

ANNEX III

Terms and conditions

Santander Course | British Council IELTS online 2026

The **British Council Foundation Delegation in Spain** (hereinafter British Council), with financial support from Santander, has developed the programme **Santander Course | British Council IELTS online 2026**. It will support and encourage students and young aged 18 and over who are resident in Argentina, Brazil, Chile, Colombia, Germany, Mexico, Portugal, Peru, Spain and Uruguay and have at least a B1 CEFR level, to prepare for the IELTS Online test. IELTS Online is available only for the IELTS Academic module.

I. Objectives

Under the **Santander Course | British Council IELTS online 2026** (hereinafter the “**Programme**”), support will be provided so that students and young professionals aged 18 or over on the date this call for applications is published, and who are resident in Argentina, Brazil, Chile, Colombia, Germany, Mexico, Portugal, Peru, Spain and Uruguay and have at least a B1 CEFR level, can prepare for the IELTS test with the Programme run by British Council, which will take place during 2026.

The main aim of the Programme is to provide participants with the opportunity to develop their four language skills through familiarisation with test-taking strategies and targeted practice aimed at enhancing their performance in the IELTS test.

II. Eligibility

Any person aged 18 or over on the date this Programme call is published, who is resident in Argentina, Brazil, Chile, Colombia, Germany, Mexico, Portugal, Peru, Spain and Uruguay, who have at least a B1 CEFR level and who also meets the admission requirements set out below, may be a beneficiary of this Programme (hereinafter the “**Participants**”).

Being awarded a place on the IELTS test preparation course under the Programme is compatible with receiving other types of support or assistance that differ in nature from the purpose of this Programme, whether public or private, and which the participant may be entitled to through other activities. Notwithstanding the foregoing, it is the obligation of the Participant to comply with the provisions of the regulations governing them so as not to incur any incompatibility with respect to them.

III. Programme details and available places

The Programme will offer 500 places for IELTS Coach test preparation courses which will give Participants the chance to prepare for the IELTS Online test. The courses will be available to beneficiaries in an online format and in English.

This Programme call will be published on the Santander platform www.santanderopenacademy.com (hereinafter the “**Platform**”) from 30 March 2026 to 1 June 2026

The duration of the Programme is 13 weeks, from 2 July 2026 to 1 October 2026. The 100 Participants with the strongest performance in the Programme will be granted the opportunity to also take the IELTS Online test without incurring additional costs. Other beneficiary Participants who decide to take the IELTS Online exam must pay the relevant fees themselves.

The selection of the 100 best-performing Participants who will take the IELTS Online test will be communicated from 5 October 2026. They will have 7 calendar days from the date and time of the notification to confirm their acceptance. The IELTS Online test will take place starting no earlier than 19 October 2026 and must be booked and taken by the date specified by the British Council in their communication.

Participants will need access to a computer with an internet connection to complete the Programme.

Course description for all calls:

Available for levels from B1 to C1. For a total of 500 Participants:

- In this stage, each Participant will have access to IELTS Coach online intensive with 50 credits available for 13 weeks to develop their individualised training itinerary. These credits will be exchangeable for sessions in different formats (private sessions or group sessions) in which they can participate through the British Council platform.

- IELTS Coach online is not an English language course; it is an IELTS preparation course focused on strategies and techniques to help students achieve their best possible score on the IELTS test.
- Upon course start, Participants must book a private session (2 credits, 25 minutes) or a group session (1 credit, 55 minutes) analysis with an IELTS expert trainer and to receive recommendations on the most suitable learning pathway for their exam preparation.
- The content on the British Council platform is arranged around the four skills assessed in the IELTS test: reading, listening, writing and speaking.
- Each Participant selects the skill they want to improve and learns through interactive activities and live classes, group or private at their discretion, with an expert IELTS teacher.
- Modules focus either on Reading, Speaking, Listening and Writing. Mock tests for every skill are also included.
- Participants can use 1 credit to book a group class or 2 credits to book a private class, speaking or writing mock test or a writing tutorial.
- Participants can also join unlimited Live25 sessions during their course. These sessions are led by a teacher. They are not classes but are webinars that help Participants strengthen their learning.
- When the Course is completed, Participants who finish Stage 1 will be able to download a certificate of attendance showing the number of hours of online learning with a teacher, the level, and the date the certificate was downloaded, as well as any earned badges. It should be clarified that neither the level test to access the course covered by the Programme nor the completion of the course confer any official English language qualification.

Additionally, the 100 Participants who showed the strongest performance in the Programme will be also given the opportunity of:

- One attempt on the IELTS Online test which will be set up starting no earlier than 19 October 2026 and to be concluded before the date specified by the British Council in their communication.

British Council will carry out the necessary follow-up to support Participants and monitor their use of the online training but cannot be held responsible for any absence or failure to complete the course by the Participants.

