



**TRF
Verification
Service**

IELTS™

www.ielts.org/TRF

Introducing IELTS

IELTS – the International English Language Testing System – is a test for people who intend to study, work or train where English is the primary language of communication.

Since its introduction in 1989, IELTS has been serving education institutions, governments, professional bodies and commercial organisations around the world. It helps you recruit applicants who are able to communicate effectively in English. Wherever you are based, our high-quality, practical and secure test ensures you only take on people who can actively engage in all aspects of work, study and training.

An IELTS Test Report Form (TRF) is a certificate detailing the results obtained by a candidate in an IELTS test. This TRF may be presented to an organisation which has requested an IELTS score as proof of a candidate's English language ability.

Test results you can trust

IELTS test results are used for admission to universities, colleges and professional bodies, as well as for immigration to English-speaking countries. For this reason it is essential to ensure the security of candidate results and IELTS has a number of measures in place to safeguard against the falsification of results.

TRFs are printed on security-enhanced paper. They are authenticated by a centre stamp, an IELTS validation stamp and a photograph of the candidate.

The authenticity of any TRF you receive from applicants can be checked by using our free online verification service. This secure and easy-to-use feature is an invaluable tool for verifying test results. This brochure is designed to give you all the information you need about the verification service and how to register to use it.

Contents

Who can use the IELTS TRF Verification Service?	01
Why should my organisation use it?	
How can I register to use the IELTS TRF Verification Service?	02
Is the Administrator the only person who can use the service?	03
How do I use the TRF Verification Service?	04
What do I do if I get a 'No Match Found' screen?	05
Changing your Administrator	06
Frequently asked questions	07
Appendix A	09
Appendix B	11
Appendix C	14
Appendix D	15
Appendix E	16

The IELTS TRF Verification Service

Who can use the IELTS TRF Verification Service?

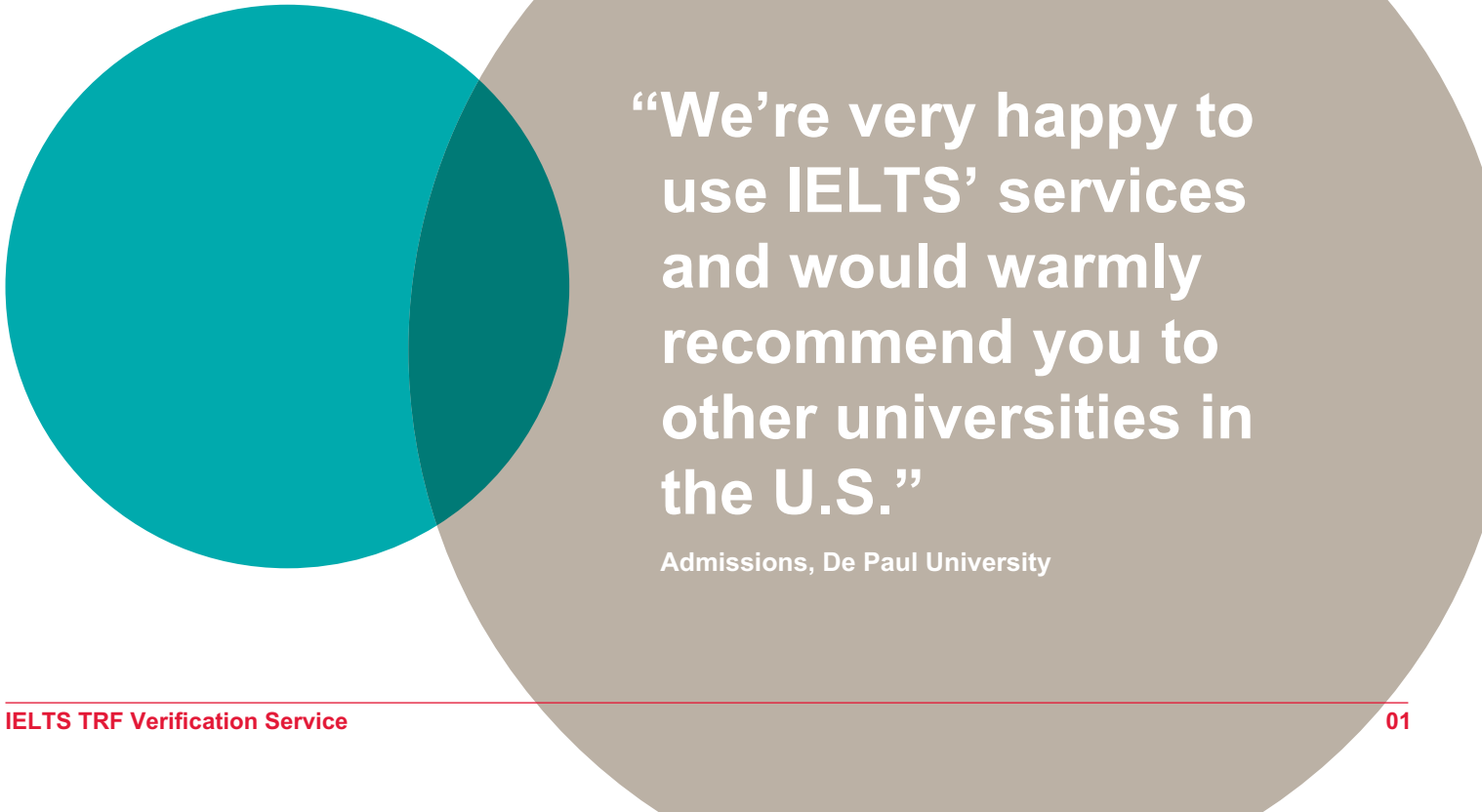
All organisations recognising IELTS and using it as part of their admissions/recruitment/application procedures are able to register to use the IELTS TRF Verification Service.

