JSAF-IELTS Test-Day Information

IELTS One Skill Retake | Higashi-Umeda | Morning Session

Centre No. JP112 | Japan Study Abroad Foundation (JSAF) | Revised November 1, 2026

This is an important notice that you will need from test day until you receive your results. Please keep it and read it through to the end.

・On test day, be sure to bring **your valid original passport**. If you forget it, you will not be able to take the test.

・If you have any questions regarding the testing venue, please contact JSAF-IELTS Official Test Centre(Weekday 10:00-17:00). Prior visit to the venue WILL NOT be permitted.

1. Test Venue and Arrival Time

Test Venue	JSAF-IELTS Official Test Centre Osaka 5F
Address	Building / Floor: Room504, Umeda Pacific Bldg. 5F Address：2-5-10, Sonezaki, Kita-ku, Osaka 530-0057, Japan
Access	Access Map (Web) ＊Click to open the map



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Test	Arrival Time	Test Start	Test End
Morning: **Listening / Reading / Writing retake**	**9:45 am** **9:55 am** –check-in closes	10:00 am	Varies depending on the skill being retaken
Afternoon: Speaking retake	20 minutes Before your Speaking time	Check My Account	Approx. 11–14 min

- Your account says to arrive 30 minutes early, but please arrive at the arrival time shown above.
- **If you arrive after check-in closes, you will be considered late and will not be able to take the test.**
- Your Speaking test time may change for operational reasons. In that case, JSAF-IELTS will notify you by email, so please be sure to check.
- There is no waiting room at the test venue. Please arrive at the check-in time.
- IELTS is held at several venues in Japan. Please make sure you go to the correct venue.

2. What to Bring

Required 	**Original passport** (please remove any cover) Must be the same passport you used for your original four-skill test, and valid on test day. Passports stamped ”VOID” cannot be used.
Optional 	**Water in a clear plastic bottle (please remove the label)** *For Listening / Reading / Writing retakes only

- Nothing other than the above may be brought into the test room.
- Test taker will be provided with pen/pencil and paper for note-taking during the test.
- Your belongings will be kept in the cloakroom. Please do not bring valuables. JSAF-IELTS cannot accept responsibility for any loss.
- If, for health reasons, you wish to bring in or use items that are not normally permitted (e.g. eye drops, crutches), please contact JSAF-IELTS **by 17:00 on the business day one week before your test date**.

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3. Test-Day Schedule

■ Listening / Reading / Writing Retake

	Step	Details
①	Before Check-in	Please use the bathroom beforehand.
②	Arrival & Check-in	Arrive at the venue at the arrival time and present your passport.
③	Leave Belongings	Take only your passport and water. Leave everything else in the cloakroom.
④	ID Verification	In accordance with IELTS global regulations, your photo will be taken and you will be asked to provide a sample of your signature. Please remove glasses and masks for the photo. The photo will appear on your Test Report Form. If you refuse to be photographed, you will not be able to take the test and no refund will be given.
⑤	Entry & Instruction	Take your assigned seat and follow the instruction.
⑥	Test	You take only the skill you applied for.
⑦	Finish & Exit	Leave the room when instructed by staff and collect your belongings.

■ Speaking Retake

	Step	Details
①	Before Check-in	Please use the restroom beforehand.
②	Arrival & Check-in	Arrive at the venue 20 minutes before your Speaking test time and present your passport.
③	Leave Belongings	Take only your passport. Leave everything else in the cloakroom area.
④	ID Verification	In accordance with IELTS global regulations, your photo will be taken and you will be asked to provide a sample of your signature. Please remove glasses and masks for the photo. The photo will appear on your Test Report Form. If you refuse to be photographed, you will not be able to take the test and no refund will be given.
⑤	Test	After check-in and ID verification, you will take a face-to-face test with an examiner (approx. 11–14 min). *If you are under 18 on test day: In accordance with the IELTS Child Protection Policy, the test centre will arrange a chaperone for your Speaking test.

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	Step	Details
⑥	Finish & Exit	Leave the room when instructed by staff and collect your belongings.

