

## Examination Services Refund, Transfer & Registration Policy

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### IELTS

1. Candidates can request a cancellation of their registration more than 5 weeks before the test date. This will incur a 25% administration fee.
2. No refund is given for cancellations made within 5 weeks of the test date, unless you are unable to attend the test on the following grounds:
  - Medical – hospital admission or serious injury
  - Loss or bereavement – death of parents, guardian, spouse, brother/sister or child
  - Hardship/trauma – victim of crime, victim of traffic accident
  - Military or youth service.

If approved, a 25% administrative fee will be deducted from the amount due.

3. Candidates can apply for refund on Enquiry on Result (EOR) if the score has changed. This will not incur 25% administrative fee.
4. Where candidates have mistakenly registered for Standard IELTS rather than IELTS for UKVI, they can request a refund if this is more than 5 weeks before the Standard IELTS test date registered for. This will incur 25% administrative fee. Candidates that notify us less than 5 weeks before the Standard IELTS registered test date will have to provide evidence of payment to take IELTS for UKVI test before the refund can be processed. This will also incur a 25% administrative fee.
5. No refunds are given on study packs.
6. Applications for transfer of test date must be made 5 weeks before the original test date. A 25% administration fee will be applied.

### CIE

Entry fees will be refunded less a 25% administration fee if the British Council is notified of the withdrawal of a student before the published entry closing date for normal registration.

We will consider requests, in writing, for refunds of entry fees on medical grounds, bereavement or hardship/trauma after the published entry closing date - such requests would be considered on a case-by-case basis on receipt of relevant information.

The application must be submitted in writing and be accompanied (where it is medical) by a statement from a medical practitioner confirming that the student was unable to sit the examination. The British Council will not refund entry fees under any other circumstances.

### CIPS and CIM fees

No refunds given on CIPS and CIM fees. All requests have to be made to the professional board directly.

### All other exams (except IELTS, CIPS and CIM)

1. We will only consider applications for refunds, if you are unable to attend the examination on the following grounds:

- Medical – hospital admission or serious injury
- Loss or bereavement – death of parents, guardian, spouse, brother/sister or child
- Hardship/trauma – victim of crime, victim of traffic accident
- Military or youth service.

2. Refunds will not be issued for incorrect choice of examination or subject choice.

3. Applications for cancellations and transfers must be made 28 days before the exam date. Applications made after this time will not be considered.

4. All applications attract an administration fee of 25% of the exam fee paid.

5. Documentary evidence must be provided.

### How to apply for a refund

The following documentation **MUST** be submitted to enable us to process your refund:

- A refund application form (available from the British Council or downloadable from our website)
- The original receipt issued by the British Council, the original bank deposit slip or a print out of the online bank transfer details.
- A copy of your photo identity document
- Documentation supporting your grounds for refund (medical certificate, death certificate, police report, transfer papers etc.)

### University of London

In addition to all the documents listed above, University of London refund requests must be accompanied by a written confirmation of exam cancellation by the University.

### How we Issue Refunds

- Refund applications take 30 days to process, we will contact you to notify of the outcome of your application.
- Refunds shall be issued by bank transfer for all payments made (except payments by card).
- Refunds for payments made by credit or debit cards will be made to the card used for payment.
- Refunds shall not be issued to third parties unless the candidate authorises us to do so in writing.

### Confirmation of Test/Exam Registration

You must make payment to us within 5 working days of making your test or examination registration. Failure to do so may result in your booking being cancelled.

Should you have any queries about this policy, please contact [info.nigeria@ng.britishcouncil.org](mailto:info.nigeria@ng.britishcouncil.org)