Please note, however, that this service is not available to organisations providing additional services to clients, such as recruitment, travel, legal and immigration agents.

Why should my organisation use it?

IELTS is a high-stakes test. A candidate's IELTS result may determine where they study, where they are employed or it may affect their immigration status.

The verification service will help you to ensure that the candidate is presenting a genuine IELTS TRF, and that they are entitled to claim the level of English language competence detailed on it. By cross-checking the information on the IELTS TRF you have received with the information from the verification service, you are able to confirm that the TRF is a genuine IELTS document and that the information you have been given matches the information in our records.



“We’re very happy to use IELTS’ services and would warmly recommend you to other universities in the U.S.”

Admissions, De Paul University

How can I register to use the IELTS TRF Verification Service?

First you must nominate someone in your organisation, or your department, to apply for top-level access to the service. This is known as Administrator access.

Your chosen Administrator needs to:

Step 01

Complete sections A, B and D of the **Administrator Application Form**. This form can be downloaded from www.ielts.org/TRF or torn out of this brochure (see Appendix A).

Please note, before you sign the application form you should read the IELTS Test Report Form Verification Web Service Terms of Use, Data Protection and Privacy Statement, which can be found at www.ielts.org/TRF or in Appendix B.

Step 02

Provide an **accompanying letter**, on authorised letterhead, signed by someone in authority at your organisation (for example Chief Executive, Director or Dean).

Please note, this letter should be written by someone other than the person being appointed as the Administrator, and should confirm the identity of the proposed Administrator (the signatory) and their position as someone of sufficient authority to act as your organisation's Administrator. An example template for this letter can be found in Appendix C.


Step 03

Email all documentation to: **IELTSTRF@cambridgeesol.org**

Alternatively, send the completed application form and the accompanying letter by fax to:

IELTS Administration
University of Cambridge ESOL
Examinations
Fax: +44 (0)1223 553038

The nominated Administrator will be emailed a username and password allowing them to begin using the TRF Verification Service straight away.



“The TRF
Verification Service
offers a first class
service in the fight
against fraud.”

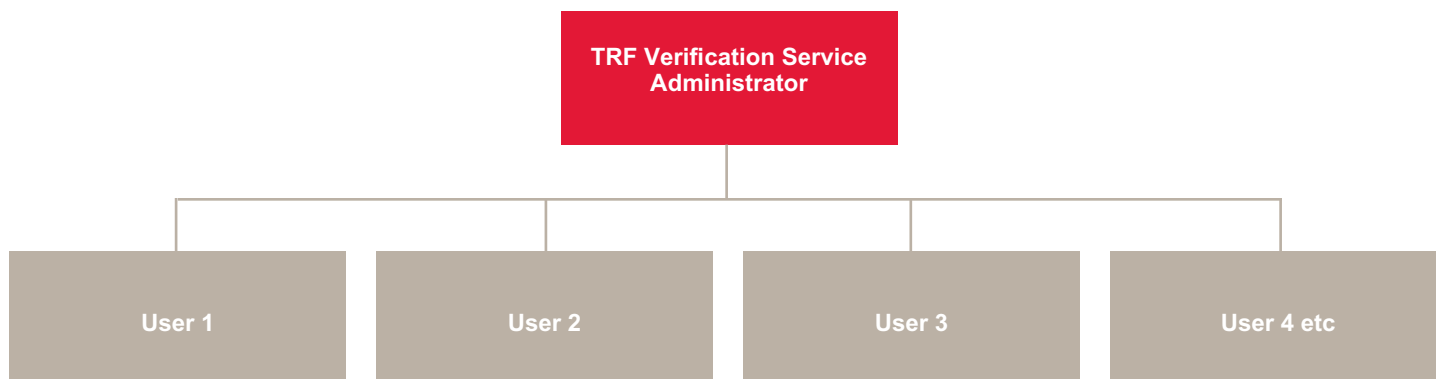
Presenting officer, UK Border Agency

Is the Administrator the only person who can use the service?

The TRF Verification Service Administrator for your organisation is able to add/delete additional Users within your organisation – see the diagram below.

This allows multiple Users to access the Verification Service at any time from within one organisation/department, using their own individual username and password.

It is recommended that within large organisations, different departments apply for separate Administrator access, so Users can be kept at a manageable level for the Administrators.



How does the Administrator add colleagues as Users?

The Administrator must log into the service using their known username and password and follow these steps:

Step 01

Select **'Manage my RO Users'** from the menu on the left.

Step 02

Click **'Add New User'** and enter the details of the colleague (new User) they wish to add.

Step 03

Click **'Add RO User'**.

The new User will automatically be emailed individual login details and can begin using the TRF Verification Service straight away.

How does the Administrator delete colleagues as Users?

The **'Manage my RO Users'** screen can also be used to delete Users and update the details of existing Users.

