



Request for Test Transfer Form

This guidance only applies to IELTS in Americas Region

Information for Candidates

You can cancel your IELTS test registration at any time before taking your test by notifying your Test Centre. Refund terms depend upon when you cancel and whether exceptional circumstances apply.

Time to Test Date

More than 14 days prior to the day of the test:

If you cancel your IELTS test registration more than 14 days prior to the day of the test, you will receive a 75% refund of the total test fee.

Within 14 days, but more than five days prior to the day of the test:

If you cancel your IELTS test registration within 14 days, but more than five days prior to the day of the test, you will receive a 50% refund of the total test fee.

Five days or less prior to the day of the test:

If you cancel your IELTS test registration five days or less prior to the day of the test, you will not receive any refund.

Test taker exceptions

You may make a case for exceptional circumstances to your test centre before the test and up to two calendar days after the test date if you did not attend the test. Your test centre will respond to you within seven working days of receiving your case in writing. Your test centre will assess your case for exceptional circumstances.

All cases for exceptional circumstances and supporting evidence must be received by your test centre no later than two calendar days after the scheduled test date.

If your test centre approves your case, you will receive a transfer to another test date, less an administration fee of no more than 25% of the test fee.

If your test centre does not approve your case, then the terms above will apply.

We define **exceptional circumstances** as:

- serious medical conditions which prevent you from attending or performing normally on test day; such conditions require supporting evidence of a medical certificate from a qualified medical practitioner
- evidence of bereavement, trauma, or other forms of significant hardship
- military service.

Application Process for Transfers

Candidates must complete a Request for Transfer Form and attach the appropriate documentation and/or evidence (only for Special Consideration). Acceptable documents may include a medical certificate from a qualified medical practitioner, a death certificate, or a police report. Statutory declarations and certificates signed by family members are not acceptable.

The Administrator will advise the candidate within one week of lodging the application whether or not their request has been approved.

Transfers & Changes:

More than 7 days prior to the day of the test:

You may change your test date, venue, format, or module at any time more than 7 days prior to the day of the test.

- You can only transfer the same booking once.
- Your test centre may charge an administration fee of up to 25% of the total test fee.

All transfer requests must be made in writing via email to info@englishtests.ca and are subject to availability.

Transfers are only possible within the same test centre.

Less than 7 days prior to the day of the test:

Transfer & Changes less than 7 days prior to the day of the test are not possible. Instead, you may apply for a cancellation of your test and 50% refund, provided the request is received more than 5 days prior to the test date.



Request for Test Transfer Form

Personal details

Title:

Given names: Surname:

Address:

Telephone: Email:

Test date registered for: / /

Centre name/number:

Preferred new test date: / /

Please select the test that you registered for:

- IELTS Academic on Computer IELTS General Training on Computer
- IELTS Academic on Paper IELTS General Training on Paper

Please select the test that you want to transfer to:

- IELTS Academic on Computer IELTS General Training on Computer
- IELTS Academic on Paper IELTS General Training on Paper

Candidate statement (to be completed by the candidate)

Please detail your grounds for applying for a refund or a test date transfer .

In case of medical reasons, this form must be accompanied by an original medical certificate issued by a Professional Medical Practitioner. The medical certificate must include nature of illness and other relevant information (with reference to the candidate's capacity to sit an exam) which will assist in any assessment of this application for special consideration.

For other reasons, please attach relevant documentation/evidence (police report, military service notice, death notice).

(attach extra sheet if there is insufficient space).

The information on this form is collected for the primary purpose of assessing your request for a refund/test date transfer. If you choose not to complete all the questions on this form, it may not be possible for the test centre to process your request.

Candidate signature: Date:

Received by: Date:

Test centre use only:

Request (please select): **APPROVED** **NOT APPROVED**

Authorised by: Date:

(IELTS Administrator)