



Student Guide - How to raise an Assessment Concession
and view the Concession Letter

Capability: Assessment Concessions

Target Audience: Students

Version control: Version 1.0 (Draft)

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Introduction

This user guide will assist the student to login to the Student Portal to raise an assessment concessions request. It will also guide the student on how to view their Concessions Letter.

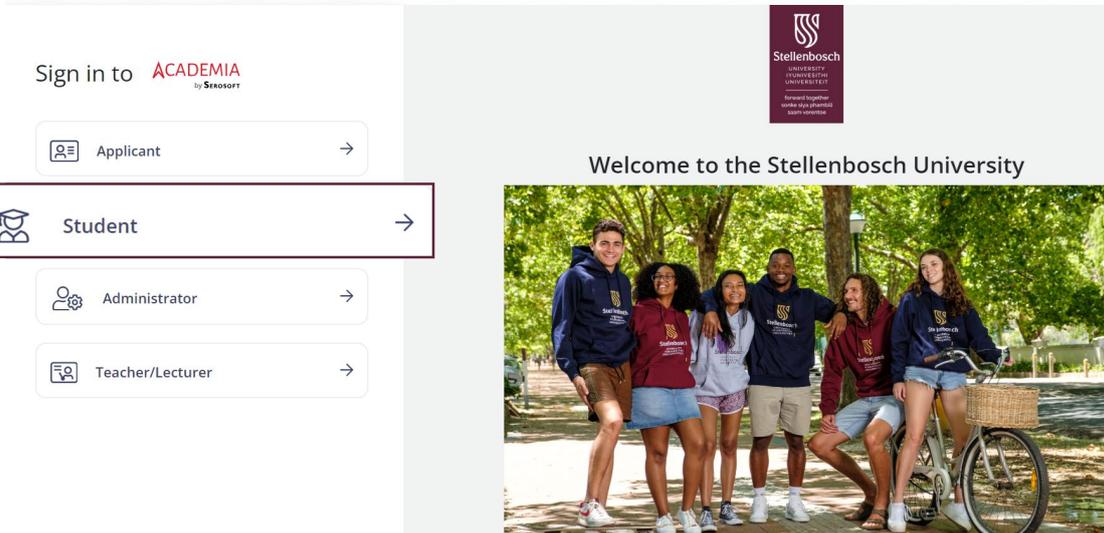
 **VERY IMPORTANT NOTICE** 

Have the following documents saved in one combined pdf format in your name, for easy access once you get to steps 12-15:

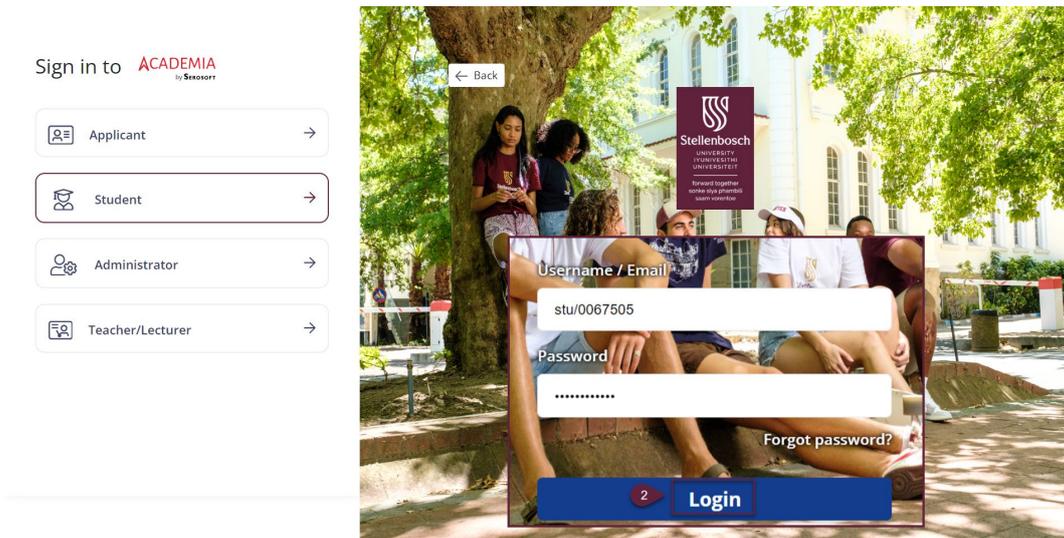
- All the medical/psychological reports you want to submit must be combined into one document including the Practitioner's Form (this form is also under Test / Exams where you found this Student Guide – How to raise an Assessment Concession and view the Concessions Letter) on the SU website.