Please note, only the registered Administrator has the functionality to be able to add and delete Users.

How do I use the TRF Verification Service?

Step 01

Access the online TRF Verification Service at www.ielts.org/TRF

Step 02

Log in using the username and password provided in the registration email you received.

IELTS
English for International Opportunity

RO User Home: [Logout](#)

Welcome IELTS Recognising Organisation User **Joe Bloggs**

Here are your profile details: Your Administrator is Joe Bloggs

Telephone: 020 XXX XXXX Address: Sample address, Town, City, Postcode XX XXX
Fax: Telephone: 020 XXX XXXX
Email: name@address.co.uk Fax: 020 XXX XXXX
Email: name@address.co.uk

[Data Protection & Privacy Statement](#)

Step 03

To verify a TRF, select 'TRF Query' from the menu on the left.

Step 04

In the box entitled 'Test Report Form (TRF) Number', enter the 15–18 digit number found in the bottom right-hand corner of every Test Report Form.

IELTS
English for International Opportunity

TRF Query: [Logout](#)

Please enter the Test Report Form (TRF) number below.

It is important to note the following:

- Reports for tests taken recently may not be available yet.
- Reports for tests taken before 1-Jan-2003 are not held in the system.
- You must only attempt to verify a TRF where you have been presented with the original hardcopy TRF issued to the candidate.
- If no match is found for the TRF you are checking, you will be directed to a screen which details what you need to do next.
- We will be unable to verify a result that you cannot find on the site that is more than two years old. More information regarding this can be found in the Information for Candidates Booklet located on www.ielts.org

Test Report Form (TRF) number: **Verify**

Step 05

Click 'Verify' to access this TRF and view the information we have on record.

Step 06

Ensure that the information online matches the information you have been provided by your applicant.

IELTS
English for International Opportunity

TRF Results Details: [Logout](#)

Match Found

Institutions themselves are responsible for determining the IELTS Band Scores appropriate to their particular courses or requirements. Institutions should note that IELTS Band Scores reflect English language proficiency alone which is one of the many factors relevant to academic success or failure. It is standard practice for the scores reported on an IELTS Test Report Form to be accepted by institutions as evidence of a candidate's English language ability for a two-year period from the date of the test.

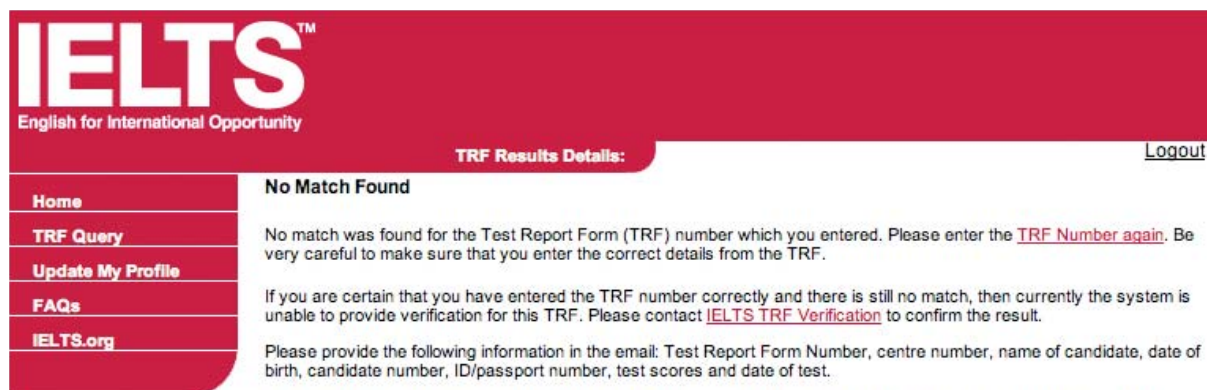
Centre Number: 10294
Centre Name: International House, London
Candidate Number: 001234
Candidate ID: A1234
Family Name: Sample
First Name: John
Date of Birth: 1980-01-01
Sex (MF): M
Repeating IELTS: N
Previous Test Date:
Previous Test Centre:

Test Results Overall Band 6.5 Band Scores Explained

Date of Examination: 2007-09-16
TRF Number: 0710001234SAM294A

Listening Band 7.5
Reading Band 5.5
Writing Band 6.5
Speaking Band 6.5

What do I do if I get a 'No Match Found' screen?



The screenshot shows the IELTS website interface. At the top left is the IELTS logo with the tagline 'English for International Opportunity'. To the right of the logo is a navigation menu with links for 'Home', 'TRF Query', 'Update My Profile', 'FAQs', and 'IELTS.org'. In the center, there is a header for 'TRF Results Details:' and a 'Logout' link. The main content area displays a 'No Match Found' message. The message states: 'No match was found for the Test Report Form (TRF) number which you entered. Please enter the [TRF Number again](#). Be very careful to make sure that you enter the correct details from the TRF.' It then provides instructions: 'If you are certain that you have entered the TRF number correctly and there is still no match, then currently the system is unable to provide verification for this TRF. Please contact [IELTS TRF Verification](#) to confirm the result.' It lists the information to be provided in an email: 'Test Report Form Number, centre number, name of candidate, date of birth, candidate number, ID/passport number, test scores and date of test.' A final note states: 'Please note, we will be unable to verify a result that you cannot find on the site that is more than two years old. More information regarding this can be found in the Information for Candidates Booklet located on [www.ielts.org](#)'.

