

One Skills Retake Cancellations and transfers policy

Note: This policy applies to IELTS One Skills Retake (OSR) tests only.

A. Cancellations

You can cancel your IELTS OSR test at any time before taking your test by notifying your Test Centre. Refund terms depend upon when you cancel and whether exceptional circumstances and Special Considerations apply.

When is cancellation application made	Refund Eligibility
More than 14 calendar days before the OSR test	75% of the OSR test fees refundable
Within 14 days before the OSR test	No Refund on OSR test fees

Test taker exceptions and Special considerations

There may be instances where you are unable to attend your test or are disadvantaged on the test day owing to illness, injury, or another exceptional event outside your control. In these cases, including instances such as bereavement, civil unrest, or domestic crisis, you may make an application to your test centre for special consideration due to exceptional circumstances. In case your application is accepted, you may only be eligible for a partial refund, and it will not be possible to transfer your registration. You can find more information on this process [here](#).

Test centre exceptions

Under certain circumstances outside of test centre control or if your test is cancelled or postponed due to other circumstances such as technical failure, venue or environmental factors, your test centre will provide you with as much notice as possible and give you the choice of a refund or a transfer to a future test date.

At IELTS Partner discretion the test may be cancelled, and the test taker may be ineligible for a refund should they fail to comply with the conditions listed in **Terms and Conditions**.

All cases for exceptional circumstances and supporting evidence must be received by your test centre no later than two calendar days after the scheduled test date.

B. Transfers

- You may apply for change of your test date at least 5 calendar days before the test however the acceptance of your transfer request is subject to availability of an OSR test within the 60 days eligibility period. The eligibility period here refers to a test taker being only able to take an OSR test within 60 days from the original test date. Please refer to the detailed terms and conditions.
- If the test centre is unable to accept your transfer request due to unavailability of a new OSR test date within the 60 days eligible period, then your transfer will be treated as a cancellation.
- Any transfer requests received less than 5 calendar days before the test or after will be rejected.
- You can only transfer the same booking once.
- Your test centre may charge an administration fee of up to 25% of the total test fee.

Notes

- Your test centre is responsible for issuing refunds and organizing transfers. The test centre is responsible for decisions related to test taker claims for exceptional circumstances.
- The test centre is responsible for decisions related to compensation, including eligibility and any amounts awarded.
- If local consumer protection law in the country where you have registered to take the IELTS test provides for cancellation and transfer rights which are more favourable to the test taker than the rights set out above, then local consumer protection law will apply.