



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

Capability: Assessment Concessions

Target Audience: Students

Version control: Version 3

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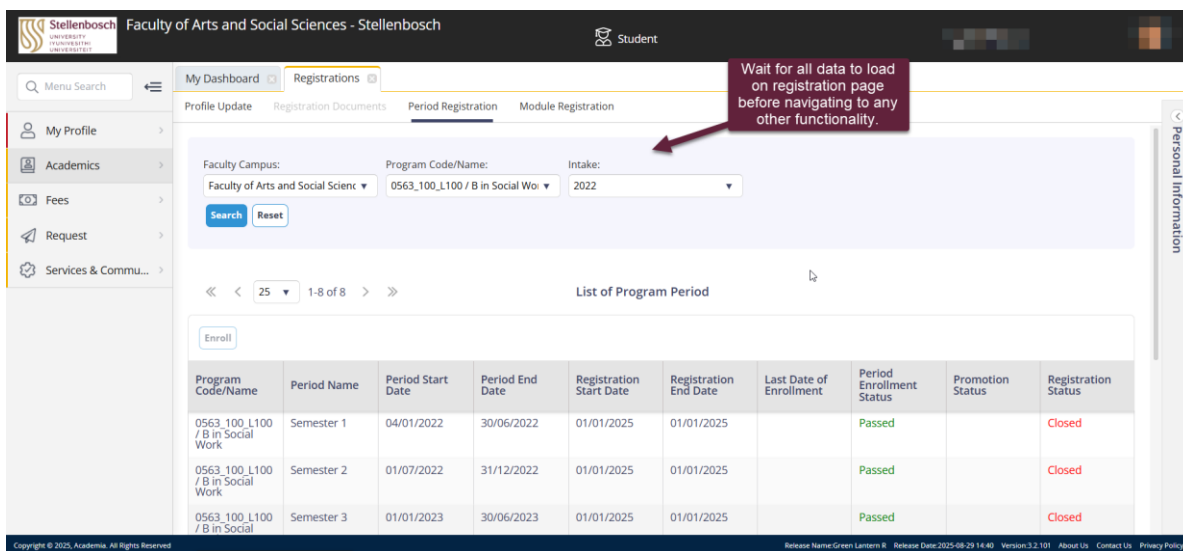
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Introduction

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

Very Important System Notice

When entering the student portal, ensure that the **Registrations** page is fully loaded before you navigate to any other section on the portal. The **Registrations** page receives real time information from SUNStudent, and it takes a while to load. Please be patient and wait until all the relevant registration information is displayed on the page. If you do not wait and navigate to the **Academics** section too soon, you will not be able to do transactions on the portal. This is not a system error. The data download must be completed before you can proceed.



Stellenbosch University Faculty of Arts and Social Sciences - Stellenbosch

Student

Menu Search

My Dashboard Registrations

Profile Update Registration Documents Period Registration Module Registration

My Profile

Academics

Fees

Request

Services & Commu...

Personal Information

Wait for all data to load on registration page before navigating to any other functionality.

Faculty Campus: Faculty of Arts and Social Scienc Program Code/Name: 0563_100_L100 / B in Social Wo Intake: 2022

Search Reset

List of Program Period

Enroll

Program Code/Name	Period Name	Period Start Date	Period End Date	Registration Start Date	Registration End Date	Last Date of Enrollment	Period Enrollment Status	Promotion Status	Registration Status
0563_100_L100 / B in Social Work	Semester 1	04/01/2022	30/06/2022	01/01/2025	01/01/2025		Passed		Closed
0563_100_L100 / B in Social Work	Semester 2	01/07/2022	31/12/2022	01/01/2025	01/01/2025		Passed		Closed
0563_100_L100 / B in Social	Semester 3	01/01/2023	30/06/2023	01/01/2025	01/01/2025		Passed		Closed

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IMPORTANT INFORMATION TO STUDENT

1. Have the following documents ready in one combined pdf format before you complete this application:
 - 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).
 - Please upload your matric certificate or SU results if you are an existing student with the other required documents when you apply for concessions.

2. If you change your programme during the year, inform us immediately to ensure that your concessions are reflected in your new programme. Email concessions@sun.ac.za with your new registration letter.

3. Code of Responsibility: For students

The Disability Unit engages students and the role-players during their academics. Once we have met and decided on a way forward regarding academic work, residence support, assistive technology use and whatever support is required, the decisions are binding. It is important that students adhere to binding decisions made about their support as there are human and financial implications. The information below is very important for effective management of student support:

3.1 As a student, you must adhere to the academic support as decided between you and the Disability Unit staff member that you worked with.

3.2 Note that the Disability Unit staff members often must collaborate with staff members to ensure that your concessions are appropriately applied. Only relevant information that will assist in applying the concession will be shared. Such staff could be your invigilators, lecturers, staff assisting with assistive technology, the Assessments Office, Facilities Management depending on the context. We work together as a network.

