

# AMEB & NT Enrolment guidance & policies

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## Late enrolments

Late enrolments are accepted for up to seven (7) days after the published closing date, unless otherwise specified. Enrolments are not accepted after the late enrolment closing date.

Navigation tip – you can jump to specific sections of this document using the contents table, and clicking on specific headings.

### Late enrolment fee

\$25 per enrolment. This fee is automatically applied to enrolments made via SCORE.

## Enrolling in the SA Supplementary Session (practical music Levels 1 & 2)

The SA Supplementary Session is the final practical exam session of the examining year. It is intended to provide AMEB Music (Levels 1 and 2) and Rockschoool candidates who were unable to attend their scheduled exam for medical reasons with an opportunity to be examined before the close of the current examining year.

New enrolments and transfers for non-medical reasons may be permitted; however, these will only be considered where AMEB determines that no viable opportunity exists for the candidate to be examined in an earlier session.

Approval is required to enrol in this session. To request approval, please contact AMEB SA & NT on 8313 8088 or email [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au).

To support scheduling, candidates must be available for the entire duration of the session until exam times are finalised, which is usually up to 1 week before the session commences.

### Supplementary session fee

\$88 per enrolment. This fee applies in addition to the standard exam fee.

## Cancelling an exam

A candidate may withdraw/**cancel their enrolment** at any time up to and including the day of the exam.

AMEB SA & NT staff will advise whether the Enroller is eligible for a full refund, partial refund, or no refund, in accordance with the Refunds policy. Where a cancellation is not eligible for a refund, the exam fee will be forfeited.

## Refunds

Refunds are considered in line with the timeframes outlined below. All refund requests must be submitted [via email](#) or within Score, noting the candidate name and enrolment key.

| Scenario                                                                                                                                                                | Refund                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <b>Request for refund received on or before the late enrolment closing date</b> (which is usually 7 days after the published closing date, unless otherwise specified). | <b>100% refund</b> , or free transfer to another session       |
| Request for refund received <b>up to 2 weeks from the closing date</b> .                                                                                                | <b>50% refund</b>                                              |
| <b>No refunds are given from 2 weeks after the closing date</b> of an exam session                                                                                      | <b>No refund</b><br>If transferring, read the transfer policy. |

## Exam changes policy (& fees)

Occasionally, an Enroller may incorrectly enrol a candidate (e.g. in a Comprehensive exam instead of a Repertoire exam, or in the incorrect grade or syllabus). When an enrolment is made, it is important to double-check the details with both candidate and teacher as soon as possible.

If a change needs to be made, requests must be submitted in writing (email [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au)) noting the:

- Candidate name
- Enrolment key
- Exam name
- Desired exam details

Office staff will confirm the exam change details and the relevant exam change fee. Upon payment of the specified fee, the change will be processed.

The table below outlines the various exam changes and their applicable fee. Please note that enrolments cannot be transferred from one candidate to another.

| Scenario                                                                                                                                                                                                                                                                                                                                        | Fee                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Request to change the enrolment grade, syllabus or exam type is received <b>prior to the late enrolment closing date.</b>                                                                                                                                                                                                                       | Any difference between the exam prices will be charged/refunded and the enrolment amended                                                                                                                                                                                                                                                                                                  |
| Request to change enrolment grade, syllabus or exam type (to an exam that runs for the same or a reduced amount of time) is received (and acknowledged by office staff) <b>prior to the exam day</b> (eg. changing from traditional to 'for Leisure' syllabus or comprehensive to repertoire exam type).                                        | <b>\$25 change fee</b> (plus any difference between the exam prices if they are higher), as long as the subject is still examinable by the same examiner.                                                                                                                                                                                                                                  |
| Request to change the enrolment grade, syllabus or exam type to an exam that runs for an increased amount of time <b>is received (and acknowledged by office staff) prior to the exam day but after the late enrolment closing date.</b> (eg. Moving from 'for Leisure' to Traditional syllabus or from Repertoire to Comprehensive exam type.) | If the amended exam is longer, it is likely that a transfer will be required (see transfer policy). However office staff will advise whether the current schedule can accommodate the change, and if so, the exam will be changed for a <b>\$25 change fee</b> (plus any difference between the exam prices, if applicable).                                                               |
| <i>[Note regarding the below scenarios - an error in enrolment affecting the grade, syllabus or exam type, can cause considerable confusion and delay during the exam, and heightened anxiety for exam candidates.]</i>                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                            |
| If an error in enrolment is discovered <b>at the exam venue, just prior to the exam.</b>                                                                                                                                                                                                                                                        | Please advise the examiner of the error at the commencement of the exam. If the new exam length cannot be accommodated (i.e. longer exam) then the examiner will advise a transfer is required (please refer to transfer policy). If examined, the report will be withheld until payment of the necessary fee is made ( <b>\$40 change fee</b> , plus any difference between exam prices). |
| If an error in enrolment is discovered <b>in the exam</b> , and the examiner is able to determine the intended enrolment and <b>proceeds with the exam.</b>                                                                                                                                                                                     | The report will be withheld until payment of the necessary fee is made ( <b>\$40 change fee</b> , plus any difference between exam prices, if higher).                                                                                                                                                                                                                                     |
| If an error in enrolment is discovered <b>in the exam</b> and the examiner <b>does not proceed</b> with the exam due to insufficient time.                                                                                                                                                                                                      | <b>75% of the enrolment fee (transfer fee)</b> plus any difference between exam prices, if higher.                                                                                                                                                                                                                                                                                         |

