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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.
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.cn/about/child-protection and that I can email childprotection@britishcouncil.org.cn for further enquiries.
- I 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 laws in P.R. China, the UK and laws in other countries that meet internationally 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 inaccurate 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 those which 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.
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>
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<tbody>
<tr>
<td>Session Date:</td>
</tr>
<tr>
<td>Session Time:</td>
</tr>
<tr>
<td>Full Name:</td>
</tr>
<tr>
<td>Session Fee:</td>
</tr>
</tbody>
</table>

[Submit Order]
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.
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/)

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

Click “View Login Details” in “My Bookings” to go to your session information page. You will find the following information for login:

- Your Registration Mobile Number
- Your Key Code
- Your Application ID

Windows users choose 'Windows', download the desktop app, and use the Key Code and Application ID to log in.
Open the desktop app from your device and log in using your Key code and Application ID.

Session Information Confirmation
Please confirm your session information after you log in by clicking the “Confirm” button and moving on to the device check. If your session information is incorrect, please click “Contact Us” to get support.
Devices Check

The system will automatically check your audio device. If your audio works well, please click “I can hear the sound clearly” to move to the next step.

Click “Start Recording” to check your microphone and adjust the volume. Click “Continue” to move on.

Check the microphone

Click on the start recording button. Will automatically record about five seconds. After five seconds you can hear the record. Please click the continue button if the microphone is working well. If you would like to restart the microphone check, click on the Re-recording button.
When you confirm, you will enter Camera Check page to adjust your camera.

Check the camera
Please adjust your seat or screen to make your face appear clearly in the center of your screen.

Your face will be displayed here, please make sure your camera is open and you can see yourself clearly.
Wait for Your SpeakUP Interlocutor

When the button turns red, you’ll be able to enter the session and enjoy your SpeakUP session.

If it takes more than 5 minutes to be able to connect a coach, please click the “Contact Us” button on the header for support.

Check the camera

Please adjust your seat or screen to make your face appears clearly in the center of your screen.

Click “Join Audio by Computer”.
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.
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.
If the rescheduling was successful, a message will pop up, showing the details of your SpeakUP account and new session information.

**Confirm New Session**

Session information:

<table>
<thead>
<tr>
<th></th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original</td>
<td>Date: 2020-09-17</td>
<td>Time: 17:45 - 18:30</td>
</tr>
<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 SpeakUP account and new session information.

**Reschedule Successful**

Booked the session

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date: 2020-09-17</td>
<td>Time: 12:30 - 13:15</td>
</tr>
</tbody>
</table>

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 practice.
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 - 2020-09-17 13:15</td>
<td>Canceled</td>
<td>View Login Details Change Booking</td>
</tr>
<tr>
<td>Test</td>
<td>2020-09-10 13:15 - 2020-09-10 14:00</td>
<td>Completed</td>
<td>View Login Details Change Booking</td>
</tr>
<tr>
<td>Test</td>
<td>2020-09-17 08:00 - 2020-09-17 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 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.