



Results Services SQA 2019

Results Services is a suite of SQA Services covering those National Qualifications where an externally assessed examination contributes to the candidate's final award.

<https://www.sqa.org.uk/sqa/65428.html>

Exceptional Circumstances Consideration Service

This service supports candidates who have been unable to attend an externally assessed timetabled examination, or whose performance in an externally assessed timetabled examination may have been fundamentally affected as a result of an incident beyond their control.

This service is available for all examinations that appear in the examination timetable. If a school or college believes a candidate has been affected by exceptional circumstances, it will inform us and submit alternative evidence of attainment demonstrated by the candidate such as coursework, class assessments or mock tests.

The deadline for submitting a request is **10 working days** after the examination concerned. It exists to support only those candidates who have suffered an exceptional circumstance, such as bereavement or a medical condition and a medical certificate **MUST** be provided.

It is always recommended that a candidate sits the examination where possible. Sitting the examination does not exclude the candidate from having an exceptional circumstances request submitted on their behalf.

Post-results Services

Post-results Services can be used where a school has concerns about a candidate's certificated result. If they believe the final mark does not reflect expectations, they can request a priority marking review, clerical check or a marking review of the exam paper and other externally assessed components, such as a portfolio.

These services operate **after** candidates receive their exam results.

Schools can request a clerical check or a marking review of the candidate materials that were submitted to the SQA for marking. If the clerical check or marking review leads to a change of grade (either up or down), this will be amended on our computer system and a new certificate will be issued to the candidate.

There will be no consideration of 'alternative evidence' with this service. If the original grade remains unchanged following the check/review, the school will be charged for this service.

Results can be amended down

Yes. If a school or college requests a clerical check or marking review of a candidate's examination paper(s) and/or other externally assessed components, this can result in the candidate's result going up or down.

When a result is changed (either up or down), this will be amended on our computer system and a new certificate will be issued to the candidate

Knightswood Secondary School

Candidates cannot ask SQA directly to investigate results. Candidates must ask the school to make a request. This is because the school has responsibility for entering candidates for examinations. It is up to the Head Teacher to decide, using professional judgement and knowledge of the candidate, whether there appears to be an anomaly in the result that could suggest a marking error.

We will not make requests to Post-results Services where we do not consider there is good reason to do so.

In Knightswood Secondary School we give each candidate an estimate which is based on their performance across the year and in the prelim papers set by each faculty.

An estimate is the professional judgement of teachers of what they expect you to achieve in the external exam based on your work across the academic year. It is not a guarantee you will achieve the grade and a discrepancy between your estimate and your result does not always indicate a marking or clerical error.

We will only request a marking review when we believe, in our professional judgement, that a marking or clerical error may have been made by SQA.

We have criteria which we will follow to determine whether or not to make a review request. In the first instance a marking review clerical check will only be made if a candidate achieves a grade which is below their estimate and we have very solid evidence that candidate has worked the higher grade level for a significant part of the academic year.

If a school requests a clerical check or marking review of a candidate's examination paper(s) and/or other externally assessed components, and the grade remains unchanged, they will be charged for this service.

The service opens on results day – **6 August 2019**

Priority Marking review requests must be submitted by **16 August 2019**

Marking Review and clerical checks must be submitted by **28 August 2019**

The charges are:

- ✚ Clerical check £10
- ✚ Marking review £29.75
- ✚ Priority marking review £39.75

There is no charge for the Exceptional Circumstances Consideration Service. Further information about SQA services can be found at www.sqa.org.uk

(The 'frequently asked questions' part of the page is an area which would be particularly helpful for parents, carers and candidates.)

Important points to remember

- ✚ The results service is not the same as the previous arrangement known as 'appeals'.
- ✚ The post result service will only be used by Knightswood Secondary School if there are concerns about a candidate's certificated result.
- ✚ Candidates are reminded that marking reviews & clerical checks may lead to grades remaining the same, going up or down. No alternative evidence will be taken into account.
- ✚ Candidates cannot ask SQA directly to review results.