

Cancellations, Transfers and Refunds for IELTS Test Takers at RMIT English Worldwide (REW) (AU056)

A. How to apply

1. CANCELLATION OR TEST DATE CHANGE

- 1.1. Cancellations or changes to test dates (i.e. transfers) must be made via the [IELTS Request for Refund or Test Date Transfer form](#). Refund requests will be assessed as per below.

B. Cancellations

2. CANCELLATIONS PRIOR TO TEST DATE

- 2.1. Cancellations made more than 5 days before the test will, subject to the submission and assessment of a correctly completed IELTS Request for Refund and Test Date Transfer form, be eligible for a full refund minus a \$15 administration fee.
- 2.2. Cancellations made 5 days or less before the test will incur an administration fee of up to 25% of the full test fee.

3. CANCELLATIONS MADE BY THE TEST CENTRE

- 3.1. Under certain circumstances outside of REW control, REW may have to cancel a test.
 - 3.1.1. Circumstances where REW may have to cancel a test include, but are not limited to extreme weather conditions, natural disaster, civil unrest and industrial action.
- 3.2. In these circumstances, REW will provide the test takers with as much notice as possible via the email address used to register for the test.
 - 3.2.1. It is the responsibility of test takers to check their email regularly for any notification from the test centre.
- 3.3. Where a cancellation has been made by the REW Test Centre, test takers will be provided with the choice of:
 - 3.3.1. a full refund, or
 - 3.3.2. a transfer to a future test date.

C. Transfers

4. CHANGING THE DATE OF A TEST BOOKING

- 4.1. Test takers may change their test date at any time more than 5 days before the test without incurring a fee.
- 4.2. Changes to test date bookings that are made 5 days or less before the test date may incur an administrative fee of 25% of the full test fee.
 - 4.2.1. REW will confirm the new test date with the candidate after any applicable fees have been received by REW.
 - 4.2.2. The new test date will be confirmed via the email address used to register for the test.
- 4.3. When changing a test date, test takers must select a test date, where available, within three months from the original test date.
- 4.4. If the preferred test date is more than three months after the original test date then the transfer will be treated as a cancellation.
- 4.5. Transfers are not permitted between test takers or test centres.

- 4.6. A test booking may only be transferred once. Any test bookings transferred more than once may be treated as cancellations and will incur applicable fees.

D. Non-attendance

5. NOT ATTENDING THE TEST WITHOUT PRIOR NOTIFICATION

- 5.1. Full fee is payable for test takers who do not attend their test without notifying the REW Test Centre via the [IELTS Request for Refund or Test Date Transfer form](#).
- 5.2. Test takers who do not attend the test must complete the [IELTS Request for Refund or Test Date Transfer form](#) and provide supporting evidence no later than 5 business days after the test date to be considered for a refund or test date transfer.
- 5.2.1. If the supporting evidence is in a language other than English, the student may be asked to provide an English translation by a NAATI accredited translator.
- 5.3. The REW Test Centre Administrator, or delegate, will assess the refund or test date transfer application and determine the outcome.
- 5.4. If a refund or test date transfer is approved, an administrative fee of up to 25% may be applied, at the discretion of the REW Test Centre Administrator (or delegate).
- 5.5. REW will respond to refund or test date transfer applications for non-attendance within 7 working days of receiving a complete application.

Title	Cancellations, Transfers and Refunds for IELTS Test Takers at RMIT English Worldwide (REW) (AU056)			
Description	Rules for cancellations, transfer and refunds for IELTS test takers at REW			
Created By	REW Test Centre Administrator			
Date Created	29.07.2022			
Maintained By	REW Test Centre Administrator			
Version Number	Modified By	Modifications Made	Date Modified	Status
2.0	Test Centre Administrator	Clauses 1.2 and 3.2 amended to provide clarity on timeframes	Feb 2023	In effect
3.0	Test Centre Administrator	Changes to fees in clause 1.1 Clause 3.6 added for clarity	January 2024	In effect from 1 March 2024