



NAATI Terms and Conditions

All fees and charges are listed in Australian currency (\$AUD) including GST where applicable. All payments are to be made in Australian dollars.

Full payment is required with all applications and orders. NAATI does not accept personal cheques (only AMO, Bank Cheques and Overseas Drafts).

Fees and charges listed in NAATI documentation are valid to 30 June of current financial year and are subject to change without notice.

Refund and Cancellation Policy

Notification of test cancellations must be received in writing, regardless of location (within Australia or overseas). Refunds approved will consist of the test fee paid back less the following cancellation fee;

- Cancellation and refund requested prior to notification of the test date – less 25% of test fee
- Cancellation and refund requested after notification of the test date and prior to test date – less 50% of test fee
- Non attendance at a test (conditions apply) – No refund available

Notification of cancellation of Workshop attendance must be in writing (mail, fax or email) to the NAATI State or Territory Office where you registered for the workshop.

- Cancellation of registration more than 7 working days before the workshop – full refund.
- Cancellation of registration 7 working days before the workshop - less 15% of the fees paid.
- Cancellation of registration 1-6 working days before the workshop - less 25% of the fees paid
- Cancellation or non-attendance at the workshop, no fees will be refunded.
- When cancelling a session or sessions that were part of a discounted multiple booking, the refund will comprise the workshop session fee, less the discount and any other applicable cancellation fees.
- NAATI reserves the right to reschedule a workshop to a mutually convenient time if, for any reason, NAATI cannot hold the workshop on the date originally set.
- If a course is cancelled for any reason, candidates will have the option of receiving a full refund or transferring to another course.

All test preparation products, and sample tests are non-refundable. Products such as Certificates, ID Cards and Translator Stamps, and services such as reissue or replacement of accreditation letters, are non-refundable.

Shipping Policy

All products are sent via Australia Post. Postage and Handling is included in purchase price.

Witness Declaration

The APPLICANT must attach two recent and identical passport size photos of themselves, endorsed and signed by a witness. The WITNESS must endorse the back of the photographs and complete the declaration below.

Photo Criteria:

- Two recent and identical photos 3.5cm wide by 4.5cm high (passport size), and in colour.
- Photos must be high quality. Low quality printed images will not be accepted.
- The witness must endorse the back of the photo by writing "This is a true photo of ..", the applicant's name and signing.
- Photos must show head and top of shoulders close up.
- Photos must not obscure facial features with sunglasses, scarves or traditional headgear.
- Photos must be no more than six months old.
- Attach the photos with removable adhesive tape or staple a small envelope and insert the photos.

Who can be a Witness? – The witness must be 18 years of age or over, must not be related to the applicant by birth or marriage, and must not be in a de-facto relationship with the applicant. The witness must be currently employed in one of the following professional or occupational groups:

- Member of the legal profession (solicitor, judge, magistrate)
- Full-time teacher (with a minimum of five years employment at a school or tertiary institution)
- Public Service Employee (State or Commonwealth with a minimum of five years service)
- NAATI Employee who sights two pieces of photo ID (passport and driver's licence)
- Accountant
- Bank Manager
- Chartered Professional Engineer
- Clerks of Court
- Dentist
- Justice of the Peace (JP)
- Pharmacist
- Registered Nurse, Medical Practitioner or Veterinary Surgeon
- Police Officer (with a minimum of five continuous service)