Process 1: How to login to the Student Portal

STEP 1: In your web browser, go to <https://student.sun.ac.za/> and click on the Student icon



STEP 2: Complete Student Login details and select Login.

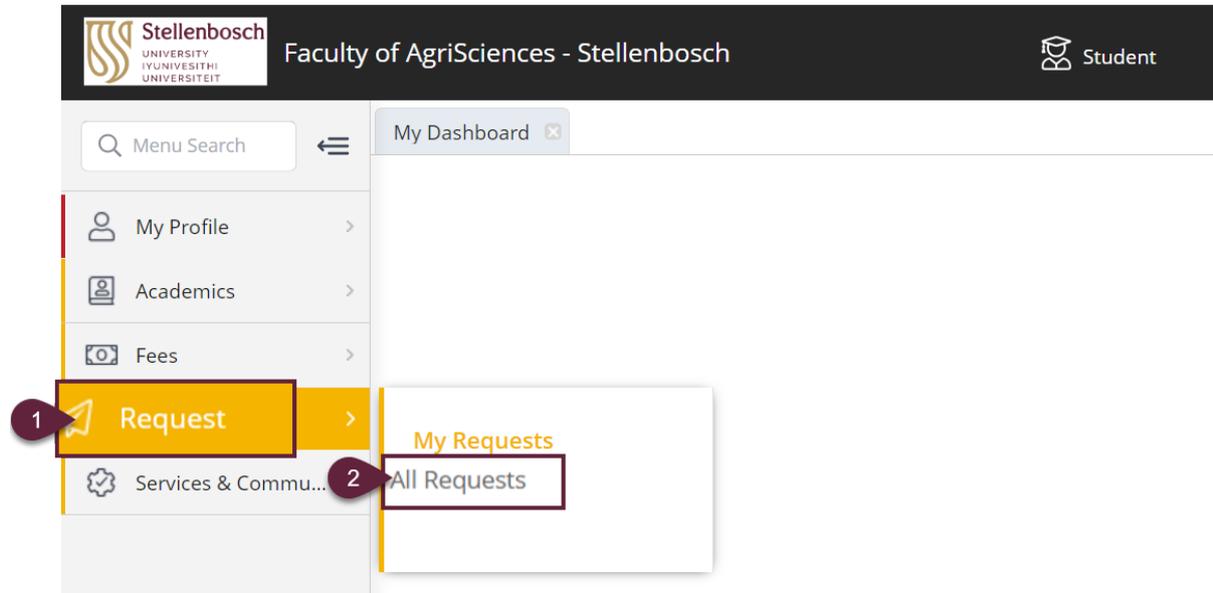


This completes the process on how login to the Student Portal.

