



## FAQ – General Enquiries, Exams, English Language Courses

### Q1 – Do you offer certification and verification services? How much does it cost?

Yes. Please email [info@ie.britishcouncil.org](mailto:info@ie.britishcouncil.org) for more information. Please note this service is only available strictly by appointment. Please do not visit the office for certification or verification without a prior appointment.

Our verification service costs 50.00 EUR per document verified and our certification service costs 25.00 EUR per document certified.

For more information please see here: <https://www.britishcouncil.ie/study-uk/verification>

### Q2 – What’s the difference between degree certification and degree verification and which do I need?

Verification is the process whereby we seek out authentication from the awarding body of an institution. The verified document then needs to be legalised whereby the FCO confirms that the verification stamp and signature is from a UK public official. The FCO does not legalise certified copies – only verified originals.

The certification service that we offer states that a document is a duplicate of an original. Certified documents cannot be legalised by the FCO.

For more information please see here: <https://www.britishcouncil.ie/study-uk/verification>

### Q3 – I need my exam invigilated in Ireland. Can British Council provide this service?

Whilst some British Council offices overseas are able to invigilate exams, the British Council office in Dublin is not suitable for hosting exams. It is best to instead contact an independent exam invigilation service in Ireland.

### Q4 – I want to book my IELTS Exam course in Ireland. How do I apply?

British Council in Ireland does not have a teaching center, therefore we do not provide English language IELTS courses at this time. IELTS do however have teaching partners in Ireland, you can find more info and contact information for them here: <https://takeielts.britishcouncil.org/ireland>

You can also find other English language courses at the following websites:

<http://www.mei.ie/> and <http://www.acels.ie/>.

### Q5 – I cannot access my IELTS results online. Can you help me access them?

Please contact the centre/organisation you sat the exam through directly. They should be able to give you more information regarding your results. For privacy reasons, we do not have access to current or past results, these are only available from the centre when you took your exam.

For further information on this please take a look at our IELTS results site:

<https://takeielts.britishcouncil.org/take-ielts/ielts-results-scores>

### Q6 – I would like to sit A Level exams in Ireland. Where facilitates this?

Although we cannot recommend any one institution Dublin Tutorial Centre does offer A Level courses and exams in Ireland. Here's their website: <https://dublintutorialcentre.com/levels/a-levels/>

**Q7 – How do I get in touch with the IELTS customer support team?**

Our IELTS customer support team are based in the UK. You can contact them by filling out the form on their website here <https://takeielts.britishcouncil.org/contact> or if you are calling from Ireland you can contact +441619577755.

**Q8 – I wish to receive scholarship funding for my degree in the UK. Are there funding options available through British Council?**

British Council Ireland does not offer direct support to Irish students wishing to study in the UK. However, information about funding for study in the UK is available on the British Council's education website at <https://study-uk.britishcouncil.org/> and also via where you can search the possibilities of a grant or scholarship by subject area.

Additionally, it might be worth contacting the UK Student Finance Services European Team, which offers advice to EU students applying for student finance in the UK:

[http://www.direct.gov.uk/en/DI1/Directories/DG\\_6000071](http://www.direct.gov.uk/en/DI1/Directories/DG_6000071)

Tel: +44 (0) 141 243 3570

Email: [EU\\_Team@slc.co.uk](mailto:EU_Team@slc.co.uk)

**Q9 – I'm having issues with my UK visa/I need a UK transit visa. Are you able to help?**

British Council Ireland does not deal with visa issues. You would be best to contact the British Embassy in Dublin for such an enquiry, <https://www.gov.uk/world/organisations/british-embassy-dublin>. Their number is +353 (01) 205 3700

**Q10 – I'm a CELTA/TEFL qualified teacher and I am looking for opportunities to work for British Council in Ireland. Am I able to apply?**

The British Council office in Ireland does not offer English Language teaching provision nationally. For information on English teaching (as well as other employment and training) opportunities through the British Council globally, please visit the following website:

<https://www.britishcouncil.org/study-work-abroad>