

Results Verification Service

The quick and secure
way to verify candidate
results online

IELTS™



www.ielts.org/verify

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 organizations 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 organization 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 center 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.

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The IELTS TRF Verification Service

Who can use the IELTS TRF Verification Service?

All organizations recognizing 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 organizations providing additional services to clients, such as recruitment, travel, legal and immigration agents.

Why should my organization 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?

Reach out to more candidates – List your organization on the IELTS website

Before registering for the TRF Verification Service it is strongly recommended that you register your organization's details to appear on the IELTS website.

Listing your organization's URL and minimum band score requirements on the IELTS website will increase your reach to the millions of test takers that visit the website to register and prepare for IELTS.

Your listing will appear alongside thousands of other universities, employers and professional registration bodies which accept IELTS, making it easier for you – and for candidates – to quickly compare your band score requirements with those of other organizations.

The list is free to access at www.ielts.org/recognition.

How to add your organization

To add your organization to the list, simply visit www.ielts.org/recognition and click 'Register your organization'. You will need to provide the following information:

- contact details for your organization
- minimum IELTS band scores required for entry to your organization
- a relevant URL for your organization (e.g. admissions page, international student page).

Is your organization already listed?

If so, please note that if your IELTS requirements change, you can update your organization's listing on the IELTS website by completing the 'IELTS Recognition Form' which can be downloaded at www.ielts.org/recognition

First you must nominate someone in your organization, 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/verify 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/verify or in Appendix B.

Step 02

Provide an **accompanying letter**, on authorized letterhead, signed by someone in authority at your organization (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 organization's Administrator. An example template for this letter can be found in Appendix C.

Step 03

Email all documentation to: IELTSTRF@cambridgeenglish.org

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

IELTS Administration
Cambridge English Language Assessment
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.”

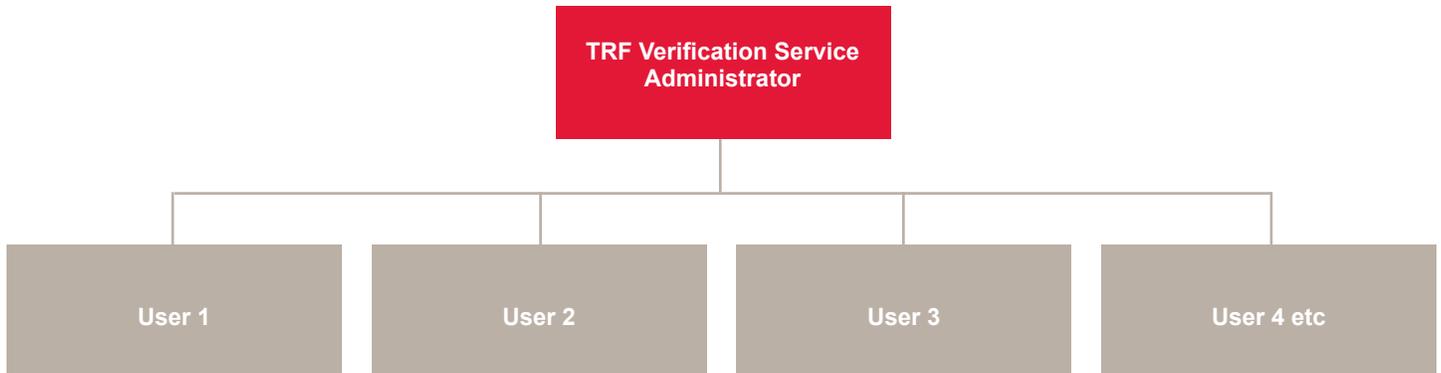
Presenting officer, UK Border Agency

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

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

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

It is recommended that within large organizations, 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/verify

Step 02

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

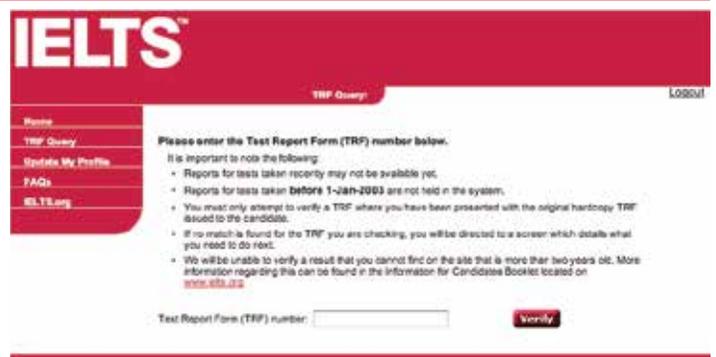


Step 03

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.