## Exam notification

When an exam has been scheduled, an email notification will be sent to the Enroller confirming the date, time and location of the exam.

AMEB SA & NT aims to provide a minimum of three (3) weeks' notice in advance of the exam. If the Enroller has not received an exam notification within this timeframe, please contact the AMEB SA & NT office by emailing [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au).

Once the notification has been received, Enrollers can log in to SCORE, select "My enrolments", locate the relevant candidate, and use the "Options" menu to select "View exam notification".

Please note that changes to an exam or exam cancellations after the exam notification has been issued are subject to the Exam changes, Transfer and Refund policies, including the applicable fees outlined in each policy.

## Transfers

Transfers are intended to support candidates who are unable to attend their scheduled exam due to unforeseen or unavoidable circumstances. As the scheduling of AMEB practical exams involves significant coordination, transfer requests are assessed based on the reason for the request and the notice provided.

Where possible, Enrollers are encouraged to consider preparedness and availability before enrolling and to submit any scheduling requests at the time of enrolment. Early notification of issues helps increase the likelihood that alternative arrangements can be accommodated.

Transfers are managed under one of the following policies:

- Standard transfer policy
- Medical transfer policy
- Compassionate or extenuating circumstances transfer policy

The eligibility criteria, documentation requirements, and applicable fees differ for each policy and are outlined in the sections below.

Transfers are not permitted to another instrument.

Transfers are not permitted to a different examining year, except in approved medical circumstances.

### Standard transfer policy (& fees)

Before enrolling, it is best to consider whether a candidate will be sufficiently prepared for their exam in time for the session. **Any scheduling requests should be submitted at the time of enrolment** (e.g. dates that should be avoided when scheduling, such as compulsory school events, days of religious or cultural significance, etc.). Where there is an advertised late closing date, the office will also accept changes to scheduling requests (in writing) up to the late closing date, which is usually 7 days after the closing date.

Sometimes, there are unforeseen circumstances that can impact on a candidate's ability to attend a scheduled practical exam. We recognise these can be unavoidable and endeavour to accommodate all transfer requests. If these reasons relate to the candidate's physical or mental health, please refer to the **Medical transfer policy**. If there are compelling and compassionate circumstances that prevent a candidate from attending their practical exam, or performing at their best, please review the **Compassionate/extenuating circumstances transfer policy** to determine eligibility for this transfer option.

There is substantial coordination and cost involved in the scheduling of exams, complicated by limitations with examiner availability, venue availability and other administrative processing deadlines. For transfers that fall within the scope of this **Standard transfer policy**, **payment of a transfer fee is required if the request is received after the published late closing date for the session, and the fee is proportionate to the notice given.**

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### How to request a Standard transfer

All requests must be made in writing (email [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au)) **prior to the exam time**, even if that is outside business hours or on a weekend, and include:

- Candidate name
- Enrolment key
- Time and date of scheduled exam
- When the exam should be moved to (specify session and scheduling requests). The session should be one that has not yet closed for enrolments.

Once the written request has been sent (and received), please contact the office on 8313 8088 within 2 business days to arrange payment of any applicable fee before the transfer can be actioned. The transfer will be made to a mutually agreed session. If there is opportunity to fit the candidate into an already-scheduled session, this will be offered by administrative staff.