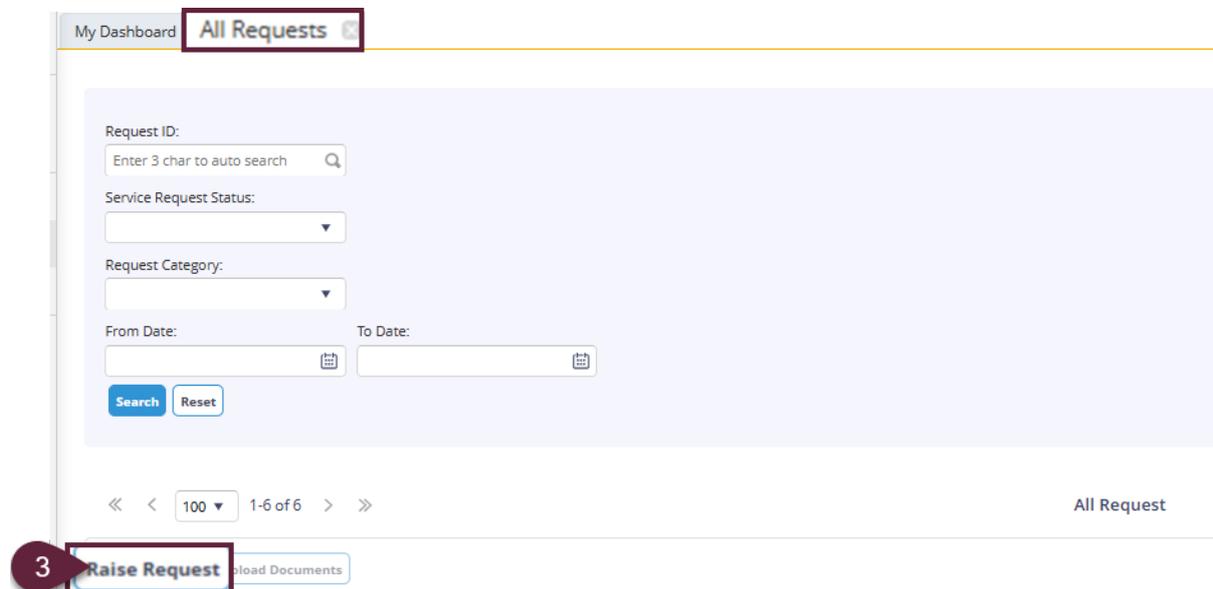


Process 2: How to raise an Assessment Concession request

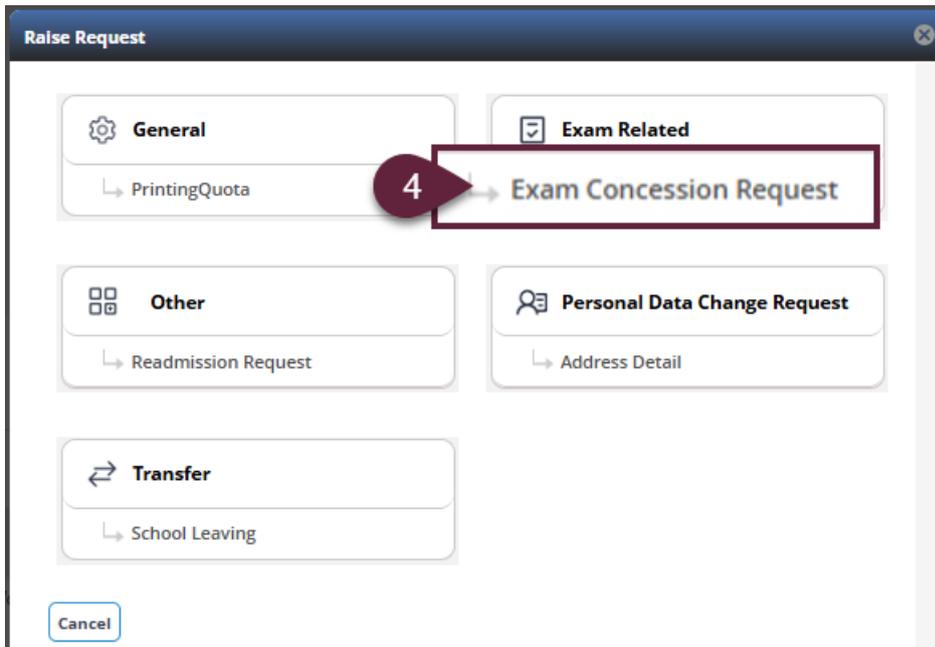
STEP 1 & 2: On the Navigation panel select Request and then select All Requests



