

BOOKING CONDITIONS

What happens if I have to cancel my test date? A minimum of 5 weeks notice should be given and the test fee, less a £20.00 administrative charge, is refunded. If less than 5 weeks notice is given then the candidate will forfeit their full test fee.

What happens if I am absent on the day of the test? If a candidate is absent on the day of the test without prior notice, they will forfeit their full test fee. If a medical certificate is provided, either prior to or no more than 5 days after the test, the fee less a £30.00 administrative charge is refunded.

What will you do for latecomers? If you arrive later than 9.15am on the test day you will not be admitted to take the test and will have to book an alternative test date. In this circumstance the candidate will forfeit their full test fee.

What happens if I need to change my test date? A minimum of 5 weeks notice should be given **in writing** if a candidate wishes to defer the date of his/her test. Candidates can **only** change their test date **once** without an additional charge. If the candidate transfers test dates more than once an additional payment of £20.00 is required for **each** transfer date. If less than 5 weeks notice to transfer is given then the candidate will forfeit their full test fee.

What happens if I need further copies of my Test Report Form? We will send your test report form to you 13 working days after your test date. We issue 1 copy to the candidate and up to two copies to 5 institutions of your choice eg University or Hospital. However should you require further copies there will be an administrative charge of £20.00 per copy.

What happens if I am unhappy with my results? Candidates may apply for an enquiry on results at the TESOL Centre within 4 weeks of receipt of results by letter only. There is a charge of £60.00 which must be paid by either a **cheque or postal orders** made payable to "**Sheffield Hallam University**". Once we have received your letter and payment all your test materials will be remarked. If your band score increases then the total fee will be refundable, however if the score remains the same you will not receive a refund.