

East Renfrewshire Council
Scottish Qualifications Authority (SQA) - Post-results Service
Updated June 2019

Individual schools are best placed to determine whether or not a clerical check and/or a marking review should be made on behalf of a candidate.

In considering whether or not to submit a clerical check and/or a marking review, schools should reflect on evidence gathered from rigorous and robust assessment processes to ensure that they are confident in justifying such requests.

Head teachers and SQA coordinators will work closely with principal teachers and faculty heads to ensure that there is consistent practice in the application of the SQA Post-results Service.

All budgets associated with SQA administration are devolved to schools.

Full details regarding the SQA Post-results Service can be found on the SQA web site for candidates (www.sqa.org.uk/resultsservices) and on SQA Connect for centres (<https://www.sqaconnect.org.uk>)

1. Who makes the decision to submit a Post-results Service request?

The final decision on whether to submit a request lies with the head teacher (head of centre).

Only requests that have been approved by the head of centre will be accepted by SQA. Requests will not be accepted from candidates or parents. Requests cannot be submitted for candidates who have achieved a grade A, have received a result from Exceptional Circumstances Consideration Service or had their award cancelled due to candidate malpractice.

Prior to submitting the request, the school (centre) must agree to the Terms and Conditions of the service. This will include confirmation from the head of centre that:

- he or she agrees to pay the applicable charge for the request if it is unsuccessful;
- written consent from a candidate and his/her parents/carer has been received for each post-results services request submitted (this must be retained, at least, until December); and
- the candidate is aware that the grade can go up, remain unchanged or go down.

2. When will the results be available?

The outcomes of Post-results Service requests will be made available to schools on the following dates:

- **26 August 2019** – for priority marking review results; and,
- **27 September 2019** – for marking review and clerical check results

3. When will certificates be issued?

Revised certificates will be issued to candidates by the **end of November 2019**. Revised results will also be updated on MySQA at the end of **November 2019**.

4. What needs to be considered before submitting a request?

In summary, before a request for a clerical check and/or marking review is submitted schools need to consider whether:

- written consent or a record of a verbal discussion from a candidate and his/her parents/carer has been received; this must be retained until December of the same year. Centres who are unable to obtain candidate permission should contact SQA to discuss.
- the candidate is aware that the grade can go up, remain unchanged or go down;
- the request is being submitted within the published time-frame (late requests will not be considered);
- the head of centre has approved the request; and
- the request meets the criteria agreed by the centre for submitting appropriate requests.

Centres must ensure that they implement Post Results services in a fair, equitable and consistent manner that is easily understood by teachers, candidates and parents\carers.

5. Post-results Service helpdesk

An SQA helpdesk for schools only (0345 213 6619 or prs.enquiries@sqa.org.uk) will be available from 6th August until 27th September 2019 with the exception of local and bank holidays. Full details are available in the 'SQA Post-results Services: Information for centres' document.

Candidates contacting SQA about the Post-results Service will be directed back to their school. It would be helpful, therefore, for schools to advise candidates and their parents whom they should contact if they have any issues they wish to discuss.

SQA cannot decide whether or not a request should be submitted. This is a decision for the head of centre.

6. Criteria check

A clerical check and/or marking review will **not** be requested where:

CRITERIA	CROSS
The candidate's final award is in line with the estimate previously submitted to SQA by the centre (school).	
The final award is within the same grade as that predicted by the assessment evidence held by the centre (school).	
The candidate's performance has shown inconsistencies during the year such that the final award falls within the range of performance evidenced.	
A disparity between estimates submitted by the centre (school) and actual candidate achievement for a class group indicates that the centre (school) were unrealistic in determining estimates to meet national standards determined by SQA.	
The evidence used to generate estimates has not been checked through an appropriate standardisation process as part of the internal verification procedures	

The following template provides guidance for a school policy and procedures in relation to decisions on whether to submit a request or not.

[CENTRE NAME]

Post-results Service: Policy and Procedures 2019

This policy reflects the guidance offered by the Scottish Qualifications Authority (SQA) in **Post-results Service: Information for centres (June 2019)**.

