

Framework for the Approval of Concessions

1. What constitutes a concession?

There may be occasions when the University is not able to apply its normal regulations or procedures when dealing with students, modules, courses and Boards of Examiners. In such situations it may be necessary to explore whether a concession may be available to remedy the situation. Typically, concessions can be grouped into the following three areas:

- i. Student concessions
- ii. Module or course concessions
- iii. Board of Examiners concessions

The most commonly occurring concessions are outlined in 3 below.

2. Guiding Principles

- i. Concessionary powers and powers to appoint examiners are exercised on behalf of Senate.
- ii. A concession or the appointment of an examiner shall not be approved by the person recommending the concession or appointment.
- iii. There will be academic input into any decision relating to academic matters, which may be at an early stage in the process and need not be at the decision making stage.
- iv. FOR TIER 4 STUDENTS ONLY: The Student Visa Compliance (SVC) and the International Student Advisory Team (ISAT) must be consulted regarding any student requests for Course Transfers, repeat periods of study or Interruption to Period of Study.
- v. All concession requests and recommendations for appointments of examiners must be supported by appropriate evidence.
- vi. The outcome of a concession request cannot be appealed. However, where a decision is made to reject a concession request the decision shall be reviewed by a second member of staff, whose decision will be final.
- vii. If any Team Leader or LTS Manager has concerns or queries about a concession then advice must be sought from the relevant LTS Assistant Head, especially if the case is complex.
- viii. All concessions not supported by the School, or where the recommendation is to reject must be forwarded to the relevant LTS Assistant Head for consideration and forwarding, where appropriate, to the Academic Director of Taught Programmes (ADTP) for consideration.
- ix. All concessions arising from the outcome of an Academic Appeal outcome must be submitted to the relevant LTS Assistant Head to consider.

3. Types of Concession

ADMISSIONS	Team Leader Approval	LTS Manager Approval	LTS Assistant Head/ADTP Approval	Evidence required
Direct admissions to Spring semester of Year/Stage One with APCL	n/a	Provided all documentation is in place and ARM and School are prepared to accept student		7
Direct admission to Year / Stage Two semester one with APCL	n/a	Provided all documentation is in place and ARM and School are prepared to accept student		7
Direct admission to Year / Stage Two semester two with APCL	n/a	Provided all documentation is in place and ARM and School are prepared to accept student		7
Direct admission to Year / Stage Three with AP(E)L	n/a	n/a	Provided all documentation is in place and ARM and School are prepared to accept student- LTS Assistant Head	7
APCL in more than 50% of credits for PGT programmes			LTS Assistant Head in liaison with ADTP	3, 7
Direct admission to any semester on basis of APEL	n/a	Provided all documentation is in place and ARM and School are prepared to accept student		8
Readmission following previous withdrawal, academic failure or completion of interim award e.g. – if student chose to withdraw or left the University with an exit award	n/a	Provided ARM and School are prepared to accept student		6,12
Readmission following withdrawal for disciplinary offence or debt	n/a	n/a	LTS Assistant Head In liaison with ADTP/VCO	6,12
Students arriving after the second week of the academic year Note: Normally students will not be permitted to commence a course after week 3	n/a	Conditional upon a) the School agreeing that it will provide face to face sessions and a written plan to enable the student to catch up on what they have missed and b) the student confirming in writing that they will do all that is necessary to catch up		

