



Amendment to Enrolment Requests

Who is responsible for Amendments to Enrolment Requests?	Open Universities Australia - OUA
UoA Escalation Point	OUAhelp@adelaide.edu.au
Key Information	<ul style="list-style-type: none">• Students seeking a retrospective change to their enrolment after the census date in each teaching period, can consider applying for Special Circumstances. If students are eligible, Special Circumstances helps with fee refunds and overturning fail grades.• The Special Circumstances process is a government legislated process that recognises that serious events are sometimes beyond a student's control, and which can affect their ability to continue their studies. Reasons students apply for Special Circumstances include:<ul style="list-style-type: none">• Medical reasons — a student may become aware of a medical condition or an existing condition might change or worsen.• Employment conditions — there could be an increase in employment hours or responsibilities which are beyond your control.• Family or personal reasons — this might include a death in the family, severe medical problems or unforeseen financial difficulties.• Please direct any student enquiries to the Apply for Special Circumstances online form on the OUA website.• OUA will manage all aspects of Amendment to Enrolment applications including a refund of fees or re-credit of FEE-HELP debt and will liaise directly with UoA to ensure our system information reflects the outcome that OUA has determined.