

# 2010-11 Common English Proficiency Assessment Scheme (CEPAS)

## Terms and Conditions

### 1. The Common English Proficiency Assessment Scheme (CEPAS)

- 1.1 The Common English Proficiency Assessment Scheme (CEPAS) was introduced by the University Grants Committee (UGC) in 2002-03 and the scheme is administrated by the IELTS CEPAS Management Unit (CEPAS).
- 1.2 Under the scheme, final year students of publicly-funded undergraduate degree programmes of UGC-funded institutions are encouraged to take the Academic module of the International English Language Testing System (IELTS).
- 1.3 IELTS CEPAS has different terms and conditions from the worldwide IELTS scheme.
- 1.4 In case of any disputes arising from the IELTS test under CEPAS, the decision of the IELTS Manager of CEPAS shall be final.
- 1.5 CEPAS reserves the right to revise the Terms and Conditions applicable to CEPAS without prior notice.

### 2. Eligibility and Application Procedures

#### 2.1 Eligibility

- 2.1.1 Students of UGC-funded undergraduate degree programmes (full-time or part-time) who expect to graduate in the current academic year are eligible for the scheme.
- 2.1.2 Eligible students are entitled to take IELTS through the program and obtain reimbursement of the IELTS Test fee once only. (Please see Section 4.2 and Appendix 4 regarding the conditions for reimbursement).
- 2.1.3 Students who are not eligible for the scheme but wish to take IELTS may contact IDP Education Pty Ltd. (Tel 2827 6362) or the British Council (Tel 2913 5170).

#### **Ineligible students**

- 2.1.4 Only students who have been verified as ineligible by their institutions will be notified through email. During the 2 weeks after the notification email has been sent, ineligible students who wish to have their status reviewed need to take the following steps:
  - 2.1.4.1 Logon to "already registered" to check whether their personal details are correct. If information is found to be incorrect, students should contact CEPAS immediately for amendments and request to have their data re-submitted for their institutions to verify again.
  - 2.1.4.2 Those students who have their personal information correctly shown on the online registration system can contact the related department of their own institutions for further review of their eligibility to take the IELTS test under CEPAS (Please see Appendix 1 for the table of contact person).
  - 2.1.4.3 If students have found their information to be correct, have talked to their own institutions and still find themselves ineligible, they should contact CEPAS immediately to seek further assistance or to start the refund process.
  - 2.1.4.4 Please note that CEPAS will normally release students' test seats and begin the refund process three weeks after the notification email has been sent, unless the students have expressed in written form objection to their ineligibility status.

#### 2.2 IELTS Test Fee

- 2.2.1 The IELTS test fee for sessions held at off-campus locations (for example, hotels and secondary schools) is HKD1,265 and the test fee for sessions held at the eight UGC-funded institutions' premises is HKD1,035.
- 2.2.2 Group 1 applicants/candidates: those who submit paper applications and deposit cash directly to CEPAS bank account.

- 2.2.3 Group 2 applicants/candidates: those who register through the online system and pay at any Circle K or VanGO cashier counter.
- 2.2.4 Group 3 applicants/candidates: those who register through the online system and pay through PPS by phone, by internet through PPS's website or by internet banking.
- 2.2.5 Group 4 applicants/candidates: those who register online and pay directly through the PPS online payment system on the CEPAS website.
- 2.2.6 Group 1, Group 2 and Group 3 applicants: must pay HKD1,265 up front. Group 1 and Group 2 applicants who eventually take the test at institutions' premises will receive a refund cheque of HKD230 through regular mail together with their Test Report Form (TRF). Group 3 applicants who eventually take the test at institutions' premises will receive HKD230 refund credited to their original payment account within 1 month after they have taken the test. Group 4 applicants pay test fee according to the test venue they select.
- 2.2.7 Detailed payment methods are listed on appendix 2.

### 2.3 Registration Period and Deadlines

There are two periods for registration. Please refer to appendix 3 for more information on registration period, deadlines and testing period.

### 2.4 Application Procedures

- 2.4.1 Group 1 applicants should complete both the "IELTS Application Form" and the "Application Cover Form" clearly and correctly and should take special note of the registration period, fees and application & payment procedure.
  - 2.4.1.1 The completed forms should be submitted within the registration period. Applications received after the registration period will NOT be accepted.
  - 2.4.1.2 CEPAS cannot guarantee that candidates who register via paper applications will be allocated a seat at the test venue or date of their choice due to uncertainty regarding venue availability caused by real time online booking.
  - 2.4.1.3 An Acknowledgement Email acknowledging receipt of the IELTS application and notifying the tentative test date and venue will be issued to applicants.
- 2.4.2 Group 2 & Group 3 applicants are required to fill in all mandatory fields on the online registration system. The system then will prompt them to select payment method. Group 2 & Group 3 applicants should select 'Invoice' and need to pay special attention to the following procedures:
  - 2.4.2.1 Applicants should print out invoices from the CEPAS online system and pay their test fee within the registration period.
  - 2.4.2.2 Since a test session is allotted on a first-come-first-served basis, applicants are advised to pay their test fees as soon as possible and also follow the email prompting on a timely basis.
  - 2.4.2.3 Two working days after applicants pay their test fees through PPS phone service, PPS internet website, internet banking or via Circle K or VanGO cashier counter, CEPAS will send out a Test Session Selection email to prompt these applicants to select test sessions.
  - 2.4.2.4 Paid applicants who fail to select a test session before the registration deadline will receive an email prompting them to select test session before a specific deadline. Students who do not sign up a test session prior to the deadline will be automatically assigned to a test session.
  - 2.4.2.5 Once a test session is selected, an Acknowledgement Email acknowledging receipt of the IELTS application and notifying the tentative test date and venue will be issued to the applicant. Test registration is completed only after a test session is selected and confirmed.
- 2.4.3 Group 4 applicants are required to fill in all mandatory fields on the online registration system. The system then will prompt them to select payment method. Group 4 applicants should select "PPS" to pay through the PPS direct online payment on the CEPAS website and need to pay special attention to the following procedures:
  - 2.4.3.1 The online system directs the applicant to the test session selection page after the payment method is selected. The applicant should select his/her preferred test session.