3.3 Any decision we make is binding and impacts on the network of support you receive.

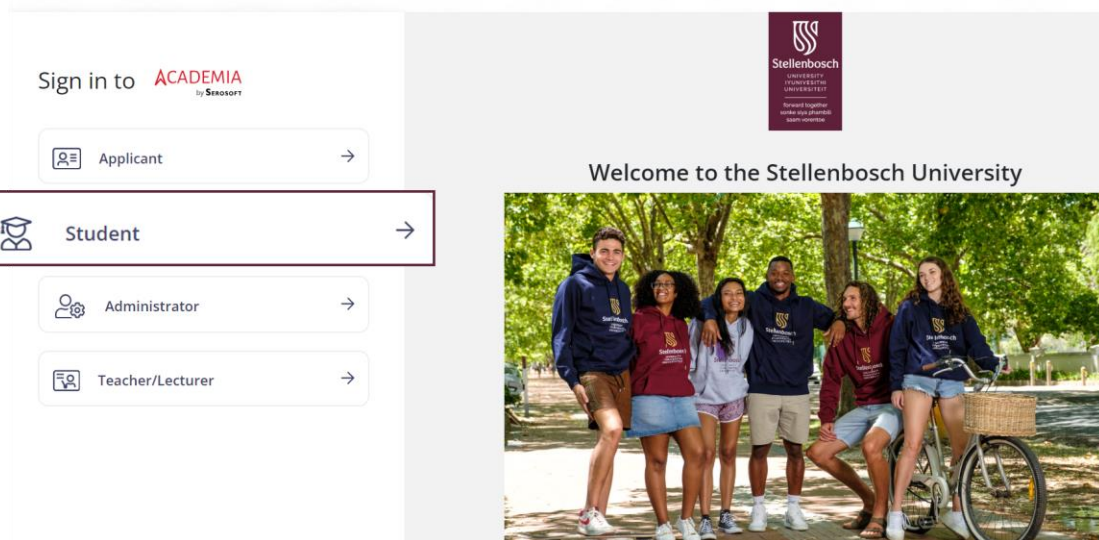
3.4 Should anything change such as you no longer need extra time, your use of computer changes, use of a separate venue changes, you cannot take up your place in a residence, you are de-registering from a subject or changing your course and you are being supported by a Disability Unit staff member, you have to inform the relevant staff member immediately.

3.5 If a student decides not to take up the separate venue, reader or scribe support that has been arranged for a test or exam/assessment, inform your lecturer immediately. These arrangements need extra resources at extra costs and if you do not show up or decide not to do the assessment, the person who would have been assigned to invigilate in the separate venue, the scribe or reader, still must be paid.

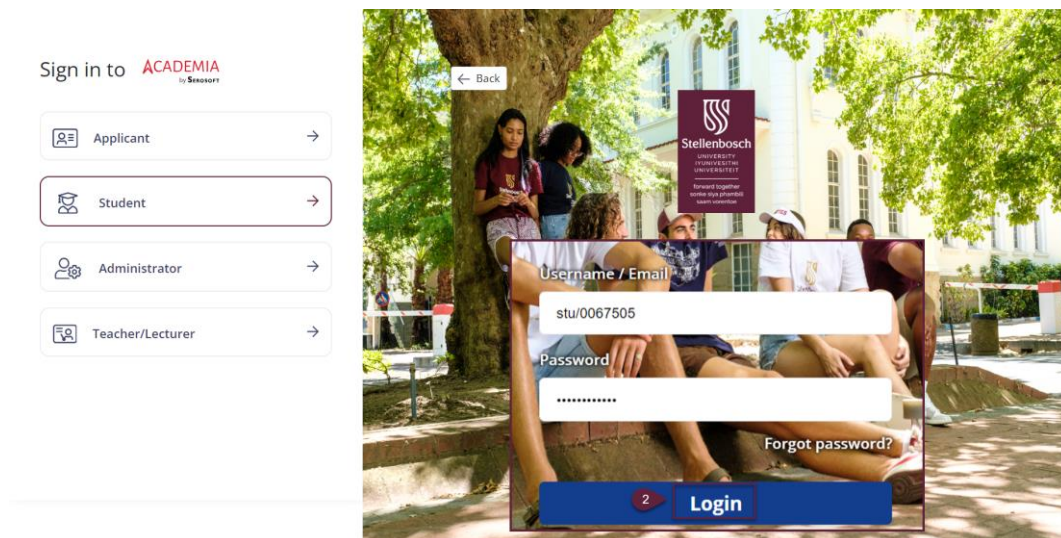
3.6 If you have any uncertainties, contact disability@sun.ac.za or concessions@sun.ac.za, or the Disability Unit staff member who you work with directly for the necessary guidance.

Process 1: How to login to 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.

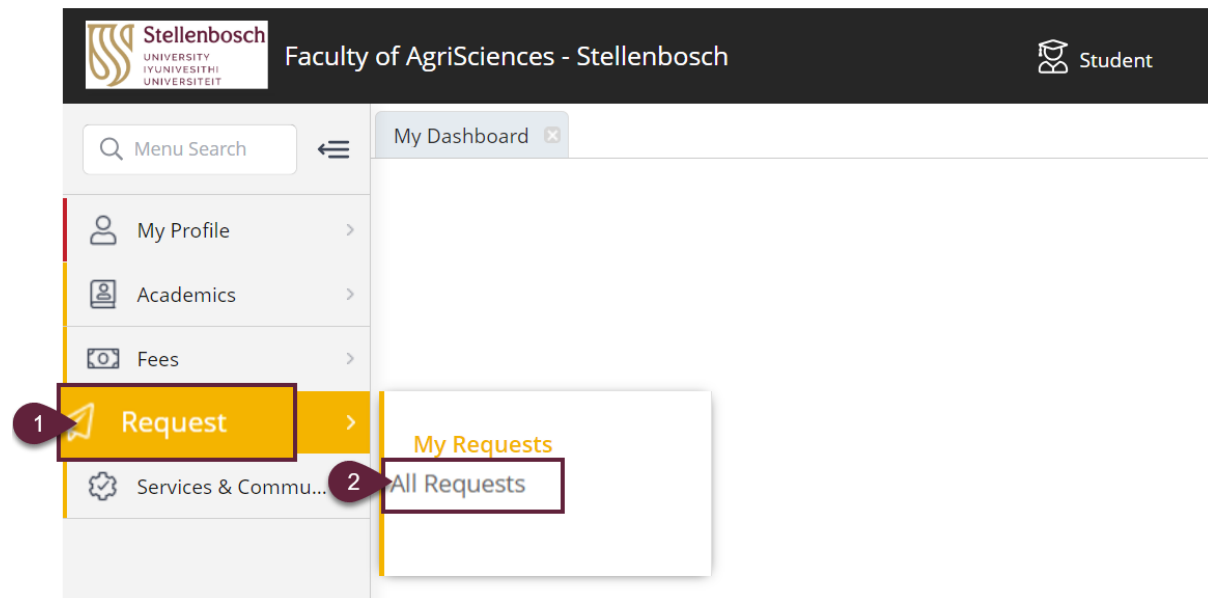


This completes this Process on How login to Student Portal.