1. Post-results Service

As the name implies, this service runs after candidates have received their certificates. If [CENTRE NAME] is concerned by a candidate's result, it can request a **clerical check** and/or a **marking review** of the candidate's materials.

There is no consideration of 'alternative evidence' with this service. That is, [CENTRE NAME] cannot submit evidence of candidate performance to justify its concern and no such evidence will be considered by SQA in making a determination.

The check/review can lead to the candidate's grade going up, remaining unchanged or going down.

- If the grade changes, then SQA will issue a new certificate to the candidate at the **end of November** and no charge is made to the centre.
- If the original grade remains unchanged, then [CENTRE NAME] will be charged for this service.

2. Clerical Check

If [CENTRE NAME] submits a request for an administrative clerical check of a candidate's materials, SQA checks that:

- all parts of the candidate's submission have been marked
- the marks given for each answer have been totalled correctly
- the correct result has been entered on SQA's results software

The majority of subjects involve one or more components where marks are recorded electronically (e-marking). A list of components which are not e-marked is provided in *National Qualifications Post-results Services: System User Guide for centres*. Before deciding whether or not to submit a Clerical Check request, centres may wish to consider the fact that components not on this list have marks automatically totalled by software.

3. Marking Review

If [CENTRE NAME] submits a request for a marking review of a candidate's materials, SQA examiners will consider a candidate's materials to ensure that:

- all parts of the submission have been marked
- the marking is in line with the national standard
- the marks given for each answer have been totalled correctly, and
- the correct result has been entered on SQA's results software

In Dance, Drama and Music, a recording of the candidate's performance during the visiting assessment is made at the discretion of the centre and/or candidate. A Marking Review of these components can only be undertaken if the recording and accompanying documentation (ie music sheet or choreography review) are submitted to SQA. Otherwise only a Clerical Check will be undertaken.

Recordings and accompanying documentation must be sent to SQA by the request submission date (see key dates).

4. Priority Marking Review

A priority marking review is the same as a marking review, but will be considered and resulted earlier. Priority marking reviews are for candidates with a current conditional university/college offer. In order for a priority marking review request to be accepted and resulted by the published date, the request must be submitted by the deadline, and contain accurate details of the higher education institution (HEI) that is to be notified.

- The request must be submitted as soon as possible after the service opens on 6 August 2019, and no later than **16 August 2019**
- Scottish higher education institutions (SHEIs) — Centres should provide the Post-results Services Helpdesk with the name of the institution(s) only. The priority marking review outcome will then be issued to a centralised e-mail address for that SHEI (previously agreed by SQA and the SHEI).
- All other universities or colleges (non-SHEIs) — Centres need to provide SQA with the name and e-mail address of the contact within the institution who should be notified of the priority marking review outcome.

Please note:

- Any delay in providing the correct HEI details can put at risk SQA's ability to complete a priority marking review in time for candidates. This could affect the candidate's ability to secure their conditional offers.
- Any requests submitted without the correct HEI details, or after 16 August, will be processed as part of the later marking review procedure.

5. Criteria for Post-results Clerical Check or Marking Review

[CENTRE NAME] will submit a request if it holds clear and compelling evidence that there is a reasonable possibility that an error may have occurred with the marking or totalling of marks in a candidate's materials.

That is, the candidate's final grade is markedly at odds with the totality of assessment evidence gathered during the years 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 level anticipated by any estimates submitted to the SQA or that achieved in a mock examination. The expectation is that there will be compelling evidence from all aspects of assessment including class tests, Unit tests, coursework and any mock examination (an overview of assessment evidence is provided in the appendix to this policy).

In particular, a clerical check and/or marking review will **not** be requested where one or more of the following apply:

- the candidate's final award is in line with the estimate previously submitted to SQA by [CENTRE NAME];
- the final award is within the same grade as that predicted by the assessment evidence held by [CENTRE NAME];
- the candidate's performance has shown inconsistencies during the year such that the final award falls within the range of performance evidenced; and
- a disparity between estimates submitted by the centre (school) and actual candidate achievement for a class group indicates that [CENTRE NAME] was unrealistic in determining estimates to meet national standards determined by SQA.

