

## What You Need to Know

### What is IELTS?

IELTS is the International English Language Testing System. It is the world's most popular English language test for higher education and global migration, with over 2.7 million IELTS tests taken in 2015. IELTS is accepted as evidence of English language proficiency by over 9,000 organizations worldwide. IELTS is recognized as a secure, valid and reliable indicator of true-to-life ability to communicate in English for education, immigration and professional accreditation.

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

There are two versions of the IELTS test - the Academic version and the General Training version. Please refer to [www.ieltscanada.ca/Training.aspx](http://www.ieltscanada.ca/Training.aspx) for a description of both Academic and General Training tests to help you decide. Please read this carefully, as you will not be given a refund if you choose the wrong module.

### What do I need in order to apply?

Please go to [www.ieltscanada.ca](http://www.ieltscanada.ca) and click "Book IELTS Test" to complete your online registration, upload a copy of your valid passport or Canadian Permanent Residence Card and make your payment. You will receive 30 days of FREE online test preparation in one module (listening, reading, writing or speaking) with your completed registration.

### How to register online?

Please go to [www.ieltscanada.ca/TestDates](http://www.ieltscanada.ca/TestDates) (or click "Book IELTS Test" button on the home page of [www.ieltscanada.ca](http://www.ieltscanada.ca)) and choose your preferred test date, location and module. Please read all the questions carefully and answer them one by one. Your full name should be exactly as it appears on your ID and the order of your birthday is "day, month and year". Confirm all your information before you submit.

### How to upload ID document?

The only identification accepted for the IELTS test is either a valid Passport or a valid Permanent Resident Card. The scanned document must be smaller than 1600 x 1600 pixels, and the file size should be 1.5 MB or less. At present, only JPEG, GIF or PNG files are supported. You can edit and re-upload your ID until it is accepted by the test centre.

### How can I pay for the test?

Once you have successfully completed the Registration, an online payment link will be emailed to you. If paying in person, please come to our main office at 332 Marsland Drive, Waterloo, ON and pay with cash, debit or credit card, money order or certified cheque. Personal cheques are not accepted.

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

After you complete the application and payment, a registration confirmation email will be sent to you. Please allow 48 business hours to finish the processing of your application. You will receive a detailed confirmation email 5 – 10 business days prior to test day. Please ensure to bring this detailed confirmation on test day.

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

No. On the test day you must have the same valid original passport or Canadian Permanent Resident Card that you used to apply for the test. If you have sent your passport for renewal or visa, please retrieve it before your test day in order to sit the test. Please contact [help@ieltscanada.ca](mailto:help@ieltscanada.ca) immediately if you need to update your information.

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

Detailed confirmations are emailed 5 –10 business days prior to the test date. Please check all inboxes including spam. Contact the IELTS Test Centre at [help@ieltscanada.ca](mailto:help@ieltscanada.ca) to confirm your email address.

### **How can I prepare for the IELTS test?**

Please see [www.ieltscanada.ca/Preparation.aspx](http://www.ieltscanada.ca/Preparation.aspx) for a complete list of study materials that are available for purchase. Online applications include 30 days of complimentary online test preparation in one module. An email link to the practice material will be provided prior to the test date. Keep up-to-date. "Like" us on Facebook: IELTS Conestoga: Canada

### **When will I receive my results?**

Results are available online on the 13th calendar day following your test at: [www.ieltscanada.ca](http://www.ieltscanada.ca). Click "Check Results" . Results can be viewed for up to 30 days. Paper-based copies of your Test Report Form (TRF) are mailed or couriered on the 13th calendar day after the test. Delivery time varies by carrier. You will receive only ONE personal copy of your TRF. Courier is strongly recommended in order to ensure the secure and timely delivery of your TRF. Regular post cannot be tracked, and can take up to 3 weeks to deliver.

### **I'm unable to see my results, what do I do?**

Please ensure you use the correct link on our website [results.ieltsessentials.com](http://results.ieltsessentials.com). You will need to provide your full name (as on ID), your passport or PR card number, your date of birth and your test date. Contact the IELTS Test Centre at Conestoga College to speak to a Customer Service Representative.

### **How do I order additional TRFs?**

Test takers can order additional TRFs at the point of registration. To request additional TRF(s) after test day please go to [www3.conestogac.on.ca/ielts/trfapplication.jsp](http://www3.conestogac.on.ca/ielts/trfapplication.jsp) If an additional TRF request is received by the main office before the test result is released, additional TRFs will be also sent on the 13<sup>th</sup> calendar day following the test day. If not, it will take 5 – 10 business days to process additional TRF requests. Test Report Forms are valid for 2 years and can not be issued after 2 years from the test date. If you have further questions please contact: [trf@ieltscanada.ca](mailto:trf@ieltscanada.ca).

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

If you are dissatisfied with the results of your test, you may submit an "Enquiry on Results" form to have your scores reviewed. This request must be made within 6 weeks of the test date. Please refer to: [www.ieltscanada.ca/ResultsEnquiry](http://www.ieltscanada.ca/ResultsEnquiry) to review the procedure.



INTERNATIONAL 

**IELTS Test Centre** Telephone:  
519-748-3516  
Toll Free: 1-888-855-4358  
Email: [help@ieltscanada.ca](mailto:help@ieltscanada.ca)  
QQ: 2785665253  
WeChat: IELTS\_Conestoga

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



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