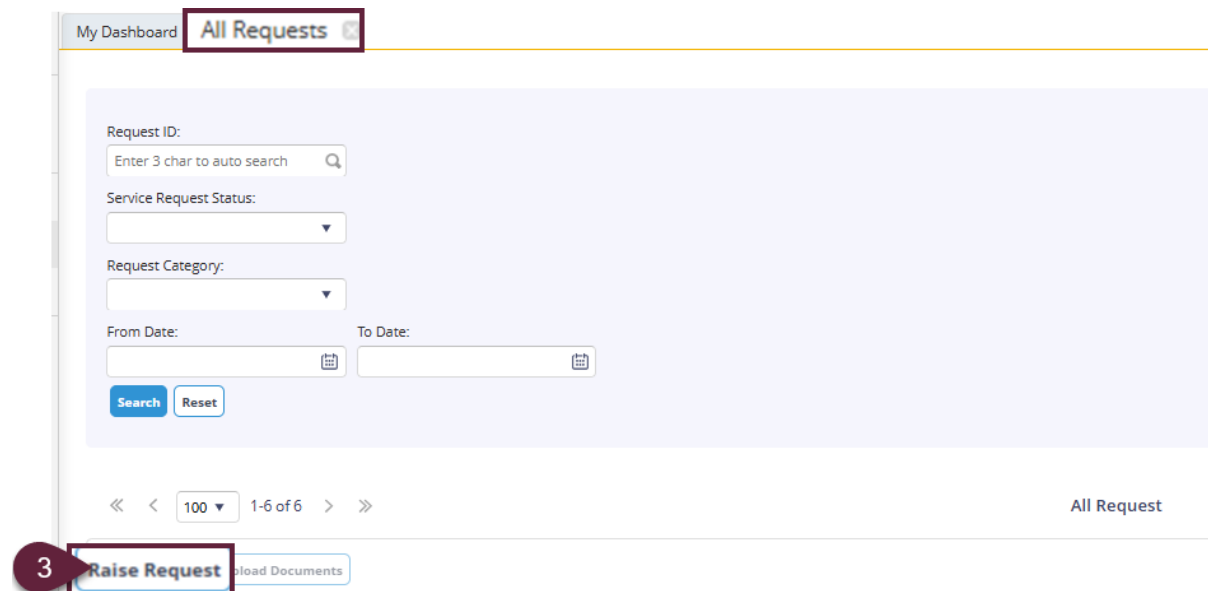


Process 2: How to raise an Assessment Concession request

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

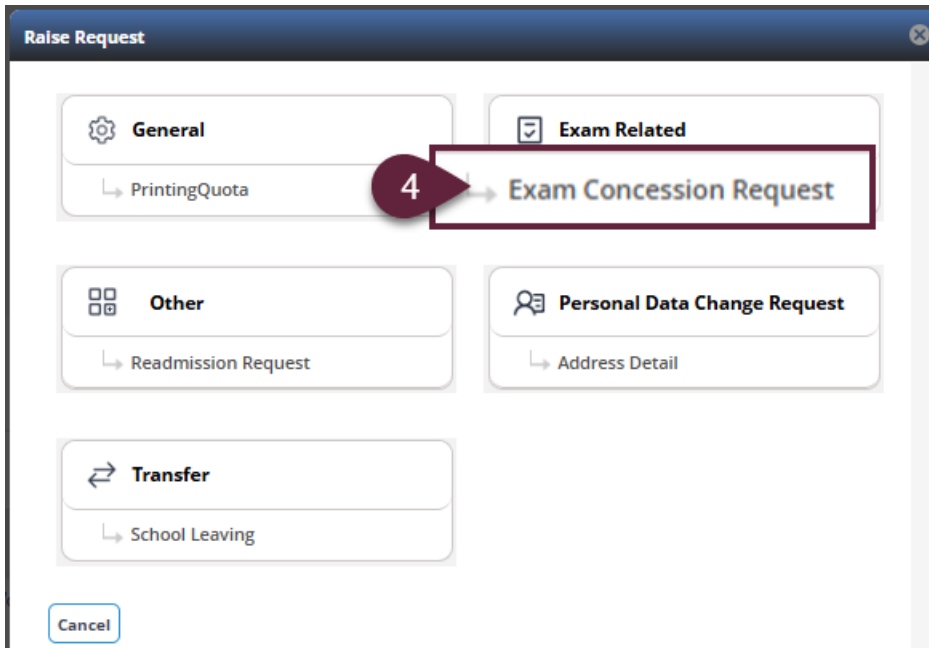


STEP 3: On the All Request screen click on Raise request



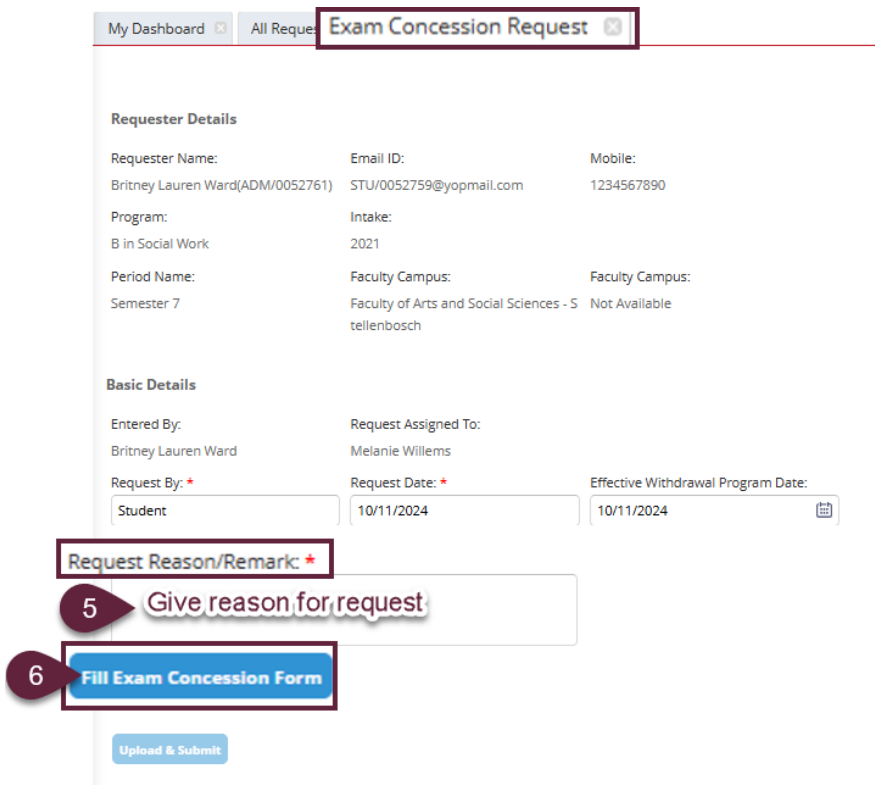
How to raise an Exam Concession request continue

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



The screenshot shows the 'Raise Request' interface. It has a dark blue header with the title 'Raise Request' and a close button. Below the header, there are several categories of requests: 'General' (with 'PrintingQuota'), 'Exam Related' (with 'Exam Concession Request'), 'Other' (with 'Readmission Request'), 'Personal Data Change Request' (with 'Address Detail'), and 'Transfer' (with 'School Leaving'). A red box highlights the 'Exam Related' section, and a red arrow labeled '4' points to the 'Exam Concession Request' button. A 'Cancel' button is at the bottom left.

