

Information for Students, Teachers and Examiners

Annex 9: Concessions Applications

1. Introduction

- 1.1 These procedures cover concessions applications from students taking taught programmes of study.
- 1.2 All students have a responsibility to manage their learning, revision and assessment activities throughout the duration of each term or assessment period. Students are partners with the University in their studies and are expected to plan carefully and manage their workload; they should not leave coursework, learning, revision or similar activities until too late. Students with Inclusive Learning Plans (ILP) are expected to manage their studies in accordance with their ILP and to make use of the recommendations and provisions of their ILP and to act in partnership with the support services available and to contact them if their needs change.
- 1.3 Illnesses and difficult or distressing events are a normal part of life. Students are expected to manage these and continue with work or study. Such difficulties are not normally accepted in mitigation for failure to submit coursework, to attend an examination or for impaired performances in coursework or examination. Evidence of illness or other misfortune, such as to cause exceptional interference with academic performance over and above the normal difficulties experienced in life, will be considered by Boards of Examiners if submitted in accordance with the procedures below.

Concessionary Applications for 2016-17:

- 1.4 It is the responsibility of a student to submit at the earliest opportunity, and not later than the deadline given below, as per the directions given in 1.4.1 – 1.4.2, evidence of illness or other misfortune which may have caused exceptional interference with academic performance in order that this may be brought to the attention of the Board of Examiners:
 - 1.4.1 **On the Canterbury campus:**
 - 1.4.1.1 Undergraduate students in the Faculties of Humanities and Social Sciences: to the Undergraduate Office Humanities and Social Sciences (except for Architecture students, who should submit the concessionary application directly to the School of Architecture);
 - 1.4.1.2 Undergraduate students in the Faculty of Sciences: to the appropriate School Office;
 - 1.4.1.3 Postgraduate students in any Faculty: to the appropriate School Office.
 - 1.4.2 **On the Medway campus:**

All students: to the Gillingham Building Reception, with the title of the programme marked clearly on the envelope.

Concessionary Applications from 2017-18:

- 1.5 It is the responsibility of a student to submit at the earliest opportunity, and not later than the deadline given below, evidence of illness or other misfortune which may have caused exceptional interference with academic performance in order that this may be brought to the attention of the Board of Examiners. Students are required to submit any concessionary applications to the appropriate School Office.

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2. Concessionary Circumstances

- 2.1 The term *concession* is used to describe action taken by Schools and Boards of Examiners in recognition of events which cause exceptional interference with academic performance and which are beyond the normal difficulties experienced in life. This includes circumstances such as sudden, severe illness (confirmed by medical certificate) preventing attendance at an examination, or adversely affecting performance at an examination, or preventing work from being submitted by the deadline set.
- 2.2 The University does not normally consider medical certificates for long-standing controlled conditions, or self-limiting illnesses, as mitigation for impaired performance. Affected students are expected to have had the benefit of experience, medical knowledge or help to control the condition, and should have registered with the University Student Support service and have in place measures to support their studies.
- 2.3 The University will not consider concessionary evidence in cases where the student was directly responsible for the circumstances or where a student could reasonably have avoided the situation or acted to limit the impact of the circumstances. The following are examples of circumstances which would not be considered relevant for concessionary treatment (the list is not exhaustive):
- Completing coursework too late and missing deadlines because of computer or transport difficulties.
 - Losing work not backed up on computer disk.
 - Failure to make alternative travel plans in the face of known disruptions.
 - Normal employment commitments.
 - Failing to read an examination timetable correctly.
- 2.4 There may be a need to submit concessions evidence where a student suffers a temporary incapacitating medical condition or other exceptional misfortune that may have directly affected the ability of the student to attend or complete an assessment or to perform to the full extent of the student's ability.
- 2.5 The University accepts that a student may exceptionally have a legitimate non-concessionary reason for missing a coursework deadline, such as participation in a high level (e.g. national) sporting event or a job or placement interview, and that in such a case an appropriate School response might be to reschedule the coursework deadline or, in an extreme case or where rescheduling will not be appropriate, to disregard the coursework.

3. Submission Procedures

3.1 Extensions to Coursework Deadlines

- 3.1.1 Academic staff may not accept coursework submitted after the applicable deadline except in concessionary circumstances.
- 3.1.2 Concessions applications requesting an extension in the deadline for coursework submission must be submitted in writing using the relevant Concessions Application Form to the appropriate School Office.
- 3.1.3 Applications will be considered by the relevant module convenor or other nominated person or body, who has authority to extend the applicable deadline. This approval will be communicated in writing with a new submission date.
- 3.1.4 The maximum extension period permissible for a postgraduate dissertation is three months, except in exceptional circumstances. Permission for such an extension may be authorised by the School Director of Graduate Studies.

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- 3.1.5 Permission for a subsequent extension period to a postgraduate dissertation must be sought from the appropriate Associate Dean (Graduate Studies), including provision of acceptable concessionary evidence.
- 3.1.6 Approval will be communicated in writing with a new submission date.
- 3.1.7 Where an extension is granted following acceptance of concessionary evidence extension fees should not be charged.