If you are presented with a 'No Match Found' screen, this means the TRF has not been located in our records. This may be for one of the following reasons:

- The results for this test have been issued very recently and are not yet available online. Please note it usually takes between 12 and 48 hours from the date of release for results to be uploaded to the TRF Verification Service.
- You have entered the number incorrectly – please always double-check.
- There is a technical issue preventing this particular TRF from being accessed online.
- You have received a fraudulent TRF, so the TRF number does not exist in our records.

In the case of a '**No Match Found**', you are provided with a hyperlink to email us the details on the TRF so we may investigate why the TRF cannot be found. The email address in the hyperlink is **ieltstrfforward@cambridgeesol.org**.

We require as much detail as possible on the TRF you are trying to locate. It is therefore very useful if you are able to send us a scanned attachment of the TRF you have been presented. A template for sending this email can be found in Appendix D.

Changing your Administrator

If your organisation's TRF Verification Service Administrator is leaving the organisation or no longer needs to verify IELTS TRFs, s/he must be deleted as Administrator and a new Administrator set up.

Please follow one of the procedures below if you are changing your Administrator to a different staff member.

If your organisation joined the TRF Verification service before 14 December 2009, please follow the process below:

Step 01

Complete sections A, B, C and D of the **Administrator Application Form**. This form can be downloaded from www.ielts.org/TRF or torn out of this brochure (see Appendix A).

Step 02

Provide an **accompanying letter**, on authorised letterhead, signed by someone in authority at your organisation (for example Chief Executive, Director or Dean) to confirm the change of Administrator and the identity of the new Administrator. An example template of this letter can be found in Appendix E.

Step 03

Please email all documentation to: IELTSTRF@cambridgeesol.org

Alternatively, send the documentation by fax to:

IELTS Administration
University of Cambridge ESOL
Examinations
Fax: +44 (0)1223 553038

If your organisation joined the service after 14 December 2009, please follow the process below:

Email IELTSTRF@cambridgeesol.org with the following information:

- organisation name
- department (if applicable)
- name of previous Administrator
- name of new Administrator
- telephone number
- fax number
- email address.

We will then amend your organisation Administrator and this will be confirmed by email.

For any queries on completing these processes please contact: IELTSTRF@cambridgeesol.org

“The TRF site is an excellent resource...We find it invaluable.”

HASS Graduate School,
Newcastle University.

Frequently asked questions

Where can I access the TRF online service?

Go to www.ielts.org/TRF

Can I register for the TRF Verification Service online?

The Administrator Application Form is held on www.ielts.org/TRF as an editable PDF, and an electronic signature may be used. Along with the accompanying letter, both documents may be emailed to University of Cambridge ESOL Examinations. Alternatively the documents can be faxed.

How can I find out who the current Administrator is for my organisation?

To find out if your current organisation is already registered to use the TRF Verification Service, and who your current Administrator is, please contact IELTSTRF@cambridgeesol.org. Although our privacy policy prevents us from giving out Administrator contact details, we are able to email your current Administrator and request that they contact you directly.

If I no longer require the service, how can I remove my account?

If you are a User, the Administrator for your organisation is able to delete your account. If you are an Administrator, you will need to email IELTSTRF@cambridgeesol.org to inform us whether you require a 'change of Administrator', or the account for your organisation removed entirely. Please note that this will mean that all User accounts will also be deleted, so it is preferable to request a 'change of Administrator' so that User accounts can be transferred.

Can I access all IELTS TRFs online?

We recommend you do not accept a TRF which is older than two years at time of receipt but if you wish to do so, TRFs dating back to 2003 can be accessed via the online verification service. Please note that the IELTS Partners will not endorse IELTS scores obtained over two years ago. Therefore, if you accept TRFs older than two years, and receive a 'No Match Found' screen when trying to verify online, our policy states we are unable to assist you with further investigation.

Why do you not endorse TRFs over two years old?

An IELTS test result is indicative of a candidate's English language ability for a period of two years. After this period the candidate's level of English may improve with regular use or may fall as a result of non-use. For this reason it is the policy of the IELTS Partners not to endorse IELTS scores obtained over two years ago, so if a match cannot be found on the online Verification Service, we will not be able to investigate further.

Can I search the verification site for a particular candidate?

No, for security reasons, you are only able to search on a specific TRF number.

Is there a demonstration of this service available?

Yes, a demonstration on how to use the service can be viewed at www.ielts.org/TRF

Who do I contact if I need more information?

Please contact IELTSTRF@cambridgeesol.org if you have any queries regarding the service, or require further information.



“We are very pleased with the secure and reliable TRF verification site from IELTS. We access it daily and find it fast and simple to use.”

Postgraduate Admissions, University of Liverpool.

Appendix A – IELTS Test Report Form Verification Service

Administrator Application Form for Recognising Organisations

Section A

Recognising Organisation and Administrator Details

Title

Mr Mrs Ms Miss

Administrator first name

Administrator last name

Name of organisation

Department (if applicable)

Address of organisation

Postcode/Zip code

Telephone number

Fax number

Email address

Section B

E Download

The 'E Download' Service allows Recognising Organisations to bulk download candidate results for all candidates who have indicated that they wish to make their score available to your Recognising Organisation. If you choose to subscribe to the E Download service, you will no longer receive paper TRFs.