Step 05

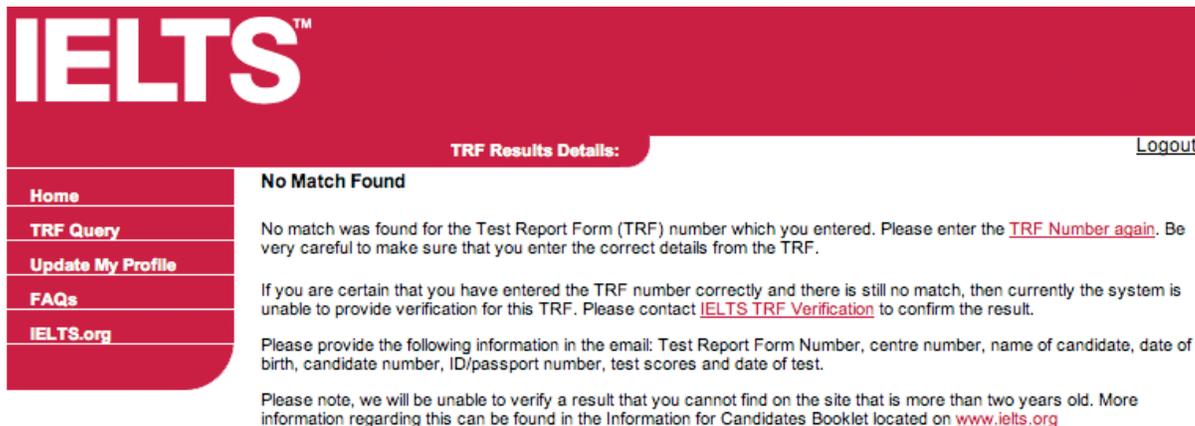
Click 'Verify' to access this TRF and view the information we have on record.

Step 06

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



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. Below it is a navigation menu with links for Home, TRF Query, Update My Profile, FAQs, and IELTS.org. The main content area is titled 'TRF Results Details:' and shows 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 on what to do if you are certain you entered the TRF number correctly but still get no match, suggesting you contact IELTS TRF Verification. It also lists the information to provide 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 that results older than two years cannot be verified and directs users to the Information for Candidates Booklet on the IELTS website.

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 **ielstrfforward@cambridgeenglish.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 organization's TRF Verification Service Administrator is leaving the organization 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 organization 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/verify** or torn out of this brochure (see Appendix A).

Step 02

Provide an **accompanying letter**, on authorized letterhead, signed by someone in authority at your organization (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@cambridgeenglish.org**

Alternatively, send the documentation by fax to:

IELTS Administration
Cambridge English Language Assessment
Fax: +44 (0)1223 553038

If your organization joined the Service after 14 December 2009, please follow the process below:

Email **IELTSTRF@cambridgeenglish.org** with the following information:

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

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

For any queries on completing these processes please contact: **IELTSTRF@cambridgeenglish.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/verify

Can I register for the TRF Verification Service online?

The Administrator Application Form is held on www.ielts.org/verify 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 organization?

To find out if your current organization is already registered to use the TRF Verification Service, and who your current Administrator is, please contact IELTSTRF@cambridgeenglish.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 organization is able to delete your account. If you are an Administrator, you will need to email IELTSTRF@cambridgeenglish.org to inform us whether you require a 'change of Administrator', or the account for your organization 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/verify

Who do I contact if I need more information?

Please contact IELTSTRF@cambridgeenglish.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 Recognizing Organizations

Section A

Recognizing Organization and Administrator Details

Title

Mr Mrs Ms Miss

Administrator first name

Administrator last name

Name of organization (please do not use acronyms)

Department

Address of organization

Postcode/Zip code

Telephone number

Fax number

Email address

Section B

E Download

The 'E Download' Service allows Recognizing Organizations to bulk download candidate results for all candidates who have indicated that they wish to make their score available to your Recognizing Organization. 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 organizations 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 Recognizing Organization hereby requests access to the Service. The Recognizing Organization understands that Cambridge English Language Assessment may take legal action if any statement made on this application form or any document attached to it is false.

The Recognizing Organization 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.uct.ac.za>

The Recognizing Organization will access the Service only for the purpose of verifying TRFs presented to the Recognizing Organization as evidence of a particular individual's IELTS test results or for the administration of user access to the Service ("Purpose"). The Recognizing Organization will not disclose information obtained from the Service externally and only to those within the Recognizing Organization who need to know such information for the Purpose.

The Recognizing Organization agrees to the disclosure provisions herein to the extent authorized by the laws of the jurisdiction in which it is located.

The Recognizing Organization 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 Recognizing Organization to Cambridge ESOL including immediate notice of any changes in such information. The Recognizing Organization acknowledges that the information in the Service is confidential, and that the Recognizing Organization is responsible for the security of passwords issued to the Recognizing Organization. The Recognizing Organization 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 Recognizing Organization without the written permission of Cambridge English Language Assessment. The Recognizing Organization agrees to the disclosure provisions herein to the extent authorized by the laws of the jurisdiction in which it is located. The Recognizing Organization shall be responsible for administering and overseeing access to the Service by its employees.

Cambridge English Language Assessment reserves the right to prevent access to the Service by a Recognizing Organization or any individual thereof without notice and at its sole discretion.

