



AUSTRALIAN INSTITUTE
of LANGUAGE

IELTS™

Official Test Centre

Melbourne CBD Venue

- Address: Level 6, 388 Bourke Street Melbourne, VIC 3000
- Email: ielts@ail.edu.au
- Tel: 03 8618 8999

Box Hill Venue

- Address: Unit 8, 532 Station Street, Box Hill, VIC 3128
- Email: ielts.boxhill@ail.edu.au
- Tel: 03 8618 8999

IELTS Test Cancellation, Refund and Transfer Policy Australian Institute of Language (AIL) IELTS Test Centre (AU099)

How to apply

Test cancellation/refund and/or transfer requests must be submitted via the [IELTS Test Cancellation Refund and Transfer Request Form](#)

All requests will be assessed as per below.

Cancellations & Refunds

Cancellation & Refund requests made by test takers:

1. Cancellation & Refund requests made more than 5 days prior to the test date will incur an AUD\$15.00 administration fee.
2. Cancellation & Refund requests made within 5 days of the test date are subject to administration approval, and will incur an administration fee of up to 25% of the full test fee.
3. Cancellation & Refund request made more than 5 days after the test date will not be accepted.

Cancellation made by test centre:

1. Under certain circumstances outside of AIL's control, AIL may have to cancel a test.
 - a. Circumstances where AIL may have to cancel a test include, but are not limited to extreme weather conditions, natural disasters, civil unrest and industrial action.
2. In these circumstances, AIL will provide the test takers with as much notice as possible via registered email addresses and/or phone call/SMS.
 - a. It is the responsibility of test takers to check their email regularly for any notifications from the test centre.
3. Where a cancellation has been made by AIL test centre, test takers will be provided with the choice of:
 - a. A full refund, or
 - b. A transfer to a future test date (within three months of their original test date)

Transfers

1. Test takers may reschedule their test at any time more than 5 days prior to their original test date, without incurring a fee.
2. Test date transfer request lodged within 5 days prior to their original test date is subject to administration approval, and may incur a non-refundable administrative fee of AUD\$100.00
3. Test date transfer request made more than 5 days after the test date will not be accepted.
 - a. When requesting a test date transfer, test takers must select a test date, where available, within three months from the original test date.
 - b. If the preferred test date is more than three months after the original test date, then the test date transfer request will be treated as a cancellation request.
4. Transfers are not permitted between test takers or test centres.
5. Transfer between modules (also known as module change), i.e., Academic to General Training, or vice versa, must be made 72 hours before your test session start time.
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.

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Non-attendance/partial attendance

1. Full fee is payable for test takers who do not attend their test without notifying AIL test centre via the [IELTS Test Cancellation Refund and Transfer Request Form](#)
2. Test takers who do not attend the test must complete the [IELTS Test Cancellation Refund and Transfer Request Form](#) and provide supporting evidence no later than 5 days after the test date to be considered for a refund or test date transfer.
3. The AIL Test Centre Administrator, or delegate, will assess the refund or test date transfer request and determine the outcome.
4. If a refund or test date transfer request is approved, an administration fee will be applied. (25% of test fee for a refund request | non-refundable AUD\$100.00 fee for test date transfer)
5. AIL IELTS Test centre reserves the right not to accept refund and/or test date transfer requests from any test taker who has started their test and exits during the test, or cannot attend either the Written (Listening/Reading/Writing) test or the Speaking test.

Please note it may take up to 15 business days to process any approved refund request if test takers have provided all the required information.

Ostium ad futura in vobis