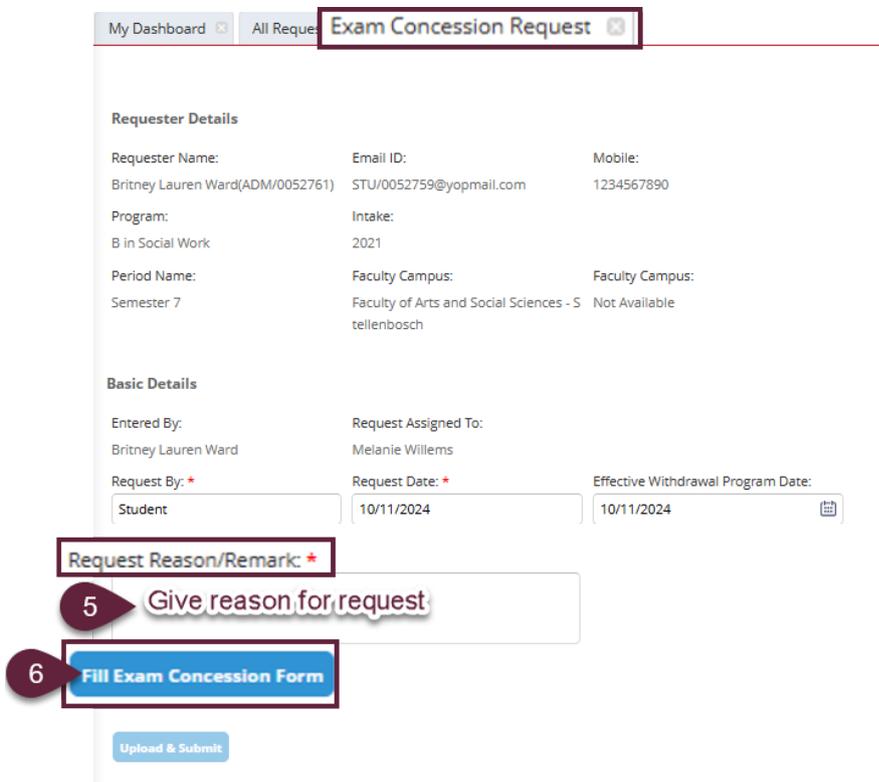
STEP 3: On the All Requests screen click on Raise Request



