

Refund/Transfer Request Information for Candidates

Non-attendance due to serious illness on/before test day

Information for candidates

Candidates who seek to cancel their registration or transfer a test date within the five (5) week period prior to the test date or within five (5) days after their test date will only receive a refund or transfer if they can satisfy the Administrator that their ability to sit the test has been affected by serious illness or serious cause. Serious illnesses and causes are shown below.

Serious illness

Serious illness includes:

- hospitalisation
- incapacitating illness causing complete inability to sit the test
- incapacitating injury causing complete inability to sit the test.

Minor illnesses including colds, fevers, strains and headaches are treatable with medication and are not valid reasons for missing a test.

Candidates with medical certificates that indicate the illness is short term will be offered a transfer to the next available test. A transfer fee will apply and must be paid within seven (7) days.

Applications based on illness must be accompanied by the following documents:

- a valid original medical certificate and/or valid hospital admission certificate
- a Registered Medical Practitioner's assessment that you were totally unable to sit the test. Acceptable doctor registration can be verified at: www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx
- an original receipt showing payment for the test.

The application must be received by the closing date (**no later than five (5) days after the test date**)

Serious cause

Serious cause may be:

- the loss of a close family member (eg a sibling, child, father or mother)
- hardship or trauma (eg being a victim of serious crime or involved in a serious traffic accident)
- military service.

Applications based on serious cause must include the following documents:

- a valid certified copy of a police report and/or death certificate or military service notice
- an original receipt showing payment for the test.

The application must be received by the closing date (**no later than five (5) days after the test date**).

The IELTS Administrator will assess individual requests and inform the applicant by post within 10 working days whether the request has been denied or approved for a transfer or refund.