

IELTS Cancellation and Transfer Policy

Candidates are advised to email us at IELTS.Tas@utas.edu.au as soon as possible if they are unable to sit their IELTS exam.

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 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 **special consideration*** and a *Request for Refund/Test Day Transfer* form and a valid medical certificate, police report or other relevant documentation 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 **special consideration*** 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 75% of the test fee may be refunded or the test date transferred to another available test date. A transfer fee of \$85 may be payable.

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 \$85.

Candidates who wish to transfer their test date within the five 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 **special consideration*** and a *Request for Refund/Test Day Transfer* form and valid medical certificate, police report or other relevant documentation is provided, then a candidate may be able to transfer their test date to another available test date. A transfer fee of \$85 may be payable.

**Special consideration includes a traumatic experience, domestic crisis, unavoidable legal or military obligation, serious medical conditions which prevent you from attending or performing normally on test day, bereavement, or other forms of significant hardship, civil unrest or extreme weather.*