

Confirmation letter:

TEST START TIME 9:00 a.m. Please be at the test center by 8:15 a.m. The front entrance of the building opens at 8:00 a.m.

TEST CENTER **Global Village Hawaii-**
1440 Kapiolani Boulevard, Suite 1100
Honolulu, HI 96814
Phone: 808.943.9223
Test Day Phone: 808.388.8129
Parking: Street parking available.

TEST LENGTH Listening, reading, and written tests take approximately 3 hours. Speaking test are held in the same day (Saturday), between 12:15 – 5:30 pm on the same day. We will announce the time on the test date after the written exam.

RESULTS **Test results will be issued 13 days after the test on a Friday.** Test results will be sent by U.S. Postal Service first class mail and you can therefore expect to receive your results between **18 to 21 days** from the test date. You can also request to collect the results in person on the results issuing day, but you *must* inform us *in advance* that you intend to do this. **We CANNOT release test results by phone, email or fax under any circumstances.**

Results may also be available for preview at:

https://results.ieltsessentials.com/?_ga=2.191101866.169579177.1535682963-2022923153.1534443406

Please note that candidates who cancel their application within 5 weeks of the test date will receive no refund. Candidates who wish to postpone their test date within the 5 weeks prior to the test they originally registered for will be treated as cancellation. They have to pay the test fee again to register on a different date, at the same or at a different center. If a candidate cannot sit for a registered test due to serious illness or other serious causes on the day of the test, refund or transfer applications may be considered if they are submitted within 5 working days of the test date. Such requests must be supported with authoritative and convincing evidence. Candidates must email the IELTS Administrator at ieltshawaii@gvenGLISH.com to request for a Request for Refund or Test Date Transfer Form and return the completed form with supporting evidence for the processing of any such requests.

Candidates are advised to bring as few personal items to the testing session as possible. Personal items will be checked in our locked storage area, but we assume no responsibility for any lost or stolen items. Candidates can only take their passport and a transparent bottle of drinking water with no English words in the test room.

Candidates who are not satisfied with their results may apply and pay for a re-mark (called Enquiry on Results) at the center where they took the test. This application must be done within six weeks of the test date and the process takes a minimum of six weeks from the point of application. Please contact us for further details.

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