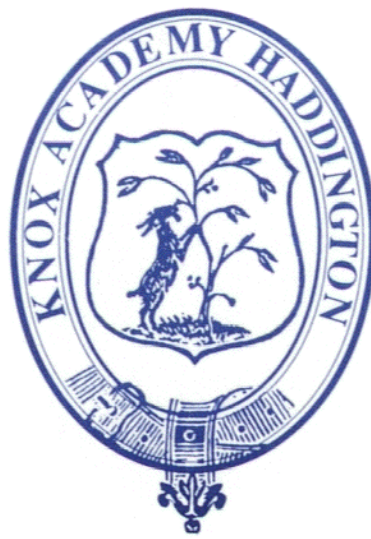


Knox Academy



Post-SQA Results Service Policy and Procedures

August 2017

(Submission dates revised annually)

This policy reflects the guidance offered by the Scottish Qualifications Authority (SQA) in the document *National Qualifications Post-results Services: Information for Centres*. A copy of this is held by the school's SQA Co-ordinator. The policy also takes account of the ADES (Association of Directors of Education in Scotland) *Advice Paper on SQA Results Service*, June 2015 (Appendix A). All East Lothian secondary schools take account of these documents.

1 Post-results Service

As the name implies, this service runs after candidates have received their SQA certificates. If Knox Academy is concerned by a candidate's result, it can request a **clerical check** and/or a **marking review** of the script. The 'script' is the name given to the candidate's examination answer paper. Those subjects with no externally-assessed component are not eligible for a Post-results Service request.

There is no consideration of 'alternative evidence' with this service. That is, Knox Academy 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 and no charge is made.
- If the original grade remains unchanged, then Knox Academy will be charged for this service.
- Written consent from the candidate will be required for any request submitted to the SQA Post-results service.

2 Clerical Check

If Knox Academy submits a request for a clerical check of a candidate's examination 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; and
- 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)

3 Marking Review

If Knox Academy submits a request for a marking review of a candidate's materials, SQA will check 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.

4 Criteria for Post-results Clerical Check or Marking Review

Knox Academy 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 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 estimates submitted to the SQA or that achieved in a Prelim examination. The expectation is that there will be compelling evidence from all aspects of assessment including class tests, Unit tests, coursework and any Prelim examination.

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 Knox Academy;
- the final award is within the same grade as that predicted by the assessment evidence held by Knox Academy;
- 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 Knox Academy was unrealistic in determining estimates to meet national standards determined by SQA.

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

Knox Academy 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 Knox Academy agree to submit a request because the candidate or others have offered to pay any charges.

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

Decisions about eligibility for the Post-results Service will be taken by the Head Teacher based on advice by the relevant Principal Teacher and in conjunction with the SQA coordinator.

Candidates will be informed about whether a referral to the SQA Post-results Service is being made on their behalf and about the details of any referral. Thereafter candidates for whom a referral to the SQA Post-results Service has been made will also be contacted with the result of the referral. If a result is amended, a revised SQA certificate will be sent to the candidate by the end of November 2017.

5 Review of Decision

If a candidate is dissatisfied with the decision taken by Knox Academy to submit a Results Service request to SQA, then he/she can submit a request in writing at least two days prior to the end of the SQA submission deadline. This will be considered by the Head Teacher and/or the Head Teacher's nominee using the criteria set out above.

6 Submission of Post-results Service Requests

Only Knox Academy 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.

29 August 2017	Closing date for submission of Clerical Check or Marking Review requests.
29 September 2017	Centres receive Clerical Check and Marking Review results.
November 2017	New certificates issued to candidates.

Further information about the SQA Post-results Service can be found at <http://www.sqa.org.uk/resultsservices>



ADES ADVICE ON SQA RESULTS SERVICE

June 2015

In April 2014, SQA introduced the new Results Services to support pupils undertaking externally assessed National Qualifications. There are two new services. The Exceptional Circumstances Considerations Service operates prior to publication of the exam results and replaces absentee consideration. The Post Results Services replaces the former system of assessment appeals, which operated following the publication of exam results.

The **Exceptional Circumstances Consideration Service** operates before results are published. The Exceptional Circumstances Consideration Service supports pupils who have been unable to attend an externally-assessed timetabled examination, or whose performance in the examination may have been fundamentally affected as a result of an incident beyond their control. Exceptional Circumstances fall under two categories – **Personal Circumstances** or **Examination Circumstances**.

Personal Circumstances include a close family bereavement, a medical condition (where a pupil is incapacitated and may be unable to attempt the assessment. Minor ailments are not considered to be exceptional circumstances), domestic circumstances (such as a pupil being a victim of crime shortly before an examination, a member of the pupil's close family being rushed to hospital the night before the examination, a member of the pupil's close family having a long-term medical condition and there is a sudden deterioration of their condition during the examination period) or an exceptional absence (such as coincident examinations, appearance at court, national representation at sporting events, religious observance, etc.).

