



SQA Post-results Service: A Guide for Candidates and Parents/Carers

As the name implies, this service runs after candidates have received their certificates. If candidates or parents/carers are concerned about a candidate's result, they can request a clerical check or a marking review of the script. ('Script' is the name given to the candidate's exam paper.) There is **no** consideration given to alternative evidence in this service. Therefore, we cannot submit alternative evidence of candidate performance (e.g. prelim papers).

The clerical check and marking review can lead to a change of grade - either up or down. If the grade changes, then SQA will issue a new certificate to the candidate and there is no charge. If the original grade remains unchanged, then East Dunbartonshire Council will be charged for this service.

If a **clerical check** is requested, the SQA checks that:

- ◆ all parts of the script have been marked
- ◆ the marks given for each answer on the script have been totalled correctly
- ◆ the correct total/result was entered into the system for that script.

Subjects that have been e-marked are not eligible for a clerical check. When a subject is e-marked, the clerical check process is carried out automatically, prior to the result being issued. Where a subject has components that are marked both traditionally and e-marked, only the traditionally marked component will be eligible for a clerical check. However, e-marked subjects are eligible for the marking review process.

If a **marking review** of a candidate's script is submitted, this involves:

- ◆ a clerical check (as above)
- ◆ a review by a Senior Examiner of the marks that the candidate was given for each question and/or externally assessed component of the course assessment, to check whether the original marking was in line with the national standard

Criteria for Post-results Clerical Check or Marking Review

Lenzie Academy will submit a request if there is **clear and compelling evidence** that an error may have occurred with the marking or totalling of marks in a candidate's script (i.e. the candidate's final grade is **markedly at odds** with the assessment evidence gathered during the year and out of line with the performance of other candidates with similar profiles.) It is not sufficient for a candidate's final award to be below the award anticipated by their estimate or the grade achieved in the prelim examination. The expectation is that there will be compelling evidence from a number of assessment: class tests, coursework and prelim examinations to suggest that an error may have occurred.

A clerical check or marking review **will not be requested** when:

- ◆ the candidate's final award is in line with the estimate previously submitted to SQA
- ◆ the final award is within the same grade as that predicted by the assessment evidence held by Lenzie Academy
- ◆ the candidate's performance has shown inconsistencies during the year
- ◆ the candidate's original estimate is found to be overly optimistic in light of the actual performance of the cohort in the course assessment

In summary, Lenzie Academy will submit a request when the assessment evidence is consistent and points to an award higher than the final award. We only submit requests based on assessment evidence. We cannot do so on compassionate grounds or if entry to higher education is conditional on a particular award. We also cannot agree to submit a request because the candidate has offered to pay any charges arising (see below).

Association of Directors of Education in Scotland (ADES) advice: *"Schools will submit Post Result Services requests on the basis of assessment evidence only. Requests on compassionate grounds or whose parents offer to pay costs should not be submitted."*

A request cannot be submitted if the candidate has already been through the Exceptional Circumstances Consideration Service. Further information about the SQA Results Services can be found at www.sqa.org.uk/resultsservices. Decisions about eligibility for the post-results service will be taken by Mr B. Paterson (head-teacher), based on advice by the relevant Faculty Head/Principal Teacher and in conjunction with Mrs. F. Clyne (SQA Coordinator).

Appealing the Outcome

A candidate who is dissatisfied with the decision taken by Lenzie Academy has the right to appeal. Such appeals should be submitted to the head-teacher by the specified time (see timeline for further details). The head-teacher will consider the appeal, on the basis of the criteria set out above, and decisions taken will be final.

Submission of Post-results Service Requests

Only Lenzie Academy can submit a request to the SQA. Parents and candidates cannot submit requests.

Lenzie Academy Procedures for gathering Assessment Evidence

We gather assessment evidence throughout the session to inform estimate bands e.g. class tests, coursework and the prelim exams. Class tests can contain questions which sample key aspects of the course and which replicate the demands of external assessment. The collective outcome of class tests, if completed under exam conditions, can be a very good source of evidence. In some subjects, coursework undertaken under exam conditions is a natural part of the programme. This too can be useful but the prelim exams - which assess all aspects of the course - are the best way to ascertain a candidate's progress and ability to perform in the SQA exams. The purpose of the prelims is:

- ◆ to provide clear evidence that the pupil can cope with the demands of the external examination
- ◆ to contribute to the determination of the estimate grade, which the school will send to SQA in advance of the external examinations
- ◆ to form part of the evidence in an exceptional circumstances case, if this becomes necessary.

Post-results Service Timeline 2019

Date	Event	What happens?
Tuesday 6 th August	<p>Results' Day</p> <p>Candidates receive results by post or text message</p>	<p>PTs/SLT begin to review the results</p> <p>Office staff will be in school this week, to note concerns about results from candidates who phone/e-mail the school.</p>
Tuesday 13 th and Wednesday 14 th August	<p>Staff return to school for in-service days</p>	<p>Priority Marking Reviews</p> <p>Candidates whose place at college or university is conditional on a result MUST contact the SQA Coordinator by Tuesday 13th (after 1pm) to request a priority marking review.</p> <p>SQA Coordinator will discuss with relevant PT/Faculty Head/HT and inform candidate of decision. If successful, candidates must collect a consent form from the school and return it to SQA Coordinator by Thursday 15th August.</p>
Thursday 15 th August	<p>Pupils return</p>	<p>Candidates who wish to request a marking review MUST discuss this with the relevant PT/Faculty Head from today.</p>
Friday 16 th August	<p>Priority Marking Reviews</p> <p>Marking Reviews</p>	<p>SQA Coordinator will process priority marking review requests on SQA Connect.</p> <p>Deadline for candidates to speak to PT/Faculty Head to request a marking review.</p>
Monday 19 th August	<p>Marking Reviews</p>	<p>Deadline for PTs/Faculty Heads to pass on all request details to SQA Coordinator.</p>
Tuesday 20 th August	<p>Marking Reviews</p>	<p>SQA Coordinator and HT meet to discuss each request for a marking review.</p> <p>Consent letters will be issued to candidates if their request is accepted. Candidates will be contacted if their request is rejected.</p>

Thursday 22 nd August	Appeals Marking Reviews	If a candidate has his/her request rejected, they can appeal but should contact HT by today . Deadline for consent forms to be returned to SQA Coordinator
Friday 23 rd August	Marking Reviews	Final decision re appeals – candidates informed of outcome
Monday 26 th August	Priority Marking Reviews	Priority Marking Review results available and school informed.
Tuesday 27 th August	Marking Review Requests	Deadline for submission of marking review requests. SQA Coordinator will process requests on SQA Connect.
Friday 27 th September	Marking Reviews	School receives outcome of marking review requests and will inform candidates of results.