

## **Computer-delivered IELTS Test Day Transfer Policy**

Candidates may transfer test dates if they notify the test center more than two weeks before the elected test date. The center will charge an administrative fee of 25% to transfer the dates.

Candidates who wish to transfer test dates within two week period prior to the test date will be treated as a cancellation and receive no refund.

### **Exemptions:**

Candidates who seek to cancel their registration within the two weeks period prior to the test date will only receive transfer 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 Transfer:**

Candidates must lodge an application for refund no later than two calendar days after the test date. Candidates must complete a Request for test day transfer 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. Statuary declarations and certificates signed by family members are not acceptable.

Candidates must select a test date within the next three month period and this will be approved by the Administrator depending on availability for the selected date. If a candidate wishes to transfer to a test date more than three months away, they should apply for a refund and then re-apply for the test.

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

### **Documentation for test day transfer:**

- 1) Request for test day transfer form
- 2) Copy of the passport or national identity card
- 3) Supporting documents