IELTS TASMANIA
Refund and Transfer Policy

Please read this document carefully before you pay for your test. Once you have paid the test fee, any refund will be subject to the policy below.

Cancellation:
Candidates who wish to cancel their registration more than five weeks prior to the test date will receive a 75% refund. Candidates who wish to cancel their registration within the 5 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, death certificate or police report is provided, then 75% of the test fee may be refunded.

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, death certificate or police report is provided within 5 working days of the test, then 75% of the test fee may be refunded or the test date transferred to another available test date. There will be a transfer fee of $82.50.

Test Date Transfer:
Candidates may be able to transfer test dates if they notify the test centre more than five weeks prior to the elected test date. This transfer is at the discretion of the IELTS Administrator and is subject to availability. There will be a transfer fee of $82.50.

Candidates who wish to transfer their test date within the 5 weeks prior to the test will be treated as a cancellation and will forfeit the test fee they have paid. Candidates will have to pay the entire test fee again to register on a different date.

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 valid medical certificate, death certificate or police report is provided, then a candidate may be able to transfer their test date to another available test date. There will be a transfer fee of $82.50.

*Serious causes include serious illness e.g. hospital admission or serious injury, loss or bereavement, hardship/trauma eg victim of crime, traffic accident or military service. Please email IELTS.Tas@utas.edu.au for further details.

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