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## IELTS SERVICE REGULATIONS

Valid since 19.03.2024

### REGISTRATION

1. Service Provider is **Lang LTC Sp. z o. o.** with its principal office in Warsaw, 02-304 at 133 Jerozolimskie Avenue, registered in District Court for the Capital City of Warsaw in Warsaw, XII Commercial Division of the National Court Register under KRS number 0000516393, NIP: 7010433106, through **LANG Language Certification Centre for Children and Teenagers** non-public continuing education institution, which operates under the Act of 14th December 2016 - Law on School Education, entered in the register of schools and non-public educational institutions, kept by the Capital City of Warsaw under no 115 Pz. and **LANG Language Certification Centre for Adults**, non-public continuing education institution, which operates under the Act of 14th December 2016 - Law on School Education, entered in the register of schools and non-public educational institutions, kept by the Capital City of Warsaw under no 1177 K.
2. Registration for IELTS at Lang LTC Examination Centre PL096 shall be made solely **only** via the Lang LTC website [www.lang.com.pl](http://www.lang.com.pl) based on a duly completed registration form. When filling in the registration form you are kindly requested to express the following types of consent:

*I hereby declare that I have read the regulations of IELTS test at Lang LTC Examination Centre and I agree to the conditions specified therein. I also declare that the data provided in the present form are true and accurate. I provide the data on a voluntary basis and I understand that I have the right of access to the data and the right to correct them.*

*I agree to the storing and processing of the personal data I have provided to Lang LTC, for purposes related to the management of IELTS test, including the transmission of such data to Examination Centre.*

3. IELTS service fees
  - a. The service consists of two integral elements: an online course available for 30 day and the test.
  - b. The service fee is **885 PLN**. The price given for the service is binding upon the placement of a purchase order by the candidate.
  - c. The service fee shall be paid by the candidate after registration by a **bank transfer** to the account of the Service Provider made within the time limit and in the way set forth by the Service Provider and published in the specific service regulations and on the Service Provider's site. At the Service Provider's office the candidate can pay the service fee by **card or cash**
  - d. The agreement between the Candidate and the Service Provider is concluded when the service delivery begins i.e. email confirmation of money transfer and confirmation of registration for a selected session is sent to the Candidate which means **inability to**

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**renounce the agreement pursuant to Article 38 UPrKons** or when other circumstances make the Candidate lose their right to renounce the agreement.

- e. The candidate who paid the service fee but failed to enter his or her name on the list of candidates within the time limit indicated for registration shall be entitled to full reimbursement of the service fee. In this case no service administration agreement is entered into between the candidate and the Service Provider.
- f. [Payment data](#), traditional wire transfer:

account number **18124010401111001118102974**

Lang LTC Sp. z o.o.

Al. Jerozolimskie 133, 02-304 Warsaw

Please indicate the following data in the transfer title: **name and surname of the candidate, session date.**

**IMPORTANT:** All commission, bank charges, etc. are to be paid by the candidate that registers for the service.

If you need a VAT invoice, please provide all necessary information to our email address: [ielts@lang.com.pl](mailto:ielts@lang.com.pl) on the registration day.

4. In order to register for the session you should:
  - a. enter your personal data into the candidates on-line database in the registration system on [www.lang.com.pl](http://www.lang.com.pl)
  - b. **deposit the required fee** of 885 PLN according to the instructions given in the registration system no later than **2 calendar days** after registering for the session, where the first day is the day of registration but not later than **3 calendar days before chosen date.**
  - c. Candidates who do not observe the procedures stated in points 4a and 4b above will not be entered for the IELTS test on the chosen date and their personal data will be deleted from the candidates' database in the on-line registration system.
  - d. Candidates who will be under 18 years of age on the session date must provide [IELTS Minor Candidate Consent Form](#) completed and signed by their parent/legal guardian. Please contact [ielts@lang.com.pl](mailto:ielts@lang.com.pl) to request the form. The scanned document should be e-mailed to [ielts@lang.com.pl](mailto:ielts@lang.com.pl) no later than **3 days before the writing part of the test.** Candidates who do not provide the form will not be admitted to the IELTS test and their fee will not be refunded.
  - e. The number of places for each session is limited. Information on session date availability is to be found on [www.lang.com.pl](http://www.lang.com.pl)
  - f. The registration deadline, for paper based IELTS, may be extended if there are places left after the official close of registration date. Please contact [ielts@lang.com.pl](mailto:ielts@lang.com.pl) for details.
  - g. All available session dates can be found at [www.lang.com.pl](http://www.lang.com.pl). Please bear in mind that session will not be visible in the system after the deadline for registration.

