



ACS Migration Skills Assessment Refund Policy

1. Purpose

ACS requires upfront payment for Migration Skills Assessment (MSA) services. An applicant or agent may request a refund prior to or after submission. ACS reserves the right to review the request and may decline or issue a partial refund at its discretion per the policy below.

2. About the Policy

This policy defines ACS's terms and expectations of 'you', the applicant and authorised agent, when undertaking an ACS Migration Skills Assessment. It also outlines ACS's role and requirements for the approval and processing of refunds.

The policy is supplementary to the ACS Migration Skills Assessment Service Agreement and its associated policies and procedures. ACS reserves the right to amend the service agreement, assessment criteria, and policies as necessary to ensure compliance with regulatory changes and requirements.

For the purposes of this Policy, please refer to the following stages of application:

| | |
|----------------------------|---|
| Preparation | You are strongly encouraged to review, prepare, and gather documentation <u>prior to</u> application commencement. Utilise ACS's MSA Info Hub to confirm eligibility, assessment pathway selection, and evidence requirements. This period varies depending on your needs and requirements. |
| Commencement (Date) | The date you submit initial payment and select an assessment pathway for ACS Migration Skills Assessment services (e.g., commencing a formal application). You have 90 days to submit your MSA application. |
| Submission (Date) | The date you submit your application to ACS for assessment, including any evidence. This date does not change if ACS requests additional evidence or information during the assessment process. |

3. Your Responsibility and Assessment Pathway

It is the responsibility of you, the applicant, to ensure that you have prepared for ACS Migration Skills Assessment. This includes undertaking research and due diligence as part of application preparation prior to commencement (i.e., selecting and paying for an assessment pathway).

ACS offers comprehensive online resources through the [MSA Info Hub](#), as well as recurring [Applicant Q&A webinars](#) and services to support you prior to application commencement.

4. Are you eligible for a refund?

Refunds are available under limited circumstances as per the guidance below. ACS reserves the right to deny a request for refund if the request is considered unreasonable.

Once an application is closed, you will need to commence a new application to engage ACS Migration Skills Assessment services.



a. Cancellation Request prior to Application Submission

You may be eligible for a refund prior to application submission, if ACS receives your Cancellation Request within the following periods:

| Cancellation Request prior to Application Submission | |
|--|---|
| Within 28 days of Commencement Date | A full refund will be considered less a 20% ACS Admin Fee (based on the original application fee). |
| Within 29-90 days of Commencement Date | A refund will only be considered if you can demonstrate compassionate and compelling circumstances with sufficient evidence. ACS will determine your eligibility for a refund and its amount on a case-by-case basis less a 20% ACS Admin Fee (based on the original application fee). |

You have 90 days from Commencement Date to submit your MSA application. After 90 days of Commencement (non-submission), ACS reserves the right to cancel an application without refund if your application has become inactive (e.g., no activity, communication, or submission). ACS will provide written notice should your application be identified for cancellation due to inactivity.

b. Withdrawal Request after Application Submission

You may be eligible for a refund after application submission if ACS receives your Withdrawal Request within the following periods:

| Withdrawal Request After Application Submission | |
|---|---|
| Prior to ACS Screening Your application has NOT been assigned to a case officer and no work has started | A refund will only be considered if you can demonstrate compassionate and compelling circumstances with sufficient evidence. ACS will determine your eligibility for a refund and its amount on a case-by-case basis less a 20% ACS Admin Fee (based on the original application fee). |
| During or After ACS Screening Process Your application has been assigned to a case officer and work has started | You may lodge a Withdrawal Request; however, no refund will be provided. |

c. Other Refund Requests

In the event ACS cannot complete required assessment services within a reasonable timeframe (e.g. 90-days from decision-ready submission, including all required evidence), a refund may be provided. Refer to your [Migration Skills Assessment Portal](#) for real-time updates and ACS notifications, as well as [ACS website](#) for general processing time information. Service timeframes are not guaranteed.

Following release of your Assessment Outcome/s, you may request an Appeal. Refer to [ACS Migration Skills Assessment Appeal Policy](#) for more detailed advice, including potential refunds.



5. Lodging a Request for Refund

ACS requires all refund requests to be made in writing.

ACS will prioritise cancellation and withdrawal requests made via ACS's [Migration Skills Assessment Portal](#). Select "Cancel Application" from the left-hand menu, alternatively, select "Contact Us" to withdraw your submitted application. Email requests will be triaged as soon as practicable.

ACS will not provide refund if you have submitted evidence or information that is identified as false, misleading, or inconsistent with information previously submitted.

6. Processing and Payment

ACS aims to complete the full refund request process within four weeks, including receipt of required documents and evidence.

Once an outcome has been determined, ACS will provide you with written notice of request outcome (e.g., refund approval), and the refund will be processed within two weeks.

ACS will make refund payments to the person or organisation that initially paid the fee, and via the same method as the initial payment.

End of Document ACS Migration Skills Assessment Refund Policy

Author

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Version History

| Date | Version | Revision History | Author & Revisers |
|-----------|---------|----------------------------|-------------------------|
| Sept 2024 | 1.0 | Original document created. | Bessie, Claudia, Sunnie |

Approval

| Date | Version | Name & Title |
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| 30 Sept 2024 | 1.0 | Elizabeth Gregg, Director, Migration Pathways |

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