Yes, we wish to subscribe to the 'E Download' Service

No, we do not wish to subscribe to the 'E Download' Service

Section C

Change of Administrator

(for organisations who joined the service before 14/12/09)

To be completed by those wishing to change Administrator (Please also complete section A)

First name/last name of previous Administrator

Previous Administrator's signature (if available)

Reason for changing Administrator

Terms of Use and Conditions

Please now read the Terms of Use and Conditions, and put your signature in the Declaration.

The Recognising Organisation hereby requests access to the Service. The Recognising Organisation understands that Cambridge ESOL may take legal action if any statement made on this application form or any document attached to it is false.

The Recognising Organisation has read and agrees to the Terms of Use, Data Protection and Privacy Statement covering use of the Service which are available from the homepage of the Service at: <https://ielts.ucts.org.uk>

The Recognising Organisation will access the Service only for the purpose of verifying TRFs presented to the Recognising Organisation as evidence of a particular individual's IELTS test results or for the administration of user access to the Service ("Purpose"). The Recognising Organisation will not disclose information obtained from the Service externally and only to those within the Recognising Organisation who need to know such information for the Purpose. The Recognising Organisation agrees to the disclosure provisions herein to the extent authorised by the laws of the jurisdiction in which it is located.

The Recognising Organisation shall only allow access to the Service by its employees with a legitimate need to access the Service for the Purpose, which employees' names and contact details must be timely provided by the Recognising Organisation to Cambridge ESOL including immediate notice of any changes in such information. The Recognising Organisation acknowledges that the information in the Service is confidential, and that the Recognising Organisation is responsible for the security of passwords issued to the Recognising Organisation. The Recognising Organisation shall not disclose passwords for the Service to anyone other than employees with a legitimate need to access the Service for the Purpose. Passwords and/or any information obtained from the Service shall not be disclosed outside the Recognising Organisation without the written permission of Cambridge ESOL. The Recognising Organisation agrees to the disclosure provisions herein to the extent authorised by the laws of the jurisdiction in which it is located. The Recognising Organisation shall be responsible for administering and overseeing access to the Service by its employees.

Cambridge ESOL reserves the right to prevent access to the Service by a Recognising Organisation or any individual thereof without notice and at its sole discretion.

If the Recognising Organisation no longer requires access to the Service for the Purpose the Recognising Organisation will inform Cambridge ESOL and will stop using the Service and will destroy any passwords allocated to the Recognising Organisation and any information obtained from the Service.

Cambridge ESOL warrants that the candidate test results information provided through the Service is an accurate copy of the records held by Cambridge ESOL on candidate test results.

IELTS results are intended to be one of many factors used by Recognising Organisations in determining whether a candidate has sufficient English skills to successfully be admitted as a student, be considered for employment, or for immigration purposes.

CAMBRIDGE ESOL AND OTHER PARTIES INVOLVED IN CREATING, PRODUCING OR DELIVERING IELTS SHALL NOT BE LIABLE FOR ANY DIRECT OR INDIRECT LOSS OR DAMAGE ARISING OUT OF ACCESS TO, USE OF, ACCEPTANCE BY, OR INTERPRETATION OF A CANDIDATE'S RESULTS BY A RECOGNISING ORGANISATION.

ALL OTHER WARRANTIES, UNDERTAKINGS CONDITIONS AND TERMS, EXPRESS OR IMPLIED, WHETHER BY COMMON LAW, STATUTE, CUSTOM, TRADE USAGE, COURSE OF DEALINGS OR OTHERWISE (INCLUDING WITHOUT LIMITATION AS TO QUALITY, FITNESS FOR PURPOSE, PERFORMANCE OR SUITABILITY FOR PURPOSE) IN RESPECT OF THE SERVICE ARE HEREBY EXCLUDED TO THE FULLEST EXTENT PERMITTED BY LAW.

THE RECOGNISING ORGANISATION ACKNOWLEDGES THAT CAMBRIDGE ESOL'S LIABILITY TO THE RECOGNISING ORGANISATION FOR DIRECT LOSS UNDER ARISING OUT OF OR IN CONNECTION WITH THE RECOGNISING ORGANISATION'S USE OF THE SERVICE SHALL BE LIMITED TO THE GREATER OF £1,000 (ONE THOUSAND POUNDS STERLING) OR THE AMOUNT PAID BY THE RECOGNISING ORGANISATION TO CAMBRIDGE ESOL WITHIN THE PRECEDING 12 MONTHS FOR ANY ONE INCIDENT OR SERIES OF INCIDENTS. CAMBRIDGE ESOL SHALL, HOWEVER, IN NO CIRCUMSTANCES BE LIABLE TO THE RECOGNISING ORGANISATION UNDER OR IN CONNECTION WITH THE RECOGNISING ORGANISATION'S USE OF THE SERVICE FOR ANY INDIRECT, ECONOMIC OR CONSEQUENTIAL LOSS WHATSOEVER; LOSS OF REVENUE; LOSS OF PROFITS; LOSS OF BUSINESS; LOSS OF GOODWILL OR REPUTATION; LOSS OF USE; ANY DELETION, CORRUPTION, DESTRUCTION, LOSS OR REMOVAL OF DATA OR ANY PROFESSIONAL CHARGES. THE RECOGNISING ORGANISATION AGREES TO THE LIMITATION OF LIABILITY PROVISIONS HEREIN TO THE EXTENT AUTHORISED BY THE LAWS OF THE JURISDICTION IN WHICH IT IS LOCATED.

