



AE055 Confirmation of Test Date and Centre Policy Agreement

Candidate Name:

ID: **Receipt Number:**.....

Test Date: **Venue:**..... **Module:**

1. EXAM DAY TIMINGS and ARRANGEMENTS

Test Day registration/ID check will start at 8:00 AM. Test will start at 8:45 AM. You must have completed ID check and been admitted into the test room by 8:45 AM or before instructions are given.

Speaking test will start at 1:00 PM on the day of the written test, or as scheduled by CES in the week prior or post the written test. Candidate names and numbers will be called in the holding room and if candidate is not present at the time of the call, the next apportioned candidate will be called in. Please note that rescheduling and asking for an earlier appointment will not be entertained. The Centre reserves the right to reschedule speaking test appointments to another date. Please be advised that test venues are not segregated by gender.

The speaking test may be held on Fridays, the day before the test date. Reporting time will be advised by sms and/or email.

The Centre reserves the right to change to another test venue within the city. You will receive a reminder via sms based on valid and correct Etisalat mobile number on your application form and/or email based email address on your application form regarding updates and changes relating to test day arrangements.

Stationery will be provided by the centre.

2. EVIDENCE OF IDENTITY – UAE Nationals and UAE Residents

Acceptable forms of identification are as follows:

- Valid original passport
- Valid original UAE National ID
- Valid UAE Ministry of Labour issued Labour Card ID + passport copy

NO OTHER FORMS OF IDENTIFICATION WILL BE ACCEPTED. Passport photocopies, GCC labour card, driving licenses or other ID cards are NOT ACCEPTABLE forms of ID for purposes of entering or taking the IELTS test.

If you cannot provide at least one of the above identification on test day, you will not be admitted to the test. (Refer to Point 4).

In case of loss/stolen passport or expiry of passport, you must notify the centre at the earliest instance and before the day of the test.

3. EVIDENCE OF IDENTITY – Non-residents of the UAE

The only acceptable form of identification is the valid original passport. Passport photocopies, GCC labour card, driving licenses or other ID cards are NOT ACCEPTABLE forms of ID for purposes of entering or taking the IELTS test.

4. CENTRE POLICY ON NON-ADMISSION ON TEST DAY

The following are the grounds for which a candidate will not be admitted to the test on the test day:

- If the candidate is late on the day of the test (The candidate must have completed ID check and been admitted into the test room by 8:45 AM or before instructions are given.)
- If the candidate failed to provide required/acceptable and valid ID on the day of the test. (required/acceptable IDs include valid original Passport or original Labour Card issued by the UAE Ministry of Labour + passport copy or UAE National ID card)
- If the candidate refused to part with personal belongings (eg. electronic devices and/or bags, etc.) or has been found with personal belongings in the test room.

If the candidate is not admitted to the test due to any of the above reasons, the candidate will not be eligible to apply for test date transfer or refund. Full fee will be forfeited.

5. CENTRE POLICY ON NON-ATTENDANCE

Candidates absent on the day of the test will forfeit the test fee.

6. CENTRE POLICY ON REFUND

The candidate must lodge a request for Refund at least 5-weeks prior to the confirmed test date; otherwise, the full fee is forfeited. Refund is subject to AED 220.00 administrative fee per candidate. Contact ielts@ieltsme.com for request form.

7. CENTRE POLICY ON TRANSFER OF TEST DATE

If request for Test Date Transfer is lodged more than 5 weeks prior to the confirmed test date, the request will be granted and will not incur any administrative fee.

If request for Test Date Transfer is lodged less than 5 weeks prior to the test date, the request is subject to approval by the Centre Administrator. If approved, an administrative fee will be charged.

If request for Test Date Transfer is lodged after the test date, it must be lodged within 5 working days after the test date. This request is subject to approval by the Centre Administrator. If approved, an administrative fee will be charged.

The following are the conditions for which request for test date transfer will be approved:

- serious illness - e.g. hospital admission or serious injury
- loss or bereavement - death of a close family member
- hardships/trauma - victim of crime, victim of a traffic accident
- military service

Candidate must complete the Request Form and attach the appropriate documentation or evidence. Acceptable documents may include: an attested medical certificate from the Ministry of Health, death certificate, or a police report. Statutory declarations and/or certificates signed by family members are not acceptable. Failure to provide evidence or non-lodgement of the request within the given time frame will result in non-approval of the request.

**If transfer request is approved, the candidate will be charged AED 220.00 administrative fee per candidate.
If transfer request is not approved, full fee will be forfeited.**

8. CENTRE POLICY ON CANDIDATE'S PERSONAL BELONGINGS

Candidates are strongly advised NOT to bring any valuables during the test day. Candidates are required to deposit their personal belongings in the designated secure room at the venue on the day of the test. Candidates will not be admitted into the test room if they are found to be carrying any personal effects or electronic devices into the test room. Candidates may carry into the test room the required ID and water in a transparent bottle.

The centre and its test day staff are NOT LIABLE for any loss of the candidate's personal effects or valuables on the test day within and around the premises of the test venue.

9. RESULTS - Test Results Form (TRF)

Results will only be issued by means of the Test Report Form (TRF) and candidates will receive only one TRF. Results will not be given over the phone or by e-mail/fax. Results are issued 13 days from the test date and candidates will be able to see their provisional results online, and details for login will be provided via sms.

The candidate will receive only one original TRF but can request up to 5 copies of the TRF to be sent to IELTS recognizing institutions free of charge within one month from the results date. Applicable courier fee will be charged for each recipient.

Request for additional TRFs to be sent to recognizing institutions is lodged one month after the result date, the candidate will be charged AED50.00 per TRF plus applicable courier charges per recipient.

The Test Result Forms are valid for two years from the test date. The centre will not be able to accept requests for TRFs after the validity date.

10. ENQUIRY ON RESULTS

Candidates wishing to request a re-mark of their results must complete an EOR Form and forward this along with their original TRF and payment of AED500.00 to the IELTS Administrator at the centre.

Requests for EOR must be lodged within 6 weeks of the test date otherwise; the request will NOT be accepted. The EOR fee will be refunded in full by the test centre if the result is changed to a higher band score. Results will be issued within 6-8 weeks from the date of submission of request.

This is to certify that I read, understood and agreed to the centre's terms and conditions for taking the IELTS test as stipulated in this agreement and that any non-compliance on my part will be subject to the centre's policy as stipulated in this agreement.

CANDIDATE'S NAME:

REGISTERED AT THE CENTRE BY:

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SIGNATURE:

SIGNATURE:

DATE:

DATE OF REGISTRATION:.....