2.4.3.2 The system will then direct the applicant to pay through PPS. **The applicant should have a PPS account and internet password ready for payment.** No test seat is reserved unless the PPS online payment is successfully completed.

2.4.3.3 An Acknowledgement Email acknowledging receipt of the IELTS application and notifying the tentative test date and venue will be issued to applicants.

2.4.4 Applicants need to select their test sessions carefully because they are only allowed to transfer their test sessions **ONCE**; details of the test day transfer application process is provided in the Test Date Transfer Policy in Section 5.1 below.

2.4.5 Except for name, student number, ID number, name of programme and name of institution, applicants can change their personal particulars by sending an email to IELTS CEPAS Management Unit 2 weeks before their selected test days. Candidates must immediately notify CEPAS of any changes to the restricted personal particulars.

2.4.6 Electronic reminder(s) will be sent out one week before the test to remind candidates to print out their Admission Ticket for test day registration. Applicants must ensure that a frequently accessed email address and mobile phone number are provided.

2.4.7 Candidates can always logon to the system as “Already Registered” candidates to check their application status and their institutions’ approval of eligibility status.

2.4.8 CEPAS makes every effort to cater for the special needs of any disabled candidates in order to facilitate their sitting for the test. Any requests should be indicated on the Application Form or online application. Submission of supporting documents is required for further processing.

2.4.9 **Identification:** CEPAS only recognizes a Hong Kong ID Card or a valid and current passport for registration for the IELTS Test. **The ID used in registering for the test must be the same ID candidate uses on the day of the test. (Photocopy of ID document is not acceptable.)**

**Note: The Expiry Date of the ID document must be after the date of the test.**

2.4.10 Candidate Photograph

2.4.10.1 Candidates should upload the specified photographs two months prior to the test day via the online registration system.

2.4.10.2 Candidates may be prohibited from taking the test if they fail to upload their photographs three weeks prior to the test day or their photographs do not match the requirements stated in 2.4.10.4. Such candidates are not eligible for transfer, cancellation or refund of any kind.

2.4.10.3 CEPAS reserves the right to take candidates' photographs on test day without prior notice for the purpose of further identity verification. If candidates refuse to have their photographs taken, they will not be allowed to take the test, and will not be eligible for transfer, cancellation or refund of any kind. Candidates' photographs will be treated as highly confidential, and will be used solely in relation to the IELTS test.

2.4.10.4 The photograph must meet the following requirements:

GENERAL	<ul style="list-style-type: none"> <li>Color photograph taken within the last six months.</li> <li>Must not be stamped, signed / written on, marked, folded, stapled over or damaged.</li> <li>No shadows or glare on the image or background.</li> </ul>
PHOTO SIZE	<ul style="list-style-type: none"> <li>Standard passport sized photograph</li> <li>Minimum of 35mm X 45mm</li> </ul>
POSE	<ul style="list-style-type: none"> <li>A <u>close-up of the head and top of shoulders</u></li> <li><u>Looking straight</u> towards the camera with face square on</li> <li>NOT personal portrait style (glamour shot)</li> <li><u>Both ears showing</u> or both edges of the face visible if hair covers the ears</li> <li><u>Head not tilted</u> or rotated</li> <li><u>NO glasses</u> and nothing should hide the outlines of the eyes, nose or mouth</li> </ul>
PHOTO QUALITY	<ul style="list-style-type: none"> <li>Print quality of professional standard</li> <li>High quality paper and color image</li> <li>No ink or marks on the image</li> </ul>
EXPRESSION	<ul style="list-style-type: none"> <li><u>Neutral expression with mouth closed</u> - neither frowning nor smiling</li> <li>Eyes open and clearly visible</li> <li>Nothing covering the face</li> </ul>
LIGHTING &	<ul style="list-style-type: none"> <li><u>Plain light colored background</u> (beige, white, blue background recommended)</li> </ul>

FOCUS	<ul style="list-style-type: none"> <li>• No shadows or glare on the image or background</li> <li>• No 'red eye'</li> </ul>
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### 3. IELTS Test

#### 3.1 Admission Ticket for Test Date and Venue

- 3.1.1 CEPAS prepares an Admission Ticket for the Listening, Reading, Writing and Speaking Tests to successfully enrolled candidates after the candidates' eligibility status are clear. The Admission Ticket will be ready one week before the candidate's selected test day. Electronic reminder(s) will be sent out to alert candidates to print out the Admission Tickets from the CEPAS website [www.ugccepa.com](http://www.ugccepa.com). **The Admission Ticket is a very important document which candidates must bring on the test date for registration.**
- 3.1.2 If candidates have not received the electronic reminder(s) one week before the selected test date, or their Admission Tickets are not ready on the CEPAS website, they should contact CEPAS immediately.
- 3.1.3 If candidates find any mistakes on the Admission Ticket, they should contact CEPAS immediately.

