

## IELTS Enquiry on Results Form

### Notes for candidates on the submission of Enquiries on Results (EOR)

- 1 Enquiry on Results – the process by which candidates ask for their test scripts/tapes to be re-marked. This request is made after the test results have been released and is designed to ensure candidate performance has been accurately assessed.
- 2 Candidates wishing to request a re-mark of their results must complete the form below and forward it along with their original Test Report Form and payment to the IELTS Administrator at their test centre. All enquiries must be made within six weeks of the test date.
- 3 Candidates can choose to have one or more test module/s re-marked.
- 4 The re-mark fee is £60 per candidate for British Council centres or AUD \$160 for IDP: IA centres plus GST in Australia. The full fee will be refunded by the candidate's test centre if a result is changed to a higher band score.
- 5 The re-mark of a candidate's work is done by trained clerical markers and Cambridge ESOL-appointed Examiners employed by British Council, or IDP: IA.
- 6 British Council / IDP: IA Head Office will usually notify the candidate's test centre of the re-mark result within 6 weeks of receipt of the candidate's exam materials. The candidate will receive an EOR feedback letter stating their final result status. Candidates should make all enquiries regarding the progress of their re-mark to their original test centre.
- 7 For EOR information please contact; [ielts.eor@britishcouncil.org](mailto:ielts.eor@britishcouncil.org)

#### To be filled in by both candidate and local IELTS Administrator

Centre name:		Centre number:		
Candidate name:		Candidate number:		
Candidate's address:				
Please circle the module(s) to be re-marked:	Listening	Reading	Writing	Speaking
Signature:				Date: / /

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#### For office use only

 Name (IELTS Administrator):
 

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 Signature (IELTS Administrator):
 

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 Date: / /
 

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 Payment receipt no.:
 

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## **ENQUIRY ON RESULTS (EOR)**

### **DEFINITION OF TERMS:**

Enquiry on Results is the process by which candidates ask for one or more test modules to be remarked by Examiners and/or Clerical Markers. This request is made after the test results have been released and is designed to ensure candidate performance has been accurately assessed.

### **GENERAL REGULATIONS:**

Candidates are entitled to request a full re-mark (i.e. all modules) or a partial re-mark (i.e. one or more module) of their original results.

Candidates must submit all their requests for re-mark to the IELTS Centre Manager within six weeks of the test date by mail to:

**IELTS Calgary      #200, 515 1<sup>st</sup> Street SE    Calgary, AB T2G 2G6**

### **PROCEDURE:**

Candidates requesting a re-mark must:

- 1) Fill out an EOR form
- 2) Submit the original TRF (Test Result Form)
- 3) Pay a fee of \$160.00 Cdn (by Money Order or Credit Card)
- 4) Wait approximately six weeks to be notified of the results.

### **IMPROVEMENT IN SCORE:**

Should a candidate be awarded a higher score than the original, a new Test Report Form (TRF) will be issued by the Test Centre with the new score(s). A full refund will also be issued to the candidate.

### **NO IMPROVEMENT IN SCORE:**

Should there be no improvement in score, the candidate will be notified. The original TRF will be returned to the candidate and there will be no refund of the re-mark fee.