

# **Candidate Cancellation and Test Date Transfer Policy**

## **1. Definition of terms**

**Cancel** – to register to IELTS but subsequently no longer wish to take the test

**Transfer** – to register to sit IELTS on a specific test date but subsequently wish to change to a different test date

**Five-week period prior to test date** – the period of 34 calendar days between the notification of cancellation/ transfer and the test day

## **2. Cancellation policy**

A candidate's registration is accepted when a complete Application Form is submitted with the test fee and copy of valid ID (passport or PR card).

Candidates who cancel their registration more than five weeks before the test date will receive a refund. However, the centre may choose to deduct an administrative fee of \$50.

Candidates who cancel their registration within the five week period to the test date will receive no refund.

## **3. Test date transfer**

Candidates may transfer test dates if they notify the test centre more than five weeks before the elected test date. The centre may charge an administrative fee of \$50.

Candidates who wish to transfer test dates within a five-week period prior to the test date will be treated as a cancellation.

## **4. Exemptions**

Candidates who seek to cancel their registration or transfer test dates within the five-week period prior to the test date will only receive a refund if they can satisfy the IELTS Administrator that their ability to sit the test has been affected by illness or serious cause. Serious causes include:

**Illness** – serious illness, hospital admission or injury (does not include minor illness such as a mild cold). Candidates must provide a medical certificate.

**Loss or bereavement** – death of a close family member

**Hardship/trauma** – victim of crime, victim of a traffic accident

**Military service**

## **5. Application process for refunds or test date transfers**

Candidates must lodge an application for refund to the test centre no later than five working days after the test date. Candidates must complete a Request for Refund FORM and attach the appropriate documentation and/or evidence. Acceptable documents may include medical certificate from a qualified medical practitioner, a death notice or certificate, or a police report. Statutory declarations and/or certificates signed by family members are not acceptable.

**Test Date Transfer** – If the candidate's application is approved, the candidate must select a test date within the next three-month period and this will be approved by the Administrator depending on availability for the selected test date. If a candidate wishes to transfer to a test date more than three months away, they should apply for a refund and then re-apply for the test.