



## TEST POLICIES

### COMMUNITY LANGUAGE AIDE TESTING

Once you submit an application to sit a CLA 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. By participating in the testing, you agree to maintain the confidentiality of the test materials.
- 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, as well as any instructions provided to you in writing before the test (for example, via email). Failure to follow instructions may result in you not being tested, or your 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. This means 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 CLA 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- **Full refund:** Application withdrawn **within 6 months of submitting it** and there is more than 21 days before your test date.
- **25% of test fee:** Application withdrawn **after 6 months of submitting your application** and there is more than **21 days before your test date**.
- **50% of test fee:** Application **withdrawn within 21 days (or less)** of your test date.
- **100% of test fee:** No attendance at selected test date without providing **written notice to NAATI** (to [info@naati.com.au](mailto: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 CLA 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 CLA 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 CLA test results (via email) within 4 weeks of the test being sat. You cannot lodge a new application for a CLA test until a formal result has been issued by NAATI for the test.