Register

If you do not have an account, click Register to get an account in SpeakUP Book & Pay portal from the link booking.speakup.britishcouncil.org.

You will be asked to fill in your mobile number, set a password and provide your region and date of birth information.
Mobile Verification

Select your country code and enter your mobile number. Then, click “Send Code” to get a verification code.

For security purposes, scroll the block to the right to complete the jigsaw.

When you move the block successfully, a verification code will be sent to your mobile. Remember the code is valid only for 2 minutes. If you do not get the SMS in one minute, you may click resend when the button is enabled.

【BC教育咨询】824945, The verification code is valid for 2 minutes.
Under 18 Users

The system requires account owners to be adults. If you are U18, please ask your parent or guardian to register you.

Date of Birth

04/08/2020

Are you under 18 years of age? Please ask your guardian to register for you.

Please read through the notice and tick the “I have read and accepted” box before moving on.

- confirm that I will be present (i.e. within earshot) for the full duration of the SpeakUP session
- understand that SpeakUP sessions will be audio and video recorded for monitoring and quality assurance purposes and a child’s image and voice being recorded for these purposes. We do this in our legitimate interest. These will be securely destroyed after 7 years.
- I understand that the anonymised data provided for my child, including voice and video recordings, can be used by the British Council for research and training purposes; I understand that the anonymised data may be shared with other researchers for research purposes if the British Council gives permission; I give my consent to this use.
- I am aware that further information about British Council Child Protection can be found https://www.britishcouncil.org/about/child-protection and that I can email childprotection@britishcouncil.org.cn for further enquiries.
- understand that the British Council and the platform provider confirm that they will not disclose personal information about candidates to others except as stated in this Declaration or to the extent permitted by law.

The British Council complies with data protection law in P.R. China, the UK and laws in other countries that meet internationally recognised standards. You have a right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you have concerns about how we have used your personal information, you also have the right to complain to a regulator. For detailed information, please refer to the privacy section of our website, www.britishcouncil.org/privacy or contact British Council office. We will keep your information for a period of 7 years from the time of collection.

☑️ I have read and accepted

- Terms and Conditions of Sale
- Terms of Use
- Cancellation and Rescheduling Policies

Marketing opt-in

The British Council would like to use the information you provide to send details of activities, services and events (including some we think are of interest). To choose your contact preferences, please tick any of the boxes below:

☐ Email
☐ SMS

You do not have to select any of the options and if you do, you may unsubscribe from any option at any time by going to Account Management in the SpeakUP system. We will process your personal information based on this consent.

Register
Login, Book & Pay System

You can log in in two ways:
• Mobile + Verification Code
• Mobile + Password

Click the different links to switch the login (verification or password).

If you forget your password, click “Forget Password” to retrieve it through your phone.
**Book a Session**

Before booking a session, remember to set your time zone first.

Select the date you want to take the session and book a timeslot. When “Book” is clicked, you will be asked to fill in your or the U18 learner's Full Name, Date of Birth and first language. If you are U18, for child protection purposes, you’ll be asked to fill in your parent or guardian’s contact info.
When all is confirmed, click “Next” to move on. In User Notice, you’ll find Terms and Conditions of SpeakUP. When confirmed, click” Submit Order”.

SpeakUP: Terms and Conditions of Use

British Council IELTS SpeakUP provides a unique opportunity to practice your IELTS speaking with an IELTS test expert. We would like you to get the most out of your SpeakUP lesson. To do so, we have some tips about what to expect and would like to share with you the house rules and other terms and conditions of use.

1. What you can expect
   • A friendly, supportive and highly experienced IELTS test expert who is keen to show you how to improve and get the best score in the IELTS speaking test
   • A 30-minute SpeakUP session using video and audio interaction, which is a practice IELTS test as close to the real test as possible
   • A short discussion about your IELTS speaking test goal, about whether you have taken the test before, and about what areas you would most like to focus on improving
   • Clear, individualised feedback on how you managed each different part of the test and how you can improve, as well as feedback on your language and, specifically, which aspects of your language you need to work on in order to achieve your goal score

What you won’t get:
An IELTS score or estimated IELTS score – sorry, that’s what the IELTS test is for!

2. House Rules

We care about the privacy of our customers and our staff. We also want to ensure that customers enjoy a positive experience that provides them with valuable feedback to improve their IELTS score. To support this, we ask all customers to read, understand and adhere to the SpeakUP House Rules.

All SpeakUP sessions are audio and video recorded for quality control and internet safety purposes.

Your IELTS test expert is not allowed to:

This site uses cookies to offer you the best experience and personalise your experience on other sites. By continuing you agree to our use of cookies.
Find out more about cookies and how to change your cookie settings.
## Confirm Order Information

<table>
<thead>
<tr>
<th>Session Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Session Date:</strong></td>
</tr>
<tr>
<td><strong>Session Time:</strong></td>
</tr>
<tr>
<td><strong>Full Name:</strong></td>
</tr>
<tr>
<td><strong>Session Fee:</strong></td>
</tr>
</tbody>
</table>

[Submit Order]

[Cancel]
Order and Pay

When the order is submitted, you’ll have 30 minutes for payment. When it times out, the order will be closed, and your seat will be released.

You may pay by Card or Voucher (for clients of our Business partners).

