

IELTS, BRITISH COUNCIL BRAZIL – TERMS AND CONDITIONS

The purpose of this document is to provide information and clarification about the conditions of registration, completion and cancellations for candidates taking the IELTS examination in Brazil, according to article 46 of the Consumer Protection Code.

Please read carefully before completing your application:

1. REGISTRATION

a) In order to register for the **IELTS** examination in Brazil, **only the following identification documents will be accepted:**

- NATIONAL ID (RG), FOREIGN NATIONAL ID (RNE) or valid passport.

Other identification documents, such as professional ID's, driver's licences, and others will not be accepted, even if those are legally considered as valid for personal identification purposes.

b) Upon registration, **do not use incorrect documentation** (such as driver's license, professional document, personal photo, or others), **as no invalid document will be accepted by the application centre (British Council).** Note that the registration of incorrect documentation will result in you not being able to take the test.

2. CONDITIONS FOR TAKING THE TEST

a) Considering the details provided above, and the overall logistics necessary to arrange the test dates, locations, committed staff and release of the results, **a candidate who does not present the same original document with photo recorded correctly during registration will not be allowed to take the test, and will neither have the right for a refund, nor to reschedule the test. Digital documentation will not be accepted to take the exam, since no electronic devices may be allowed in the test rooms, which would impede the identification process utilized by the British Council.**

b) **Certified copies or police reports will not be accepted in cases of theft or loss of the identity document.** If the original document has been lost or cannot be presented on the day of the test, the candidate must request that the previously registered document (National ID (RG), Foreign National ID (RNE) or valid passport) be changed, by sending a copy (front and back) of the alternative¹ document to e-mail address ielts@britishcouncil.org.br, at least **02 (two) working days prior to the first phase of the test (Speaking Interview or Written Part).**

c) If the Applicant has renewed their passport, they are to inform the British Council about this renewal by sending a copy of the new passport to the e-mail address ielts@britishcouncil.org.br at least **2 (two) working days prior to the date of the first phase of the test** (Speaking Interview or Written Part) so that the necessary changes to the system can be made in a timely manner. If the renewal takes place outside this period,

¹ Duplex copy in case of ID (RG) / Foreign Resident ID (RNE) or copy of photo and signature pages in case of passport.

on the day of the test, the Candidate must present their old and new passport for the necessary registration corrections. If the candidate only presents an invalid passport, they will neither be able to take the test, nor be able to request a refund of the fee or reschedule the test.

- d) Any type of document change **must be communicated to the British Council at least 02 (two) working days prior to the date of the test**, so that the necessary changes to the system can be made in a timely manner. On the day of the test, a document different from the one registered at the time of registration will not be accepted, even in cases where the Candidate presents a valid alternative document.
- e) If the Candidate does not present themselves at the test venue within the stipulated time, due to the conditions set out above and for security reasons, they **will not be permitted to take the test**, and not be able to request fee reimbursement or reschedule the test date due to the service having been available to the candidate and them, at their own risk, not having presented themselves at the venue.
- f) For candidates taking the **Life Skills** test, both stages of the test will be scheduled directly by the British Council and **carried out on the same day**. The address and time of the test will be sent via email to all candidates just a few days before the test date and the scheduled times **will not be changed**, i.e., FOR SAFETY REASONS AND INTERNATIONAL RULES, THE EXAMINATION TIME IS NEITHER SCHEDULED NOR MADE AVAILABLE AT REGISTRATION, AND THE CANDIDATE MUST BE AWARE OF ANY COMMITMENTS DURING THIS DAY BEFORE FINALISING THEIR REGISTRATION, as **they will not be entitled to the reimbursement of any amount paid or reschedule the test if they do not attend the stipulated examination period**;
- g) For candidates who are either taking the **IELTS** or **IELTS UKVI** tests, in either computer or paper format, the oral interview (Speaking Test) will be scheduled directly by the candidate upon registration, according to the dates and times provided by the application centre. Schedules/dates may be made available including on weekdays, during business hours and at an address different from the official address of the test. **The British Council reserves the right to change the applicant's scheduled interviews for administrative reasons. In these cases, the candidate will be notified 3 to 5 days in advance regarding the alteration. If a candidate is unable to attend the test on the new date, a new test date will have to be chosen from those made available by the British Council. Note that in this case all test sections will be rescheduled to a new date.**
- h) If the candidate is unable to attend the oral interview, the candidate will not be permitted to perform the other stages of the test and will not be entitled to reimbursement of the amount paid or to reschedule the test, due to the availability of the examiner on the date and time previously scheduled.
- i) In addition to the alteration of the test date, the British Council reserves the right to change the test application addresses informed on the registration page, which will be informed 5 days in advance, when designating the test date and time.

