



## TEST POLICIES

### Credentialed Community Language (CCL) Testing

Once you submit an application to sit a CCL test, the following test conditions will apply:

- All test materials are and remain at all times the property of NAATI.
- NAATI provides each applicant with the test material for the sole purpose of taking the test.
- If test fees are paid for by an organisation or sponsor, NAATI will provide, if requested, information to that third party about the outcome of the test.
- During the test, you must follow the instructions given by any NAATI officer and the guidelines set out in the candidate instructions provided to you via email. Failure to follow instructions may result in the candidate not being tested, or their test being invalidated.
- NAATI reserves the right to conduct an alternative test if for any reason it is not satisfied with the original test conditions or processes.
- NAATI does not release copies of test materials or copies of applicant responses to those test materials.
- NAATI is not defined as an agency in the Freedom of Information Act and is therefore not subject to it. As a consequence, test materials are not obtainable under the Act.

#### TEST RESCHEDULING

Once you are formally invited to a test session, you can accept or reject this invitation through myNAATI until 21 days prior to that test session. If you reject an invitation through myNAATI, you will be scheduled into the next available test session.

Test sessions are closed off 21 days before they are held. You cannot reschedule your test session after it has been closed off. Anyone who wishes to reschedule after this time will need to withdraw their application and pay a cancellation fee.

The cancellation fee will apply regardless of the reason provided, including illness. Anyone who withdraws their application will need to reapply to NAATI if they want to sit a CCL test in the future.

If you elect to withdraw your application after paying the application fee (but you have not been invited to a test date) or there is more than 21 days before your test session, we will withhold 25% of your test fee as a cancellation fee.

If you elect to withdraw your application within 21 days of your test date, we will withhold 50% of your test fee as a cancellation fee.

#### ILLNESS AND SITTING A TEST

If you cannot attend a test session due to illness, you cannot reschedule and you will need to reapply to NAATI if you wish to sit a CCL test in future. You must advise NAATI (via email) prior to the test session if you will not be attending.

If you are ill and decide to sit a CCL test, your test will be marked on the same basis as everyone else. There will be no additional consideration.

## ARRIVING LATE OR NOT AT ALL TO A TEST

If you arrive late to your CCL test, the test supervisor will advise you whether you can be admitted to the test. If testing of other candidates has started you will not be tested.

If you arrive late and cannot be admitted to the test, or do not show up to the test at all, you will not receive any refund of your test fee.

## NAATI RETESTING POLICY

From time to time there may be a problem with technical equipment or testing procedures. NAATI reserves the right to conduct an alternative test if for any reason it is not satisfied with the original test conditions or procedures. In such cases, the retest will be conducted at no cost to you.

## ISSUING OF RESULTS

Generally, NAATI will issue CCL test results (via email) within 8-10 weeks of the test being sat. If you fail your CCL test, you can apply for a review of your test for a fee.

You cannot lodge a new application for a CCL test until a:

- A formal result has been issued by NAATI for the test; or
- A review outcome has been issued by NAATI (if you have applied for a review).