Select a method and click “Pay” to move on.
Card Payment

You’ll be directed to the Checkout Platform where you can pay through:

- Credit and Debit Card
- Alipay
- WeChat Pay

Overseas users can use the following payment methods:

Pay by card
Select a payment method and follow the steps of the pay service provider to complete the payment.

If you encounter any problems during the process, click Payment encounter problems or got to Help Desk.
When the issue is resolved, if it’s still within the payment time, go to “My Orders” to complete the payment by clicking “Pay” to try again.

Voucher Payment

If you’re paying by voucher, please enter your 16-digit voucher number and click “Pay” to move on.
If the payment is successful, your SpeakUP account and link will be generated.

Success
Booked the session
Date: 2020-10-21 Time: 20:45 - 21:30
Application ID: 10000509 Key Code: 947D81B4

Please go to My Bookings to check your login details.

Notice:
If you are under 18, please ensure that your guardian is present on the day of the practice. If your guardian is not present, we will immediately terminate the session.
Getting Started

Before the session, please log in to make sure your equipment and network are working well. Please check the following recommendations:

1. Network Bandwidth: 8 Mbps at least (please refer to the following link to check your network speed [https://www.speedtest.net/](https://www.speedtest.net/))

2. Display: Auto-adaptive; Higher than 1366*768

3. Audio/Video:
   - Headset/Headphone: We recommend using noise-cancelling headphones.
   - Microphone and Speaker: If you are using a microphone and speaker, make sure they’re well connected to your device. You may use our equipment check to do the test.
   - Camera: resolution of 360P; support H.264 video encoding. Make sure when connected and activated, you’ve got the signal light turned on.
Attend a Session

1. Click “View Login Details” in “My Bookings” to go to your session information page.

2. Mac or mobile/tablet users, please select ‘Other’.
3. Click “Download Zoom Client” if you haven’t installed Zoom app on your device. 
   Or click “Yes” to confirm that you have installed Zoom client on your device.

4. The room allows you to enter 10 minutes before your session time. When you are ready, 
   click “Match Interlocutor” to start matching with an available interlocutor. 
   Please note: If the interlocutor is not online, system will show this message at the top of 
   your screen “No available interlocutor, please try again”.

5. Once you're matched successfully, a message will appear with your Meeting ID and 
   Passcode.
6. Open Zoom Client and click ‘Join Meeting’. Follow the steps to connect.
   - Click Join a Meeting
   
   ![Zoom Client]  
   
   Meeting ID: 89609425645
   Passcode: bb-0036-4e

   - Input the meeting ID and your name
• Enter meeting passcode

• Click “Join with video”
• Join session successfully
Reschedule a Session

As a client, you have the right to reschedule your session only once up to 48 hours before it starts. To change your session to another time, go to “My Bookings” and click on “Change Booking”.

Read the reschedule notice and click “Confirm” to continue reschedule.

Change Booking

You can change booking 48 hours before your session starts.

Are you sure to reschedule your session to another date/time slot?

Confirm  Cancel
Check available date and time slot. Click “Book” to change your session to the new date and time.

Double check the date and time of new session and click “Confirm” to finish rescheduling.

Confirm New Session

Session Information:
Full Name: Test
Date of Birth: 1995-09-01
First Language: Mandarin

<table>
<thead>
<tr>
<th>Original</th>
<th>Date: 2020-09-17</th>
<th>Time: 17:45 - 18:30</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Date: 2020-09-17</td>
<td>Time: 12:30 - 13:15</td>
</tr>
</tbody>
</table>
If the rescheduling was successful, a message will pop up, showing the details of your new session and SpeakUP account.

Reschedule Successful

Booked the session

Date: 2020-09-17  Time: 12:30 - 13:15
Application ID: 10000166  Key Code: 0D10285F

Please go to My Bookings to check your login details.

⚠️ Notice:
If you are under 18, Please ensure that your guardian is present on the day of the practice. If your guardian is not present, We will immediately terminate the practices.
Cancel Booking for a Refund

As a client, you have the right to cancel your session and request a refund 48 hours before your session start time or 14 days within first payment. To cancel your session, go to “My Bookings” and click on “Cancel Booking”. Please note that by clicking “Cancel Booking”, you’re requesting a refund at the same time.

It takes 10 to 15 days to receive the refund after you submit the “Cancel Booking” request.

Fill in the reason for cancellation & refund and click “Confirm” to submit it for approval. Please note that once you submit the cancellation request, you will no longer be able to take the session you cancelled, regardless of refund approval.
Your session will be changed to Cancelled when you successfully cancel your booking.

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Time</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test</td>
<td>2020-09-17 12:30 - 13:15</td>
<td>[Canceled]</td>
<td>View Login Details Change Booking</td>
</tr>
<tr>
<td>Test</td>
<td>2020-09-10 13:15 - 14:00</td>
<td>Completed</td>
<td>View Login Details Change Booking</td>
</tr>
<tr>
<td>Test</td>
<td>2020-09-17 08:00 - 08:45</td>
<td>Completed</td>
<td>View Login Details Change Booking</td>
</tr>
</tbody>
</table>
Help Desk

If you encounter problems, please click “Help Center” on the header or “Contact Us” where you will find contact information, FAQs, Terms of Use, Terms and Conditions of Sale, and Cancellation and Rescheduling Policies.

To get online support of your questions, you can also check our Help Desk which is located in the bottom right corner of the webpage.

If you are under 18 years old, please make sure your parent(s) or guardian(s) are by your side to comply with Child Protection Policy.