The below outlines the applicable transfer fee, which varies according to the notice given.

| Transfer scenarios based on notice provided                                                                                              |                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scenario                                                                                                                                 | Fee                                                                                                                                                                                                  |
| <b>7 days (or fewer) prior</b> to the exam                                                                                               | <b>75% of exam fee</b> , capped at \$200                                                                                                                                                             |
| <b>More than 7 days prior</b> to the exam (but after the exam has been scheduled and timetables released)                                | <b>50% of the exam fee</b> , capped at \$150                                                                                                                                                         |
| <b>BEFORE the exam has been scheduled</b> (i.e. timetables have not yet been released) but <b>AFTER</b> the late enrolment closing date. | <b>\$25 administrative fee</b>                                                                                                                                                                       |
| <b>BEFORE the late enrolment closing date</b>                                                                                            | <b>No fee.</b> <i>Date requests (for the session entered) can be submitted up to the late enrolment closing date (or adjusted in SCORE up to this date), which may obviate the need to transfer.</i> |

### Medical transfer policy

Medical transfers for candidates are **free-of-charge provided they are substantiated by a medical certificate**. The candidate will be transferred to an appropriate session that has not yet been scheduled, which could include the supplementary exam session at the end of the examining year. Transfers within a session are not permitted.

If a medical certificate is not provided, a transfer fee will be payable as per the **Standard transfer policy**. Transfers to the SA Supplementary Session for medical reasons but without provision of a medical certificate will require payment of the additional supplementary exam session enrolment fee.

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### How to request a Medical transfer

All requests must be made in writing (email [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au)) **prior to the exam time**, even if that is outside business hours or on a weekend, and include:

- Candidate name
- Enrolment key
- Time and date of scheduled exam

- When the exam should be moved to (specify session and scheduling requests). The session should be one that has not yet closed for enrolments.
- Substantiating evidence (e.g., medical certificate) is required for the transfer fee to be waived.

Please note:

- Transfer requests for medical reasons should be submitted as soon as practicable. Requests made after the scheduled exam date and time will only be considered where circumstances prevented earlier notification and appropriate medical evidence is provided.
- Evidence of inability to present for examination for medical reasons must be received by AMEB SA & NT **no later than two weeks after the scheduled exam date**, or by the closing date of the session you wish to transfer to, whichever is sooner.
- Once the written request has been sent (and received), the AMEB office will contact you via email to advise of the next steps.
- The transfer will not be processed until the substantiating evidence has been received and will be made to a mutually agreed session. If there is opportunity to fit the candidate into an already-scheduled session, this will be offered by administrative staff.

## Compassionate/extenuating circumstances transfer policy

### 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**. 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><br>(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.<br><br>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 or hospital report.</b>                                                                                                                                                                                                                                                       |
|                                                                                         | <b>Letter from a counsellor</b> or similar professional.                                                                                                                                                                                                                                       |
|                                                                                         | <b>Official reports</b> (e.g., police reports, accident reports).                                                                                                                                                                                                                              |

| Scenario                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Typical Evidence                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unforeseen emergencies</b> (e.g., natural disasters, major accidents)                                                                                                                                                                                                                                                                                                                                                                                               | <b>Documentation of disrupted travel</b> (e.g., flight cancellation notice).                                                                                                                                                                                                                                                                                                                                               |
| <b>Critical Family Situations</b> (e.g., Unforeseen Relocation)                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Letter from a counsellor</b> or similar professional.                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Other documentation</b> explaining relocation (e.g. employment transfer).                                                                                                                                                                                                                                                                                                                                               |
| <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>An administrative fee equivalent to the late enrolment fee will be charged in these instances.</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><b>Single parent/guardian unable to provide transport to exam due to sudden* work commitments.</b></p> <p><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> |
| <b>Inability of the candidate to attend lessons due to sudden financial hardship</b>                                                                                                                                                                                                                                                                                                                                                                                   | <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 **Standard 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.

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### **How to request a compassionate/extenuating circumstances transfer**

- 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.

*\*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.*



## Reasonable adjustments and access arrangements

AMEB is committed to providing equitable and supportive examination conditions for all candidates. Where candidates have accessibility requirements or require reasonable adjustments, early advice allows us to plan appropriately and ensure examinations are conducted fairly and consistently.

All candidates are assessed using the same published standards and assessment criteria. Reasonable adjustments relate to the **examination process**, not the assessment outcomes, and are designed to support access, participation and confidence for candidates with disabilities, health conditions or other specific circumstances.