STEP 5 & 6: On the Exam Concession screen **give** a reason for request and then Click on Fill Exam concession form.



The screenshot shows the 'Exam Concession Request' form. At the top, there are tabs for 'My Dashboard', 'All Request', and 'Exam Concession Request' (which is active). Below the tabs, there are sections for 'Requester Details' and 'Basic Details'. The 'Request Reason/Remark' field is highlighted with a red box and a red arrow labeled '5' pointing to it. The 'Fill Exam Concession Form' button is highlighted with a red box and a red arrow labeled '6' pointing to it. At the bottom, there is an 'Upload & Submit' button.

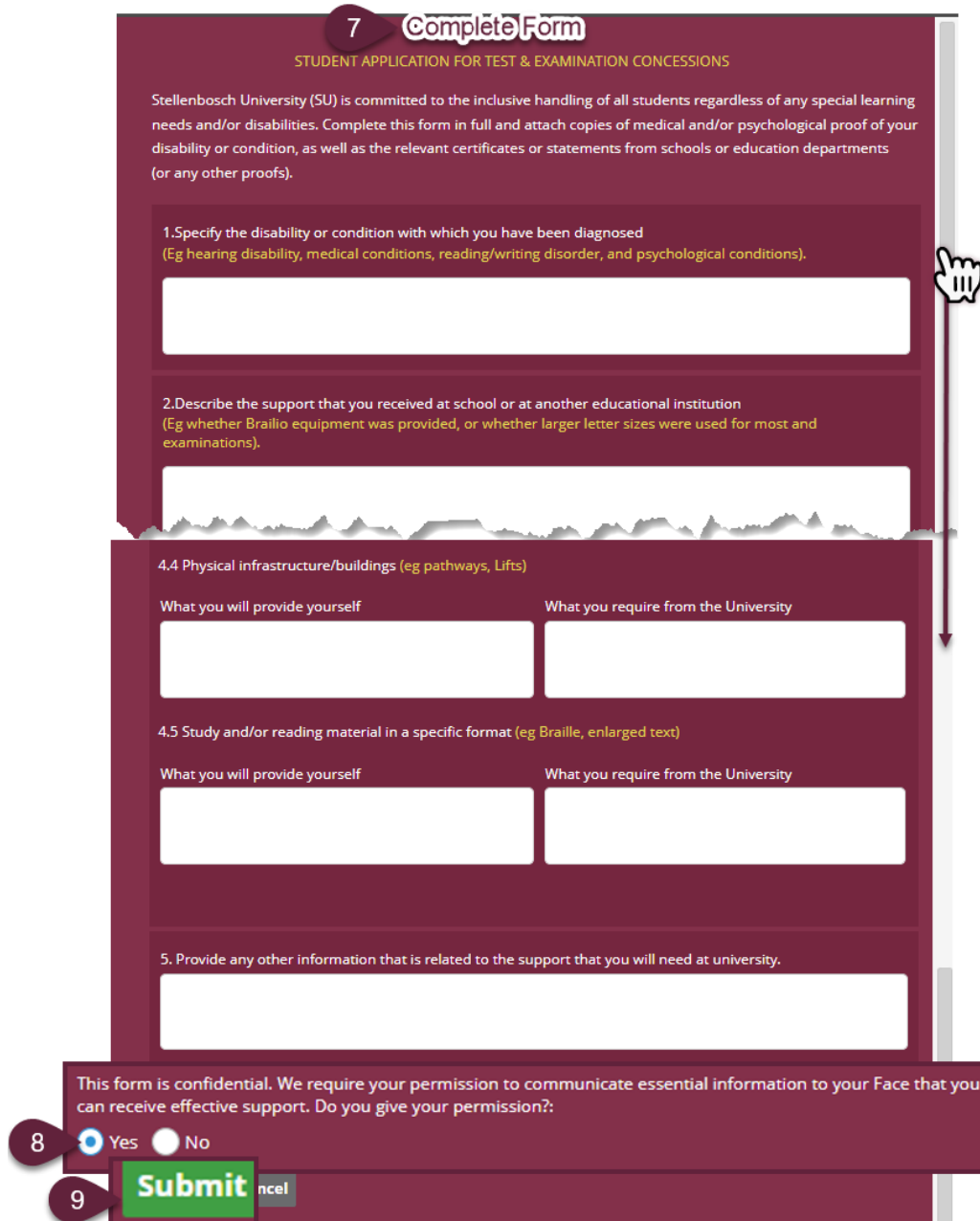
Requester Details		
Requester Name:	Email ID:	Mobile:
Britney Lauren Ward(ADM/0052761)	STU/0052759@yopmail.com	1234567890
Program:	Intake:	
B in Social Work	2021	
Period Name:	Faculty Campus:	Faculty Campus:
Semester 7	Faculty of Arts and Social Sciences - S tellenbosch	Not Available