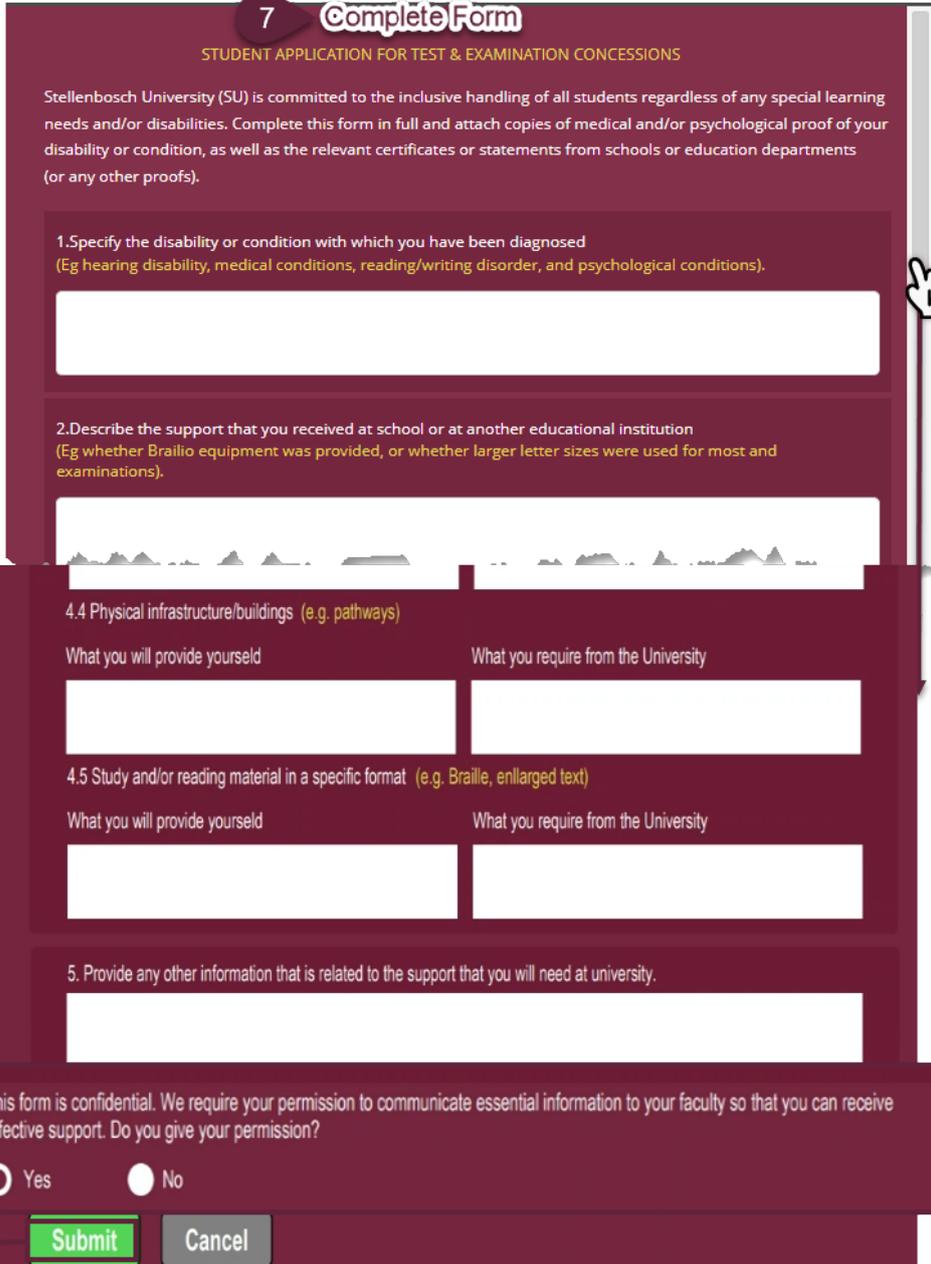
STEP 4: On the Raise Request screen click on Exam Concession Request



STEP 5 & 6: On the Exam Concession Request screen, give a reason for request and then click on Fill Exam Concession Form.



STEP 7 – 9: To complete the form, each question must be answered. You can scroll up and down to ensure you complete all required questions. On the bottom ensure that you select the Radio button Yes to give permission that data can be shared regarding your request. When completed click on Submit.



7 Complete Form

STUDENT APPLICATION FOR TEST & EXAMINATION CONCESSIONS

Stellenbosch University (SU) is committed to the inclusive handling of all students regardless of any special learning needs and/or disabilities. Complete this form in full and attach copies of medical and/or psychological proof of your disability or condition, as well as the relevant certificates or statements from schools or education departments (or any other proofs).

1.Specify the disability or condition with which you have been diagnosed
(Eg hearing disability, medical conditions, reading/writing disorder, and psychological conditions).

2.Describe the support that you received at school or at another educational institution
(Eg whether Brailio equipment was provided, or whether larger letter sizes were used for most and examinations).

4.4 Physical infrastructure/buildings (e.g. pathways)

What you will provide yourself	What you require from the University
<input type="text"/>	<input type="text"/>

4.5 Study and/or reading material in a specific format (e.g. Braille, enlarged text)

What you will provide yourself	What you require from the University
<input type="text"/>	<input type="text"/>

5. Provide any other information that is related to the support that you will need at university.

This form is confidential. We require your permission to communicate essential information to your faculty so that you can receive effective support. Do you give your permission?