5. For the **PB sessions** the speaking module may be taken in a period of 7 calendar days before or 1 calendar day after the written and listening parts of the test. **The dates of the speaking part are decided on by the Examination Centre and cannot be changed.**

For the **CD sessions** the candidate can choose the hour of the speaking module. However **final date and hour of the speaking module will be confirmed by the Examination Centre.**

6. Detailed information on the dates, time and locations of the IELTS test modules will be sent to the candidates by email **3 calendar days** before the first part of the test. Candidates who do not receive the email with detailed information on the dates, time and locations of their IELTS test modules by the end of day 3 before the written part of the test are required to contact the Examination Centre as soon as possible. Candidates who missed their test because they had not received the email with information on their test schedule and not reported this fact to their Examination Centre **are not entitled to a refund on this account.**
7. Not later than **5 weeks before** the session date of the test Candidates are registered for, Candidates can [apply](#) in writing for a transfer to a later session date free of charge on the condition that they submit a completed official request form.

**8. Test day transfers and cancellations**

You must submit the form minimum 5 weeks before your test day if you wish to:

- request a refund for your IELTS test
- change your test date
- cancel or postpone your IELTS test

No refund will be given to test takers who fail to show up on the day of their test. If you wish to retake the test on another day, you must register and pay the test fee again.

**9. Cancellation at least 5 weeks ahead of your test date**

If you cancel your IELTS test at least 5 weeks ahead of your test day, you will receive a refund, minus a 25% administrative fee.

**10. Cancelling within 5 weeks of your test date**

If you cancel your IELTS test within 5 weeks of your test date, you will receive no refund.

**If unforeseen circumstances prevent you from taking your test, you are eligible for a refund if you can provide evidence within 5 days of your test that your ability to sit the test will be or has been affected by serious illness or cause, such as:**

- i. serious illness, hospital admission or serious injury
- ii. death of a close family member
- iii. hardship or trauma, victim of a crime, victim of a traffic accident
- iv. job loss

v. military service

You must inform the test center by email about your request. A Request for Refund or Test Day Transfer must be supported by appropriate documentation and evidence. These supporting documents may include a medical certificate from a qualified medical practitioner, a death certificate, a police report, or termination letter from the company.

If the refund request has been approved, you will be notified via email together with the Refund Form which you will need to complete. Processing of a refund will take around 3 to 4 weeks. You will also be charged a 25% administrative fee. This covers the cost of processing your request which is 25% of your current test fee.

***The Request for a Refund and Test Day Transfer are subject to verification before approval or rejection.***

11. If a request for refund or transfer of a session date is submitted in writing **less than 5 weeks** before the session date but **not later than 5 working days** before the original session date for which the candidate was registered, where the first day is the day of the written part of the test, the candidate is entitled to:

- a. a transfer to a different session date for an additional fee - 25% of the service fee, observing the deadline for registration for the chosen new date, if the request is made due to:
  - i. a candidate's serious illness (e.g. hospital admission)
  - ii. the death of a close family member
  - iii. hardship/trauma, e.g., a traffic accident
  - iv. military service
  - v. job loss

The request must be supported by appropriate official documentation and/or evidence. Candidates applying for session date transfer must select a session date within a three-month period from the date of submitting the request.

- b. to cancel their registration and receive **a refund of 75%** of the service fee if the cancellation is caused by:
  - i. a candidate's serious illness (e.g. hospital admission)
  - ii. the death of a close family member
  - iii. hardship/trauma, e.g. a traffic accident
  - iv. military service
  - v. loss of job

provided he/she submits for [ielts@lang.com.pl](mailto:ielts@lang.com.pl) a completed official [request form](#) not later than **3 working days after** the original session date for which the candidate was registered, where the first day is the day of the written part of the test. The request must be supported by appropriate official documentation and/or evidence.

- c. Candidate **is not** entitled to a **refund** or session date transfer if:
  - i. the cause is different from the ones mentioned above

- ii. the application is not accompanied by appropriate official documentation and/or evidence
- iii. the application is made later than **5 working days after** the original session date, for which the registration was made.
- d. Returns are processed **up to 30 days**.

12. For detailed special arrangements information please contact the Session Provider:

- a. Candidates with special needs requiring the adaptation of test papers (e.g. question papers in Braille; enlarge print, special CD etc.), should submit their application for special arrangements with medical evidence no later than **3 months before** the session date.
- b. Candidates with special needs requiring administrative changes (e.g., extra time, the use of headphones, computer, etc.) should submit their application for special arrangements with medical evidence no later than **6 weeks before** the session date.
- c. Candidates with dyslexia, dysgraphia or dysorthographia should submit a report provided by a fully qualified educational, clinical or chartered psychologist. The medical evidence must:
  - i. be in the form of a report issued when the candidate was aged 13 or older;
  - ii. include details of the learning difficulty and tests which have been carried out
  - iii. be an original document, on headed paper, written by a fully qualified psychologist;
- d. Candidates who do not observe the procedures stated in points a-c above will not be supported with the special arrangements they requested.
- e. Special arrangements are available **only** in the paper based sessions.
- f. Examination Center may not be able to provide the service requested (specialised equipment/software, etc).

