



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, WITHDRAWAL & CANCELLATION FEES

Test sessions are closed 21 days before they are held. You cannot reschedule a test session within 21 days of your selected test date.

You would need to withdraw your application and pay a cancellation fee, which will apply regardless of the reason, including illness.

If you withdraw your application and want to sit a CCL test in the future you will need to reapply by submitting an application online.

The following cancellation fees apply:

- **Full refund:** Application **withdrawn within 6 months** of submitting your application and **more than 21 days before your test date**.
- **25% of test fee:** Application withdrawn **after 6 months of submitting your application** and there is more than **21 days before your test date**.
- **50% of test fee:** Application withdrawn **21 days or less before your test date**.
- **100% of test fee:** No attendance at selected test date without providing **written notice to NAATI** (to info@naati.com.au) at least **1 business day prior** to the test.

ILLNESS AND SITTING A TEST

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).