8 Yes No

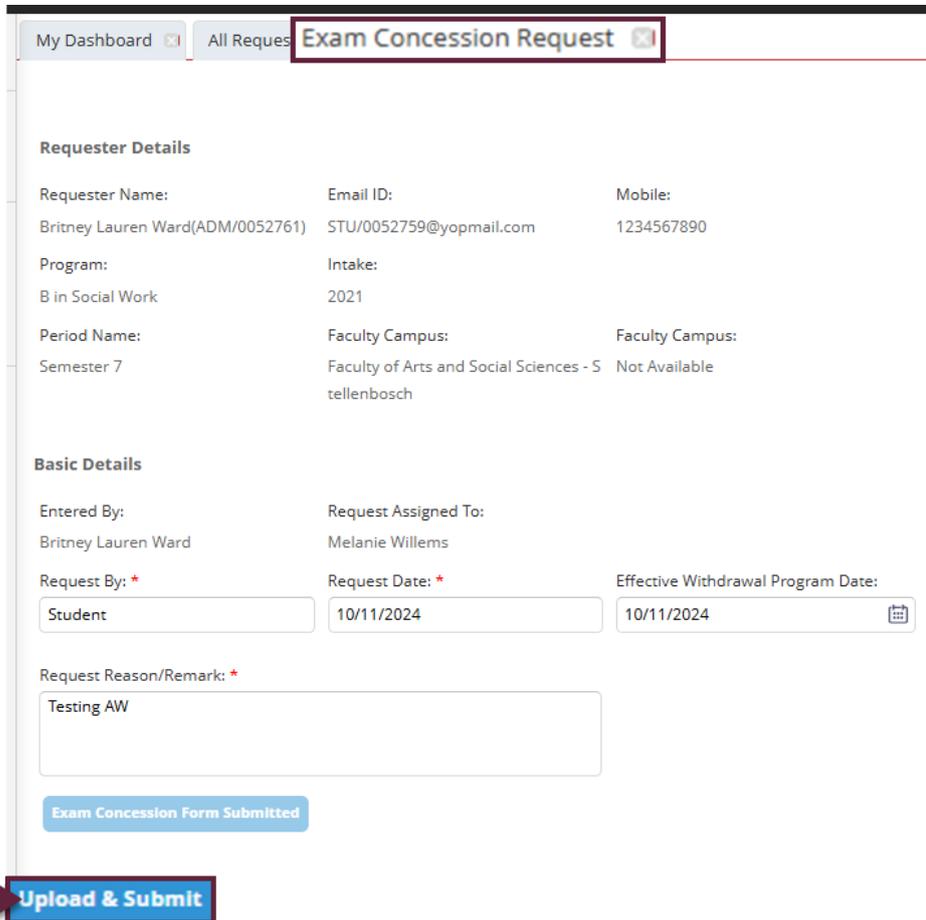
9 **Submit**



Note: You will receive a pop-up message indicating Transaction completed successfully

✔ Service Request
Transaction completed successfully

STEP 10: After submitting the form, you will revert back to the Exam Concession Request tab. Click on the Upload & Submit button.



My Dashboard All Requests **Exam Concession Request**

Requester Details

Requester Name:	Email ID:	Mobile:
Britney Lauren Ward(ADM/0052761)	STU/0052759@yopmail.com	1234567890
Program:	Intake:	
B in Social Work	2021	
Period Name:	Faculty Campus:	Faculty Campus:
Semester 7	Faculty of Arts and Social Sciences - Stellenbosch	Not Available

Basic Details

Entered By:	Request Assigned To:	
Britney Lauren Ward	Melanie Willems	
Request By: *	Request Date: *	Effective Withdrawal Program Date:
Student	10/11/2024	10/11/2024
Request Reason/Remark: *		
Testing AW		