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

How to raise an Assessment Concession request continue.

STEP 7 – 9: 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 in regards of your request.

When completed click on **Submit Form**



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 (eg pathways, Lifts)

What you will provide yourself

What you require from the University

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

What you will provide yourself

What you require from the University

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

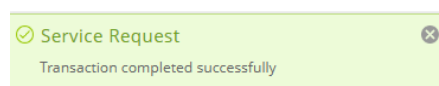
This form is confidential. We require your permission to communicate essential information to your Face that you can receive effective support. Do you give your permission?:

8 ☒ Yes ☐ No

9 **Submit**ancel

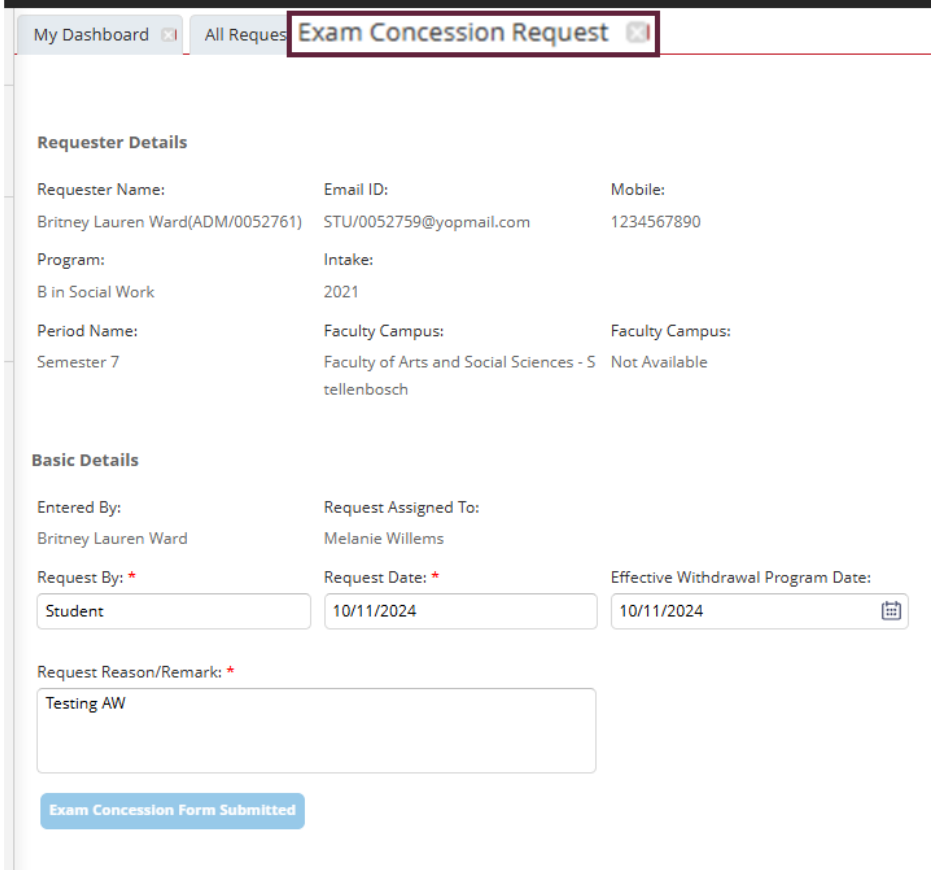


Note: You will receive a pop-up message indicating transaction completed successfully