COURSE TRANSFERS	Team Leader Approval	LTS Manager Approval	LTS Assistant Head/ADTP Approval	Evidence required
Transfer between full-time and part-time (either direction) version of a course at the end of a semester (PGT) / at the end of a Stage (UG)	Provided that student has taken/will take all core or compulsory modules and the CD confirms they will satisfy the learning outcomes			3,6,9,14
Transfer between part-time and full-time not at the end of a stage (UG)	n/a	Provided there is a written plan from the School outlining a) how the student will be supported to catch up on any missed work* and b) the learning outcomes of the course will be met and semester split is in line with what is permitted by the School		3,4,6,9,14
Transfer between courses where the student does not meet the core/compulsory requirements of the new course	n/a		Provided there is a) written evidence from the School outlining how the learning outcomes of the new course will be met and b) an action plan is in place to ensure the student is able to catch up on any key aspects they have missed. This must involve a face to face meeting with the relevant member of academic staff*. The student must confirm in writing that they will catch up on any key work they might have missed as directed and supported by the relevant member of academic staff	3,4,6,9,10,14
Transfer between courses where module enrolments are required after the first two weeks of semester but before the end of Week 4 of the course start date where modules are different	n/a	Provided there is a) written evidence from the School that clearly outlines how the learning outcomes of the new course will be met and b) an action plan is in place to ensure the student is able to catch up*. There must be face-to face academic support for the student. The student must confirm in writing that they will undertake to catch up on all work missed	If request is after week 4 of semester. LTS Assistant Head	3,4,6,9,10,14
Transfer requests after Week 4 of the course start date are unlikely to be approved			As above	14
Transfer between courses in Year 0/1 where a student interrupts their period of study on the original course and will start in Year 1 or Year 0 of the new course	Provided this is the first request and is supported by the School and ARM confirms the student meets the entry			

	requirements for the new course			
Transfer from Year 1 of one course to Year 1 of another course with no repetition of modules	Provided this is the first request to transfer and repeat a year	If it is proposed to repeat modules or this is the second such request	Where it is proposed to repeat modules already passed	

*There is a catch up plan proforma for late module changes which should be completed and submitted as part of the concession request on the LTS Resources for LTS Staff Blackboard site (Concessions-Template documents)

AMENDMENTS TO MODULES / COURSES (COHORT) IN YEAR	Team Leader Approval	LTS Manager Approval	LTS Assistant Head/ADTP Approval	Evidence required
Changes to the assessment weighting or mode of assessment for a module recorded in SITS where information published in handbooks / module outlines is different from that recorded in SITS	Provided that published documentation is provided and the MO confirms that students have been given the correct information in handbooks/module outlines. MO should confirm to students that information in the outline or handbook is the correct version			11
Changes to the assessment weighting or mode of assessment for a module after publication to students	n/a	Provided there is a viable academic reason for doing so, the learning outcomes are still met and students have been consulted and agree to the changes	If any students do not agree to the changes. ADTP via LTS Assistant Head	5, 11
Inclusion of an additional optional module within the course profile prior to the start of the academic year	Provided that there is a viable academic reason for inclusion and students are informed of the additional choice and given the opportunity to choose the module			5, 11
Substitution of an optional module within the course profile prior to the start of the academic year	Provided that there is a viable academic reason, students are informed of the substitution and given the opportunity to change modules			5, 11
Module clashes-maximum of 1 or 2 events during the course of the module where this is outside the student's control. More than three clashes are unlikely to be approved		Provided there is School support and students are given face to face contact to catch up on work missed because of the clash. The student must confirm in writing that they will catch up on all work missed		

