

# Testing Terms & Conditions - Singapore

*These terms and conditions apply to AEAS testing in Singapore.*

## 1. Registration information

Students must register online at [www.aeas.com.au](http://www.aeas.com.au), by completing the AEAS registration form in full and with accurate information. Any testing undertaken based on inaccurate information will be considered invalid. Students who provide inaccurate information may be banned from re-testing or allowed to re-test at their own cost. This decision is at the discretion of AEAS and is final.

## 2. Payment of test fees

AEAS Test Centres will provide information to students about the process for paying the AEAS Test Fee. This may vary based on the Test Centre arrangements.

- **Full payment to Test Centre**

If your registration confirmation email indicates payment must be made to the Test Centre, the full test fee must be paid to the Test Centre, as agreed with your Test Administrator. A handling fee of SGD\$50.00 is also applicable and must also be paid to the Test Centre before testing can be undertaken. All payment arrangements must be made directly with the Test Centre and not with AEAS.

- **Full payment to AEAS**

If your registration confirmation email indicates payment must be made to AEAS, the full test fee must be paid by credit card online. Registration will be confirmed by email once payment has been received. If the student has not paid a minimum of 5 business days before the scheduled test date, their registration will automatically be cancelled.

## 3. Proof of identification

All students must provide proof of identification upon arrival at their test session. An original valid passport or other national identity card must be provided. The identification provided must include photo ID.

Students who fail to produce valid photo identification will not be allowed to sit the test. The student will not be eligible for a refund or test date transfer.

The photo identification will be carefully checked by the Test Administrator on the day of testing. If AEAS finds the photo ID does not match the student during this verification process, AEAS will request an alternative photo ID. If the photo ID cannot be verified by the Test Administrator, the student will not be permitted to sit the test on that day. The student will not be eligible for a refund or test date transfer.

## 4. Late arrival

Students are requested to arrive at their test session at least 30 minutes prior to the commencement time to complete all registration and security checks.

Students who arrive late for testing will not be admitted to the test session. They will not be allowed to complete any part of the test. Students who arrive late will not be eligible for a refund or test date transfer.

## 5. Re-taking the AEAS Test

There is a **90 day** restriction on students re-taking the AEAS test. Students may register for re-testing a minimum of 90 days after the date of their last test. Students must state the date of their previous test when registering for their next test and provide their past AEAS test registration number (found on the first page of the AEAS Report).

If a student is found to have sat the test within 90 days, their AEAS Report will be withheld. AEAS will not refund any test fees under these circumstances.

AEAS reserves the right to deem results invalid from any test which does not adhere to the above policy.

#### **6. Fail to attend on day of testing**

Students who fail to attend on the day of testing – for any reason - are not eligible for a refund or test date transfer.

#### **7. Cancelling the AEAS test registration**

Students may cancel their AEAS test registration a minimum 7 business days prior to the scheduled test date. Notification must be received in writing by emailing [admin@aeas.com.au](mailto:admin@aeas.com.au).

An administration fee of 20% will be deducted from all refunds granted. When a refund is made to an overseas bank account the currency conversion listed on the AEAS bank account site that day will be used. Bank fees will also be incurred by the student.

#### **8. Changing the AEAS Test Date**

Students may postpone or change the AEAS test date by submitting a request in writing to [admin@aeas.com.au](mailto:admin@aeas.com.au), a minimum of 7 business days prior to the scheduled test date. Students may change or postpone their AEAS test date once only.

AEAS will process the request as soon as possible after receipt of the emailed request. Students will be issued with a new test date. The new test date will be given based on availability.

#### **9. AEAS Test Score Auditing**

AEAS conducts regular auditing and analysis of all test results from AEAS test sessions worldwide. Any students who achieve results that are deemed inconsistent with

- their English learning background (as given in the AEAS interview)
- prior AEAS test scores
- AEAS regional test score profiles or
- achieve an inflated score in one or more sub test which is inconsistent with abilities in other skills sets

will be investigated and may be required to undertake any or all of the following

- a telephone interview conducted by AEAS, Melbourne
  - a re-test in selected or all sub-tests – at the student's **own cost**
- ❖ NOTE: Where achievement on the re-test is consistent with original test results, the re-test fee will be refunded in full.

**Where a student declines to participate in the AEAS Test Score Audit process, AEAS reserves the right to withhold the student's AEAS Report and/or deem the test results invalid. AEAS will not refund any test fees under these circumstances.**

AEAS also reserves the right to inform the Australian school, English language college and education agent of the outcome of the AEAS Test Score Audit process.

#### **10. Issuing AEAS Test Results**

AEAS test results are issued within 10 business days of the test date. The AEAS Report is emailed to the email address given on the registration form. Students are responsible for ensuring this address is correct and legible. AEAS takes no responsibility for issuing the Report after 10 business days where an incorrect

and/or illegible email address was provided. The AEAS report will also be delayed if the documentation required at registration has not been provided to AEAS.

The AEAS Report will be sent to three schools nominated by the student, free of charge. The AEAS Report will also be sent to the student's education agent when this is nominated on the application form.

Parents / guardians are aware and agree to the following information being sent to Schools they are applying to enter – a copy of the AEAS Report, the student's ID, the Academic Record and any other documents that are provided.

The AEAS Report will be withheld if there are concerns regarding

- the validity of the test results,
- student identification provided,
- an academic school report or other documentation has not been provided as specified in point 15,
- and/or the student's test results have been selected for auditing.

The AEAS Report will also be withheld if a student is deemed by AEAS to have disclosed details of their AEAS test session, including but not limited to test materials and procedures, to any third party without written approval from AEAS.