How to raise an Assessment Concession request continue

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

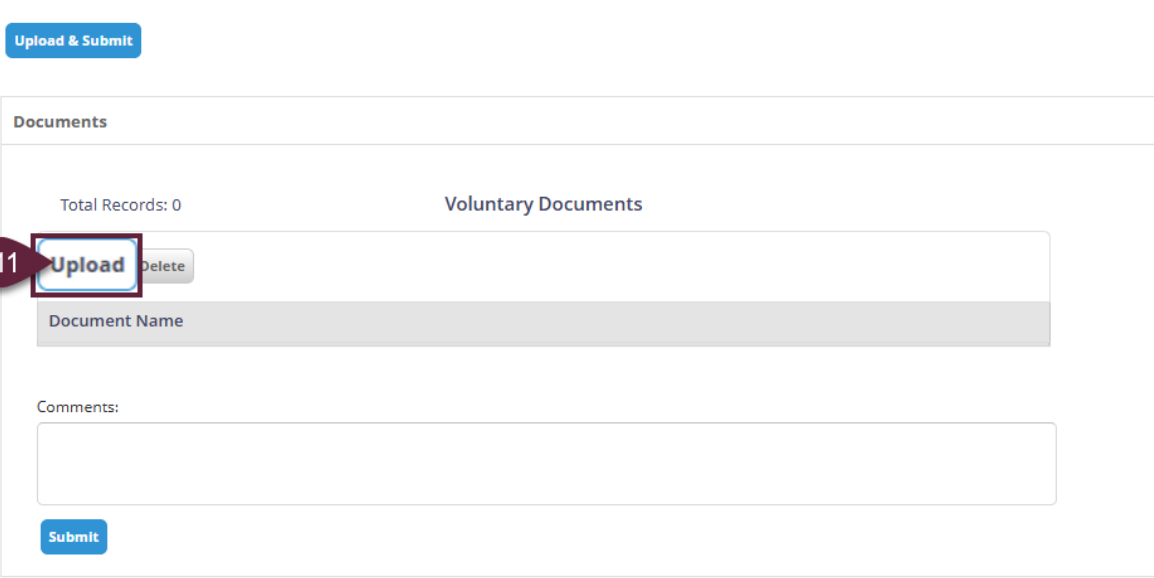
Request Reason/Remark: *

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

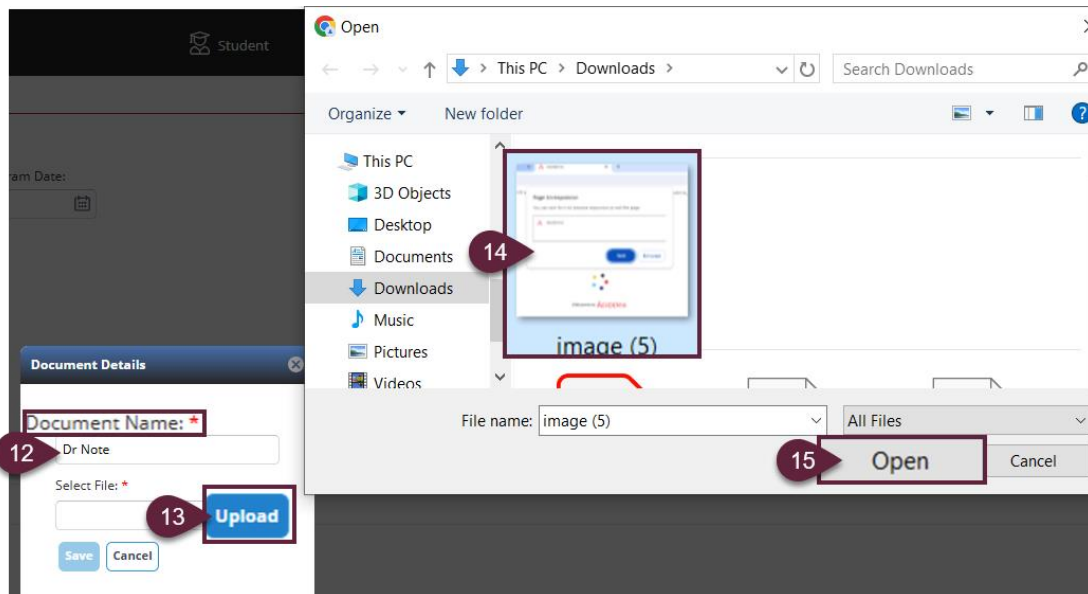
Document Name

Comments:

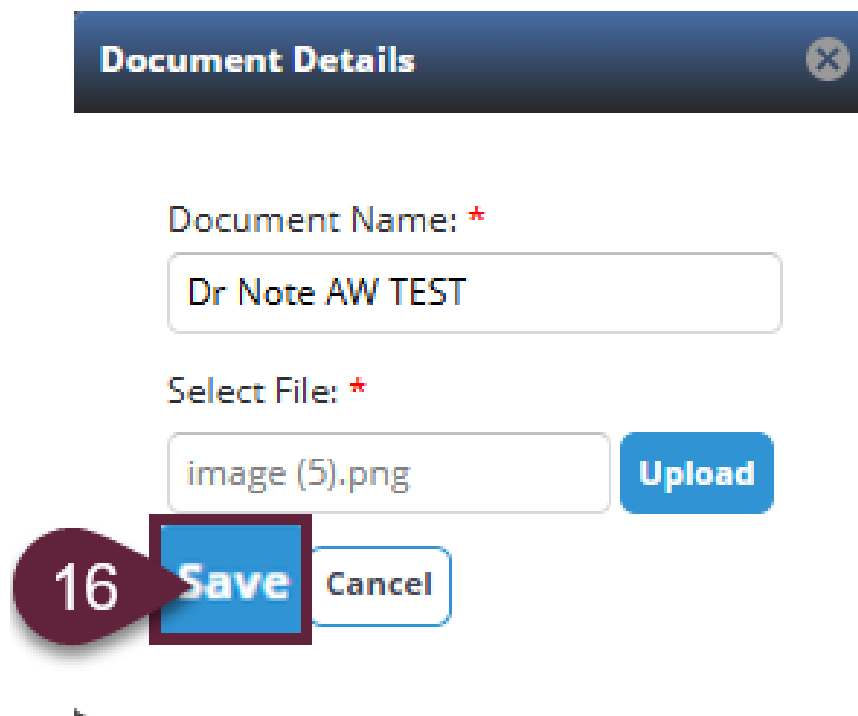
Submit

How to raise an Exam Concession request continue

STEP 12 - 15: Once you open the Document Details give your document 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.