#### 3.2 Typhoon or Black Rainstorm warning

- 3.2.1 If a Typhoon Signal No. 8 or Black Rainstorm warning is likely to be issued, candidates should listen to radio and/or television broadcasts for any special announcements.
- 3.2.2 The test will be cancelled if a Typhoon Signal No. 8 or above or a Black Rainstorm warning signal is issued AT or AFTER 6:00am.
- 3.2.3 If a Typhoon Signal No. 8 or Black Rainstorm warning is issued after the test has started, the test will be continued for the full time allotted unless physical conditions at the venue are considered to be dangerous.
- 3.2.4 If a test is cancelled, CEPAS will notify candidates through email of the rescheduled date and time of the test. Applications for a refund of test fee and/or transfer of test date will not be entertained.
- 3.2.5 CEPAS reserves the right to postpone and/or cancel a test under extraordinary circumstances. If a test is postponed and/or cancelled, CEPAS will post an announcement on [www.ugccepa.com](http://www.ugccepa.com) and notify the affected candidates by electronic message(s).

#### 3.3 On the Test Day

- 3.3.1 Identification at Check-in on Test Day: On the day of the test, candidates must present the **same identification document used when registering for the test** for both the written test and the speaking test. If the identification document presented at the test contains personal information (i.e. name, gender, date of birth, ID/passport number, etc.) different from that provided upon registration, the candidate might not be admitted to the test and will not be entitled to a transfer, cancellation or refund in any form.
- 3.3.2 CEPAS reserves the right to refuse any candidates who fail to present the same identification document used when registering for the test. These candidates will not be entitled to a transfer, cancellation or refund in any form.
- 3.3.3 CEPAS reserves the right to check candidates' identification documents at any time throughout the written and speaking tests.
- 3.3.4 The venue for the speaking test may be subject to change and might not be the same venue as the written test. Should there be a change of venue for the speaking test; details will be stated in the electronic reminder to be sent to candidates one week prior to the test.

#### 3.4 Time of the tests

##### Listening, Reading and Writing tests

- 3.4.1 The Listening, Reading and Writing tests are held from 9:00am to 1:00pm.
- 3.4.2 Registration starts at 8:00am and closes at 8:50am. Candidates who fail to register before 8:50am will not be admitted to the Listening, Reading and Writing test. The test fees of absentees and latecomers will be automatically forfeited unless the conditions outlined in the "Test Day Transfer Policy" are fulfilled.

- 3.4.3 Candidates are not allowed to take the Speaking test if they did not attend the Listening, Reading and Writing tests.

#### Speaking tests

- 3.4.4 The Speaking test will be held between 1:00pm and 7:00pm on the same Saturday as the Listening, Reading and Writing tests, or on the following Sunday between 9:00am and 7:00pm.
- 3.4.5 Candidates should arrive 30 minutes before the time indicated on the Interview Slip for registration. The Interview Slip is issued to each candidate on the test day.
- 3.4.6 Candidates should follow the scheduled time for the Speaking test. Latecomers will not be admitted nor will they be entitled to transfer, cancellation or refund in any form.
- 3.4.7 All speaking test appointments are assigned by CEPAS. CEPAS notifies candidates of their speaking test schedule on the test day. Any special request for change of interview time is considered as an Application for Special Arrangement of Speaking Interview which should abide by all the conditions listed in section 5.
- 3.4.8 In exceptional circumstances, speaking tests are arranged 7 days before or after the selected test session. If this happens, CEPAS will inform affected candidates one week prior to the speaking interview and candidates must bring their Admission Ticket (instead of the Interview Slip) for registration for speaking test.

### **3.5 Rules and Regulations for the Listening, Reading and Writing Tests**

- 3.5.1 Candidates must bring their Admission Ticket and the identity document (**the valid approved ID document used when applying for registration**). Candidates will not be admitted to the test and will not be entitled to transfer, cancellation or refund in any form if they cannot present the appropriate identity document.
- 3.5.2 It is the responsibility of the candidate to prove his/her identity.
- 3.5.3 Candidates should listen carefully and follow the instructions given by invigilators.
- 3.5.4 Candidates are required to have their identity document on the desk at all times during each test module.
- 3.5.5 Candidates are not allowed to bring in their own stationery. CEPAS will provide pencil and eraser to candidates.
- 3.5.6 Candidates must leave anything which they do not need, or which is not allowed, at the belongings counter as instructed by invigilators. CEPAS will not be responsible for anything lost, stolen or damaged at the test venue, **so candidates should not bring valuable items to the test venue.**
- 3.5.7 Candidates are not allowed to retrieve any items from the belongings counter after they have entered the exam room before the test finishes.
- 3.5.8 Candidates should enter the exam hall/room immediately after registration.
- 3.5.9 **Candidates are not allowed to bring mobile phones or other electronic devices into the examination room.** Such electronic devices include, but are not limited to, personal digital assistants (PDA), alarm watches, electronic dictionaries and portable music players. Candidates who retain any such devices in their possession will be disqualified.
- 3.5.10 Candidates accept the fact that all complaints relevant to the listening, reading and writing test should be raised during the test session period before they leave the test room. Complaints lodged after candidates left the test room will not be entertained.
- 3.5.11 CEPAS takes responsibility to ensure all headphones and public audio system are thoroughly tested before the listening test. Candidates acknowledge the fact that assignment of headphone system or public audio system depend upon the supply of the venue and it is not a choice of the candidates.
- 3.5.12 Candidates are not allowed to tear out or remove any pages from the test booklets.
- 3.5.13 Candidates are not allowed to leave the exam venue until they have finished the Listening, Reading and Writing tests.

