



WELT Terms and Conditions

These terms and conditions apply to WELT tests in all locations. It is the responsibility of all test taker to be aware of the test terms and conditions. The Test Taker Handbooks that apply to Wellington English Level Test (hereafter WELT) are specific to a certain school/college are to be read and considered to part of the test terms and conditions.

REGISTRATION

All registration information for booking a test must be completed in full, with accurate and up-to-date information. Should any information change before the test date, it is the test takers' responsibility to update the WELT before the day of the test. Test takers must provide relevant and valid identification documents to the WELT. Test takers who fail to provide valid identification will not be eligible for a transfer or credit. If you have any troubles with ID or cannot upload it, send an email to info@wellingtonedu.com.au. Test takers who provide false or inaccurate information will not be allowed to take the test and will not be eligible for a credit or transfer.

Any test taker who registers for a test but does not arrive on test day and will not be eligible for a credit or transfer.

Test takers using videoed WELT Secure 360 technology are entirely responsible to make sure that the set-up and system are working according to the WELT conditions and WELT set-up guidelines. Any test wherein the set-up is not done correctly, will not have results officially recognised or issued and the school/colleges will forfeit the used test code. There is no refund available and it is the responsibility of the test taker to follow the stringent WELT Secure 360 set-up guidelines.

IDENTIFICATION REQUIREMENTS

Provide proof of identity (valid and original passport or National Identity Card) on the test day that matches registration details exactly. Test takers must provide relevant and valid identification documents to the WEG. Test takers who fail to provide valid identification will not be allowed to take the test and will not be eligible for a transfer or credit. If you have any troubles with ID or cannot upload it, send an email to info@wellingtonedu.com.au

Test takers taking the test MUST use a passport. If the identity document does not match the registration information provided exactly. Test takers must remove any covering from their face for the test to confirm facial recognition.

Test taker must follow all set up guidelines provided for the WELT test. Failure to do so, will negate test results.

BEFORE THE TEST STARTS

Test Takers should set up their computer and smart device at least 20 minutes before test time.

TEST CONDITIONS

YOU MUST

If any technical problems occur during the test this will be the onus of the test taker completing the test. No refund will be issue for any technical difficulty that is not the fault or responsibility of WELT.

YOU MUST NOT

You must not engage in any form of deception or malpractice which may damage the integrity or security of the WELT. You cannot cheat, attempt to cheat, bring in outside notes, help another test taker, talk to another test taker, impersonate another test taker, copy work from anywhere, take materials out of the room or share materials, disrupt the test, or attempt to alter data or results of the test. You cannot take screenshots or record any part of the testing with videos, camera or audio recording devices. Any test taker or family member of the test taker engaging in malpractice will not be allowed to complete the test and will not receive a result. This test taker will not be eligible for a refund for any fees paid. The test taker may be banned from taking future test and be liable for legal actions.

CANCELLATIONS AND REFUNDS

Test takers may cancel their WELT test booking with a minimum of 7 business days prior to the scheduled test. To cancel the test, send an email to info@wellingtonedu.com.au and inform of your booking name, booking number and reasons for cancellation.

With more than 7-days' notice, credit will be given for another test to be booked, but no test taker is eligible for a refund. With less than 7 days' notice the test taker is not eligible for credit or refund. If there are medical or extenuating circumstances, they may be considered on merit or compassion by writing to info@wellingtonedu.com.au with "Test Cancellation" in the Subject line.

You may be asked for medical certificates or further evidence in order to be considered for compassionate consideration.

TRANSFER OR CHANGING TEST DATE



Test takers may postpone or change their test booking by retrieving online bookings and making change requests within 7 business days of the scheduled test.

RESULTS

WEG Results:

All results are valid for up to 12 months from the date of released result.

Results are available to test takers within 2 working days of completing the test. With international holidays, please note that non-working days will be considered to be national holidays in Australia, China, USA and Canada. Any test taker requiring results in a shorter time frame can submit a request by writing to info@wellingtonedu.com.au with "Test Results Urgent" in the Subject line. The WELT administration makes no guarantees to deliver test results before the 2 working days have passed but may (for an administration fee of \$100) be able to deliver results within a shorter time frame. This is not guaranteed as it is subject to availability of WELT educational staff to grade and consider the qualitative skills of the test.

No results or interviews are to be downloaded and shared.

RESULTS APPEAL

Within 5 business days of receiving test results, test takers may appeal the results and submit for remarking. The request must be submitted in writing to info@wellingtonedu.com.au with "Test Appeal" in the Subject line.

The Appeal fee is **\$100** per test for remarking and the entire test will be submitted for remarking. This process may take up to 10 business days to complete. Should any changes or revisions be made to test score, there will be a reissuance of results. The new results will be subject to the same terms and conditions as the original results and may be sent to up to **3** schools.

CANCELLATION OF RESULTS

All results will be cancelled and removed from the WELT system 6 months after results have been issued as they are no longer valid. Cancelled results means that test takers cannot access or share results in the online portal.

WELT reserves the right to cancel any WELT Results deemed to be invalid, fraudulent, the result of malpractice and/or showing any irregularity. Any Results pages that are printed and circulated to schools without the school login may result in the test taker having results



cancelled. The only valid results pages are the ones retrieved online by the schools themselves.

Test takers who are deemed to have breached test terms and conditions may also be refused WELT access in future.

When results have been cancelled the test taker will not be eligible for a credit or transfer.

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

PRIVACY POLICY

[Click here to view.](#)