

IELTS Cancellation, Transfer and Refund Policy at University of Tasmania AU125 Test centre

Cancellation or test date change

Cancellations or changes to test dates must be made via the [IELTS Request for Refund or Test Date Transfer Form](#). Refund requests will be assessed using the guidelines below.

Cancellations:

Cancellations requested more than 5 days before the test will not incur a fee and a full refund will be issued. Cancellations requested 5 days or less before the test will incur an administrative fee of 25% of the full test fee unless evidence is provided of extenuating circumstances.

Change of test date:

Requests for a test date transfer received more than 5 days before the test will not incur a fee. Requests for a test date transfer received 5 days or less before the test may incur an administrative fee of 25% of the full test fee unless evidence is provided of extenuating circumstances.

Absence on Test Day

Step 1: Test takers will have 24 hours from the test within which to notify the test centre of their absence. Test takers who are absent on test day without notifying IELTS.Tas@utas.edu.au will receive no refund.

Step 2: Test takers who have notified the test centre of their absence within 24 hours must complete the [IELTS Request for Refund or Test Date Transfer Form](#) and provide supporting documentation no later than 5 business days from the test to be considered for a refund or a test date transfer.

Requests for refund are not automatically approved. The Centre administrator, or delegate will assess the application and provide an outcome to the test taker within 48 hours of receipt of the request.

An administrative fee of 25% of the test fee may be applied.

Version 2.0
1 March 2024