## TEST DAY

- 1. Detailed information about session day arrangements are sent to the candidates by email 3 calendar days before the first part of the test.
- 2. On the session day candidates will have their [photograph and finger scans taken](#). This photograph will be printed on the Test Report Form and made available to the institutions, indicated by the candidate, that download IELTS results from the on-line site.
- 3. Information regarding session day arrangements is in [Notice to Candidates](#). Candidates are not allowed to bring any electronic equipment to the test room including mobile phones and watches of any kind. Any candidate using or in possession of any unauthorized devices during the test may be disqualified. Candidates are also requested not to bring any expensive personal items. The Lang LTC is not liable for the loss of any items left in the cloakroom. The

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only items allowed in the test room are an approved identity document and a beverage in a transparent bottle.

4. All comments concerning the conduct of the IELTS test should be given by the candidate to the supervisor/Examination Centre Staff **immediately after the test** (in the case of the listening part all comments should be reported at the beginning of the test, after hearing the introductory recording) on correct form.
5. The candidate may ask questions, give opinions or lodge complaints concerning the Service Provider and the services it provides by using the contact details available on [www.lang.com.pl](http://www.lang.com.pl). The Service Provider shall address all opinions, questions or complaints from the candidate within **5 working days** of their receipt.
6. Lang LTC Examination Centre shall make every effort to provide high-quality testing services. Lang LTC Examination Centre bears no liability for irregularities in the services caused by independent factors. In cases of delays or pauses in the test, or the session being cancelled, for reasons beyond the organiser's control, as well as delays in the release of results by IDP, Lang LTC Examination Centre shall make every effort to minimize the inconvenience.

## RESULTS

1. Test results (Test Report Forms - TRF) are issued to the candidates who attempted all 4 parts of the test. (Test Report Forms - TRF) are sent by post and available on-line <https://results.ieltsessentials.com/>
  - a. on the 13<sup>th</sup> calendar day (**for PB session**)
  - b. up to 5 days at the latest (**for CD session**) following the written parts and listening part of the test.
2. In exceptional situations if it is necessary to review administrative or security matters associated with the test. In that case results may not be issued on the 14<sup>th</sup> or 5<sup>th</sup> day after the test.
3. Candidates can view their results online <https://results.ieltsessentials.com/> for 28 days after their written test date. Online result is provisional and should not be used as an official confirmation of achievement.
4. Test Report Forms (TRF, i.e. the paper version of the results, certificate) are sent by registered letter via Poczta Polska.
5. During the two-year period after the session, a candidate receives one copy of the TRF with the scores from 4 test modules and the overall band score (1 to 9). Additional copies of the TRF (up to 5 in total) are sent directly to receiving institutions indicated by a candidate during registration or in the [Application for the Issue of Additional TRF form](#). The additional TRF (each

- copy over 5) preparation fee is **36 PLN**. The form should be submitted in person, by post, fax or e-mail.
6. Candidates' personal data and results are kept by the Examination Centre for two years from the written test day.
  7. Candidates may collect TRFs in person or through an authorised person. The Examination Centre must be notified of this fact no later than on the session day and an [authorisation form](#) must be completed by the candidate.
  8. Certain institutions do not receive a paper version of the TRF but download candidates' IELTS results from the on-line site. This serves to improve the efficiency of the application processing system. Candidates should, therefore, always inform the receiving institution of the date (written and listening parts) of the IELTS test.
  9. There is no possibility to view the test papers.
  10. If you believe a mistake has occurred or your test result is not fair you can ask for an Enquiry on Results. This is a paid service. The cost of Enquiry on Results is **525 PLN**. Candidates requesting a re-mark of their papers must submit all relevant documents (a completed [Enquiry on Results form](#) and a proof of payment) within 6 weeks of the written test date. The result of the re-mark is available about 4 weeks after the Service Provider has received the documents. Detailed information regarding enquiry on results and appeal procedures can be obtained from the Lang LTC. If the re-mark/appeal results in an improvement in the candidate's score, the candidate will receive a full [refund](#) of the re-mark/appeal fees.
  11. The IELTS test may be taken again on any session date.

## CONTACT DETAILS

**address:** Lang LTC sp. z o.o.  
Al. Jerozolimskie 133  
02-304 Warsaw

**e-mail:** [ielts@lang.com.pl](mailto:ielts@lang.com.pl)

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