Request for Refund or Test Date Transfer Form
Centre Name/Number: QUT IELTS Test Centre (AU310)

First Name(s): ___________________________  Date: __________

Family Name: ______________________________

Passport Number: __________________________ Date of Birth: (dd/mm/yyyy): __________

Email: ____________________________________ Phone: __________________________

Address: ________________________________________________________________

Original Test Date: _______/_____/______ Candidate Number (if known): __________

Module: ____________________________ □ GENERAL TRAINING □ ACADEMIC

FEES: If your request is approved, the following administration fees will apply;

REFUND: AU$80 –This will be deducted from the test fee reimbursement.

TRANSFER: AU$50 –This can be paid by EFTPOS at the QUT IELTS Test Centre reception or via QUTPay.

The QUT IELTS Test Centre will advise the candidate within one week of lodging the Request for Refund or Test date Transfer Form whether or not the request has been approved. If your request is approved, you will be given an instruction for the next step

By signing this document, I declare that:

• I have read and understood the Cancellation & Transfer Policy (see the reverse side of this form).
• I understand that if my request is approved an administration fee will apply.
• I understand that I must supply supporting documents/evidence (e.g. medical certificate etc) with this form that complies with the Cancellation & Transfer Policy.
• I understand that if my request is approved for a transfer, I 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 test date.
• I understand that if my request is approved for a transfer, I must attend the QUT IELTS reception for the pre test day photography and finger scanning and the payment of the transfer fee.
• I understand that it can take up to six weeks for a refund to be received in my bank account.

Candidate Signature: __________________________ Date: __________

Received by: __________________________ Date: __________

———FOR OFFICE USE ONLY———

Grounds for application: □ Medical □ Personal □ Other

☐ Request Approved  ☐ Request Not Approved IELTS Administrator Signature (dd/mm/yyyy)

☐ Application form updated/folder (RF/TFR)  ☐ Confirmation sent (TFR only) Test Date: (dd/mm/yyyy) (TFR only)

☐ Notified the candidate of outcome (RF/TFR)  ☐ Enter "RF" in score (IWAS) - original test date (RF/TFR)

☐ ORS updated - Transfer or Cancel (RF/TFR)  ☐ Update the invoice list (U:QICollege-StaffIELTSFinances) (RF/TFR)

☐ IWAS updated - Transfer, Delete, or Re-Enter (RF/TFR)  ☐ Print Refund Authorisation Form/Organise processing (RF)

☐ IAM updated (if required) (RF/TFR)  ☐ Record in the RF or TRF list (RF/TFR)

☐ TRF fee paid (Receipt No. __________________________) (TFR only)  ☐ Refund processed (QUTPay, EFTPOS, NAB Transact) (RF only)

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Email: ielts.enquiries@qut.edu.au
Website: www.qut.edu.au/qutic-ielts

CRICOS No: 00213J

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QUT IELTS Cancellation & Transfer Policy:

More than five weeks before the test date:
- If a candidate cancels more than five weeks before the test date, a full refund will be given, minus an administrative fee of $80.
- If a candidate postpones (transfers) more than five weeks before the test date, an administrative fee of $50 will be charged. If the candidate's transfer is approved, 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 test date.

Within five weeks before the test date:
Candidates can apply for a transfer or refund providing they have been affected by a serious cause which is defined as a serious illness or injury or hospital admission, bereavement, hardship/trauma or military service. Proof must be provided.

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.

Candidates will not be eligible for a transfer or refund due to feeling unwell or having a common illness that would not prevent a person from being totally unable to take the test.

- If a candidate cancels within five weeks of the test date and meets the guidelines for serious cause, a full refund will be given, minus an administrative fee of $80.
- If a candidate postpones (transfers) within five weeks of the test date and meets the guidelines for serious cause, a $50 administration fee will be charged. If the candidate's transfer is approved, 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 test date.

On the test day – no show:
- If a candidate is absent on the test day with no prior notice, no refund will be given. This includes being late for registration.
- If a candidate is unable to attend the test due to a serious cause, please refer to the serious cause guidelines above.
- Submit this form with supporting documents no later than five working days after the test date to QUT IELTS Test Centre reception.

On the test day – during the test:
- If the candidate exits the test room during the test no refund of the test fee or transfer can be made.
- Candidates must complete all four components of the test and no refund will be given if all four components are not completed.
- Unless instructed by the QUT IELTS administrator or Test Day Administrator on the day of the test, the “Request for Refund or Test Date Transfer Form” will not be accepted if the candidate has started or completed the test.

EFTPOS Payment Authorisation for Transfer Fee: (Please tick the appropriate box below)

□ I am paying the transfer fee with my own card – Last 4 digit of the card number

OR

□ The transfer fee is being paid by __________________________

The Card holder must complete the following and be present and complete the transaction;

“I __________________________am paying the above fee on behalf of the “candidate”

Last 4 digit of the card number Phone number of Card Holder __________________________

Signature of Card Holder __________________________ Date (day/month/year)

-----FOR OFFICE USE ONLY-----------------------------------------------------------------------------------------------------------------

Payment processed by __________________________ Date __________________________

□ EFTPOS - Receipt# through EFTPOS: __________________________ Receipt# through OneStop:

□ QUTPay - Receipt# through QUTPay: __________________________