

IELTS Global Refund User Guide

*Step-by-step user guide for
requesting a refund through the
Test Taker Portal (TTP)*

November 2025



Step 1: Cancel your booking in the Test Taker Portal (TTP)

Choose Date & Location

The screenshot displays the IELTS Academic Test Taker Portal (TTP) interface. At the top, a navigation bar includes links for 'Tests & results', 'Book new test', 'Preparation', 'Help & contact', and 'My account'. The main header section shows the test title 'IELTS Academic: 19 December 2025', the user's name 'Han Thu', and their location 'British Council Myanmar'. A reference number 'A3-BU001-S-13899091' and a TRF number are also visible. Below this, a tabbed interface allows users to view 'Date & location', 'Test Taker', 'Results', 'Recognising Organisations', and 'Payments'. The 'Date & location' tab is active, showing details for two test sessions: 'Listening, Reading & Writing' and 'Speaking test'. Both sessions are scheduled for 19 December 2025 at the British Council Junction City in Rangoon. At the bottom, a 'Manage your booking' section contains three buttons: 'Change speaking', 'Transfer test date', and 'Cancel my booking'. The 'Cancel my booking' button is highlighted with a red box and a red arrow pointing to it from the right.

Tests & results | Book new test | Preparation | Help & contact | My account

IELTS Academic: 19 December 2025
Han Thu
British Council Myanmar
Reference: A3-BU001-S-13899091
TRF number: —

Date & location | Test Taker | Results | Recognising Organisations | Payments

IELTS Academic

Listening, Reading & Writing
IELTS on computer
19 December 2025
09:00 - 12:00 (please arrive at 08:00)
British Council Junction City
3(A), Corner of 27th Street and Bo Gyoke Road, Rangoon
View on map

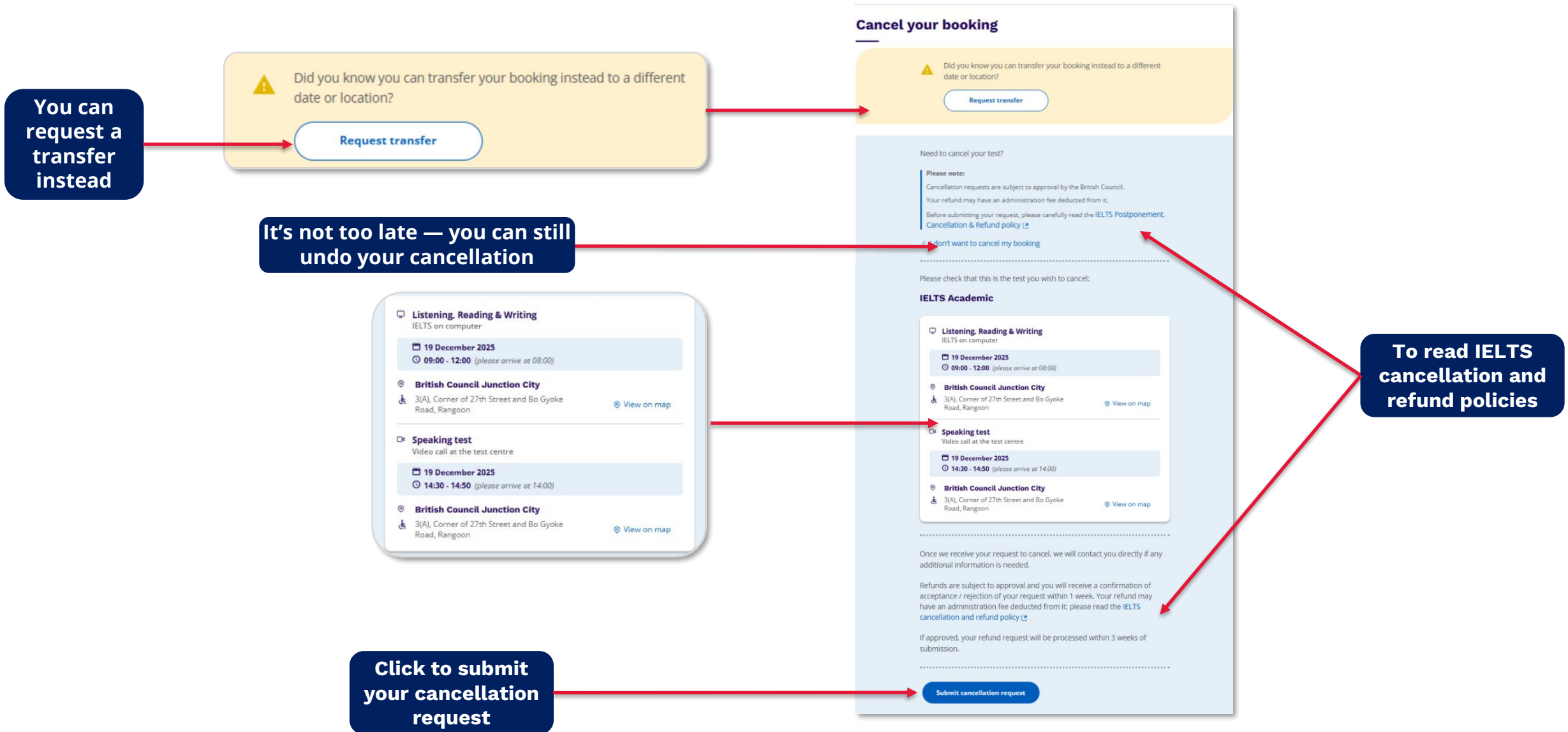
Speaking test
Video call at the test centre
19 December 2025
14:30 - 14:50 (please arrive at 14:00)
British Council Junction City
3(A), Corner of 27th Street and Bo Gyoke Road, Rangoon
View on map

Manage your booking

Change speaking | Transfer test date | **Cancel my booking**

Click to cancel your booking

Step 2: Choose to Reverse or Proceed with Cancellation



Step 4: Cancellation request acknowledgment

[Tests & results](#) [Book new test](#) [Preparation](#) [Help & contact](#) [My account](#)

IELTS Academic: 19 December 2025

Han Thu
British Council Myanmar

Reference: A3-BU001-S-13899091
TRF number: —

 We have received your request to cancel your test.

Cancellation request acknowledgement

Please allow up to 3 weeks for your refund amount to be returned to your card or credited to your bank account.

Refunds are subject to approval and you will receive a confirmation of acceptance / rejection of your request within 1 week.

If you have any further queries, please contact:

Phone: (+95)9 9400 700 99

Email: mmieltsadmin@mm.britishcouncil.org

So we can help you quicker, please quote your IELTS reference number:
A3-BU001-S-13899091

[< Back to my test booking](#)

Thank You!

