

## **Refund Policy**

Candidates who cancel their registration more than five weeks before the test date will receive a refund minus 25% of administrative fee.

Candidates who cancel their registration within five weeks before the test date will not receive a refund.

### **Exemptions:**

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

- Illness - e.g. hospital admission, serious injury or illness (does not include minor illnesses such as mild cold)
- Loss or bereavement – death of a close family member
- Hardship/trauma, victim of a traffic accident
- Military service

### **Application process for Refund:**

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

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

If the candidate application is approved, the test center will refund the test fee to the candidate minus 25% administrative fee.

### **Documentation for refund:**

- 1) Request for refund form
- 2) Copy of the passport or national identity card
- 3) Supporting documents
- 4) Bank account form for refund purposes
- 5) Power of attorney and copy of ID from the bank account holder where the money is to be refunded.