.
15. IELTS Life Skills test, if failed, may be taken again on any test date. If passed, another exam at the same level can be taken no sooner than 2 years after the last sitting.

VII. COMPLAINTS

1. All comments concerning the conduct of the IELTS test should be given by the candidate to the supervisor/test administrator immediately after the test (in the case of the listening test all comments should be reported at the beginning of the test, after hearing the introductory recording) and also in writing (by email or in person) to the British Council examination centre staff no later than five days after the relevant part of the test. Information on how to submit comments can be found on www.britishcouncil.pl.
2. The Service Receiver may ask questions, give opinions or lodge complaints concerning the Service Provider and the services it provides by using the contact details available on www.britishcouncil.pl. The Service Provider shall address all opinions, questions or complaints from the Service Receivers within five working days of their receipt.

VIII. ADDITIONAL INFORMATION

1. Completing a preparation course is not a requirement for candidates who want to register for IELTS for UK Visas and Immigration on computer or IELTS Life Skills. However, candidates who wish to receive tuition may attend an IELTS preparation course organised by the Fundacja British Council in Warsaw. For more information, please contact the Fundacja British Council Customer Services.
2. Detailed information about IELTS for UK Visas and Immigration on computer or IELTS Life Skills can be found at: www.britishcouncil.pl/en/exam/ielts and www.britishcouncil.org/takeielts.
3. In performing all activities related to the implementation of the agreement, the British Council complies with the laws and guidelines in force at the given place and time in securing and protection of children and adults with special needs and the principles of the UK legislation (Children Act 1989) and The United Nations Convention on the Rights of the Child (to the extent that those provisions are not directly applicable in Poland), as well as the British Council Child Protection Policy.
4. These Regulations do not apply to the IELTS standard test (i.e. non-UKVI & non-Life Skills), which is offered under the conditions described in the IELTS Regulations, available on www.britishcouncil.pl

IX. CONTACT DETAILS

	<u>Warsaw</u>
Telephone:	+48 22 695 59 00 (Mon-Fri 09.30–17.30 Sat 09.30–13.30)
address:	Fundacja British Council Customer Services ul. Koszykowa 54 00-675 Warsaw
open:	Monday - Friday 8.30 – 19.00, Saturday 8.30 – 16.00.
e-mail:	IELTS.warsaw@britishcouncil.pl

X. FUNDACJA BRITISH COUNCIL LIABILITY

The Fundacja British Council and the Examining Boards take all reasonable steps to provide continuity of service. Those institutions, however, cannot be held responsible for any irregularities of service caused by circumstances beyond their control. In the case of delays, interruptions or cancellation of examinations or delays in the issue of results for reasons independent of the organisers, we will make every effort to resume normal service as soon as possible. In the abovementioned cases the Fundacja British Council's liability will be limited to re-testing at a later date or a refund of the registration fee. If the delays or interruptions in the course of the examinations were caused by the organisers and lasted longer than 24 hours, or if the examinations were cancelled through a fault of the organisers, candidates may apply for compensation of loss on general terms.



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