

REGISTRATION

1. Service Provider is **Lang LTC Sp. z o. o.** with its principal office in Warsaw, 02-081 at 5 Sędziowska Street, 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 test examinations at Lang LTC Examination Centre PL096 shall be made solely via the Lang LTC Examination Centre website www.ieltspolska.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 Cambridge Assessment English.
3. Exam fees
 - a) The exam fee is 790 PLN for PB and 830 PLN for CD test. The price given for each exam is binding upon the placement of a purchase order by the customer.
 - b) The exam fee shall be paid by the customer 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 exam regulations and on the Service Provider's site.
 - c) At the Service Provider's office the customer can pay the exam fee by card or cash. In case the payment is made by card or cash as described in this point, the agreement is entered into at the Service Provider's offices and, as such, is not a remote agreement.
 - d) The customer who paid the exam 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 exam fee. In this case no exam administration agreement is entered into between the customer and the Service Provider.
 - e) Payment data: Traditional wire transfer: account number **61 1090 1870 0000 0001 3458 1763**, Lang LTC Sp. z o.o., ul. Sędziowska 5, 02-081 Warsaw. Please indicate the following data in the transfer title: name and surname of the candidate, IELTS and the examination session date.

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

4. In order to register for the IELTS test you should:
 - a) enter your personal data into the candidates on-line database in the registration system on www.ieltspolska.pl

- b) deposit the required fee of 790 PLN PB test and 830 PLN CD test according to the instructions given in the registration system no later than 5 calendar days after registering for the test, where the first day is the day of registration.
- 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 test date must provide IELTS Minor Candidate Consent Form completed and signed by their parent/legal guardian. Please contact ielts@lang.com.pl to request the form. The scanned document should be e-mailed to ielts@lang.com.pl no later than 7 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 tests is limited. Information on test date availability is to be found on www.ieltspolska.pl
- f) **The registration deadline may be extended if there are places left after the official close of registration date. Please contact ielts@lang.com.pl for details.**
- g) Please bear in mind that session will not be visible in the system after the deadline for registration.

5. In 2019 Lang LTC will organise the IELTS test sessions in Warsaw on the following dates:

Dates written and listening parts	Test Format	Speaking part date range	Deadline for registration	Day of the week	Module AC-Academic GT-General Training
06/04/2019	PB	30/03/2019 - 07/04/2019	28/03/2019	Saturday	AC
13/04/2019	PB	06/04/2019 - 14/04/2019	04/04/2019	Saturday	AC>
25/04/2019	PB	18/04/2019 - 26/04/2019	21/04/2019	Thursday	AC>
09/05/2019	CD	09/05/2019	05/05/2019	Thursday	AC>
11/05/2019	PB	04/05/2018 - 12/05/2018	08/05/2019	Saturday	AC>
15/05/2019	CD	15/05/2019	11/05/2019	Wednesday	AC>
18/05/2019	PB	11/05/2019 - 19/05/2019	15/05/2019	Saturday	AC
22/05/2019	CD	22/05/2019	18/05/2019	Wednesday	AC>
23/05/2019	PB	16/05/2019 - 24/05/2019	19/05/2019	Thursday	AC>
29/05/2019	CD	29/05/2019	25/05/2019	Wednesday	AC>
01/06/2019	PB	25/05/2019 - 02/06/2019	29/05/2019	Saturday	AC
13/06/2019	PB	06/06/2019 - 14/06/2019	09/06/2019	Thursday	AC
19/06/2019	CD	19/06/2019	15/06/2019	Wednesday	AC>
22/06/2019	PB	15/06/2019 - 23/06/2019	19/06/2019	Saturday	AC>
27/06/2019	CD	27/06/2019	23/06/2019	Thursday	AC>
29/06/2019	PB	22/06/2019 - 30/06/2019	20/06/2019	Saturday	AC>
04/07/2019	CD	04/07/2019	30/06/2019	Thursday	AC>
06/07/2019	PB	29/06/2019 - 07/07/2019	03/07/2019	Saturday	AC>

18/07/2019	CD	18/07/2019	14/07/2019	Thursday	AC>
20/07/2019	PB	13/07/2019 - 21/07/2019	17/07/2019	Saturday	AC>
01/08/2019	PB	25/07/2019 - 02/08/2019	28/07/2019	Thursday	AC>
01/08/2019	CD	01/08/2019	28/07/2019	Thursday	AC>
10/08/2019	PB	03/08/2019 - 11/08/2019	07/08/2019	Saturday	AC
14/08/2019	CD	14/08/2019	10/08/2019	Wednesday	AC>
29/08/2019	CD	29/08/2019	25/08/2019	Thursday	AC>
7/09/2019	PB	31/08/2019 - 8/09/2019	04/09/2019	Saturday	AC
12/09/2019	PB	05/09/2019 - 13/09/2019	08/09/2019	Thursday	AC>
28/09/2019	PB	21/09/2019 - 29/09/2019	25/09/2019	Saturday	AC
12/10/2019	PB	05/10/2019 - 13/10/2019	09/10/2019	Saturday	AC>
26/10/2019	PB	19/10/2019 - 27/10/2019	23/10/2019	Saturday	AC
7/11/2019	PB	31/10/2019 - 08/11/2019	3/11/2019	Thursday	AC
23/11/2019	PB	16/11/2019 - 24/11/2019	20/11/2019	Saturday	AC
7/12/2019	PB	30/11/2019 - 8/12/2019	04/12/2019	Saturday	AC

