

This leaflet is designed to explain the Concessions process and to manage the expectations of students, if you have experienced something that will affect your ability to study we suggest that you meet with your tutor to discuss the situation and ensure that your programme are aware.

If you have experienced something that will affect your ability to study here is some information and advice...



What is a Concession...?

The University has a procedure for all students to inform their programme of misfortune or illness that would result in an effect on their ability to study. This procedure is called the Concessions Policy and sets out how a student should go about informing their programme.



When should I use Concessions?

A Concessions request should be made when there are extenuating circumstances affecting your ability to study, this is a process initiated by the student. Students can make a request to the University. The University is willing to make take into account with a genuine problem to enable students to have a fair academic opportunity.



Why do we have a Concessions Policy?

The policy ensures fairness to the individual student but also fairness to other students, it ensures that no student is disadvantaged or given an unfair advantage. With authentic genuine extenuating circumstances the University will provide a student the opportunity to succeed.



What are the possible outcomes of a Concessions Request?

This system is based on trust and honesty; students will NOT receive extra marks however a more likely outcome of a successful Concessions request may be that:

- You could be offered an extension
- You could undertake an exam or assessment at the next available opportunity

It is worth bearing in mind however that with these outcomes there are possible consequences:

- If you are given an extension, in some cases, you may be delayed in proceeding onto the next module
- If you are given another opportunity to complete work this may put you behind the rest of your year group



What can I expect from a Concessions Request?

Firstly, it is your responsibility to ensure that you submit a **Concessions Request Form no later than 7 days** after a missed or affected assessment or exam. Or if you are likely to miss it you are expected to inform you Department prior to an assessment hand in date or exam.

Secondly, it might be that you receive a day for day extension if you are affected in the run up to an assessment hand in date. The University will weigh up the time affected against the time likely to be needed in order for you to catch up.



What is the procedure for making a Concessions Request?

- If you feel that your circumstances will effect or has affected your ability to study then you must complete a **Concessions Request Form**
- You can download a form from the University website
- Ensure that you fill in the form fully and correctly with the correct module codes, titles and dates
- In most circumstances this form should be accompanied with evidence relating to your illness or misfortune

- This form can be submitted by email but this should come from your University email account
- You should submit your form along with any relevant evidence to your programme administrator or programme office
- Any evidence should be photocopies of originals and you should only send scanned copies if you are unable to get the originals
- Any evidence sent will not normally be returned
- Your Concessions Request will then be considered, taking into account any unforeseen circumstances
- The University will take into account a genuine problem to ensure fairness
- If a student has informed the University of a disability in advance and reasonable adjustments have already been agreed prior to assessment, Concessions Requests can still be made for circumstances not covered by those adjustments
- You will be informed by your programme as to how your Concessions Evidence will be considered by the programme
- You will be notified in writing of the result of your request by your Department

How can I appeal the decision?

If you feel that your Concessions Evidence has not been properly considered by the University then there is the opportunity to Appeal. You can do this by completing an Academic Appeals Form; please contact the Students' Union Advice Caseworker for further information

What to do next...

Now that you understand about Concessions, we strongly recommend that you seek support and guidance in completing your Concession Request Form either from your tutor or from the Students' Union Advice Caseworker.

To access the Concessions Request Form visit:

ccsu.co.uk/advice/concessions

Please note that this is NOT the Official University Concessions Policy it is simply guidance for students from the Students' Union

To access the Official University Concessions Policy (PPE 41) visit:

www.canterbury.ac.uk/support/quality-and-standards-office

CONCESSIONS: You have experienced something that will affect your studies...



What can you do?