Any incentive, benefit or additional resource offered during the course will be granted at the sole discretion of British Council. These incentives do not constitute an acquired right and may vary according to British Council internal policies. The selection of beneficiaries of any additional incentive will be carried out by British Council, which will have the final and non-appealable decision on the chosen candidates. Meeting the requirements does not guarantee the granting of such incentives.

It should also be noted that neither the placement test used to access the course nor completion of the course provides any official English level qualification. The top 100 performing students in the Programme will have the opportunity to take one attempt of the internationally recognised IELTS Online test and obtain its certificate.

During the Programme, participants are responsible for booking their classes and may cancel them up to 24 hours in advance without penalty. If they fail to cancel at least 24 hours before the class and do not attend, they will be marked as absent and the class cannot be recovered.

If a Participant fails to comply with the British Council code of conduct, available at <https://englishonline.britishcouncil.org/student-code-of-conduct/> during the Programme, British Council reserves the right to prevent them from continuing. Participants agree to follow this Code of Conduct when registering for the course on the British Council platform.

a) Admission requirements:

The admission requirements that Participants must cumulatively meet to obtain a place on the Programme are as follows:

- Be 18 or over at the time of registration for the call for applications.
- Be a user of the Platform and have registered for the relevant call.
- Be a national or resident in Argentina, Brazil, Chile, Colombia, Germany, Mexico, Portugal, Peru, Spain and Uruguay.
- Have completed the assessment test that will be available on the Platform, which will consist of a series of tests designed to assess the skills and abilities of candidates for the purpose of selecting the beneficiaries of the Programme (hereinafter, the “**Assessment Test**”).
- Have at least a B1 CEFR English level¹.

b) Selection criteria:

¹ Selected students will be requested to complete a free EnglishScore assessment test to demonstrate their current English level.

For the allocation of places in the Programme, British Council will verify compliance with the admission requirements and will use the ranking generated by the Assessment Test available on the Platform to assign places to the highest-scoring candidates.

Shortlisted candidates will be required to complete a free EnglishScore placement test to demonstrate that they already have at least a B1 CEFR level of English. Completing the EnglishScore placement test and achieving a B1 level does not guarantee a place in the Programme.

If any allocated places are not accepted by the selected Participants, British Council will reassign them to other Participants who meet the admission requirements listed above, following the order of the ranking from the Assessment Test, to ensure that places are not left vacant.

Likewise, British Council may, in order to ensure that the Programme benefits the greatest possible number of Participants, apply additional admission requirements for the allocation of places if at any time it considers that the planned places will not be filled or that there is excessive demand. It may also extend the deadline so that applicants have more time to apply.

For the 100 best performing Participants who will have the opportunity to take one online attempt of the internationally recognised IELTS Online test and obtain its certificate, the British Council will evaluate each Participant's performance during the Programme based on the following criteria:

1. Credit usage and attendance.
2. Progress made on the online exercises.
3. Grade achieved for the work completed.
4. Number of Live25 sessions attended.
5. Date and time by which the progress was achieved.

Students taking the IELTS Online test will be required to provide additional personal information necessary for test setup and administration.

IV. Management

To obtain a place on the Programme, it is essential to register for this call through the Platform set up for this purpose. Notification of the award of a place will be sent through the management system available on the Platform.

Participants must complete their registration between 30 March 2026 and 1 June 2026 at 23:59 GMT+2 (Madrid time zone).

Once the Course has finished, Participants will receive a message through the Platform inviting them to share their level of satisfaction with the Course through a short questionnaire in test format.

Participants should note that if they change the email address used to register for the Programme while the call is open on the Platform, they will be required to complete the Assessment Test again.

V. Allocation of places among candidates

The selection process for beneficiary Participants will take place between 5 June 2026 and 10 June 2026. The allocation of the 500 places to the selected Participants (hereinafter the “**Beneficiaries**”) will be announced on 11 June 2026.

The allocation will be communicated to the Beneficiary, who will have 7 calendar days from the date and time of the notification to confirm acceptance through the Platform. Once this period ends, any unaccepted places will be reassigned by British Council to other Participants who meet the admission requirements listed above and who have been notified that they are on the waiting list. Reassignment will take place as soon as places become available. These Participants will have 4 calendar days to confirm their place. If they do not do so, the place will be offered to another Participant on the waiting list, and the process will continue until all vacant places have been filled.

The selection of the 100 best-performing Participants who will take the IELTS Online test will be communicated from 5 October 2026. They will have 7 calendar days from the date and time of the notification to confirm their acceptance. Once this period ends, any unaccepted test will be reassigned by British Council to other Participants on the waiting list, who will have 7 calendar days to accept it. Reassignment will take place as soon as tests become available.

All tests must be booked and taken by the deadline specified by the British Council in the corresponding communication; otherwise, the Candidate will lose the opportunity to take the free attempt at the IELTS Online test. Finally, if British Council is unable to reassign the available places, Santander reserves the right to use the vacant places for future calls as it considers appropriate during the term of this agreement.