### Advising us of reasonable adjustments in advance

It is important that Enrollers advise our office of any access requirements or adjustments **at the time of enrolment**, wherever possible. This allows the office to consult with teachers, candidates and examiners and to make appropriate arrangements in advance of the examination.

There are two ways to advise us.

#### 1. During enrolment in Score

When enrolling a candidate in SCORE, Enrollers can advise of reasonable adjustments as part of the enrolment process.

After selecting the examination session, an **Optional requests** page will appear. This includes a section titled "Special needs " that the Enroller can fill in.

Please:

- describe the candidate's requirement, and
- include a brief explanation of how the AMEB office, examiner and/or supervisors can best support the candidate on the day of the examination.

Supporting documentation may be uploaded if required. However, it is important that the candidate's requirements are clearly described in the text field provided, even if documents are attached.

#### 2. Via email

For more complex circumstances, or where further discussion is helpful, teachers or parents are encouraged to contact the AMEB office directly. Please email [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au) with a detailed explanation of:

- the candidate's access requirements or circumstances, and
- the adjustments requested to support the examination process.

Relevant documentation may be included where appropriate.

### Advising the office early

Providing information about reasonable adjustments at the time of enrolment allows the AMEB office to:

- consult with teachers, parents and candidates as needed
- liaise with examiners
- schedule appropriate examination times (for example, at the beginning or end of a session)
- allow additional time where applicable
- arrange alternative formats or tailored examination conditions, where approved.

It is very difficult to accommodate adjustment requests if we are advised on the day of the examination.

### Accessibility requirements and venue access

Please advise of any accessibility requirements during enrolment so these can be considered when examinations are scheduled.

If a candidate has difficulty negotiating stairs, this information should be included at the time of enrolment, via SCORE. This enables us to select the most appropriate venue or provide clear access information in advance.

**Please note:**

At the AMEB Central Venue in the Hartley Building (Adelaide University), many examinations are held on the first floor, which does not have direct lift access. Candidates, parents or teachers who require lift access may use the lift in the Schulz Building, which connects to the Hartley Building at first-floor level.

## Private Venues under time sessions

Private Venues that wish to host exams under 110 minutes in a particular examiner specialisation\* can elect to pay a fee which is calculated:

[No. of minutes under time x current 'per minute' rate = Under-time fee].

The 2026 'per minute' rate is \$4.89.

Staff will contact venues that are under time to offer the option of continuing with an under-time session with payment of the Under-time fee, or a transfer to another session. Scheduling will not commence until payment of any applicable fee has been processed. (Please note, on some occasions AMEB may be able to assist with placing public students at a venue to make up time, but this is not a likelihood and cannot be relied upon).

For more information, please review the [Private Venue exams information for schools and studios](#).

## Private Venues session changes

All scheduling requests for Private Venue sessions - including candidate order, preferred exam dates and times, scheduling limitations, and the number of examination rooms operating - **must be finalised by the late enrolment closing date for the relevant session**. This requirement is necessary to ensure the efficient scheduling of examiners and venues, and to avoid delays in the scheduling process.

Requests for changes received after scheduling has commenced will incur a **\$25 administrative fee**. Changes cannot be guaranteed and will only be accommodated where scheduling resources permit.

For further information regarding Private Venue examinations, please review the [Private Venue exams information for schools and studios](#).

## Privacy

[AMEB Ltd privacy policy](#) - this policy relates to the data we collect via SCORE and how your personal information is protected. This is a Federal document.

[Adelaide University Privacy Policy](#)

## Online Theory Exam Policy

[Online Theory Exam Policy](#)

## Appeals

### Theory exam appeals

**Paper-based exam papers** will be re-marked on receipt of a written request to the State Manager, together with the re-marking fee. In the event of examiner error, the remarking fee will be refunded. Re-marking can result in higher, same or lower grades.

Theory remarking fees:

- Grades 1 to 4 - \$67
- Grades 5 and above - \$78

**Online Theory result** appeals can be initiated for \$20 each (Grades 1-5) or \$30 each (Grades 6-7) via SCORE. Candidates who believe they have identified an error in the way a particular examination or question has been marked may lodge an appeal. Appeals should be lodged as soon as possible after the completion of the examination.

The fee is charged to lodge an appeal, however if the appeal is upheld the fee will be refunded. An appeal is deemed to be upheld if the overall result of the exam increases as a result of the appeal.