Nothing in these terms of use shall exclude Cambridge ESOL's liability to the Recognising Organisation for fraudulent misrepresentation or for death or personal injury resulting from Cambridge ESOL's negligence or that of its employees. The Recognising Organisation agrees to the limitation of liability provisions herein to the extent authorised by the laws of the jurisdiction in which it is located.

The Recognising Organisation acknowledges that Cambridge ESOL cannot guarantee that the Service will always be available to the Recognising Organisation, owing to the nature of the Internet. In addition, the Recognising Organisation acknowledges that the Service may be unavailable from time to time owing to maintenance.

The Recognising Organisation shall not intentionally or negligently misuse, lose, alter or otherwise compromise in any way the information made available through the Service or the passwords supplied to the Recognising Organisation.

The Recognising Organisation confirms that it understands and agrees to be bound by the terms of this Application.

Section D Recognising Organisation Declaration

On behalf of the Recognising Organisation,
I agree to Recognising Organisation
Terms of Use and Conditions:

Name of Recognising Organisation

Signed

Date

Appendix B – IELTS Test Report Form Verification Web Service Terms of Use, Data Protection and Privacy Statement

'University of Cambridge ESOL Examinations' and 'Cambridge ESOL' are operating names for the division of the University of Cambridge Local Examinations Syndicate ("UCLES"), which acts for and on behalf of the Chancellors, Masters and Scholars of the University of Cambridge and is responsible for providing examinations and tests for learners and teachers of English language. The International English Language Testing System ("IELTS") is operated by Cambridge ESOL, British Council and IELTS Australia Pty Ltd.

The Cambridge ESOL extranet at <https://ielts.ucles.org.uk> has been set up to enable organisations which recognise IELTS ("Recognising Organisations") to verify the validity of any Test Report Form ("TRF") which may be presented to them (the "Purpose"). An authorised user (also referred to herein as "You") is any employee of a Recognising Organisation authorised to act and acting for and on behalf of such Recognising Organisation, to which Cambridge ESOL grants access to the Service at its sole discretion. Your use of the Service is governed by these Terms of Use (the "Terms of Use"), and by entering and using the Service you confirm that you consent to these Terms of Use.

Where you are using the Service as part of your duties of employment, you confirm that you are authorised to agree to these Terms of Use on behalf of your employer.

The Terms of Use are a legal agreement between us and can only be modified with Cambridge ESOL's prior written consent. Cambridge ESOL reserves the right to change the Terms at its discretion by changing them on this web page of the Service.

1.0 Accuracy of Information and Disclaimer

1.1 Cambridge ESOL warrants that the candidate test results information provided through the Service is an accurate copy of the records held by Cambridge ESOL on candidate test results. Results data on this site is updated daily. If you are unable to find the result for a particular candidate, please ask the candidate to supply you with a copy of their TRF. Once received you should be able to check the validity of the TRF by entering the TRF number into the site. If, following this, you are still unable to confirm the validity of the result, you will be provided with contact details for IELTS administration who will investigate the matter further and inform you of the outcome.

1.2 IELTS results are intended to be one of many factors used by Recognising Organisations in determining whether a candidate has sufficient English skills to successfully be admitted as a student or be considered for employment. CAMBRIDGE ESOL AND OTHER PARTIES INVOLVED IN CREATING, PRODUCING OR DELIVERING IELTS SHALL NOT BE LIABLE FOR ANY DIRECT OR INDIRECT LOSS OR DAMAGE ARISING OUT OF ACCESS TO, USE OF, ACCEPTANCE BY, OR INTERPRETATION OF A CANDIDATE'S RESULTS BY A RECOGNISING ORGANISATION.

1.3 ALL OTHER WARRANTIES, UNDERTAKINGS CONDITIONS AND TERMS, EXPRESS OR IMPLIED, WHETHER BY COMMON LAW, STATUTE, CUSTOM, TRADE USAGE, COURSE OF DEALINGS OR OTHERWISE (INCLUDING WITHOUT LIMITATION AS TO QUALITY, FITNESS FOR PURPOSE, PERFORMANCE OR SUITABILITY FOR PURPOSE) IN RESPECT OF THE SERVICE ARE HEREBY EXCLUDED TO THE FULLEST EXTENT PERMITTED BY LAW.

1.4 YOU ACKNOWLEDGE AND AGREE THAT CAMBRIDGE ESOL'S LIABILITY TO THE RECOGNISING ORGANISATION FOR DIRECT LOSS UNDER ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THE SERVICE SHALL BE LIMITED TO THE GREATER OF £1,000 (ONE THOUSAND POUNDS STERLING) OR THE AMOUNT PAID BY YOU TO CAMBRIDGE ESOL WITHIN THE PRECEDING 12 MONTHS FOR ANY ONE INCIDENT OR SERIES OF INCIDENTS. CAMBRIDGE ESOL SHALL, HOWEVER, IN NO CIRCUMSTANCES BE LIABLE TO YOU UNDER OR IN CONNECTION WITH YOUR USE OF THE SERVICE FOR ANY INDIRECT, ECONOMIC OR CONSEQUENTIAL LOSS WHATSOEVER; LOSS OF REVENUE; LOSS OF PROFITS; LOSS OF BUSINESS; LOSS OF GOODWILL OR REPUTATION; LOSS OF USE; ANY DELETION, CORRUPTION, DESTRUCTION, LOSS OR REMOVAL OF DATA OR ANY PROFESSIONAL CHARGES.