### **3.6 Rules and Regulations for Speaking Test**

- 3.6.1 Candidates must bring their Interview Slips (not applicable to candidates whose speaking test is arranged before the written test) and identity documents, i.e. Hong Kong Identity Card (or Passport if it is reported in the application form) for registration. Candidates will not be admitted to the test if they cannot present the appropriate identity document.
- 3.6.2 Candidates are only allowed to bring their identification documents and the Interview Slips into the speaking test room. All other personal belongings must be placed at a designated area as instructed by invigilators. CEPAS will not be liable for anything lost, stolen or damaged at the test venue **so candidates should not bring valuable items to the test venue.**
- 3.6.3 **Candidates are not allowed to bring mobile phones or other electronic devices into the examination room.** Such electronic devices include, but are not limited to, personal digital assistants (PDA), alarm watches, electronic dictionaries and portable music players. Candidates who retain any such devices in their possession will be disqualified.
- 3.6.4 After the Speaking Interview, candidates must return their Interview Slip (not applicable to candidates whose speaking test is arranged before the written test), to the registration counter to complete the test. Candidates who have completed the test must leave the test venue immediately. Any candidates who are found discussing the speaking test contents with other candidates will be disqualified.
- 3.6.5 All complaints related to the speaking test should be reported by candidates before leaving the speaking test registration area. No complaints will be entertained after candidates leave the registration area or after candidates converse with a third party who is not a member of the test administration team.

### 3.7 General Rules and Regulations

- 3.7.1 The time for Speaking test may be subject to change. If the time is changed, candidates will be advised either electronically or verbally during the morning test session.
- 3.7.2 Candidates should understand that it is their responsibility to be familiar with the test format printed on the "Information for Candidates" which is available for download at [www.ugccepa.com](http://www.ugccepa.com) or [www.ielts.org](http://www.ielts.org).
- 3.7.3 Candidates must not wear hat or cap during registration or the test.
- 3.7.4 Candidates must not attempt to cheat, copy the work of another candidate, disrupt the test/candidates or talk to other candidates once the test has started.
- 3.7.5 Candidates must not reproduce any part of the test in any format/medium or remove any materials used during the examination. Such materials include, but are not limited to, examination papers, speaking task cards, answer papers and working paper. Any candidate reproducing or removing test materials will have their test results disqualified and be liable to prosecution.
- 3.7.6 If any candidates are caught infringing any of the rules and regulations, their test result will be disqualified and notification of the disqualification will be sent to any receiving institution or professional body.
- 3.7.7 Disqualified candidates are not entitled to transfer, cancellation, refund or reimbursement in any form.

## 4. Test Results & Reimbursement

### 4.1 Release of Test Results

- 4.1.1 Candidates will receive only one copy of their Test Report Form (TRF). This is a very valuable document and it is recommended that candidates take due care in keeping their TRF secure. It cannot be replaced.
- 4.1.2 The TRF will be issued to candidates usually 13 calendar days after the test date and IELTS test results are valid for two years from the test date.
- 4.1.3 CEPAS will mail out TRF to candidates' registered addresses. It is the candidate's responsibility to ensure the accuracy of the address provided to CEPAS. Candidates should pick up the re-issued/returned TRF at the CEPAS office.
- 4.1.4 Candidates whose TRF is lost in the mail can contact CEPAS 25 calendar days after the original test date for re-issuing of the TRF. The deadline for lodging such requests is 2 months after the test date. The re-issued TRF can only be collected in person by the candidate or his/her authorized nominee at CEPAS on any Wednesday 25 days after the original test date. Any TRFs not collected within 2 years of the original test day will be destroyed.

- 4.1.5 Candidates should check their personal details on the TRF as soon as they receive it. Requests for amendment of personal details on the TRF must be made to CEPAS by email within 4 weeks after the test.
- 4.1.6 Candidates' IELTS Overall Scores will also be posted on the CEPAS online system 13 calendar days after the test date and will be retained online for 2 weeks. Candidates can logon to "already registered" at [www.ugccepta.com](http://www.ugccepta.com) to view their results. However, the web results are not the official notification of results. **Although every effort is made to ensure the online results are accurate, the TRF is the only official record of test results.**
- 4.1.7 TRF will not be issued to candidates if they did not attend the Listening, Reading and Writing tests.
- 4.1.8 Results may be delayed or withheld where any of the Rules and Regulations have been breached.
- 4.1.9 In exceptional circumstances, results may be delayed and you may be required to re-take one or more modules where the pattern of module results is highly unusual.

## 4.2 Reimbursement of Test Fee

- 4.2.1 The statement of "**In possession of the result of IELTS taken on (date) under the University Grants Committee's Common English Proficiency Assessment Scheme.**" will be printed on candidates' transcripts **ONLY** if candidates apply for reimbursement. (Please note that the band scores will not be reported on the transcript.)
- 4.2.2 Institutions may have different reimbursement procedures and deadlines, so candidates should check with their institutions for details.
- 4.2.3 Details on reimbursement of test fee are stated in Appendix 4.

