

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 before or during your 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			
From 2 weeks before exam					Late deferral ▲ Late deferral fee	
From 72 hours before exam						Special consideration ✓ No fee
	Apply up to 72 hours after exam		Apply up to 72 hours after exam		Apply up to 72 hours after exam	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.	Up to 72 hours after exam	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.	Up to 72 hours after exam	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 Subject 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.	Up to 72 hours after exam	See guidance: Late deferral and special consideration application form	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 less than 72 hours before the exam (medical, compassionate, hardship or trauma). Candidate attends the exam.	Up to 72 hours after exam	See guidance: Late deferral and special consideration application form	Academic Board	If special consideration is granted, deferral to a later study period in the Assessment Only study mode
During exam	Special consideration	Exam performance adversely affected by: <ul style="list-style-type: none"> illness or impairment during the exam problems with exam conditions, content or technology that cannot be resolved in the exam room. 	Immediately notify The Tax Institute Higher Education; apply up to 72 hours after exam	See guidance: Late deferral and 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 Assessment Only study mode, and/or waiver of fees or academic penalties