6. 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 exam centre and cannot be changed.
7. Detailed information on the dates, time and locations of the IELTS test modules will be sent to the candidates by email 5 calendar days before the first part of the test.
8. 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 5 before the written part of the test are required to contact examination centre as soon as possible. Candidates who missed their exam 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.**
9. The candidate who entered into a remote agreement with the Service Provider may withdraw from the agreement without giving reasons within 14 days from the date of the agreement on condition that he/she submits a completed official [request form](#) to the Service Provider. This right does not apply to the candidates for whom the service was provided in full by the Service Provider.
10. Not later than 5 weeks before the exam date of the test they are registered for candidates can apply in writing for:
 - a) a transfer to a later test date free of charge on condition that they submit a completed official request form
 - b) a cancellation of their registration and a refund of 100% of the test fee. The person/institution that submitted the fee on behalf of the candidate is entitled to receive a refund.
11. If a request for refund or transfer of a test date is submitted in writing less than 5 weeks before the exam date but not later than 5 working days after the original test 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 test date for an additional fee - 25% of the test fee, observing the deadline for registration for the chosen new date, if the request is made due to:
- a candidate's serious illness (e.g. hospital admission)
 - the death of a close family member
 - hardship/trauma, e.g., a traffic accident
 - military service

The request must be supported by appropriate official documentation and/or evidence. Candidates applying for test date transfer must select a test 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 test fee if the cancellation is caused by:
- a candidate's serious illness (e.g. hospital admission)
 - the death of a close family member
 - hardship/trauma, e.g. a traffic accident
 - military service

provided he/she submits a completed official [request form](#) not later than 5 working days after the original test 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.

12. Candidate is not entitled to a refund or test date transfer if:
- a) the cause is different from the ones mentioned above
 - b) the application is not accompanied by appropriate official documentation and/or evidence
 - c) the application is made later than 5 working days after the original test date, for which the registration was made.
13. 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 test date.
14. Candidates with special needs requiring administrative changes (e.g., extra examination time, the use of headphones, computer, etc.) should submit their application for special arrangements with medical evidence no later than 6 weeks before the test date.
15. Candidates with dyslexia, dysgraphia or dysorthographia should submit a report provided by a fully qualified educational, clinical or chartered psychologist. The medical evidence must:
- d) be in the form of a report issued when the candidate was aged 13 or older;
 - e) include details of the learning difficulty and tests which have been carried out
 - f) be an original document, on headed paper, written by a fully qualified psychologist;
16. Candidates who do not observe the procedures stated in points 13-15 above will not be supported with the special arrangements they requested.
17. For detailed special arrangements information please contact the Session Provider.
18. The organisers of the test may not be able to provide the service requested (specialised equipment/software, etc).

TEST DAY

1. Detailed information about test day arrangements are sent to the candidates by email 5 calendar days before the first part of the test.
2. On the test day candidates will have their photograph 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 test day arrangements is in [Notice to Candidates](#).
4. 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 only items allowed in the test room are an approved identity document and a beverage in a transparent bottle.

5. All comments concerning the conduct of the IELTS test should be given by the candidate to the supervisor/test administrator immediately after the test (in the case of the listening test all comments should be reported at the beginning of the test, after hearing the introductory recording) and also in writing (by email or in person) to the Lang LTC examination centre staff no later than five days after the relevant part of the test. Information on how to submit comments can be found on www.ieltspolska.pl.
6. 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.ieltspolska.pl. The Service Provider shall address all opinions, questions or complaints from the candidate within five working days of their receipt. Lang LTC Examination Centre shall make every effort to provide high-quality examination 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 examinations, or the examinations being cancelled, for reasons beyond the organiser's control, as well as delays in the release of results by Cambridge Assessment English, 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 on the **13th calendar day (for PB test) and on 7th day at the latest (for CD test)** 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 13th day after the test.
3. Candidates can view their results for 28 days after their written test date. Online result is provisional and should not be used as an official confirmation of achievement.
4. During the two-year period after the test, 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 exam centre for two years from the written test day. After that period there is no possibility to apply for the service described in point 4.
7. Candidates may collect TRFs in person or through an authorised person. The test centre must be notified of this fact no later than 7 working days after the written test date 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 exam result is not fair you can ask Cambridge English for an Enquiry on Results. This is a paid service. The cost of Enquiry on Results is 395 PLN. Candidates requesting a re-mark of their papers must submit all relevant documents (an original TRF, 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 test date.

ADDITIONAL INFORMATION

1. Candidates who have registered for an IELTS test will be given, free of charge access to **'Free online preparation test'**. The unique password issued at registration will be valid for 30 days.
2. Completing a preparation course is not a requirement for candidates who want to register for IELTS. However, candidates who wish to receive tuition may attend an IELTS preparation course organised by the Lang LTC. For more information please contact kursy@lang.com.pl.
3. Detailed information about IELTS can be found at: www.ieltspolska.pl.

CONTACT DETAILS

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9:00-17:00

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