## 4.3 Application for Additional Test Report Forms (TRF)

- 4.3.1 Candidates may apply to the IELTS CEPAS Management Unit for further copies of their TRF for a period of 2 years from the test date. Additional copies can only be sent to receiving institutions, not given to candidates.
- 4.3.2 Each candidate may apply for five copies of their TRF free of administrative charge, but will have to pay a handling fee for each TRF issued: HKD50 per TRF for local delivery (in HKSAR) and HKD200 per TRF for overseas delivery (including Mainland China).
- 4.3.3 For any additional TRFs beyond the five copies, candidates will have to pay an administrative fee of HKD50 per copy as well as the handling fee.
- 4.3.4 Candidates can apply for additional TRFs by completing an application form under Download Forms at the CEPAS website ([www.ugccepta.com](http://www.ugccepta.com)). Payment can only be made by direct deposit of cash to CEPAS bank account. Bank account information is stated in item 1 of Appendix 2. If an applicant does not pay within 2 weeks of applying for an additional TRF, the application will be withdrawn automatically.
- 4.3.5 TRFs will be sent to institutions nominated by candidates within 7 working days of receipt of the relevant fees. A delivery notice e-mail will be sent to the candidate after the process has been completed.
- 4.3.6 CEPAS will NOT be responsible for any TRFs lost or damaged in the post.
- 4.3.7 Candidates should provide correct address of receiving institutions. Incomplete/Incorrect address will cause failure or delay of TRF delivery. Should the TRF be returned due to incomplete address, candidates have to pay the delivery fee again if they wish to re-send the TRF to the receiving institutions.

## 4.4 Enquiry on Results (Appeal Against Test Results)

- 4.4.1 Enquiry on Results (EOR) is the process by which candidates ask for their test scripts/interviews to be re-marked. This request is made after the test results have been released and the purpose of the EOR is to provide candidates with an appeals process when they believe their results do not reflect their true performance on the day they took the test.
- 4.4.2 Candidates can choose to have one or more test module/s re-marked.
- 4.4.3 Application for Enquiry on Results (EOR) together with payment and the original TRF have to reach IELTS CEPAS Management Unit within 6 weeks after the test date. The re-mark fee is HKD900. All the test

materials will be sent to IELTS Australia for re-marking by trained clerical markers and Senior Examiners employed by IDP:IA.

- 4.4.4 The re-mark fee is refunded if the band score is increased on any module as a result of the re-marking.
- 4.4.5 Applications for 'Enquiry on Results' can be downloaded from [www.ugccepta.com](http://www.ugccepta.com). The completed form signed by the applicant together with the original TRF needs to be sent to the office of IELTS CEPAS Management Unit to begin the EOR process.
- 4.4.6 Once the IELTS Administrator has received the EOR application and the original TRF, a payment notification email will be sent to the applicant who can logon to the website as an "Already Registered" candidate and settle payment through PPS direct online payment, PPS by phone, or internet banking.
- 4.4.7 The application will not be processed unless payment is received within 6 weeks after the test date; and if the applicant does not pay within the specified time, the application will be withdrawn automatically.
- 4.4.8 IDP:IA Head Office will usually notify IELTS CEPAS Management Unit of the re-mark result within 6 weeks of receipt of the candidate's exam materials. Candidates will be notified by e-mail upon completion of the re-marking process and CEPAS will forward an EOR feedback letter stating their final result status. Candidates should direct all enquiries regarding the progress of their re-mark to CEPAS.
- 4.4.9 Where there is an improvement in band scores, an email will be sent out to inform candidates of arrangements for collection of the TRF with the changed scores and refund of the EOR application fee.
- 4.4.10 Candidates have to collect the original TRF at the CEPAS office on any Wednesday should the band score(s) remain unchanged. The re-mark fee will not be refunded under this circumstance.

## 5. Test Day Transfer and Special Arrangement of Speaking Interview

### 5.1 Test Day Transfer

- 5.1.1 IELTS CEPAS Management Unit has a slightly different policy on Test Day Transfer from the world-wide IELTS scheme.
- 5.1.2 A Test Day Transfer application is only accepted after payment is made.
- 5.1.3 Each candidate may transfer their test **ONCE** only provided that application is made and payment is settled 14 calendar days before the original test day or 14 calendar days before the new selected test day, whichever is earlier.
- 5.1.4 Once a request for transfer has been accepted by the IELTS CEPAS Management Unit, it cannot be changed or cancelled.
- 5.1.5 Requests for Test Day Transfer received by the IELTS CEPAS Management Unit less than 14 calendar days before the original registered session will not be accepted.
- 5.1.6 A non-refundable Administrative Fee of HKD375 is charged for each Test Day Transfer Application.
- 5.1.7 Candidates registered in Period 1 can only transfer to a test session listed under Period 1, except for special circumstances as approved by IELTS CEPAS Management Unit. Same policy applies to candidates registered in Period 2. (refer to appendix 3 for period 1 & 2 registration period)
- 5.1.8 IELTS CEPAS Management Unit reserves the right to refuse any applications for Test Day Transfer.

