

Post-results service: Guide for Parents and Pupils

This policy reflects the guidance offered by the Scottish Qualifications Authority in the document *Post-Results Service — Guidance for Centres (March 2014)*.



Post-results service

As the name implies, this service runs after candidates have received their certificates. If Moffat Academy is concerned by a candidate's result, it can request a clerical check and/or a marking review of the script. (*'Script' is the name given to the candidate's exam answer paper.*)

There is no consideration given to alternative evidence in this service. Moffat Academy cannot submit alternative evidence of candidate performance to justify any concerns and no such evidence will be considered by SQA in making a determination.

The check/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 no charge is made.

If the original grade remains unchanged, then Moffat Academy will be charged for this service.

Clerical check

If Moffat Academy submits a request for a clerical check of a candidate's exam script, 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 (the system evaluates all the results received in the different parts of the course, in order to calculate the final grade) 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.

Subjects that are e-marked are, however, eligible for the marking review process.

Marking review

If Moffat Academy submits a request for a marking review of a candidate's script, this will involve:

- 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

Moffat Academy will submit a request if there is **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 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 level anticipated by any estimate submitted to SQA or the grade achieved in a prelim examination. The expectation is that there will be compelling evidence from all aspects of assessment: class tests, unit tests, coursework and preliminary examinations.

In particular, a clerical check and/or marking review will not be requested where:

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

In general terms, Moffat Academy will submit a request when the assessment evidence is consistent and points to an award at least two bands above the final award.

Moffat Academy will submit requests only on the basis of assessment evidence. It cannot do so on compassionate grounds or if entry to higher education is conditional on a particular award.

Moffat Academy 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 Mrs Watson based on advice by the relevant Faculty Head and in conjunction with Mrs Chambers.

Appeal to outcome

A candidate who is dissatisfied with the decision taken by Moffat Academy has the right to appeal. Such appeals must be submitted in writing at least seven working days prior to the end of the SQA submission window (see Appendix 1). The appeal will be considered by Mrs Watson and/or her nominee. Appeals will be considered on the basis of the criteria set out above and decisions taken will be final.

Submission of post-results service requests

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

Charges

Centres are liable to pay a charge for all post-results service requests where the candidate's grade remains unchanged following the clerical check and/or marking review.

Results Services Timeline 2018

Please note that results services can only be used if the school is concerned that a marking error may have affected the grade awarded by SQA.

Date	Event	What happens then?	What Happens next?
Tuesday 7 th August	Pupils receive certificates by post and text message.	School reviews results Option change appointments are made available for the 9 th August by contacting the school office 222000	Pupils and/or parents can contact the school office to arrange 5 minute telephone appointments or 15 minute face to face appointment with Mrs Chambers.
Thursday 9 th August	Appointments with Mrs Chambers to discuss results	Mrs Chambers will meet with pupils and parent to discuss any urgent issues	
Friday 17 th August	Teachers return to school	NOTHING CAN BE DONE BEFORE THIS DATE. PRIORITY MARKING REVIEWS: Pupils MUST inform the SQA coordinator on this date if they wish to be considered for a priority marking review (for entry into further/higher education only).	Faculty Heads review results and consider individual cases for SQA results services.
	Priority marking reviews	SMT to discuss individual pupils with Faculty Heads and Head Teacher.	Priority marking review candidates will be issued with a consent letter.
	Priority marking review consent letters must be returned to Mrs Brewster (SSM).	Mrs Brewster processes priority marking review requests on SQA Connect.	Priority requests must be with SQA by 2.30 pm 17 th August 2018
	Faculty/Departmental requests for results services submitted to Mrs Chambers.	Mrs Chambers and Head Teacher meet to discuss each results services case.	Consent letters issued if request accepted. Parents contacted if request rejected.
Monday 20 th August	Appointments with Mrs Chambers to discuss results and to make changes to option choices	Mrs Chambers will meet with pupils and parent to discuss changes necessary.	
Friday 24 th August	Marking Review/Clerical Check consent letters must be returned to Mrs Chambers.	Mrs Brewster processes Marking Review/Clerical Check requests on SQA Connect.	Marking Review/ Clerical Check requests must be with SQA by Tuesday 28 August .
Monday 27 th August	Schools receive outcome of priority marking reviews from SQA.	Mrs Chambers will inform pupils in writing of the outcome of results services.	
Friday 28 th September	Schools receive outcome of marking reviews from SQA.	Mrs Chambers will inform pupils in writing of the outcome of results services.	