



Terms and Conditions

- Provide proof of your identity (passport or National Identity Card) at registration.
- Arrive at the test centre before the scheduled test start time. If you arrive late, you will not be allowed to take the test and you will not be eligible for a refund or transfer

Request for Transfer of Test Date

You can request for transfer the test date of your official exam at no cost as long as the following conditions are met:

1. The change is requested at least 5 days before the official date
2. Illness
3. Death of a family member

If none of the above conditions are presented, the candidate must pay the administrative fees corresponding to 25% of the value of the exam.

You cannot reschedule the exam after 6 months from the payment date, if you reschedule it after the established time, you must pay for the entire exam again.

Request for Cancellation

You can request for cancellation of your exam exam at any time.

If the cancellation is made **7 days** before the official date a refund of **75%** of the total value of the exam will be made.

If cancellation is requested in the last 7 days to the official date no type of refund will be made except in the case of:

1. Illness
2. Death of a family member

The refund will be a maximum of **75%** of the value of the exam.



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Enquiries on results

If you are unhappy with your test result, you can apply for a **re-mark (Enquiry on Results)**. You must make the application no later than six weeks after the test date. You can choose which test components are re-marked. There is a fee (160 AUD) for this service which will be refunded if your score on any component is increased. Enquiries on Results take six to eight weeks to complete.