

Assessments and Examinations

Withdrawal Procedure

1. Purpose

To outline the withdrawal process from the ADC written and practical examinations for candidates who have applied, but are no longer attending, their scheduled examination.

2. Overview

This procedure provides guidance on the withdrawal process for the ADC written and practical examinations. Candidates should read this document in conjunction with relevant examination resources and ensure that they have read and understood all relevant information before deciding to submit a withdrawal application.

3. Scope

This procedure relates to withdrawals from any of the three stages of the ADC process: assessment for registration and/or skills assessment, written examinations and practical examinations.

4. Procedure

- 4.1 Candidates who no longer wish to proceed with their initial assessment and/or skills assessment will be required to withdraw.
- 4.2 Candidates unable to attend their scheduled written or practical examination will be required to withdraw.
- 4.3 Failure to undertake the examination due to the candidates' inability to obtain necessary visas, failure to arrange travel and/or failure to meet the entry requirements required by the examination venue (including the ADC Examination Centre) will be considered a withdrawal.
- 4.4 Candidates who withdraw from the initial assessment and/or skills assessment are not entitled to a refund.
- 4.5 Candidates who withdraw from an Australian Dental Council (ADC) examination and wish to apply for a refund of the examination fee, must submit a request for withdrawal via ADC Connect (<https://connect.adc.org.au/>) by no later than the day of the examination.
- 4.6 Depending on when a candidate withdraws from the examination and the reason for the withdrawal, candidates may be entitled to a partial or full refund of their examination fee as outlined in table 1.
- 4.7 Candidates seeking a refund of their examination fee due to illness must provide a medical certificate confirming their inability to complete the examination.
- 4.8 Any refunds outside the provisions outlined in table 1 are at the sole discretion of the ADC Chief Executive Officer.
- 4.9 Candidates may be asked to provide information to facilitate a refund. Where information is requested, this must be supplied by candidates within three (3) months. Refunds will not be made when the information is not received or is received late.

- 4.10 Once the withdrawal request has been approved, candidates must allow ten (10) business days for the refund to be processed.
- 4.11 Candidates who have received a refund can apply for a new examination place as new application periods and examination dates become available, provided they are still eligible.
- 4.12 In the event of the examination being cancelled due to circumstances beyond ADC's reasonable control, candidates will receive a full refund of the examination fee. The ADC will not be liable for any additional expenses incurred by candidates in relation to their participation in the examination.

Table 1 – Refunds

Initial assessments and skills assessments	No refund
Written examination – General Dentistry	
Prior to booking an examination venue with Pearson VUE (at least two weeks before the examination)	80% refund
After booking an examination venue with Pearson VUE (at least two weeks before the examination)	50% refund
After the application period closing date (within two weeks of the examination)	No refund
Withdrawal due to illness (supported by a medical certificate)	No more than 50% refund (% Discretionary)
Written Examination – Dental Hygiene, Dental Therapy, Combined Hygiene/Therapy & Dental Prosthetists	
After the application has been received, but prior to the application period closing date	80% refund
After the application period closing date (at least two weeks before the examination)	50% refund
After the application period closing date (within two weeks of the examination)	No refund
Withdrawal due to illness (supported by a medical certificate)	No more than 50% refund (% Discretionary)
Practical Examination – All professions	
After the application has been received, but prior to the confirmation of the examination session	80% refund
After the examination is confirmed, (at least six weeks before the examination)	50% refund
After the examination is confirmed (within six weeks of the examination)	No refund
Withdrawal due to illness (supported by a medical certificate)	No more than 50% refund (% Discretionary)

5. Additional guidance

Candidates who require assistance with their withdrawal application can contact the ADC at assess.connect@adc.org.au regarding initial assessments and skills assessment, written.connect@adc.org.au regarding the written examination, or practical.connect@adc.org.au regarding the practical examination.

Further information can be found on the [ADC website](#).

6. Related documents

- [Written examination handbook for general dentistry](#)
- [Written examination handbook for dental hygiene and dental therapy](#)
- [Practical examination handbook for dentists](#)
- [Practical examination handbook for dental hygiene and dental therapy](#)

7. Document information

Policy Owner:	Executive Director, Assessments and Examinations
Approved By:	CEO
Approval date:	12 March 2026
Effective date:	01 April 2026
Date for review*:	12 March 2029
Version:	3

*unless otherwise indicated, this policy will continue to apply beyond the review date