

AMEB (NSW) exams and COVID-19

FAQs

Q: Will I get a full refund for my First Metropolitan enrolments?

A: You will receive a full refund of all enrolment fees, less the merchant interchange fee of 0.04%

Q: Do I have to do anything to receive my refund?

A: No action on your part is required. Your payment can only be refunded to the same card used in your original transaction.

Q: When can I expect my refund to be processed?

A: The refund will be processed manually by AMEB (NSW) staff in the coming weeks. Due to the large volume of enrolments, this process will take time, and it may take some months for your refund to be processed. We appreciate your patience in this matter.

Q: Is it possible to transfer to an exam in the second half of the year rather than receiving a refund?

A: No, all First Metropolitan enrolments will be refunded. Enrollers can lodge a new enrolment for any candidates who wish to be examined in an exam session later this year.

Q: Due to these circumstances, can I be allowed to enrol for a Second Metropolitan exam outside of my usual postcode period?

A: Due to the larger number of enrolments expected in the Second metro session, we must continue to examine in postcode periods in order to best utilise the limited number of venues and examiners at our disposal between August and December. Period to period transfers will still be possible, provided these are received by the advertised date.

Q: Will the First Regional exam period be going ahead?

A: We will continue to monitor the COVID-19 situation and let teachers know through messages on our [website](#) as soon as this decision has been made.

Q: Can I sit for my practical exam by video or online this year?

A: The AMEB (NSW) is currently exploring means of being able to offer video or online practical examinations. However, the scheduling and technology required is complex when running many exams. Please refer to our [website](#) regularly for updates in this regard.

Q: Can I still buy exam products from the AMEB (NSW) shop?

A: Although over counter sales are not possible at present, orders placed through AMEB Connect will still be processed. It may not be possible to post items the next day as we have done in the past, so please allow up to a week for the arrival of your order.

Q: Can I still hire an AMEB piano studio?

A: Studio hire sessions at Clarence Street will not be possible until further notice.

Q: Can I still do an online written exam?

A: Yes. All online written examinations continue to be available. However, there may be delays in sending out certificates in the next few weeks due to administrative staff working from home.

Q: Can private studios still be used to host exams?

A: This will depend on current advice from the NSW Government regarding COVID-19.

Q: Can I sit for my practical diploma exam by the end of 2020?

A: This will depend on current advice from the NSW Government regarding COVID-19.

Q: Will the AMEB (NSW) office remain open to handle my enquiries?

A: AMEB (NSW) administrative staff are currently working from home. All enquiries emailed to office@ameb.nsw.edu.au will be addressed by the administrative team as quickly as possible.

Q: Will all examinations be cancelled for 2020?

A: We will continue to follow updated advice received from the NSW Government. Please check our [website](#) for all information updates.