

Introducing **Results Services** —
new support from SQA



it can
be done  SQA

What has changed?



From April 2014, SQA's new Results Services replace the Appeals Service for all National Courses where an exam or coursework contributes to the candidate's final grade.

Why are these changes being made?

Results Services will be available to all candidates and will enable teachers and lecturers to focus more on learning and teaching.

They will allow us to focus on pre-results exceptional circumstances requests and look at a wide range of evidence. This is supportive of candidates who, through no fault of their own, are unable to sit their exam(s).

What are Results Services?

There are two Results Services:

- Exceptional Circumstances Consideration Service
- Post-results Service

Exceptional Circumstances Consideration Service

This service will assist candidates who could not sit an exam or who sat an exam but their performance suffered because of exceptional circumstances. Exceptional circumstances include bereavement and serious illness. Minor ailments will not be considered exceptional circumstances.

The service will operate **before** the exam results are sent out.

If a school or college believes that a candidate is likely to have been affected by exceptional circumstances, it must inform SQA within 10 working days of the exam. The school or college must submit alternative evidence in support of the candidate. A wide range of evidence will be considered and

requests are submitted online.

Candidates who have had an estimate submitted to SQA will be eligible for this service. The decision to submit a request will be made by the Head Teacher/Principal. The candidate's final award will be decided by SQA, however it may not be the grade that was estimated by their school/college.

Results and certificates will be sent to candidates on results day.



School/college decides to submit request for exceptional circumstances to SQA

School/college submits alternative evidence, in support of candidate, to SQA

SQA reviews candidate evidence and decides on candidate's award

SQA issues certificate to candidate on results day

Post-results Service



This service will run *after* candidates have received their certificates.

If a school or college is concerned by a candidate's result, they can request a clerical check and/or a marking review of the exam paper.

Clerical check

SQA staff will check that all parts of the exam paper have been marked, that the marks given for each answer have been added correctly, and that the correct total mark or result was entered into SQA's computer system.

Marking review

A clerical check will first be carried out as described. Next, an SQA Senior Examiner will review the marks awarded in the candidate's exam paper. This is to ensure that the original marking was in line with the national standard.

The candidate's school or college will be informed of the result immediately following the review. A revised certificate will be sent to the candidate if there is a change to their results.

Schools and colleges will be charged a fee for using the Post-results Service where there is no change to the original grade following the clerical check or marking review.



School/college decides which service to request – clerical check or marking review

SQA carries out clerical check or marking review

SQA advises school/college if candidate's grade has changed

If clerical check/marking review is successful, SQA issues revised certificate to candidate

Further information on our new Results Services, including clerical checks and marking reviews, can be found at www.sqa.org.uk/resultsservices

Which qualifications are affected by the changes?



Results Services will be introduced in 2014 for all National Courses where an exam or coursework contributes to the candidates' final grade, these are:

- Intermediate 1
 - Intermediate 2
 - National 5
 - Higher
 - Advanced Higher
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What are the key points to remember?

- The Exceptional Circumstances Consideration Service is for unexpected and exceptional circumstances only — for example, SQA will not consider requests for candidates who want to go on holiday or attend weddings or festivals.
- Only schools and colleges can submit requests to the Exceptional Circumstances Consideration Service and Post-results Service. SQA will not accept requests directly from candidates, parents, carers or other third parties.
- It is at the discretion of the Head Teacher/Principal as to whether or not a candidate's request will be submitted.
- Only requests received within the approved timeframe will be considered.
- Exceptional circumstances requests may not always be successful.
- A candidate's grade can go up or down following a clerical check or marking review.



Where can I get further information?

For more information on Results Services, please visit www.sqa.org.uk/resultsservices or alternatively please contact customer@sqa.org.uk or call **0345 279 1000**.

Information on the new National Qualifications can be found at www.sqa.org.uk/cfe



Results Services T: 0345 279 1000 E: customer@sqa.org.uk W: www.sqa.org.uk/resultsservices