



**Approved**

By AUFIN Team at 9:35 PM, 30 Apr 2026

[www.aufin.org](http://www.aufin.org)

# **CSCA Test Cancellation & Refund Policy (2025)**

To standardize test administration and protect the rights of all test takers, the following CSCA Test Cancellation & Refund Policy (2025) is hereby established. This policy applies to test takers who have successfully registered and completed payment for a CSCA test.

## **I. Core Refund Principles**

### **1. Full Refund Period (Before the CSCA Admission Ticket is generated):**

If a cancellation request is submitted before the CSCA Admission Ticket is generated, the test fee will be refunded in full after any applicable service charges are deducted.

### **2. Application Deadline (After the Admission Ticket is generated):**

Once the CSCA Admission Ticket has been generated, all registration information will be locked. In principle, no cancellation requests will be accepted thereafter.

### **3. Non-Refundable Circumstances:**

If a test taker becomes ineligible to take the test due to personal reasons—such as voluntary withdrawal, failure to attend the test as scheduled, or violations of the CSCA Terms of Use or the CSCA Test Integrity Pledge—the test fee will not be refunded.

### **4. Refunds Under Special Circumstances:**

If a test taker is unable to attend the test due to serious illness, natural disasters, or other force majeure circumstances and has missed the regular cancellation period, they may submit a CSCA Refund Request Form for Special Circumstances along with official supporting documents within seven (7) business days after the test date. Upon approval, a full refund will be issued after any applicable service charges are deducted.

### **5. Transfer Restrictions:**

The CSCA test supports cancellation only. No form of test transfer (including change of test subject or date) is permitted.

## **II. Test Cancellation Request Procedure**

### **(A) Before the CSCA Admission Ticket Is Generated**

#### **1. For Online Payment Test Takers:**

- Procedure: Log in to the your account → Go to “My Orders” → Select “Refund Request” → Submit your cancellation request.



- **Deadline:** All deadlines are based on Beijing Time (UTC+8) as displayed in the CSCA registration system. The cancellation portal will close automatically after the deadline.

## 2. For Offline Payment Test Takers:

- **Procedure:** Send all required materials by email to [cscaservice@cscdf.org](mailto:cscaservice@cscdf.org).
- **Email Subject:** Offline Payment Cancellation Request + Test Taker's Name.
- **Required Materials** (electronic copies in PDF or JPG format are recommended):
  - ① Completed and signed [CSCA Cancellation Request Form](#);
  - ② Scanned copy of valid identification (e.g., passport information page);
  - ③ Screenshot of the payment confirmation email.

## **(B) After the CSCA Admission Ticket Is Generated (Special Circumstances Only)**

- **Procedure:** Send all required materials by email to [cscaservice@cscdf.org](mailto:cscaservice@cscdf.org).
- **Email Subject:** Special Refund Request + Test Taker's Name.
- **Required Materials** (electronic copies in PDF or JPG format are recommended):
  - ① Completed and signed [CSCA Refund Request Form for Special Circumstances](#);
  - ② Scanned copy of valid identification (e.g., passport information page);
  - ③ Screenshot of the payment confirmation email;
  - ④ Official supporting document(s) (e.g., hospital diagnosis certificate, statement from government or other relevant authorities).

## **III. Review and Refund Process**

### 1. Review Timeline:

The CSCA Test Administration will review complete applications within five (5) business days after receiving all required materials.



The review result will be sent to the test taker's registered email address.

## 2. Refund Method:

- Online Payments: Refunds will be returned through the original payment method upon approval.
- Offline Payments: Refunds will be processed by bank transfer to the original payment account provided by the test taker.

## 3. Exchange Rate Adjustment:

All test fees are settled in Renminbi (CNY). If the payment was made in a foreign currency, fluctuations in exchange rates may cause the refund amount to differ from the original payment. Any such difference must be borne by the test taker.

## 4. Service Charges:

Any bank handling fees or third-party transaction fees incurred during the refund process will be deducted from the total refund amount.

## **IV. Responsibilities and Declarations**

### **1. Accuracy of Information:**

The test taker must ensure that all submitted information and materials are true, accurate, and complete. Submission of falsified or misleading information will result in disqualification from refund eligibility and may require the return of any refund already issued.

### **2. Timeliness of Actions:**

The test taker is solely responsible for any loss or adverse outcome arising from personal negligence—such as operational errors, incorrect information, or failure to submit the request before the system deadline (Beijing Time, UTC+8).

### **3. Integrity of Order:**

Each test registration order is considered a single, indivisible unit. Once a cancellation request is approved, all test subjects under that order will be canceled.

### **4. Identity Verification:**

All refund requests and attachments must be submitted by the test taker or the legal guardian (if the test taker is a minor) using the registered email address. Applications submitted from any other email address will not be accepted.

