

Information for Candidates at IALF Surabaya & Off-site Venues

Test Registration & Payment

NEW! Register and pay for your IELTS test using our new secure and convenient system - [IELTS Registration and Payment Online](#)

1. Fill out the Application form. This must include your signature on page 4 of the form.
2. The ID used must be clearly stated (KTP or Passport), and a high quality copy of the ID attached. Faxed application forms **will not** be accepted. Passports are the preferred form of ID.
3. Payment of the test fee must be made using one of the following:
 - **Fully in IDR cash** - using the IALF exchange rate on the day (for transfers, please call to confirm). The payment receipt deadline for IDR cash is 2 working days before the test date.
 - **Debit Card IDR** (BCA only) / **Credit card** (Visa/Mastercard/BCA Card)
 - **IDR bank transfers**
Bank name: BCA KCU Galaxy **Account name:** IALF **Account number:** 518 0300 921
All transfer fees, administration fees and bank charges are the responsibility of the candidate. Candidates will be invoiced for any underpayment. The payment receipt deadline for transfers is 3 working days before the test date and **depends on test availability**. Please send proof of transfer or deposit slip with your name and test date to ieltsadminsby@ialf.edu
4. Completed Application Forms together with high quality copy of ID and payment must be received **no later than 3 working days before the test** (12.00 noon), subject to there being places available.
5. If you wish to send your Application Form by email, please scan and submit all documentation to: ieltsadminsby@ialf.edu. **Payments for emailed applications must be received 3 working days before the test day for IDR transfers and 7 days before the test for USD transfers.**

Cancellation, Refund & Transfer Policy

6. Candidate registration is accepted when a complete Application Form is submitted with the test fee.
7. Candidates who choose to cancel their registration more than 5 weeks before the test date will receive a refund. An administration fee will be deducted (Please call to confirm the amount)
8. Candidates who choose to cancel their registration within 5 weeks before the test date will not receive a refund.
9. Candidates may only transfer test dates if they notify the test centre more than 5 weeks before the elected test date. An administration fee will be applied (Please call to confirm the amount)
10. Candidates who wish to transfer test dates within 5 weeks of the test date will be treated as a cancellation and will not receive a refund.
11. **Exemptions:** Candidates who wish to cancel or transfer test dates within 5 weeks of the test date **will only** receive a refund in the cases of **serious illness** – hospital admission or serious injury, **loss or bereavement** or **hardship/trauma**. Candidates must complete a Request for Refund Form and attach appropriate documentation and evidence.

Test Day

12. The IELTS test starts at 9.00am. Please make sure you **arrive for registration at 8.00am**. If you arrive late you will not be able to sit the test and your test fee will not be refunded.
The Speaking test is usually scheduled on the same day as the other parts of the test. Please refer to the noticeboard in Reception upon arrival at the venue on test day for your allocated Speaking test time.
13. You **must** bring your identification (KTP or passport). Note this **must** be original – photocopies are not accepted – and it **must be the same** form of identification used on the Application form. **If you fail to bring this ID on the day of the test you will not be permitted to sit the test** and your test fee will not be refunded. You will also not be permitted to transfer to another test date.

14. You are **required** to bring your identification into the test room and **only permitted** to bring pencils (2B), pens, pencil sharpener and an eraser into the test room. Water in a clear plastic bottle is permitted. Highlighter pens and correction fluid are not permitted. Passport covers are not permitted.
15. Please ensure that **all** other belongings, including wallets and purses, are left in the area designated by the Test Day Supervisor. Mobile phones, smart watches and any other digital storage devices **must** be **switched off** and left at Reception. Your belongings can only be collected after you have completed the speaking test. The Test Day Supervisor is entitled to check the contents of any jacket taken into the room.
16. There are no breaks between the Listening/Reading/Writing tests.
17. Any attempt to cheat, copy another candidate's work, make copies of any part of the exam materials, or remove exam materials from the exam room will lead to disqualification without refund.

Test Results

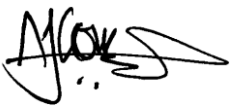
18. Your Test Report Form (TRF) is available for collection 13 working days after the test. However, you can preview your IELTS results at <https://results.ielts.org/>
19. In order to collect your result, you will need to present the identification used on your application. If your result is to be collected by someone else, then this person will need to present a letter from you authorizing this person to collect the result on your behalf and it must be signed by both parties.
20. Candidates receive **one** original TRF, and the IALF can send **up to five** others to overseas institutions that have been nominated on your Application form. All non-domestic mail and all courier fees are to be paid in advance by the candidate.

Enquiry on Results

21. If you feel your results are not a true reflection of your performance in the test, you may apply for an Enquiry on Results. IELTS tests can only be re-marked by a Senior IELTS assessor based in Australia. The process takes up to four weeks after a formal request has been made. There will be fee charged for this service. Please call to confirm the amount. This fee is refunded to the candidate if any of the scores are revised upwards.

I would like to take this opportunity to wish you the best for your IELTS test.

I understand the above conditions.



Alex Gough
IELTS Administrator
IALF Surabaya ID035

Name _____

Date _____

Signature _____

A copy of this form must be signed, scanned and returned to IALF Surabaya with the Application form

Are you prepared for your IELTS test?

IALF offers a range of IELTS Prep courses and workshops with test-taking strategies, tips and advice to help you to achieve the results you need. See www.ialf.edu for further details, or speak to our staff.