SQA's Handbook for Invigilators sets out procedures to manage many unplanned interruptions or disturbances during examinations. Where the Chief Invigilator feels that the examination has been disrupted to such a degree that pupils have been disadvantaged, and where the disruption has not been provided for in the Handbook for Invigilators, the Chief Invigilator may produce a report, detailing the circumstances of the disruption. This, accompanied with appropriate candidate evidence, will form the basis of an Examination Circumstances Exceptional Circumstances submission. The SQA may challenge and reject these submissions.

By making an Exceptional Circumstances request, the Head Teacher confirms that:

- The pupil has an open entry for the qualification, has completed all non-question paper components, and has had an estimate submitted to SQA.
- The exceptional circumstance fundamentally affected attendance or performance during the externally timetabled examination.

- The request is made within 10 working days of the timetabled examination.
- The school holds detailed documentation supporting the submission.
- **The school has obtained, holds and can provide to SQA, on request, the written consent of the pupil to submit the request and the accompanying personal data to SQA.**
- **There is no cost from SQA for this service.**

If any pupil believes they have been affected by exceptional circumstances, they must inform the school **immediately**, and provide relevant supporting documentation (e.g. GP Fit note). The decision to submit a request will be made by the Head Teacher and the school will then work with the SQA on the pupil's behalf. The school will submit alternative evidence in support of the pupil. The pupil's final award will be decided upon by SQA - however it may not be the grade that was estimated by the school. Results and certificates will be sent out to pupils on results day.

Further information on the Exceptional Circumstances Consideration Service can be found in ***Exceptional Circumstances Consideration Service: Information for Centres*** (March 2015).

The **Post-Results Service** operates after the examination results are published. Where a school is concerned about a pupil's result, they can request a Clerical Check and/or a Marking Review of the pupil's paper. As clerical checks largely check for arithmetic errors, the enhanced SQA Quality Assurance procedures devised around the **Marking from Image** system (electronic marking) will effectively render this irrelevant for subjects marked in this way. This amounts to approximately 70% of subjects.

SQA have introduced charges for this service. A Clerical Check is £10, a Making Review £29.75 and a Priority Marking Review £39.75 (in the case of candidates awaiting immediate entry to Further or Higher Education that autumn). **ADES advice is that no pupil should be denied access to this service on the grounds of cost and thereby disadvantaged. Schools and Local Authorities will have local arrangements on SQA budgets which should address the costs of using the service.**

Marking Reviews should only be requested under the following criteria:

- Schools will submit Post Result Services requests to SQA where 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 pupil's examination script. That is, the pupil's final grade is markedly at odds with the totality of assessment evidence gathered during the course and 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 by any estimate submitted to SQA or that achieved in a mock examination. The clear expectation is that there will be compelling evidence from all aspects of assessment carried out by the school including class tests, Unit tests, coursework and mock exams.

It is crucial that estimates are based on the totality of evidence generated throughout the course – not just on the written examination component. Prior to the submission of estimate grades, a standardisation exercise must be carried out to ensure that estimates are based on robust evidence. This will ensure that estimates are generated in a clear

and equitable manner – and will assist if a decision not to request a Marking Review has to be justified to parents, etc.

Prior to a Marking Review being requested, Head Teachers must ensure that:

- Written consent from parents **and** pupils has been received to allow a submission to be made. Note that, consent must be given with the knowledge that, as a result of a Marking Review, **results may decrease or increase:**
- The evidence used to generate estimates for pupils for whom a Marking Review is to be requested has been rigorously checked through an appropriate standardisation process.

Post Result Services 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.

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.**

The final decision to use the Post Result Services arrangements will be taken by the Head Teacher using their professional judgement and with input, as appropriate, from other teaching professionals.

Pupils and parents who are dissatisfied with the decision can ask the Head Teacher to reconsider their original decision not to use the Post Result Services. The request must be submitted in writing and within the timeframe published by SQA for accepting Post Result Services requests. The request will be considered on the basis of the criteria above and will be final. The Head Teacher will confirm the reasons for rejecting the request in writing to the pupil/parent within 5 working days of the request being considered. All such correspondence should be logged and filed for further scrutiny as necessary.

The SQA will only accept Post Result Services requests from schools within annually published timelines. Late requests cannot be accepted and schools must comply with the published timelines. Requests received by SQA from pupils and parents will be referred to the school.

An outline of this procedure is given below.

NB1:-Any claim **MUST** be based on a change in GRADE – not merely a change in BAND.

NB2:-Evidence must be present of **consistent** performance at the Estimate from throughout the year **and over a full range of assessable elements**. A PR claim cannot be justified based solely on performance in a prelim exam.

NB3:-Written consent must be obtained from **both** pupil and parent, with an acknowledgement that the grade may go down as well as up.

NB4:-Evidence must be retained of the generation of this estimate. Head Teachers are accountable on the overall number of claims and may have to justify this to central staff at a later date by demonstrating that this policy has been followed.