Exam Concession Form Submitted

10 Upload & Submit

STEP 11: The Documents screen opens - click on Upload

Upload & Submit

Documents

Total Records: 0 **Voluntary Documents**

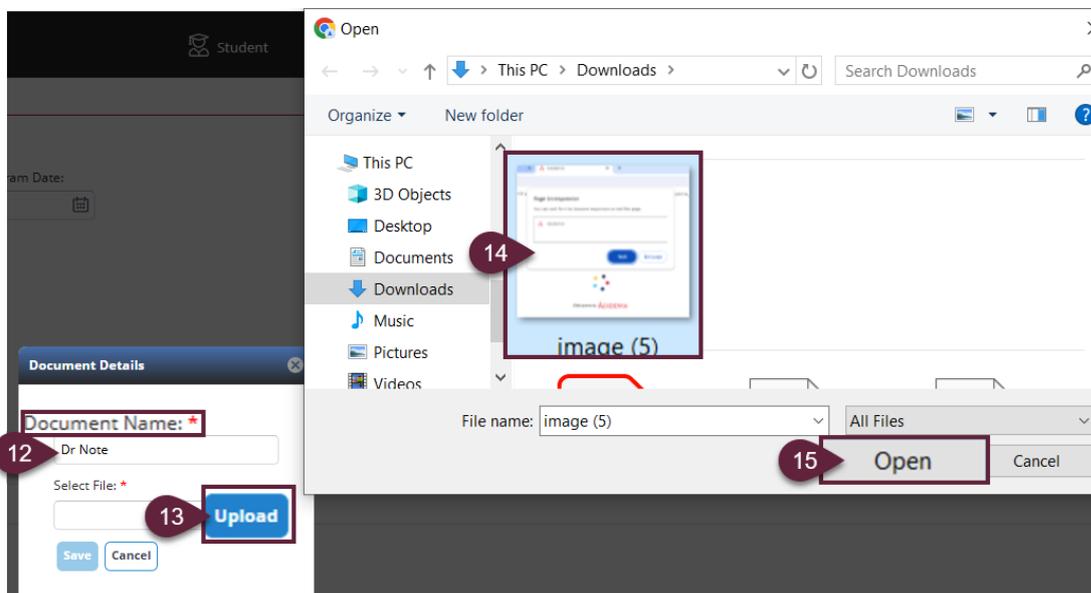
11 Upload Delete

Document Name

Comments:

Submit

STEP 12 - 15: Once you open the Document Details screen, give your pdf document that you saved at the start of this process a name under Document Name, then click Upload to select your file in Step 14. Then select your file and click Open to upload your file.



STEP 16: When document is uploaded click on Save.

Document Details ✕

Document Name: *

Dr Note AW TEST

Select File: *

image (5).png

Upload

16

Save

Cancel

STEP 17: You will be reverting to the Voluntary Documents screen. You will see the file you have uploaded. Click on Submit.

Documents

Total Records: 1

Voluntary Documents

Upload Delete

Document Name

[Dr Note AW TEST](#)

Comments:

17

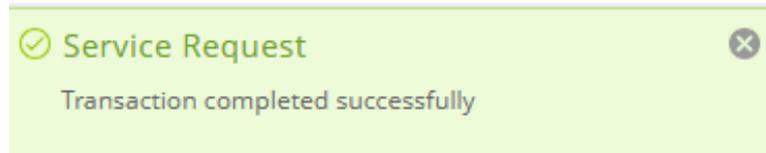
Submit



Note: All documents must be combined into one pdf document before uploading.



Note: You will receive a pop-up message indicating Transaction completed successfully