AMENDMENTS TO MODULE ENROLMENTS / COURSE PROFILES (INDIVIDUAL)	LTS Team Leader Approval	LTS Manager Approval	LTS Assistant Head/ADTP Approval	Evidence required
Amendment to module enrolment after week 3 (autumn) or week 2 (spring), but before end of week 4 of the module start date.	n/a	<p>Provided a) the MO is supportive, b) there is sufficient space in the teaching room and c) a support package is put in place by the Module Organiser, which involves face to face contact with the student to enable them to catch up on what they have missed*, d) the student confirms in writing that they understand that it is their responsibility to catch up on any work they have missed.</p> <p>Note: Requests from students to drop an autumn semester module and replace it with an additional spring semester module will not normally be approved after Week 4 of the autumn semester</p>	If after end of week 4 LTS Assistant Head	4, 6, 10, 13
Replacing a Year- long module with (an) Autumn Semester module(s) or (a) Spring Semester module(s) after week 2 and before end of week 4 of the module start date in the Autumn (including premature return from a Year Abroad / Year in Industry/Placement Year).		<p>Provided a) the MO is supportive, b) there is sufficient space in the teaching room and c) a support package is put in place by the Module Organiser, which involves face to face contact with the student to enable them to catch up on what they have missed* and d) the student confirms in writing that they understand that it is their responsibility to catch up on any work they have missed.</p> <p>Note: Requests from students to drop a year-long module and replace it with an additional spring semester module will not normally be approved after Week 4 of the autumn semester</p>	If after end of week 4 LTS Assistant Head	4, 6, 10, 13
Half-Semester Module - Amendment to module enrolment after week 1 and before end of week 2 of the module	n/a	<p>Provided a) the MO is supportive, b) there is sufficient space in the teaching room and c) a support package is put in place by the Module Organiser, which involves face to face contact with the student to enable them to catch up on what they have missed and d) the student confirms in writing that they understand that it is their responsibility to catch up on any work they have missed.</p>	If after end of week 2 LTS Assistant Head	4, 6, 10, 13

BIM Regs (UG) Substitution of (a) module(s) not specified within the course profile for (a) module(s) within the option range of a course profile more than 30 credits (UG) during their period of study	n/a	This is exceptional and will not normally be permitted.	LTS Assistant Head	3, 4, 6, 10, 13
Common Master Framework (PGT) Substitution of (a) Level 7 module(s) not specified within the course profile more than 40 credits out of the total number of counting credits required for a Masters Degree or Postgraduate Diploma. Such a variation shall not apply to core or compulsory modules. There may be no substitution of modules for a Postgraduate Certificate.	n/a	This is exceptional and will not normally be permitted.	LTS Assistant Head	3, 4, 6, 10, 13
Substitution of (a) module(s) not specified within the course profile for (a) module(s) within the option range of a course profile in <u>excess</u> of 40 credits during their period of study	n/a	This will not normally be approved	LTS Assistant Head	3, 4, 6, 10, 13
Substitution of (a) module(s) not specified within the course profile for (a) module(s) with the option range of a course profile (Masters degree or Postgraduate Diploma) during their period of study	n/a	A detailed rationale must be provided by the School which maps how the learning outcomes for the year and the course will still be met		3, 4, 6, 10, 13
Substitution of a module not specified within the course profile for a compulsory or core module during their period of study	n/a	n/a	ADTP via LTS Assistant Head. Rationale must be provided by School which maps out how the learning outcomes of the year and the course are still met	3, 4, 6, 10, 13
Replacing an Autumn Semester module with a Spring Semester module (after week 2 but before end of week 4 of the Autumn semester)	n/a	Provided there is support from the School and it does not cause the semester weightings to become too far out of line. Note: Undergraduate students are normally expected to take a balance of credits across semesters of either 60:60 or 70:50 (BIM Regulation 5.1 refers)	LTS Assistant Head If after end of week 4 or weightings of semester are too uneven.	3, 4, 6, 10, 13
Substitution of a Masters level module with a module of a lower level within a course profile (PGT)	n/a	n/a	This will not be approved	

Substitution of an undergraduate level module with a module of a higher (Level 7) level within a course profile (BA or BSc)	n/a	n/a	This will not be approved	
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There is a catch up plan proforma for late module changes which should be completed and submitted as part of the concession request on the LTS Resources for LTS Staff Blackboard site (Concessions-Template documents)