3. RESULTS

a) The preview of the results on our website is not the official confirmation of the test results. The official confirmation of the results may only be considered through the printed certificate (Test Report Form – TRF) sent by post. Each candidate is entitled to only 1 (one) printed copy of their certificate and certificates **will not be made available in electronic format. The British Council may not be held accountable for any consultations made by educational institutions or other organizations (such as Consulates and Embassy's) on our website, or any consequences related to beforementioned consultations.**

b) The results of the paper test will be made available online and posted via registered letter/mail to the address appointed by the candidate upon registration 13 (thirteen) days after the date of the written test². **Under no circumstances will this deadline be shortened.** Once the result is posted, the Post Office has a delivery period of approximately 05 (five) to 15 (fifteen) business days for delivery, which is the sole responsibility of the Post Office depending on their demand.

c) The results of the computer-based test will be made available online within 3 to 5 days after the date of the test and will be posted via registered letter/mail to the address appointed by the candidate upon registration within 1 business day after the results are made available on the website. **Under no circumstances will this deadline be shortened.** Once the result is posted, the Post Office has a delivery period of approximately 05 (five) to 15 (fifteen) business days for delivery, which is the sole responsibility of the Post Office depending on their demand.

d) In light of the above, be aware that if you need the printed certificate (Test Report Form) in a period shorter than or close to that informed, the British Council will not be obliged to provide it and will not be responsible for any failure to deliver the result to the candidate at any other location, whether for participation in selection processes or any other act that depends on the certificate;

e) Ensure that your address is **complete, correct and informed in Portuguese**, as we use a national postage system to send certificates. **If the address provided is incomplete, your certificate will not be sent within the period stipulated above and will be held at our central office in São Paulo** until the candidate provides their full and correct delivery address, this information must be sent to the British Council e-mail address: ielts@britishcouncil.org.br.

f) Upon registration or up to 2 years maximum after the test date, up to 5 (five) institutions can be registered on the candidate's portal for sending copies of certificates (via mail or online) on the day the results are released. In the event of mail delivery, the standard shipping method is international registered mail, with a delivery period of approximately 30 working days. If institutions are registered to receive the results online, they are sent via system and not by e-mail, therefore it will not be possible to register e-mail addresses of institutions during registration. Additional copies may be requested by contacting the examination centre. Shipping costs may be charged by the examination centre to send the documentation via Post;

²For the Life Skills test, the results will always be available on the first Wednesday following the test date.

g) If you are sending the results to national education institutions, it will be mandatory to present a statement issued directly by the institution that justifies the need to send the extra copy of the certificate.

4. GENERAL CONDITIONS

a) **Cancelation or reimbursement:** forward cancellation and refund requests to: ielts@britishcouncil.org.br.

b) For the purposes of reimbursement due to a cancellation request, taking into account the services already provided by the British Council up to point of the carrying out of the tests³, as well as due to the unilateral termination of the contract by the Candidate, the following conditions must be observed:

15 days or more before the test (test day is not counted)	If you cancel your IELTS registration 15 days before the test date, you will receive a refund of 75% of the total registration fee.
Between more than 3 and 14 days before the test date (test day is not counted)	If you cancel your IELTS test registration within 14 days but more than 3 days before the test (test day is not counted), you will receive a refund of 50% of the total test fee.
3 days prior to the test (test day is not counted)	If you cancel your IELTS registration within 3 calendar days prior to taking the test, there will be no refund .
On the day of the test or after it.	If you cancel your IELTS registration on the day of the test or after the test takes place, there will be no refund .

c) Non-attendance the test day due to serious and/or contagious illness: In case of non-attendance of the test, only 75% of the amount paid will be refunded to the Candidate who presents via e-mail within five (5) days after the date of the written exam, a doctor's certificate, accompanied by a medical record that demonstrates the serious illness and/or contagious disease and that justifies the non-attendance on test day. Cases of pre-scheduled exams or exams in general, dental appointments, pre-scheduled consultations, amongst others, will not be considered as serious. The assessment and final decision are the responsibility of the test management department and will not be changed. The original certificate must also be submitted to the British Council via email in order to start the refund process, which will only be released after analysis and approval of the document. Other reasons that do not arise from a serious/contagious disease must observe the reimbursement percentages provided for in item "b";

