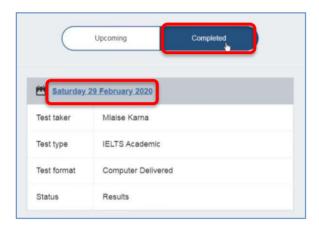## BRITISH COUNCIL

HOW TO GUIDE

Online EOR

Last updated: 11 February 2021

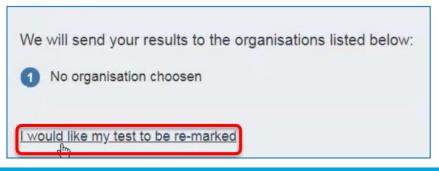## Test Takers request an EOR from the Test Taker Portal

1. The Test Taker logs in to the Test Taker portal at https://ieltsregistration.britishcouncil.org/login and click on completed exams tab and then on the date of the exam they want to request an EOR for.
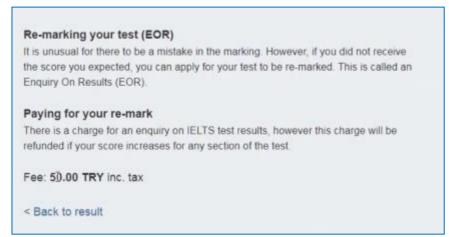

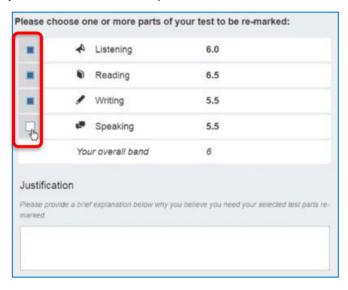2. The Test Taker chooses the Results tab and test results will display.

3. Scrolling all the way down, the Test Taker clicks on the hyperlink to request the test remarking.
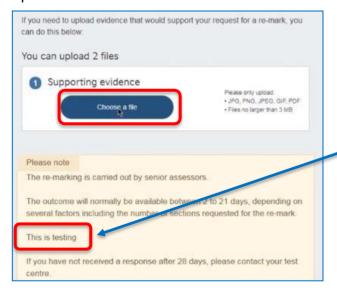
4. The test taker will see a brief overview of the remarking and the EOR fee.

Re-marking your test (EOR)

It is unusual for there to be a mistake in the marking. However, if you did not receive the score you expected, you can apply for your test to be re-marked. This is called an Enquiry On Results (EOR).

Paying for your re-mark

There is a charge for an enquiry on IELTS test results, however this charge will be refunded if your score increases for any section of the test.

Fee: 5.00 **TRY** inc. tax

< Back to result

5. The Test Taker can select one or all modules they would like to be get remarked and provide a justification for their request.

Please choose one or more parts of your test to be re-marked:

■	🔊	Listening	6.0
■	📕	Reading	6.5
■	✏	Writing	5.5
☐	🗨	Speaking	5.5
		Your overall band	6

Justification

Please provide a brief explanation below why you believe you need your selected test parts re-marked.
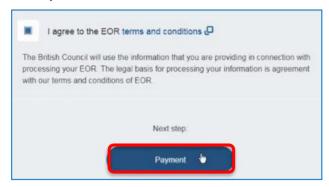
6. If the deadline for applying for an EOR has passed, the Test Taker should also contact the center directly. Next, the Test Taker can upload supporting documentation, if required. They can upload up to two files.
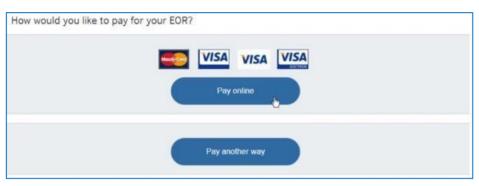
If you need to upload evidence that would support your request for a re-mark, you can do this below:

You can upload 2 files

① Supporting evidence

Choose a file

Please only upload:
• JPG, PNG, JPEG, GIF, PDF
• Files no larger than 3 MB

This is shown from the user testing site. Please disregard.

Please note

The re-marking is carried out by senior assessors.

The outcome will normally be available between 2 to 21 days, depending on several factors including the number of sections requested for the re-mark.

This is testing

If you have not received a response after 28 days, please contact your test centre.

7. At the bottom of the page, the Test Taker needs to agree to Terms and Conditions before going to Payment

The Test Taker can pay for their EOR in the same way they would pay for their test during the booking process.

Please note that payment can be made:

1. Online with any Visa/Mastercard/Verve cards

2. By bank transfer. Once you complete the online EOR form and choose to 'pay another way', bank transfer payment instructions will be sent to your registered email address.