

## Information for Candidates at IALF Surabaya & Off-site Venues

Dear candidate,

Thank you for choosing to take IELTS at IALF Surabaya. Here is some information for you about test administration which should help you when registering, taking the test, and finding out your results.

### Test Registration & Payment

1. Online registration and payment (recommended):

- Go to <https://ieltsonline.ialf.edu>
- Choose test location
- Choose test date and module
- Fill in candidate details and upload ID

Pay the test fee by:

- Credit card (VISA/Mastercard)
- ATM Channel (ATM Bersama Network and ATM BCA/Prima Network, Internet Banking Realtime Transfer from Mandiri, CIMB Niaga and Permata (n.b. not available through KlikBCA))

2. Walk-in registration and payment (Monday to Friday from **8.00am – 5.00pm**):

- Provide your Identity document (KTP/Passport) at registration. The Identity document must be **valid/not expired** on the test date.
- Pay the test fee to the cashier using a Debit/Credit Card or in Rupiah cash.

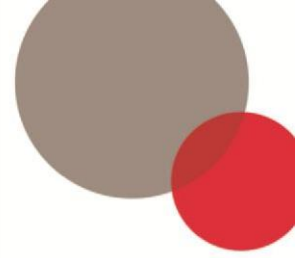
**IMPORTANT!** Please note that your place on the IELTS test date of your choice is not confirmed until you have both submitted the completed application form and made payment.

### Cancellation, Refund & Transfer Policy

3. Candidates who choose to cancel their registration more than 5 weeks before the test date will receive a refund. Please note you will be charged an administration fee of USD40 for this.
4. Candidates may only transfer test dates if they notify the test centre more than 5 weeks before the elected test date. Please note you will be charged an administration fee of USD40 for this.
5. Candidates who choose to cancel/transfer test dates within 5 weeks of the test date will be treated as a cancellation and will not receive a refund.
6. **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

7. The IELTS test starts at 9.00am. Please make sure you arrive for registration at 7.30am. If you arrive late you will not be able to sit the test and your test fee will not be refunded. Please refer to the noticeboard in Reception upon arrival at the venue on the test day for your allocated Speaking test time.
8. You must bring your original identification (KTP or passport). Photocopies are not accepted. It must be the same as the one recorded in your 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.
9. You are required to bring your identification 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.
10. Please ensure that all other belongings, including wallets and purses, are left in the area designated by the Test Day Supervisor. Mobile phones, watches and any other digital storage devices must be switched off and left in the belongings room. Your belongings can only be collected after you have completed the written test. The Test Day Supervisor is entitled to check the contents of any jacket taken into the room.



11. There are no breaks between the Listening/Reading/Writing tests.
12. 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

13. Your Test Report Form (TRF) is available for collection 13 working days after the test. However, you can preview your IELTS results at <http://www.ialf.edu/ieltsresults.html>
14. In order to collect your result, you will need to present the valid identification used on your application. If your result is to be collected by someone else, then this person will need to fill the authorization form to collect the result on your behalf and it must be signed by both parties.
15. You receive one original TRF, and IALF can send up to five others to overseas institutions that have been nominated on your Application form. You need to pay all non-domestic mail and all courier fees in advance.

## Enquiry on Results

16. 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 you if any of the scores are revised upwards.

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

Luqman Hakim  
IELTS Administrator  
IALF Surabaya ID035

## 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](http://www.ialf.edu) for further details, or speak to our staff.*

IALF Surabaya

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