If the Recognizing Organization no longer requires access to the Service for the Purpose the Recognizing Organization will inform Cambridge English Language Assessment and will stop using the Service and will destroy any passwords allocated to the Recognizing Organization and any information obtained from the Service.

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

IELTS results are intended to be one of many factors used by Recognizing Organizations 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 ENGLISH LANGUAGE ASSESSMENT 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 RECOGNIZING ORGANIZATION.

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 RECOGNIZING ORGANIZATION ACKNOWLEDGES THAT CAMBRIDGE ENGLISH LANGUAGE ASSESSMENT'S LIABILITY TO THE RECOGNIZING ORGANIZATION FOR DIRECT LOSS UNDER ARISING OUT OF OR IN CONNECTION WITH THE RECOGNIZING ORGANIZATION'S USE OF THE SERVICE SHALL BE LIMITED TO THE GREATER OF £1,000 (ONE THOUSAND POUNDS STERLING) OR THE AMOUNT PAID BY THE RECOGNIZING ORGANIZATION 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 RECOGNIZING ORGANIZATION UNDER OR IN CONNECTION WITH THE RECOGNIZING ORGANIZATION'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 RECOGNIZING ORGANIZATION AGREES TO THE LIMITATION OF LIABILITY PROVISIONS HEREIN TO THE EXTENT AUTHORIZED BY THE LAWS OF THE JURISDICTION IN WHICH IT IS LOCATED.

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

The Recognizing Organization acknowledges that Cambridge English Language Assessment cannot guarantee that the Service will always be available to the Recognizing Organization, owing to the nature of the Internet. In addition, the Recognizing Organization acknowledges that the Service may be unavailable from time to time owing to maintenance.

The Recognizing Organization 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 Recognizing Organization.

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

Section D Recognizing Organization Declaration

On behalf of the Recognizing Organization,
I agree to Recognizing Organization
Terms of Use and Conditions:

Name of Recognizing Organization

Signed

Date

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

'Cambridge English Language Assessment' is the operating name 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 English Language Assessment, British Council and IELTS Australia Pty Ltd.

The Cambridge English Language Assessment extranet at <https://ielts.ucles.org.uk> has been set up to enable organizations which recognize IELTS ("Recognizing Organizations") to verify the validity of any Test Report Form ("TRF") which may be presented to them (the "Purpose"). An authorized user (also referred to herein as "You") is any employee of a Recognizing Organization authorized to act and acting for and on behalf of such Recognizing Organization, to which Cambridge English Language Assessment 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 authorized 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 English Language Assessment's prior written consent. Cambridge English Language Assessment 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 English Language Assessment warrants that the candidate test results information provided through the Service is an accurate copy of the records held by Cambridge English Language Assessment 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 Recognizing Organizations in determining whether a candidate has sufficient English skills to successfully be admitted as a student or be considered for employment. CAMBRIDGE ENGLISH LANGUAGE ASSESSMENT 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 RECOGNIZING ORGANIZATION.

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 ENGLISH LANGUAGE ASSESSMENT'S LIABILITY TO THE RECOGNIZING ORGANIZATION 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 ENGLISH LANGUAGE ASSESSMENT WITHIN THE PRECEDING 12 MONTHS FOR ANY ONE INCIDENT OR SERIES OF INCIDENTS. CAMBRIDGE ENGLISH LANGUAGE ASSESSMENT 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 English Language Assessment's liability to you for fraudulent misrepresentation or for death or personal injury resulting from Cambridge English Language Assessment's negligence or that of its employees.

1.6

You acknowledge and agree that Cambridge English Language Assessment 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 Recognizing Organization, you agree to monitor the users within your IELTS Recognizing Organization and delete user accounts where users have left the Recognizing Organization 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 English Language Assessment 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 English Language Assessment 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 ENGLISH LANGUAGE ASSESSMENT 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 English Language Assessment, 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 English Language Assessment 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 English Language Assessment 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@cambridgeenglish.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 Recognizing Organization is located (the “Jurisdiction”), and venue for any legal actions involving the Recognizing Organization is to be in the Jurisdiction, and any alternative dispute resolution the Recognizing Organization 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 English Language Assessment 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 English Language Assessment 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 organization.

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 personalize 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@cambridgeenglish.org. We may levy a charge of £10 for supplying a copy of the data which we hold.

8.7

Comments / questions

Cambridge English Language Assessment 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@cambridgeenglish.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 italicized sections.

Letterhead

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

IELTS Administration
Cambridge English
Language Assessment
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 organization*' for the online IELTS TRF Verification Service.

Add a brief description of what your organization 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: ielstrfforward@cambridgeenglish.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 center:

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 italicized sections.

Letterhead

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

IELTS Administration
Cambridge English
Language Assessment
1 Hills Road
Cambridge, CB1 2EU
United Kingdom

RE: Change of administration for IELTS TRF Verification Service

Dear Sir/Madam,

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

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 organization.

Yours faithfully,

Your name
Your title

**Cambridge English
Language Assessment**

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