1.5 Nothing in these Terms of Use shall exclude Cambridge ESOL's liability to you for fraudulent misrepresentation or for death or personal injury resulting from Cambridge ESOL's negligence or that of its employees.

1.6 You acknowledge and agree that Cambridge ESOL cannot guarantee that the Service will always be available to you, owing to the nature of the Internet. In addition, you acknowledge and agree that the Service may be unavailable from time to time owing to maintenance.

2.0 Code of conduct

2.1
If we grant you administrator rights to create, manage and delete new user accounts at your IELTS Recognising Organisation, you agree to monitor the users within your IELTS Recognising Organisation and delete user accounts where users have left the Recognising Organisation or no longer require access to the Service for the Purpose.

2.2
You agree not to use the Service for any purpose other than the Purpose (or, if you have administrator rights, additionally to set up and manage user accounts) and in particular not to disclose any confidential candidate test details or other confidential information which you have knowledge of through your use of the Service to any person except as required in relation to the Purpose.

2.3
Cambridge ESOL reserves the right to prevent access to the Service by you without notice and at its sole discretion.

2.4
If accessing any part of the Service you agree:

2.4.1
to ensure that any details which you supply to us through the Service are accurate and to let us know promptly if any of the details which you have supplied to us about you change;

2.4.2
to keep your username and password for access to the Service confidential, and to be responsible for any loss or damage resulting from use of your username and password by any third party;

2.4.3
not to use the Service in such a way that disrupts, interferes with or restricts the use of the Service by other third party users;

2.4.4
to ensure that any materials uploaded, displayed or transmitted by you through or to the Service are not false, offensive, defamatory, threatening, obscene, unlawful and do not breach or infringe the rights of any person anywhere in the world and you waive any moral rights in respect of any such materials;

2.4.5
not to reverse engineer, decompile, copy or adapt any software or other code or scripts forming part of the Service nor attempt to transmit to or via the Service any information that contains a virus, worm, trojan horse, or other harmful or disruptive component;

2.4.6
not to send 'spam' email or any unsolicited correspondence which is unrelated to the business of Cambridge ESOL to any addresses made available on the Service;

2.4.7
not to change, modify, delete, interfere with or misuse data contained on the Service entered by or relating to any third party user of the Service and

2.4.8
to follow any reasonable instructions that may be provided through the Service in relation to the use of the Service and/or the interpretation of the information (or lack of information) obtained from it.

2.4.9
You shall not intentionally or negligently lose, alter, misuse or otherwise compromise in any way the Service, the information made available through the Service or the password supplied to you.

2.4.10
You should satisfy yourself that you have appropriate protection against computer viruses, worms, trojan horses or other items of a destructive nature whilst using the Internet, and that your connection to the Service is secure.

3.0 Links

3.1
The Service may include hypertext links to third party websites. CAMBRIDGE ESOL ACCEPTS NO RESPONSIBILITY FOR, AND CAN GIVE NO WARRANTIES, GUARANTEES OR REPRESENTATIONS IN RESPECT OF, THE CONTENT OR AVAILABILITY OF MATERIAL OF ANY THIRD PARTY SITE.

3.2
You may not create any publicly available hypertext link to the Service without our consent.

4.0 Copyright and intellectual property

4.1
The copyright and other intellectual property in material contained in the Service, including without limitation in text, images, scripts and sounds, is owned by UCLES except where otherwise stated. © UCLES

4.2
You may print extracts from the Service or any of its pages for the Purpose only.

4.3
All other rights are reserved.

4.4
'Cambridge' is a registered trade mark of the University of Cambridge in the UK and in other countries. IELTS is a registered trade mark of Cambridge ESOL, British Council and IELTS Australia Pty Ltd.

5.0 Other agreements

5.1
In the case of any conflict between these Terms of Use and any other agreement which you have with Cambridge ESOL or the University of Cambridge, the latter shall prevail. These Terms of Use shall not affect or override any of the statutes of the University of Cambridge.

6.0 Contacting us

6.1
Cambridge ESOL is a part of the University of Cambridge (formally known as the Chancellor, Masters and Scholars of the University of Cambridge), based at 1 Hills Road, Cambridge, Cambridgeshire, CB1 2EU, United Kingdom.

6.2
If you have any queries about these Terms of Use you should contact us by emailing IELTSTRF@cambridgeesol.org

7.0 **Governing Law and Jurisdiction**

7.1
These Terms of Use shall be governed by and construed in accordance with the laws of the jurisdiction (country or state as applicable) in which the Recognising Organisation is located (the "Jurisdiction"), and venue for any legal actions involving the Recognising Organisation is to be in the Jurisdiction, and any alternative dispute resolution the Recognising Organisation is required to follow shall be used before either party resorts to filing a claim in the courts of the Jurisdiction.

