

EXAM ENROLMENT POLICIES

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1. Introduction

AMEB Tasmania works hard to cultivate a positive exam atmosphere, delivered seamlessly. We acknowledge that life isn't always predictable and that there are many factors at play in people's lives. These policies exist to provide an indication of the flexibilities that may be available, coupled with the responsibilities expected of Candidates and Enrollers.

2. Exam Cancellation Refund Policy

Scheduling exam sessions is a complex process. While we don't expect candidates to worry about that, we do need to acknowledge that much of this process is inflexible once exam times are confirmed.

2.1 Five business days (or fewer) prior to the exam:

- No refund provided.
- This close to the exam itself means that costs such as venue hire, Examiner and Supervisor fees will be fully incurred by AMEB.

2.2 After the exam has been scheduled and more than five business days prior:

- 50% of exam fee will be refunded upon request.
- While adjustments to the exam schedule may still be possible, some costs are fixed and will still be incurred.

2.3 Before the exam has been scheduled but after enrolment close date:

- Refund of the exam fee upon request, less \$25 admin processing fee.

2.4 Before Session enrolments close:

- Full refund upon request.

2.5 Extenuating Circumstances, such as illness or family bereavement, will be considered upon application. Please see our Exam Transfer Policy for postponing your exam to an upcoming session.

2.6 All refund requests must be made in writing either via [SCORE](#), or email to AMEB Tasmania.

2.7 AMEB Tasmania will make every effort to schedule an exam time within the advertised session dates, and at the exam centre the Candidate has requested. Where factors beyond our control

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prevent this, we will make every effort to provide an appropriate alternative, which may include (when relevant) but is not limited to: another exam centre; Video exam; transfer; or exam time outside of the session dates. It will always be our preference that a suitable arrangement can be found so that the learner may achieve their exam goals but, in the event that no solution can be found, a full refund will be available to the Candidate.

3. Exam Transfer Policy

We will endeavour to accommodate all transfer requests, however this is always subject to the availability of venues, examiners and other factors. In all cases, transfer fees will be charged only if the request to change the exam can be accommodated.

Transfers of exams may occur either within the exam session, or to a future session within the calendar year. If transferring to a future session, that session must be nominated at the time of request. All transfers must be completed within a calendar year. After this time, all credits are forfeited. It is the responsibility of the candidate to ensure they are appropriately prepared for their exam.

3.1 Five business days (or fewer) prior to the exam:

- A transfer fee of 75% of the new exam fee is payable.
- Alternatively, please see our Exam Cancellation Refund Policy.

3.2 After the exam has been scheduled and more than five business days prior:

- A transfer fee of 50% of the new exam fee is payable.

3.3 Before the exam has been scheduled but after enrolment close date:

- An admin fee of \$25 is payable.

3.4 Before Session enrolments close:

- No fee payable. Enrollers are able to make changes to their own exam through [SCORE](#).

3.5 Change of syllabuses, exam type, or Grade:

- Prior to the closing date, Enrollers are able to make this amendment through [SCORE](#).
- After the closing date will incur an administration fee of \$25.
- Where an error in enrolment is discovered in the exam, the report will be withheld until payment of the applicable fee is made.
- Please note that exams vary in length. A transfer of enrolment may necessitate a change to the exam day due to no longer fitting within the allocated time. In this instance, the above transfer fees will be applicable.

3.6 Candidates are expected to advise of availability requirements (such as compulsory school events, and days of religious or cultural significance) in advance of exam scheduling. Candidates should always note their availability limitations in the enrolment form under the *Optional requests* section. While every effort will be made to accommodate such requests, AMEB can not guarantee that Examiners and venues will be available on all days of each session.

3.7 Changes to exam times will NOT be considered on the day of an exam. Exam day changes will likely impact others on the day, which can adversely affect their exam performance. Venues and personnel have confirmed end times with changes incurring additional costs. As such, all transfer requests MUST be submitted to the AMEB Tasmania office in advance of the exam day.

- On-the-day requests that can be accommodated will incur a full transfer fee of 100% of the new exam fee.
- Please understand that our exam support team do not have access to exam timetabling software or payment portals. Any relevant fees will be addressed retrospectively by the AMEB Tasmania office team, and results will be withheld until payment is settled.

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4. Late Enrolment

The closing date for exam enrolment is set to ensure we can schedule all exams to be undertaken across the state, and enable us to provide an appropriate notice period for all candidates. In some instances, we may still be able to accept late enrolments so we encourage you to get in touch if you have missed the closing date.

- 4.1 Late enrolments are subject to availability and will incur a \$25 administration fee.
- 4.2 It is the responsibility of the Candidate to ensure they are aware of, and meet, enrolment deadlines.
- 4.3 AMEB will publish all Session and Enrolment due dates on our [AMEB Tasmania website](#). Reminders will be issued through social media and enews channels.

5. Appeals Policies

We welcome feedback and appreciate the opportunity to learn and improve. We also acknowledge that there are occasions of legitimate need for clarification of an exam report to assist with the ongoing development of the Candidate, or the understanding of syllabus requirements. Please note that queries and feedback will not change an exam result.

- 5.1 The AMEB Federal Office should be contacted for any Appeals relating to **Licentiate and Fellowship, Teaching, Online Theory, RockschooL, and PAA exams, or AMEB Awards**.
- 5.2 **Practical Exam Appeals** (Preliminary to Associate) may be lodged where an exam result is felt to be affected by the following grounds:
 - A clear discrepancy between the Examiner's written comments and the result awarded in relation to exam criteria.
 - A procedural error on the part of the Examiner involving a breach of AMEB regulations and/or syllabus requirements.
 - The venue or studio facilities (when provided by AMEB) are not felt to meet minimum standards and had a direct and substantially adverse effect on the performance.
- 5.3 In recognition of the report describing the assessment of that particular exam performance only, against the criteria of the relevant AMEB syllabus, Practical Exam Appeals are not accepted for any of the following reasons:
 - Questioning the professional judgement of the Examiner.
 - Comparing the result with that of another Candidate.
 - Comparing a Candidate's results from one year to another.
 - Comparing the result with previous performances (eg eisteddfodau, school exams, recitals, etc).
 - Questioning the result without reference to any relevant or specific grounds.
- 5.4 If a candidate wishes to request an Appeal, this must be submitted in writing to the State Manager, stating the request for Appeal. The State Manager will address all Appeals which may include obtaining a response from the Examiner, obtaining observations from Exam Supervisors and venue managers, analysing the report content with advice from the Senior Examiner, and seeking other input relevant to the Appeal. Examiners are unable to discuss the actual results of the exam with candidates, teachers or other unauthorised persons. Candidates can expect a response in writing within 4 to 8 weeks.
- 5.5 Appeals must be requested within two weeks (14 days) of the exam report being issued.

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- 5.6 All Appeals must be lodged in writing by the Candidate, or the Enroller or parent/guardian of the Candidate if the Candidate is under 18.
- 5.7 Appeals of Practical Exams will not change the result of the original exam.
- 5.8 Where a Practical Exam Appeal is upheld, the candidate may retake the exam at no cost within the following 12 months. Where possible, a different Examiner will be assigned.
- 5.9 **Theory Exam Appeals**
- Paper-based exam Appeals will include a complete remarking of the exam, which may result in higher, same, or lower grades.
 - An Appeal fee (per paper) is applicable, which will be fully reimbursed if the Appeal is upheld, ie the total mark of the remarked paper is higher than the original result:
 - **Online Theory Exam Appeals** are administered by the AMEB Federal Office and must be submitted via SCORE, subject to the relevant [Policy](#).

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