### Waiver of Administrative Fee

- 5.1.9 IELTS CEPAS Management Unit waives the Administrative Fee for Test Day Transfer Applications submitted 3 weeks prior to candidates' original selected test date under the following circumstances:
  - Candidate's IELTS test date clashed with his/her university class schedule or examination schedule: This is limited to graduation requirement courses under the UGC-funded undergraduate degree programme enrolled only.
  - Candidate's IELTS test date clashed with the Common Recruitment Examination or the AO/EO/TO/LO Recruitment Examination organized by the Civil Service Bureau.
- 5.1.10 Candidates who apply for Waiver of Test Day Transfer Administrative Fee will have to fax/email their applications (form can be downloaded from the CEPAS website) together with the necessary original supporting documents 3 weeks prior to candidates' original selected test date.
- 5.1.11 Supporting Documents for Waiver of Administrative Fee

- Letter from candidate's lecturer / professor / university demonstrating that candidate's class / exam schedule has clashed with candidate's IELTS test date.
- Acknowledgement letter / email issued by the Civil Service Bureau acknowledging receipt of candidate's application for CRE or AO/EO/TO/LO Recruitment Examination.

5.1.12 IELTS CEPAS Management Unit reserves the right to refuse any Application for Waiver of Administrative Fee.

## **Exemptions**

5.1.13 Test Day Transfer Application submitted within the 14 calendar days period prior to the test date selected will only be considered on the following grounds on condition that supporting documents are provided:

- Serious illness – e.g. hospital admission or serious injury
- Loss or bereavement – death of a close family member
- Hardship/trauma – victim of crime, victim of a traffic accident

5.1.14 Supporting Documents for Test Day Transfer Exemption cases should be:

- Medical Certificate and Certificate of Professional Practitioner filled by doctor which can be downloaded from the CEPAS website (for serious illness)
- Death Notice (for loss or bereavement)
- Police statement (for hardship/trauma)

5.1.15 For exemption cases, all supporting documents and admin charge of HKD375 must reach CEPAS 2 working days prior to the original test day.

### **Serious illness on the test day**

5.1.16 Candidates who are absent on the test day due to serious illness may apply for Test Day Transfer with medical supporting documents (see 5.1.14) and an administrative charge of HKD375 submitted to CEPAS within 3 working days after the original test date.

## **5.2 Special Arrangement of Speaking Interview**

5.2.1 Special Arrangement of Speaking Interview refers to the situation when candidates request CEPAS to assign a specific speaking interview time for them in order to avoid the clash with university exams or the Common Recruitment Examination or the AO/EO/TO/LO Recruitment Examination organized by the Civil Service Bureau.

5.2.2 A Request for Special Arrangement of Speaking Interview is considered only when it is made in writing (e.g. email, letter or fax) and payment is settled 14 calendar days before the original or new test date, whichever is earlier.

5.2.3 Once a Special Arrangement has been accepted by the IELTS CEPAS Management Unit, it cannot be changed or cancelled.

5.2.4 Requests for Special Arrangement of Speaking Interview received by the IELTS CEPAS Management Unit less than 14 calendar days before the original or new test date, whichever is earlier, will only be considered in exceptional circumstances and the IELTS CEPAS Management Unit reserves the right to determine whether an application warrants such consideration.

5.2.5 A non-refundable Administrative Fee of HKD375 is charged for each Special Arrangement requested.

5.2.6 The IELTS CEPAS Management Unit reserves the right to refuse any Special Arrangement Request.

5.2.7 The same regulations and requirements for supporting documents listed for Waiver of Administrative Fee for Test Day Transfer at Section 5.1 apply for the Special Arrangement Requests.

## **6. Cancellation of Registration**

6.1.1 CEPAS has a slightly different cancellation policy from the worldwide IELTS scheme.

- 6.1.2 Any request to cancel a registration must be received in writing by the IELTS CEPAS Management Unit at least three weeks before the scheduled test date.
- 6.1.3 The IELTS CEPAS Management Unit only entertains requests for cancellation of registration when CEPAS could not provide test seats for candidates due to time conflict between IELTS CEPAS test schedule and candidates' academic schedule. All requests for cancellation of registration have to be approved by the CEPAS IELTS Administrator.
- 6.1.4 Candidates must provide a valid academic schedule or documentation issued by their institutions to establish a conflict between the IELTS CEPAS test schedule and their academic schedule.
- 6.1.5 Provided such a request has satisfactory supporting documentation and with approval from the IELTS CEPAS Management Unit, the test fee minus an administrative fee of HKD375 will be refunded.

## 7. CEPAS Recruitment News

Applicants taking the IELTS test under the CEPAS programme agree to accept any job advertisement sent out through CEPAS's weekly CEPAS Recruitment News – a recruitment alert email service publicizing new recruitment opportunities from employers who use or recognize IELTS results.

## 8. Declaration

By registering to take the IELTS under CEPAS, candidates agree and declare as follows:

- 8.1 I agree that my institution and the IELTS CEPAS Management Unit may exchange my personal data for the purpose of verifying my eligibility to sit the IELTS test under the UGC CEPAS Scheme.
- 8.2 I agree that my personal data and details on the IELTS application form and test result will be provided to the University Grants Committee for statistical and research purposes on the understanding that the University Grants Committee confirms it will not disclose such data and details to others except as stated in the CEPAS Terms and Conditions, or to the extent permitted by law.
- 8.3 I certify that the information provided by me in registering for the IELTS is complete, true and accurate. I understand that if any other person attempts to take the IELTS examination in my place (i.e. in place of the person who registered to take the IELTS test and whose details were provided in registering for the IELTS test); both I and such other person will be liable to prosecution. Details relating to the situation may be provided to the relevant authorities, including visa processing department.
- 8.4 I understand that if I attempt to cheat, copy the work of another candidate, disrupt the test, remove or copy or attempt to remove or copy any test materials from the examination room, engage in any form of malpractice, or do anything that might damage the integrity and security of IELTS, I will not receive a result for the test, my test fee will not be refunded and I may be prohibited from taking IELTS tests in future. I understand that details of any alleged cheating/malpractice may be provided to the relevant authorities, including visa processing authorities. All alleged malpractice will be reported centrally to the IELTS Test Partners and to any relevant test centre by the centre where the alleged malpractice occurred.
- 8.5 I understand that it is my responsibility to read and understand the information on the 'IELTS Information for Candidates', the 'IELTS Notice to Candidates', and CEPAS Terms and Conditions which are available at [www.ugccepta.com](http://www.ugccepta.com).
- 8.6 I agree an observer may attend my Speaking Test as part of the monitoring process.
- 8.7 I agree that a photograph may be taken of me on the test day to confirm identity.
- 8.8 I understand that IELTS CEPAS Management Unit has the right to add or delete any test sessions and test seats as circumstance require.
- 8.9 I acknowledge that the IELTS examination is administered by IDP: IELTS Australia, the British Council and Cambridge ESOL collectively referred to as the Test Partners, that the information collected from IELTS applications will be used for the purposes of the IELTS test, and that these details may be disclosed to candidates' institutions and the Test Partners, and processed and stored by the Test Partners for the purpose of administration.
- 8.10 I understand that candidate details and examination results may be disclosed by the Test Partners to those academic institutions or other entities whom candidates specified on their applications, for the purpose of allowing such institutions or entities to verify the results of the test or to carry out an investigation in relation to suspected fraud. If the Test Partners discover that a false or altered Test Report Form has been

provided to any of these institutions, or to other entities such as government departments or employers, the Test Partners may inform the same and provide them with candidates' personal details.

- 8.11 I understand that test results may not be issued within 13 days of the test day if any of the Test Partners deem it necessary to review any matter associated with the test. In exceptional circumstances, I may be required to re-take one or more IELTS modules.
- 8.12 I agree that my personal data may be processed in an anonymous form for statistical and research purposes for the development of Cambridge ESOL examinations on the understanding that Cambridge ESOL and the IELTS CEPAS Management Unit will not disclose any personal information about candidates to other parties except as stated in this document or to the extent permitted by law.
- 8.13 I understand that the work I produce as part of the IELTS test remains the property of the Test Partners and will under no circumstances be released to candidates or institutions/organizations.
- 8.14 I understand that if the details on my application are not completed, my application may not be processed.
- 8.15 I undertake to abide by the rules and regulations listed on the 'CEPAS Terms and Conditions'.

## 9. Disclaimer

- 9.1 The International English Language Testing System (IELTS) is designed to be but one of many factors used by academic institutions, government agencies, professional bodies and employers in determining whether a test taker has sufficient English skills to successfully be admitted as a student or be considered for employment. IELTS is specifically designed not to be the sole method of determining admission or employment for the test taker. IELTS is made available worldwide to all persons, regardless of age, gender, race, nationality or religion but it is not recommended to persons under 16 years of age.
- 9.2 The British Council, IDP: IELTS Australia and Cambridge ESOL and any other party involved in creating, producing, or delivering IELTS shall not be liable for any direct, incidental, consequential, indirect, special, punitive, or similar damages arising out of the access to, use of, acceptance by, or interpretation of the results by any third party, or any errors or omissions in the content thereof.

## 10. Enquiry on Personal Data

Enquiries concerning the personal data collected by means of the IELTS application form and the application cover form, including any corrections of personal data, should be addressed to:

IELTS CEPAS Management Unit  
(Centre Number: HK058)

Tel. No.: (852) 2620 0321

Fax No.: (852) 2620 0320

Email: [info@ugccepa.com](mailto:info@ugccepa.com) / [online@ugccepa.com](mailto:online@ugccepa.com)

Address: Room 2801, 28/F Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong

Website: [www.ugccepa.com](http://www.ugccepa.com)

End of Document

Ver. 3/23/2010

**Appendix 1****Contact Details of Institutions**

<b>Institution</b>	<b>Contact Person / Department</b>	<b>Phone No</b>	<b>Email</b>
CU	Academic Affairs Section, Registry	26098988	<a href="mailto:ors@slp.msmail.cuhk.edu.hk">ors@slp.msmail.cuhk.edu.hk</a>
HKU	Academic Development and Quality Assurance Section – Reimbursement	22415263	<a href="mailto:connect@hku.hk">connect@hku.hk</a>
HKUST	Admission, Registration & Records	23586618	<a href="mailto:progreg@ust.hk">progreg@ust.hk</a>
PolyU	Academic Services	27665178	<a href="mailto:asglorn@inet.polyu.edu.hk">asglorn@inet.polyu.edu.hk</a>
CityU	Academic Regulations and Records Office	34422300	<a href="mailto:as@cityu.edu.hk">as@cityu.edu.hk</a>
HKIEd	Information Center	29486177	<a href="mailto:aasd@ied.edu.hk">aasd@ied.edu.hk</a>
HKBU	Academic Registry	34117847	<a href="mailto:ugns@hkbu.edu.hk">ugns@hkbu.edu.hk</a>
Lingnan	Registry	26168750	<a href="mailto:registry@ln.edu.hk">registry@ln.edu.hk</a>

## Appendix 2

## Payment Method

1. Direct deposit **cash** to CEPAS bank account (Group 1 applicants)
  - Account Number: Standard Chartered Bank 44706946009
  - Account Name: IDP E PTY LTD T/AICML
  - Company Name: IDP PTY LTD – **IELTS CEPAS Management Unit**
  
2. Pay at Circle K/VanGo cashier counter (Group 2 applicants)  
 Applicants can present their test fee/Enquiry on Results invoice at any Circle K/VanGo cashier counter and settle their payment there.
  