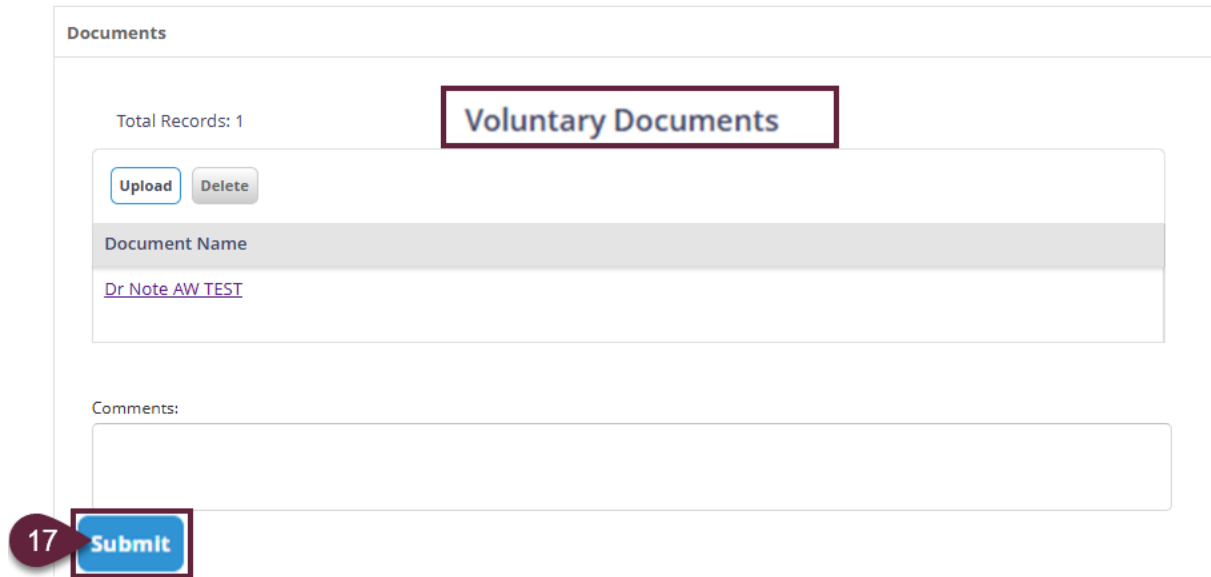


STEP 16: When document is uploaded click on Save.



How to raise an Assessment Concession request continue

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:

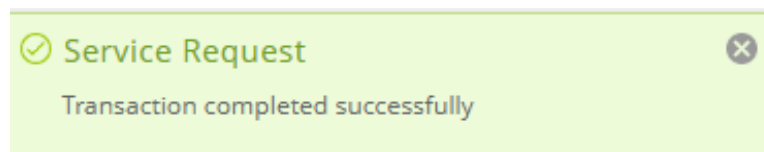
17 Submit



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



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

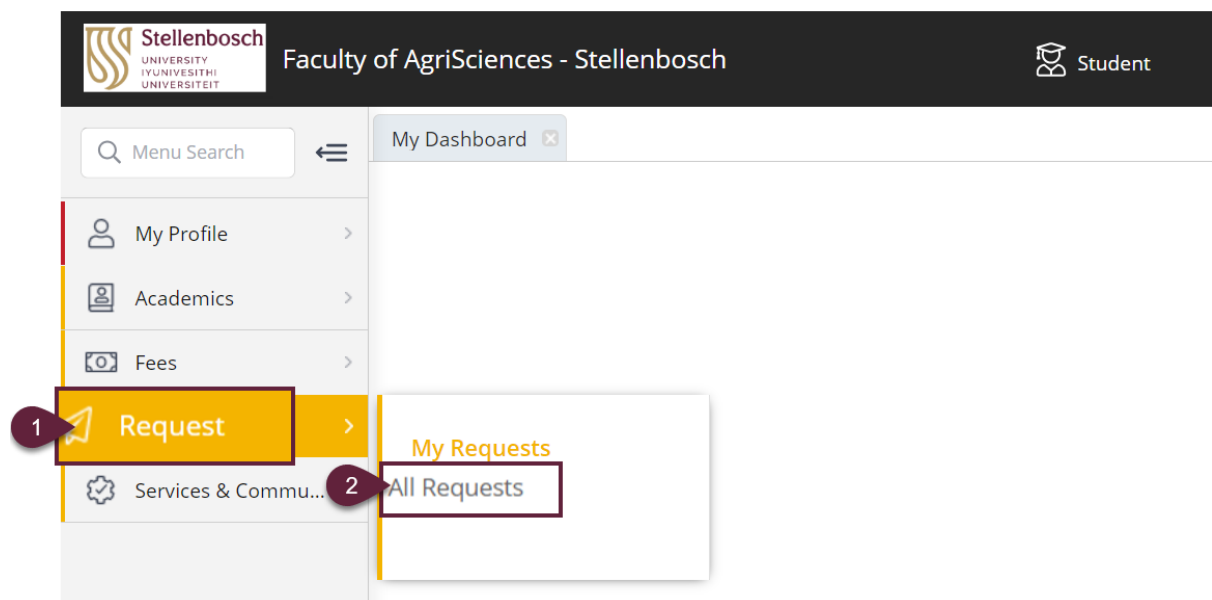


This completes this Process on How to raise an Assessment Concessions request on the student portal.