*You can also check the test-day schedule here: Test-Day Schedule (Web)

4. Rules During the Test

- **If you notice any problem with the screen, mouse, headphones or system, quietly raise your hand straight away and inform staff.** Problems reported after the test has ended cannot be addressed.
- **If sound leakage is detected, staff may give you a reminder even while the test is in progress.**
- Leaving the room during the test is not permitted except to go to the bathroom. Please note, no one can go to the bathroom when the instructions are given, during the Listening test or during the last 10 minutes of the Reading and Writing test. If you do, you will not be allowed to sit the remaining tests. In case you feel unwell, raise your hand and notify an invigilator immediately.
- The venue is restricted to test takers and test day staff. No other person is allowed to enter.
- Please be sure to read before your test: JSAF-IELTS Test Regulations

For a Safe and Fair Test (Audio and Video Recording)

To provide all test takers with a safe and fair testing environment, check-in and test administration at the venue, as well as telephone enquiries, may be recorded (audio/video). Any behaviour that disrupts test administration, such as abusive or intimidating language or conduct towards staff or other test takers, will be dealt with in accordance with IELTS regulations. Thank you for your understanding.

为确保所有考生在安全、公平的环境中参加考试，考场的签到、考试运营及电话咨询过程可能会被录音或录像。如有对工作人员或其他考生进行辱骂、威胁性言行等妨碍考试运营的行为，我们将依据雅思（IELTS）的相关规定进行处理。敬请谅解。

5. If You Cannot Arrive by the Check-in Time

- Once the check-in time has passed, under no circumstances can you take the test. Please allow plenty of time to get to the venue.

Special Consideration: If you were unable to take the test on test day for one of the reasons below, you may be eligible, upon completing the prescribed procedure, for a Special Consideration refund of your test fee. Prescribed administration fee will be charged.

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Circumstance	Required Documents
1. **Serious** illness that made it impossible to take the test on test day	Doctor's certificate (showing that you were unable to take the test on the scheduled date)
2. Death of a relative within the third degree of kinship (attending the funeral or wake on test day)	Funeral acknowledgement card or other proof showing the date
3. Due to disaster, severe weather, etc.: suspension or major delay of public transport	Delay certificate + your route and boarding time on the day

① JSAF-IELTS Request Form: please notify JSAF-IELTS by 23:59 two days after the test date.
② For 1 and 2: Please submit the certificate within 5 days after the test.
For 3: Please attach it to the JSAF-IELTS request form above and submit it by 23:59 two days after the test date.
③ JSAF-IELTS will review your request and notify you of the outcome.

Examples NOT eligible for a refund or transfer
Oversleeping, going to the wrong venue, forgetting your passport or having an expired one, arriving after check-in closes (unless item 3 of Section 5 above applies), refusing to be photographed, etc.

- For details of each policy, see: Applications & Policies, JSAF-IELTS Test Regulations

6. After the Test

Item	Details	Application Link
Results Release	**Results are released within 1–5 days after the test.** When you receive a notification at your registered email address, you can check your results in My Account and download your electronic Test Report Form (eTRF). Please note that, paper Test Report Forms are not issued to test takers.	My Account

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Item	Details	Application Link
Additional Test Report Forms (sent to universities, etc.)	Once we receive your request form, the test centre will send them directly to each institution. **By post** Within 4 weeks of the test date: Free up to 5 copies. After 4 weeks from the test date, or from the 6th copy: ¥1,200 per copy. *Requests are processed in order within 5 business days of receipt. **Electronic delivery** Free of charge regardless of the number of copies.	Additional TRF Request
Enquiry on Results (EOR)	Apply **within 6 weeks** of your test date. Fee: ¥15,000 (fully refunded if your score changes). You will be notified of the outcome within 21 days.	EOR Request

- Test Report Forms are valid for 2 years, but please check the requirements of the institution you are submitting to.
- Other questions: About Results / FAQ

7. Contact

Enquiries Before the Test	Please send any enquiries by email by 17:00 two days before your test date. *We are closed on weekends and public holidays, so enquiries are handled on weekdays 10:00–17:00. * It may take some time to reply.
Test Centre	Japan Study Abroad Foundation (JSAF) **JSAF-IELTS Official IELTS Test Centre (JP112)** Osaka-Higashi Umeda Room504, Umeda Pacific Bldg. 5F, 2-5-10, Sonezaki, Kita-ku, Osaka 530-0057, Japan Tel: +81(0)6-4397-4098 (weekdays 10:00–17:00)

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