



Things to know before you register:

- Passport:** You MUST have your original passport on the day of your test. We DO NOT accept copies, certified copies or letters from the Home Office. A National ID Card is only allowed if it is issued by a European Union country. If you do not have your passport with you on the test day you will not be able to take the test and the fee will not be refunded. The number on your passport or national identity card must match the number on your application form.
- Cancellation or Transfer policy:** If you cancel your IELTS test registration in the fourteen calendar days after the date of your enrolment confirmation (Cancellation Period) or (if sooner) before you take your test you will receive a full refund and no administration fee will be applied. **UNLESS the following applies:**
 - Taking the IELTS test during the 14 day Cancellation Period:** If you cancel your IELTS test registration within the Cancellation Period but before you take the IELTS test, you will receive a refund less an administrative fee of £30. However, if you have registered for a test date that will occur within the cancellation period, or on the day immediately following the Cancellation Period, you will lose your rights to cancel and receive a refund for your IELTS test registration 24 hours before the Test Date.
- Sickness and the IELTS test:** If you cannot attend the test because of a medical emergency, you must provide us with a medical certificate within 5 days of the missed test. The letter must clearly state the reason why you were not able to attend the IELTS and must be appropriately dated.
- No personal belongings are to be taken into the exam room:** This includes watches, mobile phones and any other electronic devices. You should only take writing materials into the exam room, everything else will be left in the cloakroom. Mobile phones must be switched off before being deposited.
- Results**
 - The results are posted on the 13th day after the test.
 - We are not permitted to give results by telephone, fax or email.
 - If you would like to collect your results from the Centre, please request this in writing, you can do this by emailing IELTS@soton.ac.uk. **Please remember that we are not able to replace lost test results.**
 - You are allowed to request up to 5 copies of the test results to be posted to educational institutions, government bodies or an employer. This should be done during the online registration process.
 - You can also request additional copies to be sent to institutions after the test. There is a fee of £15.00 per copy for this service.
- Results Appeal Procedure:** If you wish to appeal against your results you must forward an EOR form to your Centre within 4 weeks from the date you received your results. Please contact the IELTS administrator for further details: ielts@soton.ac.uk An EOR form can be found at the bottom of this webpage.
- Complaints Procedure:** If you are unhappy with any aspect of the University of Southampton IELTS Centre and wish to make a complaint, you can do so by writing to our office or completing a Candidate Complaint form on the day of your test

TEST DAY TIMETABLE

Parking at Avenue Campus is free on Saturdays.

9:00	Registration. Candidates who are late for registration will not be admitted to the examination rooms.
9:30-13:00	Listening, Reading and Writing Exams
13:00-13:30	Lunch break. The Avenue Café will be closed but there are vending machines available for drinks, savory snacks and confectionary. We suggest you bring a packed lunch.
13:30-18:00	Speaking test. Please arrive 50 minutes before your scheduled time, which will be given to you during registration.