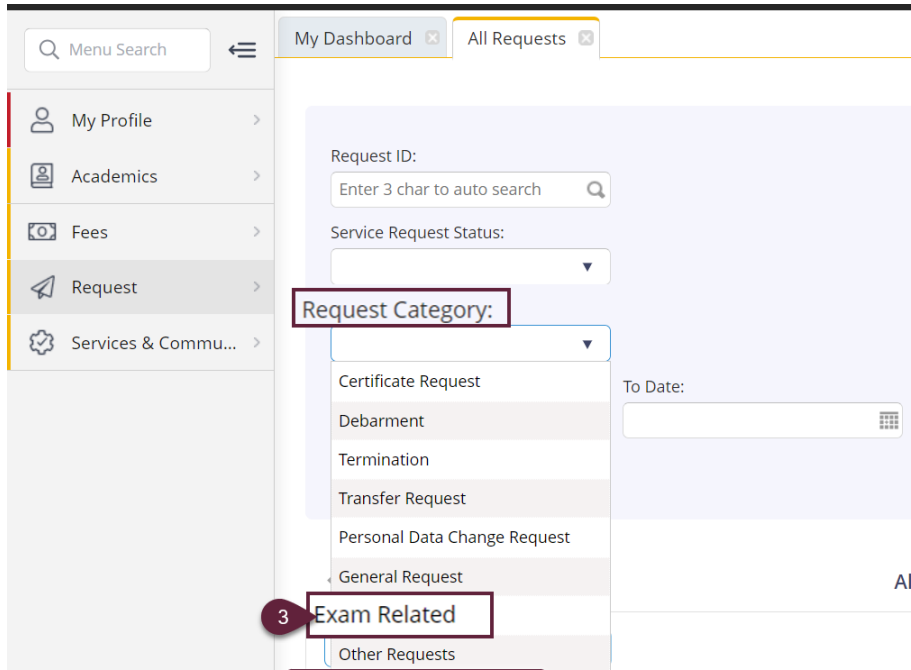


Process 3: How to access your Concession Letter on the student portal

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.



Menu Search

My Dashboard All Requests

My Profile

Academics

Fees

Request

Services & Commu...

Request ID:
Enter 3 char to auto search

Service Request Status:

Request Category:

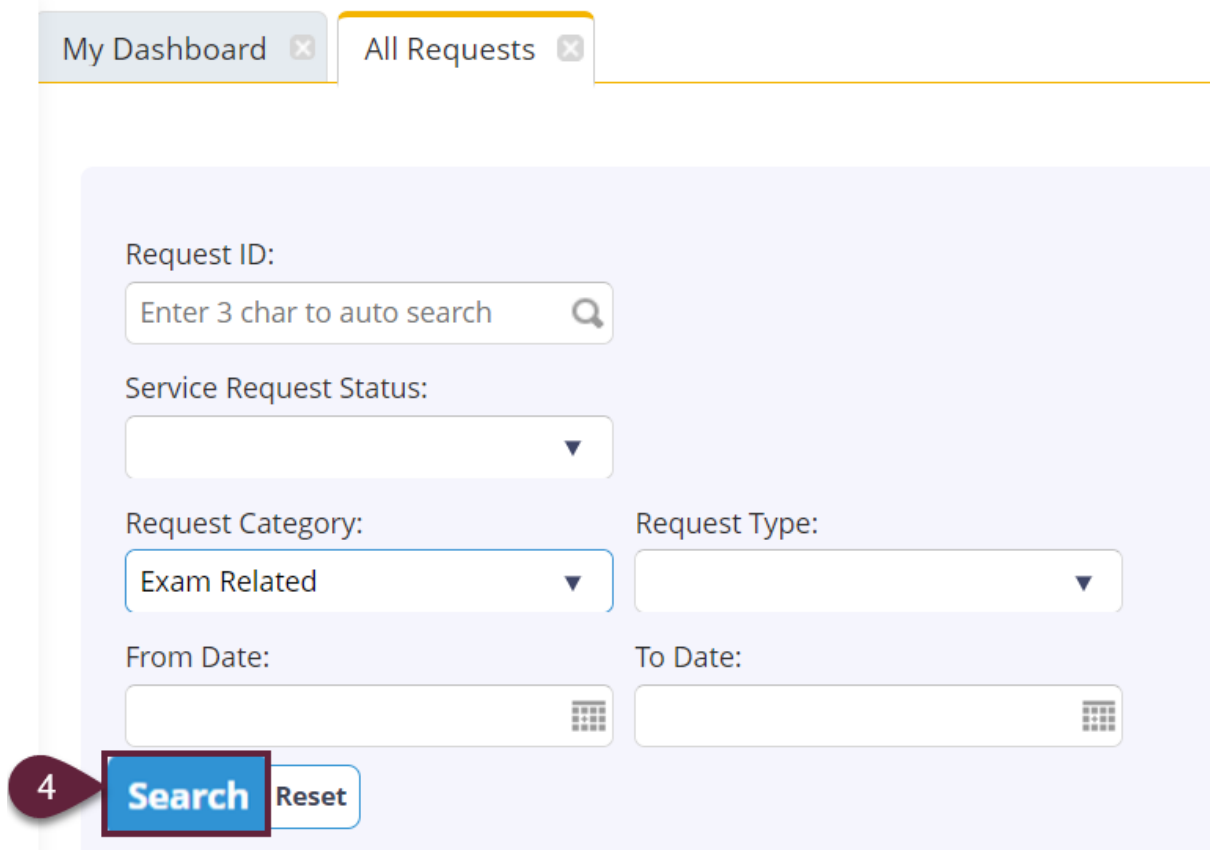
- Certificate Request
- Debarment
- Termination
- Transfer Request
- Personal Data Change Request
- General Request
- Exam Related**
- Other Requests

To Date:

All

How to access your Concession Letter on the student portal.

STEP 4: Select Search



My Dashboard All Requests

Request ID:
Enter 3 char to auto search

Service Request Status:

Request Category:
Exam Related

Request Type:

From Date:

To Date:

4 Search Reset

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 student portal.

