

Frequently Asked Questions

If you do not find what you are looking for below, please also read [our information document about IELTS](#).

1. What is the difference between the Academic and the General Test?

The Academic Reading and Writing modules assess whether a candidate is ready to study or train in English at an undergraduate or postgraduate level.

The General Training Reading and Writing modules are suitable for candidates who are going to English-speaking countries to complete their secondary education or to work or take part in training programmes which do not demand a degree level. They are not designed to test the full range of formal language competence required for academic purposes.

2. Can I take IELTS even if I am under 18?

Yes. However, it is not recommended that those under 16 take the exam.

3. How do I apply?

Please apply via the online registration system:

<https://ieltsregistration.britishcouncil.org/test-chooser/se?organisation=Folkuniversitetet-Gothenburg>

For further details, see 'Applications' in our [information document](#).

4. What documents do I need to send in?

If you have not uploaded your ID during the registration process online, you need to send in a clearly legible copy of either your valid passport including picture and signature page OR your national ID card (EU nationals only) - whichever you used to apply for the test. Accepted Swedish national ID card is the one issued by the Swedish police. Driving licence is not accepted.

For further details, see 'Applications' in our [information document](#).

5. When do I receive more information about the test after confirmed registration?

10-14 days before test day, an exam day and information letter will be emailed to you. If you sign up quite late for the test, the email will be sent out as soon as documents and payment have been received.

6. Will the speaking test be on the same day?

The speaking test is scheduled at 20-minute intervals either on the same day after the first three tests, or one day before or after the main test day. For those candidates coming from outside of Göteborg, the centre in Göteborg schedules speaking tests on the

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same day as the other test sections. Please note that we send out the speaking schedule about a week before the exam date.

7. What happens if I miss my scheduled speaking exam?

If you cannot make it for your allotted speaking exam, please notify us at least two days in advance. If you do not notify us beforehand and do not show up for your speaking exam at the given time, you will have to pay a late fee of 250kr.

8. What preparation options are there?

The section 'Prepare for your test' on the British Council website <http://takeielts.britishcouncil.org/prepare> is very useful. The British Council also provide a free online preparation course, which you will be able to access via a confirmation email that you'll receive once you have registered online and sent in all the necessary registration documents. We recommend a self-study book 'Official IELTS Practice Materials 2' available to order online. Please check online bookstores for availability and price.

9. Can I cancel my test?

You may cancel your registration for the IELTS test without charge, provided at least 5 weeks' notice is given. If you cancel your registration for the IELTS test between 3-5 weeks before the test date, your test fee will be refunded, *minus* an administration fee of 950 SEK. If you cancel your registration for the IELTS test less than 3 weeks before the test date, you **will not** be entitled to a refund, *unless* your cancellation is due to medical reasons. In this instance, a medical certificate must be provided. Your test fee will then be refunded, *minus* an administration fee of 950 SEK.

10. Can I transfer my test?

You may transfer the date of your IELTS test **once** without charge provided at least 3 weeks' notice is given. Any subsequent transfer will result in an administration fee of 950 SEK being charged. Transfers between test centres are not possible.

11. What can I have with me in the test room?

You may take: the ID that you supplied a copy of and a transparent bottle of water with no labels. You do not need to bring any pens and pencils as we do give them out during the exam. Candidates should leave their mobile phones, electronic equipment (including laptops and tablets) at home. All other personal belongings will be put into a locked room for the duration of the test. Folkuniversitetet Gothenburg does not accept responsibility for these items and they will be left in safe storage at the venue at the owner's risk.

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13. I want to send my result to an institution/organisation – what do I do?

When you apply online for IELTS, you have the opportunity to fill in details of any institutions/organisations that you may want to send your result to. If you have details after the application process, or perhaps sometime after the test, please fill in this [form](#). Scan the form and email it to us at ielts.goteborg@folkuniversitetet.se. You may send up to 5 Test Report Forms for free. Thereafter, it will cost 75 SEK per form.

14. What do I do if I have a complaint about the test day?

If you would like to make a complaint in regard to the test centre's IELTS administration, service or procedures, please follow the guidelines in our [Complaints Procedure](#) document.

15. When do I receive my results?

You will be able to access your result online 13 days after the test date at <https://ieltsregistration.britishcouncil.org/login?organisation=Folkuniversitetet-Gothenburg>. And on this 13th day, a personal copy of your result form will be posted to you, which means you will receive it early the following week. We cannot email results and cannot tell you your result over the phone.

16. How do I receive my results?

Results will be **posted** to exactly 13 days after the test date. This means you will not receive them until early the following week. We cannot email results and cannot tell you your result over the phone. You may collect your result in person at the college 13 days after the test date. If you wish to do so, you must contact IELTS Administration 2 days in advance to confirm that you are coming in to collect your result and agree a time. Do not turn up without having confirmed with IELTS administration first, ielts.goteborg@folkuniversitetet.se. You can also view your result online at <https://ieltsregistration.britishcouncil.org/login?organisation=Folkuniversitetet-Gothenburg> 13 days after the test date.

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17. What do I do if I'm not happy with my results?

If you are not happy with your results, we recommend first that you go to the section 'Results' on the British Council's website <https://ieltsregistration.britishcouncil.org/login?organisation=Folkuniversitetet-Gothenburg> to read the information about understanding your results and the criteria that has been used to assess your test. If you feel after this that you still are not satisfied with all or part of your result, you may ask for an Enquiry on Result (EOR). This involves sending your result to London to be re-marked by a senior IELTS examiner. You can find the Enquiry on Result (EOR) form here: [EOR form](#)

The EOR process costs 1200 SEK which will be refunded if your result increases after being re-marked. Your result will normally be available in 2 to 21 days, depending on several factors including the number of sections requested for remark. If you have not received a response after 28 days, please contact the IELTS administration here in Gothenburg. Please note that all EORs must arrive in London no later than 6 weeks after your test date.

N.B. IELTS Examiners and markers follow strict assessment guidelines and are regularly monitored. The IELTS testing process has the highest quality control procedures.

18. Why haven't I received my result form?

There is often an issue with the address provided. If your name is not on the door/post box of your postal address, the name that does appear there is needed as a c/o detail. If you have not provided that, the postal services will not deliver any letters to you and this may result in a delay in receiving both your exam day and time information letter and, after the test, your Test Report Form.

19. Can I re-take the test?

Yes, you can re-take the test whenever you like.