3.2 Failure to Submit Coursework, Failure to Sit an Examination, and Impaired Performance in Coursework and/or Examination

- 3.2.1 Concessions applications relating to (i) failure to submit coursework by the applicable deadline (where an extension is not granted by the module convenor under powers set out in section 2.2.1.3 above), (ii) failure to sit an examination and (iii) impaired performance in either coursework or examination, will be considered only if submitted:
- by means of the Concessions Application Form available from the Undergraduate Office (in the Faculties of Humanities and Social Sciences) or the appropriate School Office (in the Faculty of Sciences).
 - With a clear and concise account of the concessionary circumstances and the impact on the student's studies.
 - With all necessary documentary evidence.
 - Within the applicable deadline.
- 3.2.2 Students need to ensure the completeness of their submissions, including the submission of the accompanying Concessions Application Form. The Concessions Committee may be unable to consider the concession application without the information provided on the form.

3.3 Deadlines

Concessions applications for failure to take an examination or impaired performance in an examination must be submitted normally no later than five working days after the examination to which they relate. Concessions applications for coursework assessments should be submitted normally no later than the deadlines to which they relate.

3.4 Medical Certificates and Other Supporting Documentation

- 3.4.1 Any medical documentation submitted to support concessions applications must:
- relate specifically to the dates and duration of the illness.
 - contain a clear medical diagnosis or opinion provided by an appropriately qualified practitioner and not merely report the student's claim that s/he felt unwell, nor report the student's claim that s/he had reason to believe s/he was ill.
- 3.4.2 Acceptable supporting evidence other than medical documentation includes an original (not photocopied) document written and signed by an appropriate third party, giving details of the circumstance, its duration, and, where possible, its impact. An appropriate third party would be one who knows the student in a professional capacity or one who can verify the circumstances from a position of authority (e.g. lecturer, personal tutor, Students' Union representative, GP, University Counsellor) and who is in a position to provide objective and impartial evidence. Letters from family members or fellow students will not be acceptable.
- 3.4.3 Medical certificates and other supporting documentation should be provided in English. It is the responsibility of the student to submit a translation provided by an accredited organisation.

3.5 Consideration of Concessions Applications

- 3.5.1 Concessions applications relating to non-submission of coursework, absence from examination/s, and to impaired performance in coursework or examination are normally considered by Concessions Panels on behalf of Boards of Examiners. The Panels make recommendations to the relevant Board of Examiners.
- 3.5.2 Where a student's concessionary submission indicates that s/he will be unable to attend an examination, the Concessionary Committee (or the Chair of the Concessionary Committee acting on its behalf) is authorised, as it sees appropriate, to grant permission in advance for the absence and report this to the meeting of the Board of Examiners.
- 3.5.3 Where a student's concessionary submission indicates that s/he will be unable to submit an item or items of coursework by the published deadline, the Concessionary Committee (or the Chair of the Concessionary Committee acting on its behalf) is authorised, as it sees appropriate, to set a new deadline or deadlines for the submission of the coursework concerned. Where the item of coursework in question constitutes the final piece of coursework for the module, such matters should normally be considered prior to the published deadline for that item.

3.6 Falsified Evidence

Where there are grounds to consider that documentary evidence submitted in support of a concessionary case has been falsified, the Chief Examiner will disregard such evidence and the concessionary application will thereafter be considered on the basis of the remaining evidence. The submission of falsified evidence will be referred for consideration by the Master of the student's College under the *Regulations on Student Discipline in Relation to Non-Academic Matters*.

4. Inclusive Learning Plans

- 4.1 Students with Inclusive Learning Plans (ILP) are expected to manage their studies in accordance with their ILP and to make use of the recommendations and provisions of their ILP and to act in partnership with the support services available and to contact them if their needs change. Similarly, Schools should help students with ILPs to manage their studies by proactively implementing the adjustments required. An ILP should be recognised in itself as evidence of a condition or circumstance for which an adjustment is necessary.
- 4.2 While ILPs are intended to ensure that students managing long-term conditions are assessed on a level playing field with their peers and, therefore, should not need to submit an application for mitigation, the University recognises that such submissions may be required under the following circumstances:
- 4.2.1 They experience an acute episode or worsening of their condition which means that the reasonable adjustments specified in the ILP are no longer sufficient; and/or:
- 4.2.2 There was a shortcoming or failure in the support arrangements, which means that the reasonable adjustments were not implemented in time or as specified in the ILP.
- 4.3 Where students holding an ILP with respect to a fluctuating condition wish to submit an application for mitigation regarding an acute episode or worsening of their condition, they are **not required to submit fresh medical or other evidence** related to the condition.
- 4.4 While Schools should not require the resubmission of evidence already provided for an existing ILP, students may be required to submit evidence relating to conditions or extenuating circumstances that are not covered by that established arrangement.