3. PPS by phone (Group 3 applicants)  
 Applicants should have a PPS account and a phone service password. Applicants can browse [www.ppschk.com](http://www.ppschk.com) for more information as to how to apply for a PPS account and phone password. Applicants can settle their payment by calling PPS hotline as set out below. The IELTS CEPAS Management Unit merchant code is '9557'.  
 Tel : 18031 (English) / 18033 (Cantonese)
  
4. Internet through PPS website (Group 3 applicants)  
 Applicants should have a PPS account and an internet password. Applicants can browse [www.ppschk.com](http://www.ppschk.com) for more information as to how to apply for a PPS account and internet password. Applicants can settle their payment by visiting the PPS website as set out below. The IELTS CEPAS Management Unit merchant code is '9557'.  
 Website: [www.ppschk.com](http://www.ppschk.com)
  
5. Internet banking (Group 3 applicants)  
 Applicants can visit the bank websites and settle payment from their bank account or credit card accounts (if applicable) at the following banks:

Bank	Bank Account	Credit Card	Website
<b>AEON Credit Service (Asia) Co., Ltd.</b>	--	Y	<a href="http://www.aeon.com.hk">www.aeon.com.hk</a>
<b>Bank of China</b>	--	Y	<a href="http://www.boci.com.hk">www.boci.com.hk</a>
<b>Bank of Communications</b>	Y	Y	<a href="http://www.bankcomm.com.hk">www.bankcomm.com.hk</a>
<b>China Construction Bank</b>	Y	-	<a href="http://www.asia.ccb.com">www.asia.ccb.com</a>
<b>Citibank</b>	Y	Y	<a href="http://www.citibank.com.hk">www.citibank.com.hk</a>
<b>CITIC Ka Wah Bank</b>	Y	Y	<a href="http://www.citickawahbank.com">www.citickawahbank.com</a>
<b>Dah Sing Bank</b>	Y	Y	<a href="http://www.dahsing.com">www.dahsing.com</a>
<b>DBS Bank (HK)</b>	Y	Y	<a href="http://www.dbs.com.hk">www.dbs.com.hk</a>
<b>Fubon Bank</b>	Y	Y	<a href="http://www.fubonbank.com.hk">www.fubonbank.com.hk</a>
<b>Hang Seng Bank</b>	--	Y	<a href="http://www.hangseng.com">www.hangseng.com</a>
<b>HSBC</b>	--	Y	<a href="http://www.hsbc.com.hk">www.hsbc.com.hk</a>
<b>Mevas Bank</b>	Y	Y	<a href="http://www.mevas.com.hk">www.mevas.com.hk</a>
<b>Shanghai Commercial Bank</b>	Y	Y	<a href="http://www.shacombank.com.hk">www.shacombank.com.hk</a>
<b>Standard Chartered Bank (Hong Kong) Ltd</b>	Y	Y	<a href="http://www.standardchartered.com.hk">www.standardchartered.com.hk</a>
<b>The Bank of East Asia</b>	Y	Y	<a href="http://www.hkbea-cyberbanking.com">www.hkbea-cyberbanking.com</a>
<b>Wing Hang Bank</b>	Y	--	<a href="http://www.whbkh.com">www.whbkh.com</a>
<b>Wing Lung Bank</b>	Y	Y	<a href="http://www.winglungbank.com">www.winglungbank.com</a>

Internet Banking Services are provided by respective banks to their clients; please observe the Terms and Conditions as stipulated by the banks. Bank charges, if any, would be borne by the clients.

6. PPS direct online payment through CEPAS website (Group 4 applicants)  
 Applicants should have a PPS account and an online password. Applicants can browse [www.ppschk.com](http://www.ppschk.com) for more information as to how to apply for a PPS account and online password. With the PPS account and online password, applicants can pay directly through the online registration system of CEPAS and confirm test session immediately.

### Appendix 3

### Registration Period and Deadlines

	<b>Period I</b>	<b>Period II</b>
<b>Registration Period</b>	1 April 2010 to 5 pm on 30 April 2010	1 September to 5 pm on 19 October 2010
<b>Deadline</b>	5 pm on 30 April 2010	5 pm on 19 October 2010
<b>Testing Period</b>	July 2010 to November 2010	November 2010 to May 2011

- Please note that IELTS CEPAS Management Unit reserves the right to re-open the September to November test sessions for registration during Period II if test seats are still available.

## **Appendix 4            Reimbursement of Test Fee**

1. Group 1 & Group 2 candidates who have taken the test at an UGC-funded institution will receive HKD230 refund cheques along with their TRFs. These candidates may apply to their institutions to reimburse the balance of the test fee (HKD1,035).
2. Group 3 candidates who have taken the test at an UGC-funded institution will receive HKD230 refund credited to their original payment account within 1 month after they have taken the test. These candidates may apply to their institutions to reimburse the balance of the test fee (HKD1,035).
3. Group 1, Group 2 and Group 3 candidates who have taken the test at an off-campus location (for example, hotels and secondary schools) may apply to their institutions for reimbursement of the test fee (HKD1,265).
4. Group 4 candidates may apply to their institutions for reimbursement of the test fee (HKD1,265 for test taken at an off-campus location or HKD1,035 for test taken at an UGC-funded institution) based on their respective test venues.