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**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

# SQA New Results Service

## *Guidance for Parents and Pupils*



*As you will be aware from the Scottish Qualifications Authority (SQA) leaflet 'Introducing Results Services – new support from SQA', the SQA is replacing the old appeals system.*

The new Results Service consists of two parts:

- the Exceptional Circumstances Consideration Service
- the Post-Results Service.

This leaflet is designed to provide you with an overview of the new service. You can find full information on the SQA website at [www.sqa.org.uk](http://www.sqa.org.uk) or you can call the SQA on 0345 279 1000.

## Exceptional Circumstances Consideration Service

The first part of the service is the Exceptional Circumstances Consideration Service. Schools can submit a request for this service when they believe that the candidate has been disadvantaged because of personal or examination circumstances. This includes a medical condition, bereavement, domestic situation or a situation occurring during the examination. The SQA will judge the evidence submitted by the school and make an appropriate award. The Exceptional Circumstances Service will operate before exam results are published and the candidate's certificate will include the outcome of the Exceptional Consideration Service.

## Post-Results Service

The second part, the Post Results Service, will operate after the candidates have received their certificates and a school wishes to ensure the grade awarded does not significantly differ from that expected. A school's concern may arise from consideration of the candidate's performance in the SQA examination and evidence related to the candidate's performance throughout the course. In this situation schools may make a request for a clerical check, marking review or priority marking review. Please be aware that as a result of a clerical check and /or marking review a candidate's grade can go up, down or remain the same and that the Post-Result Service will not consider alternative candidate evidence. A clerical check will ensure that all parts of the script have been marked and totalled correctly. A marking review will include a clerical check and involve the Senior Examiner reviewing the marks that the candidate was given for each question/component/item in the exam paper to check whether the original marking was in line with the national standard.

Schools are best placed to make decisions related to whether the Post-Results Service should be used and this will ensure consistency and equity. Parents or the young person may contact the school to enquire about their child's results. The final decision on whether to submit a request for the Post-Results Service rests with the Headteacher, who will take account of all the available information.



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