

# TEST DAY: Frequently asked Questions

## **What time should I arrive on test day?**

Registration begins at 8:15 am. You must arrive at the test venue by 9:15 am or you will not be admitted to the test. The test begins at 9:30. We encourage you to arrive early.

## **How long is the test?**

Please see [www.ieltscanada.ca/testformat.jsp](http://www.ieltscanada.ca/testformat.jsp) for a breakdown of the test by module. The listening, reading and writing sections of the test commence at 9:30 am and last for three hours. Speaking interviews start at 1:20 and are completed by 6:00 pm.

## **When is my speaking interview?**

Speaking interviews are usually scheduled on the afternoon of the test day between 1:20 pm and 5:20 pm. All speaking interviews are completed by 6:00 pm. The exact time of the speaking interview will be provided on test day. Please note that speaking interviews can be conducted up to 7 days before or 7 days after the actual test. You will be notified of your speaking time via phone call or email should you need to be scheduled for a pre-or post-test day speaking time: [www.ieltscanada.ca/testformat.jsp](http://www.ieltscanada.ca/testformat.jsp).

## **What do I need to bring on test day?**

On test day you must bring EXACTLY THE SAME valid ID you used to apply for the test (Passport or Permanent Residence Card), your confirmation email, non-mechanical pencils, erasers, and a pencil sharpener with a canister. You will be allowed to have a clear bottle of water with the label removed. No other items will be permitted in the test room.

## **Will there be a secure place to store my personal possessions while I write the test?**

The cloak room will be available for candidates to secure their personal items during the test. Please do not bring valuables with you on test day.

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

On test day you must provide the original ID you used in your application. If you do not have the original ID you will not be admitted to the test.

## **I'm late for my test, or I missed my test. What do I do?**

Candidates arriving at the test centre after 9:15 am will not be permitted to take the test. If you are late you will have to re-apply with no opportunity for refund or cancellation. Missed tests will only be considered for refund if the absence was the result of a serious illness, death or hardship. The candidate must complete a "Request for Refund or Test Day Transfer Form" and attach the necessary supporting documents. For example, a medical certificate, a death certificate or a police report, etc. Please go to: [www.ieltscanada.ca/cancellation.jsp](http://www.ieltscanada.ca/cancellation.jsp) for further details.

## **My address has changed, or my name is spelled incorrectly. What do I do?**

If your address has changed contact your test centre immediately to provide your new address. If the name on your file is incorrect as a result of a mistake or misspelling contact the test centre immediately. Your name must be recorded exactly as it appears on the ID you used to register for the test.

### 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.

## Finger Scanning and Test Day Photography FAQs

### Why do I need to provide a finger scan and a photograph on test day?

IELTS is dedicated to protecting genuine candidates while ensuring the highest standard of customer care and the validity of test scores. Finger scanning and test day photography are security arrangements that provide protection for genuine candidates against fraudulent test takers. They also provide receiving organisations with reassurance that the person whose photograph appears on the TRF is the person who took the test.

### What is a finger scan?

A finger scan is used to confirm candidate identity. The finger scan uses an electronic scanner that does not contain any ink, liquid or chemical. The finger scan converts the image into a unique sequence of numbers that are then used for identification. The finger scan is stored as a binary reference that cannot be converted back into an image. A finger scan is not a finger print.

### Do I still need to submit photos to register given that my photo will be taken on test day?

Yes, you are still required to submit passport size colour photograph(s) along with your application form, whether offline or online. The photograph must be taken within the past 6 months and against a white background. Hard copy photos must be passport size, with the candidate's full name written on the back.

### What can I expect on test day?

Your test day photograph and finger scan will be taken at registration. Your finger scan is required each time you enter and exit a secure test area.

### Can I refuse to take the test day finger scan?

Refusal to comply with IELTS identity verification will prevent you from taking the test, and you will not be eligible for any transfer, cancellation or refund.



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IELTS agent for the British Council in Canada

#### IELTS Test Centre

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