### **11. AEAS Results Enquiries**

Students may apply for re-marking of any sub-test. The request must be made in writing by emailing [admin@aeas.com.au](mailto:admin@aeas.com.au). The request must be made within 5 business days of receiving the AEAS Report.

A fee of AUD\$30.00 (or equivalent in local currency) applies for each sub-test re-marked. This fee will be refunded in full if the re-marked test result is higher than the original score.

This process may take up to 7 business days to complete. AEAS reserves the right to advise education agents, Australian schools and English language colleges of any amended results.

Individual student results are strictly confidential. If further information is required regarding a student's results, please address your enquiry to [admin@aeas.com.au](mailto:admin@aeas.com.au).

### **12. Cancelled AEAS Reports**

AEAS reserves the right to cancel any AEAS Report deemed to be invalid, fraudulent and/or showing any irregularity. Any AEAS Reports which are changed from the original, as issued by AEAS, by any party other than AEAS, prior to submission to schools will be cancelled and results registered as invalid.

Students may be able to re-take the AEAS test at their own cost or may be banned from re-taking the AEAS test for a period of 6 months. AEAS reserves the right to contact nominated schools and English language colleges in relation to AEAS Report cancellations. AEAS will not refund any test fees under these circumstances.

This decision is at the discretion of AEAS and the decision is final.

### **13. Cancelled AEAS Test Scores**

AEAS reserves the right to cancel any AEAS test scores when there is enough evidence, as deemed by AEAS, to indicate that a student has engaged in any activity that affects the validity of their AEAS test score. In such cases, AEAS reserves the right to cancel the student's score and not to issue the AEAS Report.

The student may be banned from taking the AEAS test in the future. AEAS will not refund any test fees under these circumstances.

This is the sole decision of AEAS and the decision is final.

#### 14. Test session security

AEAS maintains a high level of security during test sessions. Students are advised that personal belongings such as bags, watches, mobile phones, electronic devices or any belongings not directly required to complete the AEAS test will not be allowed in the testing room. Students who leave belongings outside the test room do so at their own risk. Students will be required to undergo a security check prior to entering the test room.

Students found with prohibited items on them after entering the test room will be asked to immediately leave the test and will not be able to sit an AEAS test for another three months. AEAS will not refund any test fees under these circumstances.

The following regulations apply to all AEAS test sessions. Any students who do not adhere to these regulations will be asked to leave the test session. Students asked to leave will not be eligible for a refund or test date transfer.

- No bags, pencil cases, folders or the like are permitted in the test room under any circumstances.
- Only a black pen will be permitted in the test room.
- Electronic dictionaries, mobile phones, watches, calculators, electronic pens, and other such items and all bags must be left outside the test room. They will not be permitted into the testing room under any circumstances.
- Students are not permitted to speak during testing.
- Students must not observe other students' test papers.
- AEAS reserves the right to ask students to prove they have no electronic devices or other prohibited items concealed on their person prior to commencing the test session. All students must undergo security checks prior to entering the test room.

#### 15. What to bring to testing

Students must bring the following on the day of testing:

- 1 passport sized photo (must be current within three months)
- original and 1 English translated copy of your most current academic school report (the copy must be notarized/certified as true copy)
- original and 1 copy of evidence of your present school – academic or language school. This may be a report, letter of offer or student card that states your name, the year and the course or year level enrolled in
- original and 1 copy of your valid passport or other photo identification
- black pen(s)

Other supporting documents may also be provided such as educational psychological reports which provide information about the student's learning needs.

**PLEASE NOTE: School reports – original and English translation - must specify the**

- **name of the student**
- **date of birth**
- **name of school**
- **year level of study**
- **academic year (ie September 2014 to July 2015)**
- **subjects studied and result**
- **date of school report**
- **school stamp**

If school reports do not meet these requirements, AEAS may at its discretion,

- Refuse the student entry to testing on the day testing, or
- Allow the student to provide a valid school report that meets these requirements within 10 business days of sitting the test.

The AEAS report will be issued 10 business days after a valid school report has been provided.

If a valid academic school report has not been provided, the AEAS Report will be withheld. AEAS will not refund any test fees under these circumstances. This decision is at the discretion of AEAS and the decision is final.

## 16. Special Requirements

AEAS may make special arrangements and/or give special consideration to students with hearing or visual impairment. Students should submit requests for special arrangements in writing by emailing [admin@aeas.com.au](mailto:admin@aeas.com.au). Requests must be made **one month** in advance of the test date. Students will be required to provide a medical certificate to support their request.

Most AEAS test centres arrange for students across all year levels to take written tests, including listening tests, together in one room.

## 17. AEAS Test Preparation Courses

Students may participate in an AEAS School Preparation Course or The Official AEAS Test Preparation Course. Please refer to <https://www.aeas.com.au/preparation-courses/> or contact [admin@aeas.com.au](mailto:admin@aeas.com.au) or [infochina@aeas.com.cn](mailto:infochina@aeas.com.cn) for information.

Test results of any student found to have attended an **unofficial AEAS preparation course** will be deemed invalid. An unofficial preparation course is determined as any course which uses the AEAS name, logo and/or any other AEAS branding without the written permission of AEAS, or falsely claims a relationship with AEAS. All **official** AEAS Preparation Course providers will display an official *AEAS Course Partner Certificate*.

In these circumstances, the AEAS Report will be withheld and AEAS will not refund any test fees.

Students may be banned from AEAS testing or may be required to re-take the AEAS test at their own cost. This is at the discretion of AEAS and the decision is final.