All appeal outcomes will be notified to the Enroller within 3 business days; [Online Theory Exam Policy](#).

## Licentiate practical and written Diploma appeals

Licentiate practical exam and written Diploma exam appeals must be submitted to the Federal office; [Appeals Policy – Federal Practical Exams](#).

## Rockschool and Stageschool exam appeals

For information relating to the submission of an appeal relating to a **Rockschool** exam, please refer to the [AMEB Rockschoo website](#). However, appeals should be submitted (in the first instance) to the State Office - see Practical exam appeals section.

## Preliminary to Associate practical exam appeals

Teachers, parents and/or candidates may wish to lodge a formal appeal in relation to a practical exam result or report.

### Who may appeal

The Enroller may submit an appeal. If an exam participant who is not the Enroller wishes to appeal, the appeal must be submitted through the Enroller.

### How to submit an appeal

Appeals must be submitted via the [Practical Exam Appeals online form](#) within 14 days (two weeks) of receipt of the report via SCORE. All required information must be provided as specified in the online form. Please note the **accepted** and **not accepted** grounds for appeal outlined below.

| Accepted Grounds for Appeal                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A procedural error on the part of the examiner.                                                                                                                                                                                                                                                                                     |
| An apparent imbalance between the comments of the report and the result awarded, in relation to published grading descriptors and syllabus objectives.                                                                                                                                                                              |
| Central Venue facilities had a direct and substantially adverse effect on the candidate's performance (this is not grounds for appeal for Video exams or venues managed by the candidate's teacher or school).                                                                                                                      |
| Not accepted Grounds for Appeal                                                                                                                                                                                                                                                                                                     |
| Questioning the grade awarded to the candidate, without any relevant specific grounds.                                                                                                                                                                                                                                              |
| Questioning the academic judgement of the examiner.                                                                                                                                                                                                                                                                                 |
| Comparing the result with: <ul style="list-style-type: none"> <li>• that of another candidate (e.g. sibling or another student with the same teacher)</li> <li>• the candidate's results from previous exams</li> <li>• the candidate's previous success in competitions, eisteddfods, performances, school grades, etc.</li> </ul> |

For fairness and equity reasons, requests to re-watch a video exam recording as part of an appeal (or for any other reason) will not be accepted.

### Appeal processing fee

A **\$30 appeal processing fee** applies to all practical exam appeals. After submission of the appeal, the appellant must arrange payment of the appeal processing fee (within 2 days). This should be done via BPOINT, as per below. BPOINT is Adelaide University's preferred online payment method.\*

[Click here to access AMEB SA & NT's \(Adelaide University\) BPOINT site](#)

When making a payment of the appeal processing fee, please:

- Include your full name (the person making payment)
- Include the Reference Description: [<appellant's surname> appeal processing fee](#)
- Click 'Next'
- Fill in the payment details and other required information, including your email address.
- You will receive a receipt for your payment via email. **Please forward this to [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au).**

*\*Please note the following surcharges for credit card payments: Visa/Mastercard (approx. 0.5%), AMEX (0.95%)*

**The appeal processing fee will be refunded** if the report is modified or the appeal is upheld. An appeal is deemed to be upheld if the overall exam result increases as a result of the appeal.

### What happens after submission

The appeals process typically takes up to 5 weeks. However, appeals received in late October to December may take up to 11 weeks to resolve.

On receipt of an appeal, the State Manager will assess whether the stated grounds for appeal are accepted. Grounds not accepted will not be considered further.

Where required, the State Manager may seek a response from the examiner. Appeal materials provided to the examiner and to the Appeals Panel are fully de-identified to avoid potential bias.

If the matter is resolved based on information from the examiner, the State Manager will provide a formal written response to the Enroller. Where further review is required, the appeal and examiner response will be considered by the Appeals Panel.

The State Manager will provide a formal and final written outcome to the Enroller and action any required changes. Where necessary, the AMEB SA & NT Advisory Board, Executive Committee or Dean, Elder Conservatorium of Music and School of Performing Arts may be consulted in relation to serious or complex matters, including legal issues.

## Feedback

Outside of appeals, feedback about any aspect of an AMEB exam conducted in SA & NT should be communicated in writing (email [ameb@adelaide.edu.au](mailto:ameb@adelaide.edu.au)) marked attention to the State Manager. AMEB SA & NT welcomes feedback and uses it to support continuous improvement in examination delivery and administration.