Request for Refund or Test Date Transfer Form

PLEASE READ INFORMATION OVERLEAF BEFORE COMPLETING THE FORM.

Personal details

Title: ………………………………………………………………………………………………………………………………………

Given names: ……………………………………………………………………………………………………………………………

Surname: ………………………………………………………………………………………………………………………………..

Address: ……………………………………………………………………………………………………………………………………..

Telephone: …………………………………………………………………………………………………………………………………

Email: ………………………………………………………………………………………………………………………………………

Test date registered for: …………………………………………………………………………………………………………..

Request is for (delete as appropriate)   Refund       Test Date Transfer

Centre name/number: …………………………………………………………………………………………………………………..

Preferred new Test Date:

Candidate Statement (to be completed by the candidate)
Please details your grounds for applying for refund or a test date transfer (attach extra sheet if there is insufficient space)

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Notice to candidates: Please note that the re-fund or test date transfer can only be made once.

Candidate signature: …………………………………………… Date: ……………………………………………………..

Received by: …………………………………………………….. Date: ……………………………………………………..

Test Centre Use Only: Previous request for Refunds/Transfer

<table>
<thead>
<tr>
<th>Registered Test date</th>
<th>Date of prior Application</th>
<th>Grounds for Application</th>
<th>Medical</th>
<th>Personal</th>
<th>Other</th>
</tr>
</thead>
</table>

Request approved/not approved (please circle): Authorised by: ………………………………………Date …/…/…/
Notice to candidates

Candidates who seek to cancel their registration or transfer test dates within 5 week period prior to the test date will only receive a refund if they can satisfy Administrator that their ability to sit has been affected by illness or serious cause. Serious causes include:

- serious illness – e.g. hospital admission or serious injury (does not include minor illness such as mild cold)
- loss or bereavement – loss of a close family member
- hardship/trauma – victim of crime, victim of traffic accident
- military service

Application Process for refunds

Candidate must lodge an application for refund no later than five working days after the test date. Candidates must complete a Request for Refund form and attach the appropriate documentation and/or evidence. Acceptable documents may include a medical certificate from a qualified medical practitioner, a death certificate or police report. Statutory documents and declarations signed by family member are not acceptable.

The Administrator will inform the candidate within one week of lodging their application whether or not their request has been approved.

Refunds – if the candidate’s application is approved the centre will refund the fee to the candidate. However the centre may choose to deduct an administrative fee (no more that 25%).

Transfer - if the candidate's application is approved the candidate must select a test date within the next 3 month-period and this will be approved by Administrator depending on availability for selected test date. There may be limited availability to test dates in the first five-week period. Candidates who wish to transfer to a test date more than three months away should apply for a re-fund and then to re-apply for the test.