In general terms [CENTRE NAME] will submit a request when the assessment evidence is consistent and points to an award at least two bands above the final grade.

[CENTRE NAME] will submit requests only on the basis of assessment evidence. It cannot do so on compassionate grounds or, for example, because entry to Higher Education is conditional upon a particular award. Neither can [CENTRE NAME] agree to submit a request because the candidate or others have offered to pay any charges arising (see below).

A request cannot be submitted if the candidate has already been through the Exceptional Circumstances Consideration Service.

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Decisions about eligibility for the Post-results Service will be taken by [HEAD OF CENTRE] based on advice by the relevant principal teacher or head of faculty and in conjunction with the SQA coordinator.

6. Appeals

If a candidate is dissatisfied with the decision taken by [CENTRE NAME], then he or she can appeal. Such appeals must be submitted in writing at least seven working days prior to the end of the SQA submission window, viz. **27th August 2019**. The appeal will be considered by the head of centre and/or the head of centre's nominee. Appeals will be considered on the basis of the criteria set out above and will be final.

7. Cohort Review

If [CENTRE NAME] is concerned by the marking for a significant proportion of a class for one subject/level, a request must be made for each candidate in the cohort. Each request will be considered individually.

8. Submission of Post-results Service Requests

Only [CENTRE NAME] can submit a request to SQA. Parents and candidates cannot submit a request.

All requests must be submitted within the submission window publicised by SQA. These dates are set out below.

Date	Process
6 August 2019	Candidates receive their results and certificates.

	<p>Results Services system opens for Post-Results Services requests.</p> <p>Centres should submit Priority Marking Review requests as soon as possible after the system opens. It is also important that the request contain accurate details of the contact within the Higher Education Institution that requires the result.</p>
<u>16 August 2019</u>	Closing date for submission of Priority Marking Review requests.
<u>26 August 2019</u>	Centres (and Higher Education Institutions/UCAS where applicable) receive Priority Marking Review results through SQA Connect
<u>27 August 2019</u>	Closing date for submission of Clerical Check or Marking Review requests.
<u>27 September 2019</u>	Centres receive Clerical Check and Marking Review results through SQA Connect.
<u>End of November 2019</u>	New certificates issued to candidates.

Associated recordings/accompany documentation for Dance, Drama and Music requests must also be sent to SQA by the submission deadlines detailed above.

If there are any changes to the timeline for advising of Post-results Services results, SQA will contact centres.

9. Charges

A charge will be applicable to all Post-results Services requests where the candidate's grade remains unchanged following a Clerical Check or a Marking Review.

The charges are as follows:

- ◆ Clerical Check £10.00
- ◆ Marking Review £29.75
- ◆ Priority Marking Review £39.75

The centre that submitted the request will be responsible for the payment of any charges. Payment will **not** be accepted from candidates or parents/carers.

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Appendix to Policy

Assessment Evidence

We gather assessment evidence throughout the session to inform estimate bands. Four different types of assessment evidence are used: Class Tests, Unit Tests, Coursework and Mock Examinations.

Class tests

Class tests usually contain a range of question types which samples key aspects of the course and which replicate the demands of external assessment in terms integration, challenge and application. They are also undertaken under 'controlled conditions'. Therefore, the collective outcomes of class tests undertaken across the session can be a very good source of evidence.

Unit tests

Unit tests are generally set at a minimum competence at level below Grade C and do not of themselves offer evidence that a candidate can cope with the course assessment. However, if they contain sufficient demands in terms of integration, challenge and application and the candidate performs well above the Pass threshold, they may provide useful additional evidence.

In some subjects, **coursework** undertaken under examination conditions is a natural part of the programme. This too can be useful.

Mock Examinations (Internal Examinations)

The purposes of these examinations are to:

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

Performance in the mock examination is not the sole source of evidence for estimates and cannot be the sole source of evidence for an exceptional circumstances case or a post-results service submission as parts of the course have not been covered at that point.