VI. Personal data protection for Programme selection and delivery

Data Controller

The Data Controller of the Users’ data (hereinafter, the “User” or the “Users”) for the granting and management of the programme (hereinafter, the “Programme”)

in which you have enrolled through the Santander Open Academy platform is the British Council (hereinafter, the “Institution”), with its registered address at Paseo General Martínez Campos 31, 28010 Madrid (Spain), registered as a branch of a foreign foundation with the Spanish Register of Foundations of the Ministry of Justice under number 847 CUL-EXT, and holder of Tax Identification Number W0061076F. The Institution’s Data Protection Officer can be contacted at: dpospain@britishcouncil.es. The Institution shall be solely responsible for processing the personal data of its own students.

Data we process and where it comes from.

The Institution obtains the data of Users who enroll in this Program from the Santander Open Academy platform, whose Data Controller is Universia Holding, S.L., solely in relation to participation in this Program. These data are those contained in the User’s platform profile and provided for enrollment in this Program: identification data, data relating to personal characteristics, employment-related data, and academic and professional data.

Additionally, the Institution will include in the call for applications for this Program the questions and information requests necessary to verify, assess, and manage the User’s application. In this regard, in addition to the data provided by Universia Holding, the Institution may process other data, including identification data, data relating to personal characteristics, academic and professional data, and employment-related data.

Purposes for which personal data will be processed.

The data collected from Users in connection with this Program will be processed in order to manage the call for applications, evaluate candidates, and, where applicable, grant or deny participation in the Program. The legal basis that legitimizes such processing is the performance of these Specific Terms and Conditions or Legal Terms.

Furthermore, the University may additionally process candidates’ and beneficiaries’ data in order to comply with legal obligations imposed by applicable legislation. The legal basis for such processing is compliance with a legal obligation.

Recipients of personal data.

Users’ personal data will only be disclosed to public authorities and bodies for the exercise of their functions when they are legally entitled to request it. In some cases, applicable legislation requires information to be shared with authorities or public bodies so that they may carry out their duties. For example, tax authorities or courts, which would use the Users’ data for their own purposes.

Additionally, for the proper delivery of the Programme, British Council may share anonymised information with Fundación Banco Santander (hereinafter the Promoter), which has sponsored, promoted or funded it, solely so that the Programme can be carried out.

Personal data retention criteria.

The data collected in connection with the Program call for applications may be retained by the Institution as follows:

- With regard to applicants who are not admitted to the Program, the data will be retained for the duration of the management of the call and subsequently for the period necessary to complete the required administrative procedures until its closure.
- With regard to applicants admitted to the Program, the data will be retained throughout the entire period related to the management of the call, may be incorporated into the student's file at the Institution where applicable, and will be retained for accreditation and certification purposes related to the award and any other related academic merit.

Users' rights regarding their personal data.

Users have the right to access their data, request the rectification of inaccurate data, object to processing, request erasure when the data are no longer necessary for the purposes for which they were collected, request restriction of processing, and request data portability where legally applicable. Users also have the right not to be subject to automated individual decision-making, including profiling. Within the framework of this Program, no decisions will be made based solely on automated processing.

Users also have the right to withdraw their consent at any time for those purposes for which it was granted, without affecting the lawfulness of processing based on consent prior to its withdrawal.

Users may contact IGDisclosures@britishcouncil.org to exercise their rights or submit a request by post to the British Council at Paseo General Martínez Campos 31, 28010 Madrid (Spain) More information is available in the privacy section of the British Council website (www.britishcouncil.org).

Additionally, Users may file a complaint with the Spanish Data Protection Agency if they consider that their data protection rights have been violated (www.aepd.es).

VII. Personal data protection for IELTS Online test

The administration of the IELTS Online Test is carried out directly by the IELTS Owners (British Council, IELTS Australia Pty Ltd and Cambridge Assessment English), who act as independent data controllers in relation to the personal data collected in connection with the registration for and delivery of the test, without any intervention or access by the Programme organiser.

Detailed information regarding the processing of personal data related to the IELTS Online Test can be found in the official privacy policy available at: <https://takeielts.britishcouncil.org/take-ielts/book/ielts-online/privacy-notice>.

Participants must register directly with the British Council following the IELTS Online test registration process, where they will be provided with complete and up-to-date data protection information before submitting any personal data.

VIII. Modification of the Programme Terms and Conditions

Participation in this Programme Call implies acceptance by the Participants of its Terms and Conditions and of its decisions, which will be final. It also implies the waiver of any claim relating to any aspect included in them, including but not limited to allocation, selection and admission criteria.

British Council and Santander reserve the right to modify or amend any of the Terms and Conditions of the Programme Call, in whole or in part, at any time. They may also suspend, postpone or cancel it for an objective and duly justified reason, in order to preserve the social impact intended by the Parties. Candidates will be informed through the Platform of any modifications or amendments introduced.

These Terms and Conditions will apply to any communication received by candidates through the Platform.