



## **Frequently Asked Questions**

**Updated June 19, 2020**

### **IELTS**

#### **Q1: How do I send my IELTS test scores to NNAS electronically?**

A1: If you wrote IELTS on June 18, 2020 or later, your IELTS scores will automatically be sent to NNAS electronically. If you wrote your IELTS exam on or before June 18, 2020 your test results will be sent to NNAS through the mail.

#### **If you take the IELTS test on or after June 18, 2020:**

All IELTS test scores will be sent to NNAS electronically and managed through the IELTS test centres. When you register for your IELTS exam, you will need to select “National Nursing Assessment Service (NNAS)” as a recipient of your test results.

#### **If you took the IELTS test before June 18, 2020 and would like to have your results sent electronically to NNAS:**

You need to contact the IELTS test site where you completed your test and provide the following information to your test center when you request an electronic version of your test scores:

- The NNAS’s account name is: National Nursing Assessment Service (NNAS)
- Address: 439 University Ave, 5<sup>th</sup> floor, Toronto ON M5G 1Y8

Please note, if you ask for your IELTS exam results to be sent electronically, the test center may request a fee for this service. If you do not make this request, your scores will be sent through the mail.

**Q2: I wrote my IELTS test on or before June 18, 2020. How do I make sure that my test results are being sent to NNAS electronically?**

A2: If you would like your scores sent to NNAS electronically, you must contact the IELTS test centre where you took the test and ask them to send your test results electronically to NNAS. If you do not make this request, your scores will be sent through the mail. The IELTS test centre may ask for an additional fee for this service.

If you request for your test results to be sent to NNAS electronically you will need to give your IELTS test centre the following information:

- The NNAS's account name is: National Nursing Assessment Service (NNAS)
- Address: 439 University Ave, 5<sup>th</sup> floor, Toronto ON M5G 1Y8

After June 18, 2020 all test scores will be sent to NNAS electronically and managed through the IELTS test centres. When you register for your IELTS exam, you will need to select "National Nursing Assessment Service (NNAS)" as a recipient of your test results.

**Q3: Do I have to tell my IELTS test centre that NNAS now accepts the electronic download of test scores?**

A3: No. After June 18, 2020 when you register for the IELTS exam, NNAS will appear on a dropdown list of organizations who accepts the electronic download of test results. Applicants will need to select "National Nursing Assessment Service (NNAS)" when taking their test.

**Q4: I do not see NNAS on the dropdown list of organizations who accept electronic downloads of test results, what do I do?**

A4: If you do not see NNAS as an option please select "other" and write "National Nursing Assessment Service (NNAS)" in the text box.

**Q5: I wrote my IELTS exam in March or just before the pandemic, how do I know if the test results have been mailed or delivered to NNAS?**

A5: The COVID-19 pandemic has interrupted mail services around the world. If you wrote your IELTS exam during or just before the pandemic you may want to contact your local IELTS test center to request that they send your test scores electronically to NNAS. Please note, the IELTS test centre may charge a fee for this request.

You must provide the following information to your test center when submitting:

- The NNAS's account name is: National Nursing Assessment Service (NNAS)
- Address: 439 University Ave, 5<sup>th</sup> floor, Toronto ON M5G 1Y8

**Q6: Why is NNAS changing the process to the way it accepts IELTS test results?**

A6: NNAS is committed to finding ways to make its process more efficient. Changing to a digital platform with IELTS will eliminate some of the time it takes for test results to reach the NNAS offices.

**Q7: How long will it take for the IELTS test result to reflect in my application portal?**

A7: If you took a computer-delivered test it can take 5-7 business days for your test results to be uploaded into your application profile. If you wrote a paper-based test you may not see your results for up to 13 business days after the date of your test. Please contact your IELTS test centre if you do not receive your test results within that timeframe.

**Q8: Will there be an opportunity to send other documents electronically?**

A8: Currently, NNAS does not accept other documents electronically. However, NNAS is working toward upgrading its system to accept digitized documents. NNAS will keep applicants informed with all changes made to the NNAS process.