8.0 **Data Protection and Privacy Statement**

8.1
Cambridge ESOL offers and provides teaching, examination and related services. We are committed to protecting the privacy and confidentiality of information provided by those parties ("Users") who access our website at <https://ielts.ucles.org.uk> ("the Service") and we uphold the relevant data protection principles and process all personal data in accordance with the UK Data Protection Act 1998.

8.2
Processing of data
In order for Users to access the Service and to gain the full benefits of the Service we need to collect and process various personal data. The personal data we collect is used to process your request for access to the Service, to provide the Service, and to keep records of those who use the Service so that we can contact Users and inform them of other Cambridge ESOL or IELTS services that become available and which might be of interest to them. We may also need to contact you at times we need to divulge important information to your organisation.

8.3
Disclosure of information to third parties
We will not disclose Users' information to any third parties, unless we are required to do so by law or any court order, or the User consents to such disclosure.

8.4
Cookies
We use cookies as part of the Service. This enables us to personalise a User's experience of the Service by recording details about use of the Service as a file on a User's computer. Users may disable the use of cookies but this may limit the functionality of web pages on the Service, or your access to the Service.

8.5
Security
This Service and our computer systems have security measures in place with the aim of protecting the loss, misuse or alteration of the information Users provide to us.

8.6
Modifying / removing your personal information
Users may change their registered details in any way or request that their personal data is removed from our systems or request a copy of their personal data which we hold by e-mailing us at IELTSTRF@cambridgeesol.org We may levy a charge of £10 for supplying a copy of the data which we hold.

8.7
Comments / questions
Cambridge ESOL is a part of the University of Cambridge (formally known as the Chancellor, Masters and Scholars of the University of Cambridge), based at 1 Hills Road, Cambridge, Cambridgeshire, CB1 2EU, United Kingdom. Any comments or questions about this Data Protection and Privacy Statement may be sent to us by e-mailing IELTSTRF@cambridgeesol.org or writing to us at the above address, marking the letter for the attention of IELTS Administration.

8.8
Changes to this statement
We will notify Users of changes to this Data Protection and Privacy Statement by displaying them on this printed document.

Appendix C – Administrator Application – Covering Letter Template

Below is an example of the letter you will need to send with your Administrator Application Form. You will need to insert your information in place of the italicised sections.

Letterhead

*Your Organisation
Address line 1
Address line 2
Address line 3
Address line 4*

IELTS Administration
University of Cambridge
ESOL Examinations
1 Hills Road
Cambridge, CB1 2EU
United Kingdom

RE: Registration for IELTS TRF Verification Service

Dear Sir/Madam,

We kindly ask you to register '*your organisation*' for the online IELTS TRF Verification Service.

Add a brief description of what your organisation does.

Please find the Administrator Application Form attached/enclosed.

We have appointed '*your Administrator*' who bears the title of '*Administrator's title*' to act as our Administrator for this service.

Yours faithfully,

*Your name,
Your title.*

Appendix D – TRF Verification Request Template

If you verify a TRF and you are given a 'No Match Found' screen, you will need to click on the hyperlink and send us an email to investigate the TRF for you. Below is an example of the type of email we would like you to send. You will need to complete the relevant sections.

TO: ieltstrfforward@cambridgeesol.org

Dear IELTS Verification,

I received a 'no match' when I attempted to verify an IELTS TRF using the online TRF Verification Service.

The details on the TRF are listed below:

TRF #:

Candidate family name:

Candidate first name:

Candidate number:

Test date:

Test centre:

Test results

Listening:

Reading:

Writing:

Speaking:

Overall:

Please can you assist?

Yours faithfully,

Your name

Your title

Appendix E – Change of Administrator – Covering Letter Template

Below is an example of the letter you will need to send with your Administrator Application Form if you are changing your Administrator. You will need to insert your information in place of the italicised sections.

Letterhead

Your Organisation

Address line 1

Address line 2

Address line 3

Address line 4

IELTS Administration
University of Cambridge
ESOL Examinations
1 Hills Road
Cambridge, CB1 2EU
United Kingdom

RE: Change of Administrator for IELTS TRF Verification Service

Dear Sir/Madam,

We kindly ask you to change our Administrator for the online TRF Verification Service for '*your organisation*'.

Please find the Administrator Application Form enclosed.

We have appointed '*new Administrator*' who bears the title of '*Administrator's title*' to replace '*previous Administrator*' as the Administrator for the Verification Service for our organisation.

Yours faithfully,

Your name

Your title

University of Cambridge

ESOL Examinations
1 Hills Road
Cambridge, CB1 2EU
United Kingdom

Tel: +44 (0)1223 553355
Fax: +44 (0)1223 460278
Email: ielts@cambridgeesol.org

British Council

Bridgewater House
58 Whitworth Street
Manchester, M1 6BB
United Kingdom

Tel: +44 (0)161 957 7755
Fax: +44 (0)161 957 7762
Email: ielts@britishcouncil.org

IDP: IELTS Australia

Level 8
535 Bourke Street
Melbourne VIC 3000
Australia

Tel: +61 (0)3 9612 4400
Fax: +61 (0)3 9629 7697
Email: ielts.communications@idp.com

IELTS International

825 Colorado Boulevard
Suite 112
Los Angeles, CA 90041
USA

Tel: +1 (0)323 255 2771
Fax: +1 (0)323 255 1261
Email: ielts@ieltsintl.org