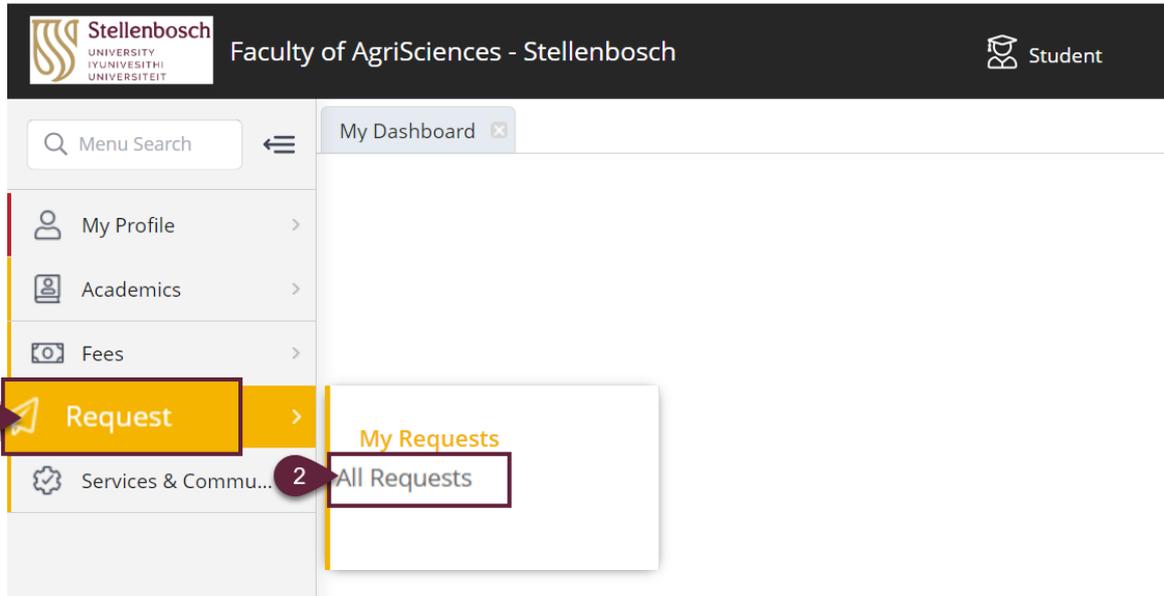


This completes this process on How to raise an Assessment Concessions request on the student portal. Monitor your student portal to check the progress of your application. Process 3 below will help you to find your Assessment Concessions Letter/or any feedback from the Assessments Concessions Committee.

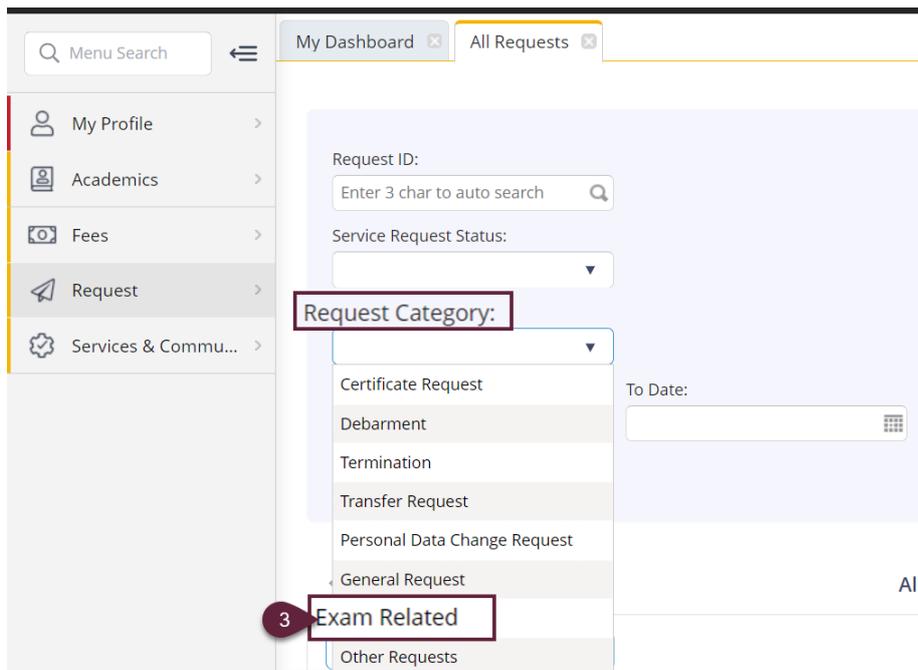


Process 3: How to access your Concessions Letter on the student portal

STEP 1 & 2: On the Navigation panel select Request and then select All Requests



STEP 3: On this screen select Request Category and on dropdown, select Exam Related.



STEP 4: Select Search

My Dashboard ✕ All Requests ✕

Request ID:
 

Service Request Status:

Request Category:  Request Type: 

From Date:  To Date: 

4

STEP 5: In the Search result find the column called Approval Letter. Click on the hyperlink to open the Concessions Letter in pdf.

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
												5 Approved Letter

This completes this Process on How to access your Concessions Letter on the SUNStudent portal.