REPEAT PERIODS OF STUDY	Team Leader Approval	LTS Manager Approval	LTS Assistant Head/ADTP Approval	Evidence required
Repeat year of study	n/a	<p>Provided there is well documented supporting evidence, full support of School and student does not exceed two additional years beyond the length of the course</p> <p>Note: Under BIM 12.5.1. Boards of Examiners may permit a student to repeat the year of study either with or without a period of interruption to study. There are different regulations for the MBBS.</p> <p>16.3 of CMF Regulations enables Boards to accept recommendations from EC Panel which might include repeat of a year.</p>	<p>If the length of course exceeds two additional years. ADTP via LTS Assistant Head</p> <p>If it is proposed that students repeat modules they have already passed.</p>	1,2,3, (6), (10),14
Repeat semester of study	n/a	<p>Provided there is well documented supporting evidence and full support of School and student does not exceed two additional years beyond the length of the course</p>	<p>If the length of course exceeds two additional years. ADTP via LTS Assistant Head.</p> <p>If it is proposed that students repeat modules they have already passed.</p>	1,2,3, (6), (10),14
Repeat of less than a semester of study	n/a	<p>Such requests will normally be attached to Interruption to period of study / readmission requests</p>	<p>If request is not attached to Interruption to period of study or readmission or student has exceeded the two additional years permitted. LTS Assistant Head</p>	1,2,3, (6), (10),14
SSDC or FACP uphold an appeal for a student to repeat or return to their studies		LTS Managers approve		

Interruption to Period of Study	Team Leader Approval	LTS Manager Approval	LTS Assistant Head/ADTP Approval	Evidence required
Interruption to period of study covering a whole academic year	Where the student is in good academic standing and the Interruption to period of study commences before week 4 of the first semester	Where this is the first request for an Interruption to period of study	Where there is a second or subsequent request and/or when the School proposes that a student should repeat a module already passed. LTS Assistant Head	1,2,3,6,14
Interruption to period of study involving only one semester	Where the student is in good academic standing and the Interruption to period of study commences before week 2 of the semester. This includes interruptions which are subsequently backdated to the end of Week 2	Where the student is in good academic standing and this is the first request for an Interruption to period of study	As above	1,2,3,6,14

Assessment	AQO LTS Manager Approval	AQO Assistant Head Approval	Hub LTS Manager Approval	LTS Assistant Head-AQO/ADTP Approval
For information: Assessment Adjustments And Reasonable Adjustments Now approved by Students Support Services				
Alternative mode of assessment/reassessment for an individual			Provided there is appropriate evidence and support, otherwise refer to LTS Assistant Head.	Case where LTS Manager feels evidence is weak
Reassessment mode for the cohort that varies from original assessment mode				

EXAMINER APPOINTMENTS, AMENDMENTS AND CONCESSIONS (External and Internal)	Faculty Associate Dean on behalf of LTQC	AQO Assistant Head Approval	Hub LTS Manager Approval	
Appointment: of Board of Examiners (including new appointment of external examiner)	CV and external examiner record forms must be provided along with the Recommendation for the appointment of Board			
Appointment: of a new external examiner where the proposed external examiner has joint research activity in the past three years with a member of the School or where a member of the School has acted as an external examiner at the proposed appointees institution within the past three years.		CV and external examiner record forms must be provided.		
Appointment: of an external examiner for a fifth year		CV and external examiner record forms must be provided.		
Amendments: to the internal membership of the Board of Examiners in year			Rationale provided by School - LTS Manager must ensure AQO are notified (via the Internal Examiner tracking spread sheet) as signature sheets are checked against Board membership.	
Amendments: to the external membership of the Board of Examiners in year	CV and external examiner record forms must be provided along with the Recommendation for the appointment of Board			

Concession: Absence of any Right to work documentation for an External Examiner		Rationale to be provided by LTS Manager to Assistant Head		
Concession: External Examiner absence from an Exam Board		Rationale to be provided by LTS Manager to Assistant Head		
Concession: External Examiner request to attend Exam Board by Skype (or other suitable communication software)			Rationale provided by School - LTS Manager must ensure AQO are notified (via the External Examiner tracking spread sheet) as signature sheets are checked against Board membership.	
Concession: Internal Examiner absence from an Exam Board				

Note:

Where a concession relates to the School of Study in which the Academic Director of Taught Programmes is based the concession will be considered by either the Academic Director of Learning and Teaching Enhancement or the Academic Director of Partnerships.

