

AMC Assessment Withdrawal & Refund Policy

1. Purpose

This policy describes the circumstances in which the AMC refunds fees to candidates (international medical graduates) who have applied for but are withdrawing or have withdrawn from an AMC managed process or examination.

2. Scope

This policy applies to all candidates who are or have withdrawn from:

- Initial portfolio or additional qualification,
- MCQ examination,
- Clinical Examination, and
- Workplace-Based Assessment (WBA).

3. How to withdraw

Initial portfolio and additional qualification(s) applications – Refer to [Table 1](#) to confirm if you are eligible for a refund. If you would like further information on your refund eligibility, or to request a refund, contact [verification services](#).

MCQ Exam - To cancel an MCQ Authorisation and apply for a refund, candidates must contact the MCQ team via email at mcq@amc.org.au, including the request and supporting evidence.

Clinical Exam – To withdraw from the Clinical exam and apply for a refund, candidates must submit the [Clinical Withdrawal Form](#) along with supporting evidence.

4. Rescheduling or applying for a new exam

Rescheduling an exam

To reschedule an MCQ exam event or venue selection **before the closing date**, contact Pearson VUE.

To reschedule an MCQ exam event or venue **after the closing date**, contact the AMC at mcq@amc.org.au up to 2 business days prior to exam event.

Rescheduling a Clinical exam date is not permitted. Candidates will be required to re-apply for a Clinical Examination placement.

Applying for a new exam

Candidates can apply via their AMC candidate account for a new MCQ authorisation or a new Clinical Examination placement.

Scheduling release dates for future Clinical exams are available on the AMC website.

5. Requesting a refund

For Initial portfolio and additional qualification(s) applications – Refer to [Table 1](#) to confirm if you are eligible for a refund. If you would like further information on your refund eligibility, or to request a refund, contact [verification services](#). Documentation and evidence are not required.

For all other assessment processes/examinations – Depending on when a candidate withdraws from an assessment process or examination and the reasons for withdrawal, candidates may be eligible for a partial or full refund of their fee as outlined below in [Table 1](#).

A request for refund may be considered outside the timeframes specified in [Table 1](#) if the candidate demonstrates with supporting evidence that:

- a. it was not possible for them to submit their withdrawal/cancellation form and evidence within the required timeframe due to circumstances beyond their control; and
- b. they submitted their form as soon as possible after resolution of those circumstances

5.1 Circumstances in which refund requests will be considered

The AMC will grant a refund of part or all of the fees (as reflected in [Table 1](#)) when the circumstances that cause the candidate to withdraw:

- a) are wholly or predominantly beyond the control of the candidate; and
- b) were not known to the candidate at the time they enrolled in the examination or applied for the AMC managed process; and
- c) have a substantial impact on the candidate's preparation for or capacity to sit the examination.

This would include:

- Severe or sudden illness (excluding minor illness) or injury of the candidate or an immediate family member, for example, requiring hospital admission
- Loss or bereavement – death of the candidate or an immediate family member
- Personal emergencies or trauma such as victim of crime, domestic violence incident, or a traffic accident
- Unforeseen visa complications (failure to obtain a visa because of a late application for a visa is not considered a complication)
- Court attendance
- Natural disasters or severe weather, resulting in personal emergencies or cancelled travel preventing attendance at an exam.
- Candidates who reside in countries of conflict

5.2 Supporting evidence

A candidate must submit clear supporting evidence with their request for a refund.

Supporting evidence should be in written English or an official translation.

The supporting evidence should be on letterhead paper, dated, and contain the signature, title and contact details of the person signing.

Supporting evidence may include:

- A medical certificate signed by a registered medical practitioner verifying severe illness or injury that affected the candidate or family member during the period claimed
- Hospital discharge letter identifying the severe illness or injury
- A letter from a family doctor or funeral home confirming a bereavement
- Police or crime report
- Letter from Australian Department of Home Affairs regarding Visa application (applying late for a visa is not considered a complication)
- For court attendance, official correspondence from the court or tribunal confirming attendance or solicitor's letter detailing the nature and dates of the legal proceedings and the requirement for the candidate to attend court
- Evidence of government or other relevant official warnings or advisory statements for extreme weather or natural disasters
- Evidence of outage from Internet Service Provider (Online Clinical examination only).

[Statutory declarations](#) may be submitted when it can be shown that the required supporting evidence cannot be obtained.

5.3 AMC decision making

In making a decision on a request for a refund, the AMC will assess the evidence received and.:

- a. consider the relevant information provided
- b. identify key facts and issues with reference to the request
- c. assess the veracity of information provided as required

Should a refund request be unsuccessful, the candidate will be informed in writing of the specific grounds for the decision.

5.4 Review and Refund timeframe

The AMC will aim to review the refund request within 10 business days of receipt of completed form and evidence.

Once approved, the AMC will aim to process the refund within 10 business days.

Refunds will be issued via the original payment method used by the candidate.

6. Internal review

A candidate has the right to seek internal review of a refund decision made by the AMC.

Applications for internal review must be submitted in writing by the candidate within 28 days of the decision, giving reasons for the request for a review and including relevant information or documentation the candidate seeks to have considered. This application should be submitted to assessment@amc.org.au

The AMC Head of Assessment Services will consider the internal review request within 15 business days, and may decide to either:

- refuse the request; or
- grant the request and determine any amount of refund appropriate to the circumstances.

Should a request be refused, the candidate will be informed in writing of the specific grounds for the decision.

The decision of the AMC Head of Assessment Services will be final.

7. Policy revision

The AMC reserves the right to revise this refund policy at any time without prior notice.

Any changes will be communicated to international medical graduates via their candidate account and by notice on the AMC website.

Table 1 Refunds Schedule

Initial portfolio and additional qualification(s) applications	Refund available
Application received, but not reviewed by the AMC	Full refund
Application received and reviewed by the AMC without any ECFMG verification status(es) processed	50% refund
Application received, reviewed by the AMC and ECFMG verification status(es) processed	No refund
Added qualification(s) received, but not reviewed by the AMC	Full refund
Added qualification(s) received, and reviewed by the AMC without any ECFMG verification status(es) processed	50% refund
Added qualification(s) received, reviewed by the AMC and ECFMG verification status(es) processed	No refund
Multiple Choice Question (MCQ) examination	Refund available
Non-attendance at exam event or non-compliance with authorisation rules or exam requirements/conditions <i>Authorisation is consumed</i>	No refund
Cancellation of your MCQ Authorisation with supporting evidence <ul style="list-style-type: none"> • Within 1 month of payment • 1 month after payment and before authorisation end date 	75% refund 50% refund
Clinical examination	Refund available
Withdrawal of the exam placement <ul style="list-style-type: none"> • Within 1 month of payment • 1 month after payment 	50% refund No refund
Non-attendance on exam day or non-compliance with exam requirements/conditions	No refund
Withdrawal from an examination on the day of the examination.	No refund
Withdrawal from an AMC online clinical exam (on exam day) <ul style="list-style-type: none"> • Candidate related technical issues • Internet power outages beyond AMC or candidate control 	No refund 50% refund
Withdrawal of Clinical appeals application <ul style="list-style-type: none"> • Within 1 week of payment • 1 week after payment 	75% refund No refund

Workplace based assessment	Refund available
After accepting a place in the WBA program and payment of AMC fee	50% refund
Once WBA program has commenced.	No refund