

Refund/Transfer Request Information for Candidates

Candidates are advised to email us at ielts.enquiries@westernsydney.edu.au as soon as possible if they are unable to sit their IELTS test.

Cancellation:

Candidates who wish to cancel their IELTS tests more than **five weeks prior** to the test date will receive a refund. An administrative fee of AU\$82.50 applies. Candidates who wish to cancel their tests within the five-week period prior to a test date will receive no refund.

Exemption: If a candidate can satisfy the IELTS Administrator that their ability to sit the test has or will be affected by illness or serious cause* and a *Request for Refund/Test Day Transfer Form* and a valid medical certificate, police report or other relevant documentation is provided, then a partial refund might be approved.

Absence on Test Day:

Candidates who are absent on test day will receive no refund.

Exemption: If a candidate can satisfy the IELTS Administrator that their ability to sit the test has been affected by illness or serious cause* and a *Request for Refund/Test Day Transfer Form* and a valid medical certificate, police report or other relevant documentation is provided within five working days of the test, then the test might be transferred to another available test date. A transfer fee of \$82.50 may be payable.

Test Day Transfer:

Candidates may be able to transfer test dates if they notify us more than five weeks prior to the test date. If it is less than five weeks before the scheduled test, it is completely at the discretion of the Test Centre and is subject to availability. There will be a transfer fee of \$82.50.

Exemption: If a candidate can satisfy the IELTS Administrator that their ability to sit the test has been affected by illness or serious cause* and a *Request for Refund/Test Day Transfer Form* and a valid medical certificate, police report or other relevant documentation is provided, then the test might be transferred to another available test date. A transfer fee of \$82.50 may be payable.

**Illness and serious cause include hospital admission or illness causing complete inability to sit the test, serious injury, loss or bereavement, hardship/trauma (eg victim of crime or traffic accident), or military service.*

*Applications based on illness or serious cause must include **one of** the following documents:*

- *A valid medical certificate*
- *Hospital admission certificate*
- *A valid certified copy of a police report or death certificate or military service notice*