



## THE APPLICATION PROCESS

Candidates must submit an application for refund or test date transfer no later than **three working days after the test date**. Candidates must complete a Request for Refund and Test Date Transfer 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 a police report. Statutory declarations and certificates signed by family members are not acceptable.

## REFUNDS

- If you wish to cancel your exam date no later than 14 days from the date of payment, and before the exam date: You will receive a full refund, no administration fee will be charged.
- The fee is also refundable, minus an administration fee of 30% of the test fee, only in the following cases:
  - if a cancellation request is made before the registration deadline for that test, but after 14 days from the date of registration (date of payment).
  - in case of illness or medical incident on the test date
  - in case of bereavement - loss of a close family member
  - in case of hardship or trauma (such as being a victim of crime or involved in a traffic accident)
  - in case of military service
- In case of test day absence for the reasons listed above, the refund request must be submitted within three days of the test date. It must be **supported with required evidence** (i.e., a medical certificate issued by the doctor confirming inability to take the test, police report from the traffic accident confirming serious circumstances on the test day, etc.).

## TRANSFERS

- Change of test date is possible and free of charge if the request is received before the registration deadline for the original test date.
- After the deadline for registration, you will be able to transfer your entry to a future examination for an administrative fee of 30% of the standard registration fee for this level.
- Please note that the new test date must be within three months of the original test date.
- When transferring your examination entry to a future exam date, the type of the exam and its version (paper-based or computer-based) must remain the same. You must submit your request before the registration deadline for the exam date you wish to transfer to.