### **5. Data Privacy:**

All application materials will be used solely for identity verification and refund processing. CSCA Test Administration will handle all personal data in accordance with the CSCA Personal Data & Privacy Protection Guidelines.

This policy is interpreted and implemented by the CSCA Test Administration.



## CSCA 考试退考及退费政策（2025 年度）

为规范考试管理、保障考生权益，特制定 2025 年度 CSCA 考试 退考及 退费政策如下。本政策适用于已成功报名并完成缴费的考生。

### 一、核心退费原则

#### 1. 全额退款期（准考证生成前）

在准考证生成前提交退考申请的，考试费用在扣除手续费（如有）后，可全额退还。

#### 2. 申请截止期（准考证生成后）

准考证一经生成，所有报名信息即被锁定，原则上不再受理退考申请。

#### 3. 不予退款情形

凡因考生自身原因（如主动放弃、未能正常参加考试或存在违反《CSCA 来华留学本科入学学业水平测试平台用户协议》《CSCA 诚信考试承诺书》的考试违规行为等）导致考试资格失效的，考试费用不予退还。

#### 4. 特殊情况退费

若考生因重大疾病、自然灾害等不可抗力因素确实无法参加考试且错过退考期的，可在考试结束后 7 个工作日内，提交《CSCA 特殊情况退费申请表》及官方有效证明材料。经审核通过后，在扣除手续费（如有）后，可获得全额退款。



## 5. 转考限制

考试仅支持退考，不接受任何形式的转考（包括更换考试科目或日期）。

### 二、退考申请流程

#### （一）准考证生成前

##### 1. 在线支付考生

- 操作流程：登录报名系统 → 进入“我的订单” → 点击“退款申请” → 提交退考申请。
- 截止时间：以系统所示的北京时间（UTC+8）为准，申请通道将在截止时间后自动关闭。

##### 2. 线下汇款考生

- 操作流程：将以下要求的全部申请材料，以电子邮件形式发送至官方指定邮箱：[cscaservice@cscdf.org](mailto:cscaservice@cscdf.org)。
- 邮件主题：线下汇款退考申请 + 考生姓名。
- 必备材料（请提供清晰的电子版，建议使用 PDF 或 JPG 格式）：
  - ① 填写完整并签字的 [《CSCA 退考申请表》](#)；
  - ② 有效身份证件（护照首页）扫描件；
  - ③ 缴费成功通知邮件截图。

#### （二）准考证生成后（仅限特殊情况）



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- 操作流程：将以下要求的全部申请材料，以电子邮件形式发送至官方指定邮箱：[cscaservice@cscdf.org](mailto:cscaservice@cscdf.org)。
- 邮件主题：特殊情况退费申请 + 考生姓名。
- 必备材料（请提供清晰的电子版，建议使用 PDF 或 JPG 格式）：  
① 填写完整并签字的 [《CSCA 特殊情况退费申请表》](#)；  
② 有效身份证件（护照首页）扫描件；  
③ 缴费成功通知邮件截图；  
④ 官方出具的有效证明（如医院诊断证明、政府或相关机构说明文件等）。

### 三、审核与退款

1. 审核时限：CSCA 考务团队在收到完整申请材料后，将于 5 个工作日内完成审核，审核结果将以邮件形式发送至考生注册邮箱。

2. 退款方式：

- 在线支付：审核通过后，款项将按原支付路径退回；
- 线下汇款：审核通过后，款项将通过银行转账退至考生提供的原支付账户。

3. 汇率波动说明：考试费用以人民币（CNY）为结算单位。如考生使用外币支付，因国际汇率实时变动，考生收到的退款外币金额可能与原支付金额不同，由此产生的差额需由考生自行承担。

4. 手续费说明：退款过程中如产生银行或第三方转账手续费，该费用将从应退款金额中扣除。

### 四、责任与声明



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1. 信息真实性：考生应确保所有提交的信息及材料真实、准确、完整。如提供虚假材料或信息不实，将取消其退费资格，并退还已获退款（如有）。
2. 操作及时性：因考生个人原因（包括但不限于操作失误、信息填写错误或未在报名系统所示的北京时间（UTC+8）截止时间前提交申请）导致的任何损失或不利后果，由考生本人承担。
3. 订单整体性：每笔报名订单视为一个不可分割的整体。申请退考时，将取消该订单内全部科目的考试资格。
4. 身份核验：所有退费申请邮件及附件须由考生本人或法定监护人（如您是未成年人考生）通过其注册邮箱发送，通过其他邮箱提交的申请不予受理。
5. 隐私保护：所有申请材料仅用于身份核验与退款处理。CSCA 考务将依据《CSCA 考试个人信息与隐私保护指引》予以妥善保管和处理。

本政策由 CSCA 考试主办机构负责解释与实施。