

Candidate care guide

The Tax Institute Higher Education allows changes to enrolments or assessments to support candidates affected by disability, illness and other events that adversely affect study. Use this guide to determine which policies and deadlines may apply in different situations. For full conditions and possible outcomes, refer to the relevant policies and the [Schedule of Fees](#).

	You want to withdraw from an enrolment	You want to transfer to a different subject	You want to defer your enrolment until a later Study Period	Your study is affected by an ongoing illness or difficulty	Your study is affected by something unexpected – you don't attempt the exam	Something unexpected happens during exam week - you don't attempt or complete the exam.
Before commencement	Subject withdrawal ✓ 100% refund of enrolment fee	Subject transfer ▲ Difference in enrolment fees		Reasonable adjustment ✓ No fee		
Before census	Subject withdrawal ▲ 80% refund of enrolment fee	Subject transfer ▲ Transfer fee + difference in enrolment fees				
After census	Subject withdrawal ✗ No refund ✓ No academic penalty		Subject deferral ▲ Deferral fee			
2 weeks before exam week					Late deferral ▲ Late deferral fee	
During exam week						Special consideration ✓ No fee
	Apply up to the Friday before exam week.		Apply up to the Friday before exam week.		Apply up to the Friday before exam week.	Apply up to 72 hours after exam

Summary of candidate care policies

This table summarises the eligibility and documentation requirements for The Tax Institute Higher Education's candidate care policies. Decisions about eligibility are made by the Academic Board or its delegates. For full conditions and possible outcomes, refer to the relevant policies and the [Schedule of Fees](#).

	Refer to policy	Issue	Application deadline	Documentation required	Decision made by	Possible outcomes
During study period	Subject withdrawal	Withdraw from a subject at any time. Candidate does not attend the exam.	Friday 5pm AEST/AEDT before exam week.	Subject withdrawal application form	Higher Education Delivery Manager (as delegated by the Academic Board)	<ul style="list-style-type: none"> Withdrawal before commencement: full refund Withdrawal before census: partial refund Withdrawal after census: no refund
	Subject deferral	Defer enrolment to a later study period. Candidate does not attend the exam.	Friday 5pm AEST/AEDT before exam week.	Subject deferral application form	Higher Education Delivery Manager (as delegated by the Academic Board)	Deferral of enrolment to one of the two subsequent study periods
	Reasonable adjustment	Study affected by ongoing illness or difficulty: <ul style="list-style-type: none"> physical, sensory or learning disability a medical or mental health condition other ongoing non-medical adversity. 	Two weeks before exam	As appropriate – consult with National Course Coordinator	Higher Education Delivery Manager (as delegated by the Academic Board)	<ul style="list-style-type: none"> Consultation with candidate on reasonable adjustments Reasonable adjustments to content, assessment and candidate support services Reasonable adjustments to exam duration, breaks, food and drink, medication, assistive equipment or assessment design modifications
Before exam	Late deferral	Study adversely affected by an event less than two weeks before the exam (medical, compassionate, hardship or trauma). Candidate does not attend the exam.	Friday 5pm AEST/AEDT before exam week.	See guidance: Late deferral form	Academic Director (as delegated by Academic Board)	If late deferral is granted, deferral of enrolment to one of the two subsequent study periods.
	Special consideration	Study adversely affected by an event during the exam week (medical, compassionate, hardship or trauma). Candidate does not attend the exam.	Generally, up to 72 hours after exam.	See guidance: Special consideration application form	Academic Director (as delegated by Academic Board)	If special consideration is granted, deferral to a later study period in the same study mode that was originally enrolled into.
During exam	Special consideration	Exam interrupted by: <ul style="list-style-type: none"> falling ill during an exam – contact TTI, cease immediately and consult with a Dr within 12 hours of exam. technical – contact TTI, complete exam and apply for Special Consideration 	Apply up to 72 hours after exam	See guidance: Special consideration application form	Academic Board	If special consideration is granted: <ul style="list-style-type: none"> supplementary assessment deferral to a later study period in the same study mode, and/or waiver of fees or academic penalties