

SQA Results Services

There are two parts to Results Services:

1. **Exceptional Circumstances Consideration Service**
2. **Post Results Services**

1. Exceptional Circumstances Consideration Service

The Exceptional Circumstances Consideration Service only operates **before** results are published. Requests have to be submitted by the school to the SQA within 10 working days of the timetabled exam. This service supports pupils who have been unable to attend an externally-assessed examination, or whose performance in the examination has been fundamentally affected as a result of an incident beyond their control – Exceptional Circumstances fall under two categories – **Personal Circumstances** or **Examination Circumstances**.

2. Post Results Services

In 2015 the Scottish Qualifications Authority replaced the 'Appeals' system with a Post Results Service. The Post Results Service is used when the school has concerns about a candidate's certified result.

Faculty Heads in consultation with their subject teachers will review pupil performance, highlighting any pupils who meet the criteria for a Post Results Service request.

The SQA states that "The school should have clear and compelling evidence that there is a reasonable possibility that an error may have occurred"

- The school will request a post results review where it holds robust evidence that the pupil's final grade is markedly at odds with the totality of assessment evidence gathered during the course and that it is out of line with the performance of other pupils with similar profiles.
- It is not sufficient for a pupil's final grade to be below the grade anticipated. The clear expectation is that there will be compelling evidence from all aspects of assessment carried out by the school.

Under this system there are two request options – a **Clerical Check** or a **Marking Review**

i. **Clerical Checks**

- A clerical check is designed to ensure that all parts of a candidate's submission have been marked and that the marks given for each answer have been correctly totalled.

ii. **Marking Review**

- A clerical check will be carried out.
- A senior examiner will review the marks awarded for each component in the exam paper, to check whether the original marking was in line with the national standard. The paper is not remarked.

Post Results Service should not be requested where:-

- The pupil's final grade is in line with the estimate submitted to SQA and the expectation of the school based on performance throughout the course.
- The final award is within the same grade as that predicted by the assessment evidence held by the school. (Example: School estimate Grade B, band 3. Pupil achieves Grade B, band 4).
- The pupil's performance has shown inconsistencies during the year such that the final award falls within the range of performance evidenced.
- The pupil's original estimate is found to be overly optimistic in the light of the actual performance of the class cohort in the examination.

The SQA clearly states that it is a school's decision to request a Post Results Service Review based on robust evidence and not a parental or pupil decision.

The school will submit Post Results Services requests on the basis of assessment evidence only.