4. Guidance when considering and preparing concession

a) Course Transfers

Where a course transfer is requested and the student has met the core\compulsory module requirements of the new course, the transfer can be considered and approved under existing course transfer processes (and without a concession); where the student has not met the core and compulsory module requirements of the new course a concession from the Academic Director of Taught Programmes, or the LTS Assistant Head acting on behalf of the ADTP, is required.

The following are the key tests:

- Does the student meet the core\compulsory pre-requisite module requirements of the new course profile?
- Are amendments to module enrolments required after week three (autumn) or week two (spring) of the semester?
- Are other module concessions required?

Concessions are not required in the following cases:

- i. Students transferring from a Foundation Year (Level 0) to a different Level 1 degree are dealt with under the course transfer process.
- ii. Transfers from Integrated Masters to BSc and vice versa where modules are the same can be dealt with under the course transfer process.
- iii. Transfers from Year in Industry or courses with a Placement Year prior to commencing year out to BSc or BSc to Year in Industry version can be dealt with under the course transfer process.
- iv. Transfers from a Year Abroad prior to commencing the Year Abroad should be dealt with under the course transfer process, except for four year courses with a Year Abroad in the School of Art, Media and American Studies where a concession is required.

b) **Transfers from withdrawn UEA students (owing to an academic fail):** Advice from ARM

If a UEA student has been or is going to be withdrawn from a UEA course as an academic fail they will **not** be considered for the same or a very similar course restarting from year 1.

If they wish to apply for a new, unrelated course, then they can be considered subject to the following:

- They meet the academic and English entry requirements (including GCSE Maths).
- They provide a fully completed Transfer Form B.
- There is space on the course they wish to transfer to.
- The Admissions Tutor of the accepting school is willing to offer a place.

- The place will still be subject to a re-admittance concession (even if they have not yet been withdrawn).
- For students studying under a Tier 4 visa your Admissions Officer will seek advice from the Student Visa Compliance Team before proceeding with any request.
- Please refer all forms received to the School Admissions Officer for consideration/approval.

Students withdrawn more than a year ago must apply through UCAS.

c) Amendments to Modules / Courses (Cohort) in Year

The annual quality assurance and enhancement cycle provides Module Organisers, Course Directors and Schools with an opportunity to make amendments to the assessment weighting, content and structure of modules and to amend course profiles. In some instances amendments to course profiles may require approval through the new course proposal process. There are, however, occasions where a request is made to amend a module or a course profile once information has been published to students or once students have commenced the module / course and this will normally require a concession. Any CMA implications must be taken into account and the advice of the Head of LTS (Quality) sought in these cases.

Any amendments to modules and courses must be consistent with University Regulations and policies regarding module assessment.

d) Interruption to Period of Study

- Where an interruption to period of study represents a temporary interruption of study, with a start and end date that involve no repetition of study and that does not require a student to fall outside the normal academic cycle and where the student is in good academic standing, the request can be considered and approved by either the LTS Team Leader (before Week 2 of semester 1) or the LTS Manager where it is the student's first request and no repeat of modules already passed is proposed.
- Where the interruption is more complex and a detailed return to study plan is required, the approval of the Academic Director of Taught Programmes is required or the LTS Assistant Head acting on behalf of the ADTP.
- If a student is unable to return from an interruption to their period of study for medical reasons, a new concession request is required for an extension to the interruption. If this does not take the student beyond the length of the course plus two years and is supported by the School, this can be signed off by a Team Leader. If the evidence is not clear, or the reason is not medical, or the extension to the interruption takes the student beyond the length of the course plus two years, this needs to be considered by the LTS Manager, who may, in complex cases, refer to the LTS Assistant Head.
- If an interruption is not the first undertaken by the student it should be made explicit in the text of the concession form so that it is clear whether it is the LTS Manager, Assistant Head or ADTP who approves the concession.