³ Candidate registration; maintenance of the global candidate registration site; issuance of statements; logistics of the team that confirms the payment and regularity of applicants' documents with the administration located in India; release of dates in the registration system; request of proof; international courier; place reservation; contacts with other institutions/universities; meetings, negotiation, technical visit to approve the site, agreements and site adjustments (portfolios, tables, logistics, etc.); logistics for sending results; certificate preparation and submission; scheduling with examiners; maintenance of the examiners portal; hiring of examiners (distribution of tests to candidates); amongst others.

d) **Test date transfer:** You can change the test date at any time, up to more than **14 days before the test date**. The candidate must select a new test date, when available, before the original date or up to three months after the original test date. **A fee of 25% of the total amount of the test will be charged.**

Within 14 days before the test: Any transfer requests made within 14 days before the test will be treated as a cancellation.

e) **Change of test date:** The British Council reserves the right to cancel the test date **in case of internal administrative matters**. In this case, the registered Candidates will be informed as soon as possible, and the Candidate may choose between reimbursement of the amount paid **or taking the test on another date to be scheduled, with no transfer cost to the candidate for the first transfer**. The selection of the exam type and module, as well as attendance at the exam, is solely the responsibility of the candidate. Please note that all exam sessions are subject to change or cancellation without prior notice. The British Council is not responsible for any additional expenses incurred by the candidate in connection with the exam, including but not limited to airfare, accommodation, transportation, or meals.

f) In the event that the test may not be taken due to Force Majeure or Acts of God, the British Council will not reimburse the amount paid for the test registration.

g) **Review of grades:** if the Applicant does not agree with the results, they will have the right to request a grade review. The request for a grade review must be submitted via test taker portal soon after receiving the results, within a period of up to **06 (six) weeks after the test date**. **Requests submitted after the deadline will not be considered for grade review purposes**. The new marking of the tests will be carried out directly by a senior examiner in the United Kingdom, whose deadline for the completion of the process is approximately 04 (four) weeks, **and the count of this period starts with the submission of the documentation by the British Council to the London office, at this time the Applicant will be duly informed by e-mail of the start of the process**. Furthermore, the Applicant must pay the amount of **BRL 624.75 (six hundred and twenty-four Reais and seventy-five cents)**. If the grade is changed, the British Council team will inform the Applicant of the completion of the process via email and request the return of the original grade certificate. Upon receiving it, a new certificate will be forwarded to the candidate's address, and at this time instructions will be sent to reimburse the amount paid for the grade review. The reimbursed amount will be paid within 30 (thirty) days after the process has been initiated. The Candidate will not be entitled to access the test/result template or the specific correction of their test. After the review, if the expected score is not reached, it will not be possible to take a new test without paying for a new registration.

⁴Grade Review Form.

h) Any hearing problems, noise interactions or other occurrences that may distract the Candidate's attention will not be accepted as a reason to review grades or request a new test, as these are inherent to good and full knowledge of the language and their respective fluency and understanding.

5. COOLING-OFF PERIOD

- a) In view of the availability of entries through the website <http://takeielts.britishcouncil.org/locations/brazil>, the Candidate may exercise the right of cooling-off period, pursuant to article 49 of the Consumer Protection Code, and may withdraw within 7 (seven) days of registration, without any amount being withheld due to withdrawal;
- b) The exercise of the right of repentance must be formalised by email to the following email address ielts@britishcouncil.org.br;
- c) The British Council will send confirmation of receipt of the request for cancellation within 03 (three) business days;
- d) The British Council **will refund the amount paid within 30 days of the Candidate's submission of the cancellation and refund request.**

6. FINAL PROVISIONS

The Applicant declares that they have read and understood the information provided herein and that they are aware that they can contact the British Council at any time through the service channels informed below to clear up any doubts.

Additionally, the Candidate declares that they have read and understood the global Terms and Conditions of the test, stipulated at <https://www.britishcouncil.org.br/en/exam/ielts/book-test/terms-conditions> and that they are aware that they can make contact at any time through the channels services informed below to clear up any doubts.

British Council / IELTS Team
São Paulo, SP
E ielts@britishcouncil.org.br
T +55 1150288091
<https://www.britishcouncil.org.br>

São Paulo, July 2022

BRITISH COUNCIL BRAZIL