

# What You Need to Know

## What do I need in order to apply?

Please go to [www.ieltscanada.ca](http://www.ieltscanada.ca) and complete your online registration and payment. You will need to upload a copy of your valid passport or Canadian permanent residence card. You will receive 30 hours of FREE Road to IELTS online test preparation with your registration.

## Should I take the Academic or General Training Module?

Please refer to [www.ieltscanada.ca/training.jsp](http://www.ieltscanada.ca/training.jsp) for a description of both the Academic and General Training tests to aid in your decision. Please read this carefully as IELTS Conestoga will not provide a refund if you choose the wrong test.

## How can I pay for the test?

Online payment can be made at time of registration by debit or credit card. Forms of payment that are accepted through the mail include certified cheque, money order or credit card. If paying in person then debit and cash are also accepted.

Personal cheques are not accepted .

## What delivery service should I use to submit my application and/or supporting documents?

We recommend that you use a courier service or express post in order to expedite your application and increase the likelihood that you will get your first choice test date.

## Why was my application cancelled?

An online application only reserves your test date choice for **5 business days**. In order to secure your test date supporting documents must be received by the Conestoga IELTS Test Centre to complete your application within the **5 business days**. It is recommended that you use a courier service to expedite the completion of your application.

## How do I know I've successfully registered for the test?

After your completed application and payment is received an **informal** confirmation email will be sent to you. A second **formal** confirmation email will be sent to you 5-10 business days prior to test day. Please ensure you bring the **formal** confirmation email with you to register on test day.

## How can I prepare for the IELTS test?

Please see [www.ieltscanada.ca/preparation.jsp](http://www.ieltscanada.ca/preparation.jsp) for a complete list of study materials that are available for purchase. Online applications include 30 hours of complimentary online test preparation. An email link to the practice material is provided prior to the test date. Keep up-to-date – “like” us on Facebook: [facebook.com/IeltsConestogaCanada](https://facebook.com/IeltsConestogaCanada)

## How do I cancel my registration or transfer to another test date?

Requests for cancellations or to transfer to another test date must be made at least **5 weeks** prior to your test date. Please complete the appropriate form found under “forms for download” at the [www.ieltscanada.ca](http://www.ieltscanada.ca) website. An administration fee of \$70 is applied to both cancellations and transfers. Refunds are received in the form of a cheque from Conestoga College and can take up to 4 weeks to process.

## When will I receive my results?

Results are available online **13 calendar days** following your test. It may take until that afternoon for the results to become visible. Results can be viewed online for up to 30 days by inputting your candidate number. Paper-based copies of your results are mailed or couriered **13 calendar days** following the test date. Delivery time varies by carrier.

### **I've lost my candidate number, what do I do?**

Contact the IELTS Information Centre at Conestoga College to speak to a customer service representative. You will need to provide your test date and location, your full name, date of birth, and either your passport number or permanent residence card number – whichever ID you used to apply.

### **How do I order additional TRF's?**

To request additional TRFs after writing the IELTS test the candidate must complete the "Application for the Issue of Additional TRFs" and the "TRFs-Payment Authorization Form" and either e-mail to [additionaltrf@conestogac.on.ca](mailto:additionaltrf@conestogac.on.ca), mail or fax them to the IELTS office. Candidates who have taken the IELTS test over 30 days prior to requesting the TRF must pay an additional \$20.00 TRF fee for each additional TRF. Once received at the IELTS office, the Request for Additional TRFs will take 5-10 business days to process and the candidate will receive an email to notify them that it has been sent out.

### **What if I am dissatisfied with my results?**

A candidate who is dissatisfied with the results of their test may submit an "Enquiry on Results" form to have their scores reviewed. This request must be made within **6 weeks** of the test date. Please refer to [www.ieltscanada.ca/resultsenquiry.jsp](http://www.ieltscanada.ca/resultsenquiry.jsp) to review the procedure.

### **I took the wrong test, what should I do? Do I have to pay again?**

It is important that you determine which is the most appropriate test for your circumstances prior to taking the test.

Please refer to [www.ieltscanada.ca/training.jsp](http://www.ieltscanada.ca/training.jsp) to review the description of both the Academic and General modules of the test. If you discover that you have taken the wrong test after it has been written there is no possibility of a refund.

### **I am being tested in Toronto, which location will I be tested at?**

When you go to [www.ieltscanada.ca](http://www.ieltscanada.ca) to register online, you will be able to select the Toronto location nearest to you.

### **I've sent my passport to Immigration. Can I provide a copy on test day?**

You must have the original ID you used to apply with you on test day. If you do not have the original ID you will not be admitted to the test.

### **I haven't received an email confirmation what should I do?**

Contact the IELTS Information Centre at Conestoga College to confirm your email address with a Customer Service Representative. Confirmations are emailed 5-10 business days prior to test date.



**CONESTOGA**  
Connect Life and Learning

Conestoga College ITAL  
IELTS agent for the British Council in Canada

#### **IELTS Test Centre**

Telephone: 519-748-3516  
Toll Free: 1-888-855-4358  
Fax: 519-748-6289  
Email: [ielts-help@conestogac.on.ca](mailto:ielts-help@conestogac.on.ca)

[www.ieltscanada.ca](http://www.ieltscanada.ca)



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preparation**

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