e) **Guidance on concessions relating to Tier 4 students**

The SVC team and ISAT must be consulted regarding any student requests for Course Transfers, repeat periods of study or Interruption to Period of Study. LTS must:

- i. Seek feedback from SVC regarding any visa implications relating to the student request and should also contact ISAT to seek feedback and / or make ISAT aware of the student request.
- ii. Liaise with SVC and ISAT independently from any consultations with the School to ensure that the School provides feedback from an academic perspective only.
- iii. Liaise with SVC and ISAT outside of the Concessions Blackboard site and provide a summary of the request and not disclose personal/medical details.
- iv. Populate Section 6 of the form based on email feedback from SVC/ ISAT and include copies of the email correspondence in the supporting evidence file
- v. Copy SVC and ISAT into outcome letters sent to Tier 4 students.

f) **Appointment of Board of Examiners**

All documentation prepared by LTS Hub Grade 7 (LTS Manager) in liaison with School and Faculty Associate Dean. AQO MUST be notified of all changes.

g) **Extensions and Delayed Assessments (Coursework and examinations)**

These are dealt with by the School Extenuating Circumstances Panels.

h) **Requests which will not normally be approved**

The following requests will not normally be approved but should be referred to the relevant LTS Assistant Head

- i. Requests for PGT students to repeat a year and carry over credits already passed;
- ii. Requests for UG students not on an Integrated Masters degree to undertake Level 7 modules
- iii. Requests for PGT students to take modules at Level 6 or below.

5. **Supporting Evidence required for concession requests**

Number	Evidence	Notes
1	Request from the student (ECs form)	
2	Third party evidence, which could be a range documents such as: <ul style="list-style-type: none"> • medical evidence • statement from counsellor • financial statement • fire brigade statement • statement from employer • statement from family member • statement from a friend • police statement • landlord statement • statement from overseas institution 	Evidence is needed to support what the student is asking for

3	Academic support, which could be: <ul style="list-style-type: none"> • statement from Adviser • statement from Senior Adviser • statement from Course Director • statement from Teaching Director • statement from Head of School 	
4	Statement from student confirming that he/she will catch up on missed work (re late changes to enrolments)	
5	Document from School explaining their rationale for amending a course profile. Must include an explanation of how learning outcomes will be met by the students, in light of the proposed change.	
6	Marks statement	
7	APL document	
8	APEL exemptions document	Not granted for more than 60 credits of the total number of credit points required for an award
9	Transfer form	
10	Formal catch up plan for missed work and confirmation that if the student engages in the School's plan, they will still meet the learning outcomes of the programme (if they are permitted to transfer)	This will also include statements relating to transfer concessions (where the student has not taken all (or any) of the pre-requisites or co-requisites).
11	Document from the School outlining the viable academic reasons for making a change to the assessment weighting or mode of assessment, where the change is outside the regulations. It must demonstrate that the learning outcomes of the programme will still be achieved by the student. It must also show that current students have been consulted about the change.	
12	Readmission documentation	
13	Module change form	
14	FOR TIER 4 STUDENTS ONLY: Document from Student Visa Compliance (SVC) and the International Student Advisory Team (ISAT) providing view/advice from a visa perspective and confirming any Tier 4 visa implications.	This must be included in any concession that relates to a student holding a Tier 4 visa.

6. **Key to abbreviations:**

- ADTP - Academic Director of Taught Programmes
- VCO - Vice Chancellor's Office
- CD - Course Director

- MO - Module Organiser
- ARM - Admissions, Recruitment and Marketing
- APCL - Accreditation of Prior Certificated Learning
- APEL - Accreditation of Prior Experiential Learning
- LTS - Learning & Teaching Service
- AQO - Assessments & Quality Office
- IM - Integrated Masters
- BSc - Bachelor of Science
- SVC – Student Visa Compliance
- ISAT – International Student Advisory Team

20161111 Framework for the Approval of Concessions v1 MPavey

20160424 updated v2

20180904 -annual update following consultation with the ADTP & LTS staff v3 MPavey