



# Compassionate/extenuating circumstances transfer policy for AMEB SA & NT practical exams

## Overview

We recognise that compelling and compassionate personal circumstances may prevent a candidate attending their scheduled AMEB SA & NT practical exam or affect their ability to perform at their best. This policy specifically addresses transfer requests based on such situations that are beyond the candidate's control, and do not directly relate to the candidate's own physical and mental health.

For **medical transfer requests** (related to the candidate's physical or mental health), please refer to our [Medical transfer policy](#).

If a transfer request is deemed to fall within the scope of this policy, then no transfer fee will be charged, unless stated.

## Acceptable circumstances for transfer requests and required documentation

The request must demonstrate that the circumstance/s significantly impact/impacted either the candidate's ability to attend the exam on the scheduled date or their ability to attend either (a.) **two** or more consecutive lessons between the date the exam notification was released and the scheduled exam date, or (b.) **three** or more consecutive lessons between the late closing date and the scheduled exam date. Additionally, the circumstances **cannot have been pre-existing** at the time of enrolment.

Examples of compelling and compassionate circumstances include but are not limited to:

Scenario	Typical Evidence
<b>Bereavement</b> (Death of a close family member)	<b>Death certificate</b> or funeral notice, plus an explanation of the candidate's relationship to the deceased.
	<b>Letter from a counsellor</b> or similar professional.
<b>Unexpected travel due to bereavement or serious illness of a close family member</b>	<b>Candidate's flight booking or travel itinerary</b> showing the unexpected travel dates and the date of booking, plus an explanation of the candidate's relationship to the family member.  The date of flight booking must be after the late closing date of the session enrolled in.
<b>Victims of crime or domestic violence</b>	<b>Police report</b> or <b>hospital report</b> .
	<b>Letter from a counsellor</b> or similar professional.
<b>Unforeseen emergencies</b> (e.g., natural disasters, major accidents)	<b>Official reports</b> (e.g., police reports, accident reports).
	<b>Documentation of disrupted travel</b> (e.g., flight cancellation notice).

Scenario	Typical Evidence
<p><b>Critical Family Situations</b> (e.g., Unforeseen Relocation)</p>	<p><b>Letter from a counsellor</b> or similar professional.</p> <p><b>Other documentation</b> explaining relocation (e.g. employment transfer).</p>
<p><b>Compulsory school events*</b>, where the candidate's parent/guardian was notified after exam notifications were released.</p> <p>In these instances, AMEB SA &amp; NT must be advised within 3 business days of the parent/guardian being advised, and the date of advice from the school must be after the date schedules were released to enrollers.</p> <p><u>An administrative fee</u> equivalent to the late enrolment fee will be charged in these instances.</p>	<p><b>Official notification from the school</b> confirming the date of the event, that the event is compulsory, and the date it was notified to parents. For example, advice on school letterhead.</p>
<p><b>Single parent/guardian unable to provide transport to exam due to sudden* work commitments.</b> <i>"Sudden" refers to work commitments the parent/guardian was notified of after the exam notification was released.</i></p> <p>In these instances, AMEB SA &amp; NT must be advised within 3 business days of the parent/guardian becoming aware of the sudden work commitment.</p>	<p><b>A copy of written advice from the parent/guardian's employer</b> explaining the sudden work requirement.</p> <p><b>- Documentation of financial hardship (e.g., statement or supporting evidence).</b></p> <p><b>- A written statement from the parent/guardian</b> outlining the inability to arrange alternative transport and the reasons why (e.g., no available public transport or no one else to assist).</p>
<p><b>Inability of the candidate to attend lessons due to sudden financial hardship</b></p>	<p><b>Letter from the candidate</b> (or their parent/guardian, if under 18) explaining the financial hardship and how it impacted the ability to attend lessons, and</p> <p><b>Documentation supporting the sudden change in circumstances.</b></p>

## Circumstances not considered for this type of transfer

At the time of enrolment, enrollers are asked to provide information relating to dates that must be avoided for exams, and this informs the scheduling process. As such, the following are **not** regarded as acceptable grounds for a transfer for compassionate or extenuating reasons:

- **Holiday plans**
- **Travel for compassionate reasons**, where the travel was booked before the late closing date.
- **Scheduling conflicts** with optional school activities, or activities associated with extra-curricular commitments (e.g., an orchestral recital or sports competition), where the advice from the school/relevant body came after exam notifications were released.
- **Issues with exam preparation**, such as wanting extra time to practice.
- **Inability to travel due to conditions known at the time of enrolment**, such as pre-existing travel limitations or factors like limited flight availability.

Any requests for reasons that are captured above will be considered as routine transfer requests – please refer to the [Non-medical transfer policy](#).

AMEB must consider its operational costs and the need for an efficient scheduling process, which is why these types of avoidable scenarios are generally not considered as compassionate or extenuating circumstances requiring a free transfer.

## Required Documentation

To substantiate your request, you must provide the appropriate supporting evidence as outlined in the acceptable scenarios above. This evidence must be submitted in writing and be relevant, clear, current, and authentic.

While we understand the sensitive nature of these requests, it is important to balance this with the need for appropriate documentation. This ensures that requests are considered fairly and equitably. All requests will be treated with the utmost confidentiality.

## Making a request

- Requests must be **made in writing to [ameb@adelaide.edu](mailto:ameb@adelaide.edu)**, with reference to the **candidate's name and enrolment key**.
- Unless a scenario states a timeframe in which a request must be sent, requests should be submitted **as soon as possible and before the day of the exam, unless the circumstances occurred on the day of the exam** (please note, requests received after the exam date will only be considered if submitted within 2 months of the exam and if the circumstances reasonably justify the delay in notification). Written requests received more than two months after the exam date will not be considered.
- Requests must include the required evidence as specified. If the evidence is not available at the time of the request, the necessary documentation must be submitted by the **earlier** of the following two deadlines:
  - Six weeks from the date of the request, or
  - The closing date of the session to which the enrolment is being transferred.
- Typically, transfer requests should be submitted by the enroller. If the enroller is the candidate's teacher, the request may be submitted instead by the candidate, or their parent/guardian (if the candidate is under 18), provided the request refers to the candidate's name and enrolment key.
- Requests should include a timeframe in which another exam might occur.

## Decision Process

All requests will be **considered on a case-by-case basis**, taking into account the individual circumstances and the documentation provided. If a request is approved, the exam will be transferred to another day or session, taking into consideration the rescheduling timeframe requested. If the request is not approved, the normal transfer fees will apply, and an explanation will be provided. Where exams have already taken place and a request is not approved, the exam fee is forfeited.

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\*For the purposes of this policy, 'school' refers to an institution providing compulsory education as outlined by the Australian Curriculum, Assessment and Reporting Authority (ACARA), typically covering primary and secondary education.

### Effective from 30 March 2025

Enquiries should be directed to AMEB SA & NT (08 8313 8088, [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au))