



Queen Anne High School

SQA Post-results Service: Policy and Procedures

This policy reflects the guidance offered by the Scottish Qualifications Authority in **Post-results Service Guidance for Centres**

(A) Post-Results Service

As its name implies, this service runs **after** candidates have received their certificates. If QAHS 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 exam answer paper.

There is no consideration of 'alternative evidence' with this service. That is, QAHS 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 a change of grade **either up or down**.

1. If the grade changes, then SQA will issue a new certificate to the candidate and no charge is made.
2. If the original grade remains unchanged, then QAHS will be charged for this service.

(B) Clerical Check

If QAHS submits a request for a clerical check of a candidate's exam script, SQA check that:

1. all parts of the script have been marked
2. the marks given for each answer on the script have been totalled correctly
3. 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 both traditionally marked 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.

(C) Marking Review

If QAHS submits a request for a marking review of a candidate's exam script, this will include:

1. a clerical check (same as above)
2. a review by a Senior Examiner of the marks that the candidate was given for each question and/ or component in the exam paper, to check whether the original marking was in line with the national standard

(D) Criteria for Post-results Clerical Check or Marking Review

QAHS 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 script. Before a request is made, Principal Teachers of Curriculum (PTCs - T1) must review the pupil's internal course assessment mark or SQA component marks and consider the total mark achieved against the SQA pass mark boundaries.

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 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 that achieved in the Formal Assessment Block. The expectation is that there will be compelling evidence from all aspects of assessment: class tests, Unit tests, coursework and any prelim exam. (An overview of assessment evidence is provided in Appendix 1).

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

1. The candidate has not passed one or more of the component Units of the course
2. The candidate's final award is in line with the estimate previously submitted to SQA by QAHS
3. The final award is within the same Grade as that predicted by the assessment evidence held by QAHS
4. The candidate's performance has shown inconsistencies during the year such that the final award falls within the range of performance evidenced.
5. A disparity between estimated grades submitted by QAHS and actual candidate achievement for a class group indicates QAHS were unrealistic in determining estimates to meet national standards determined by the SQA.

In general terms, QAHS will submit a request when the assessment evidence is consistent and the estimate grade and band is at least two or three bands above the actual grade and band (two bands if actual grade is the upper banding of the grade e.g. B3 or C5 and three

bands if the actual band is the lower banding of the grade e.g. A2 and B4). Further clarification is provided in the table below:

Estimate grade and band	Actual grade and band
A1 or A2	C5, C6, D7
B3 or B4	D7

If a school/college requests a clerical check/review of the marking of a candidate's script, this can result in the candidate's result going up **or** down. In light of this, consent to submit requests must be approved by the pupil and the parent.

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

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 <http://www.sqa.org.uk/resultsservices>

Decisions about eligibility for the Post-results Service will be taken by the Rector of QAHS based on advice by the relevant Principal Teacher of Curriculum and in conjunction with the SQA Coordinator (Business Manager).

(E) Appeals

If a candidate is dissatisfied with the decision taken by QAHS then they can appeal. Such appeals must be submitted in writing at least 7 working days prior to the end of the SQA submission window (available on the SQA website each year). The appeal will be considered by the Head of Centre and/or their nominee. Appeals will be considered on the basis of the criteria set out above and will be final.

(F) Cohort Review

If QAHS is concerned by the marking for a significant proportion of a class for one subject/level, it will request a marking review for a sample of the candidates' exam scripts. This will be considered under the procedures set out by SQA in **Post-results Service Guidance for Centres**.

(G) Submission of Post-results Service Requests

Only QAHS can submit a request to SQA. Parent and candidates cannot submit a request.

All requests must be submitted within the submission window publicised by SQA which will vary year-on-year.

(H) Charges

SQA charges for all Post-results Service requests where the candidate's grade remains unchanged following the clerical check and/or marking review. SQA will charge QAHS/Fife Education Service and QAHS/Fife Education Service will meet the cost.

Appendix 1: Assessment evidence

Assessment Evidence We gather assessment evidence throughout the session to inform estimate bands. Four different types of assessment evidence are used: class assessments under exam conditions, SQA unit assessments, coursework and examinations as part of the formal assessment block.

Class assessments usually contain a range of question types which sample key aspects of the course and which replicate the demands of external assessment in terms of 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.

SQA unit tests are generally set at minimum competence level at a level below Grade C and do not of themselves offer evidence that a pupil 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, then they may provide useful additional evidence.

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

Prelim Exams (Formal Assessment Block examinations)

The purpose of these exams is to:

- Provide clear evidence that the pupil can cope with the demands of the external assessment instruments.

- Contribute to the determination of the estimate grade which the school will send to SQA in advance of the external examinations.
- Form part of the evidence in an 'exceptional circumstances' case if this becomes necessary.

Performance in the Formal Assessment Block examinations 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.

Appendix 2: Letter issued to pupils and parents/carers where there is evidence of potential SQA error

Dear pupil and parent/carer,

SQA National Qualifications: Post-Results Service

This letter is provide you with information in relation to the above service which is offered to schools from the Scottish Qualifications Authority (SQA). Please note that this service now replaces the former SQA Appeals procedures which are no longer available to schools and candidates.

What is the Post-Results Service?

As its name implies, this service runs **after** candidates have received their certificates.

Queen Anne High School (QAHS) can request a **clerical check** and/or a **marking review** of a candidate's script (the 'script' is the name given to the candidate's exam answer paper) where we have concerns that the SQA may potentially have made an error with the marking, or totalling of marks.

There is no consideration of 'alternative evidence' with this service such as examinations from the Formal Assessment Block. That is, QAHS 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 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 QAHS will be charged for this service

In line with the QAHS Post Results Service Policy and Procedures (available on the Queen Anne High School website) we would like to submit a request to the SQA for this service for:

Pupil Name:

Examination Subject and Level:

Estimate grade and band:

Actual grade and band:

If you are happy to support this request and understand that following a markers review or clerical check that the mark may move up or down then please sign below and return it to Pauline Galloway, QAHS Business Manager by

Yours sincerely

Pauline Galloway

Business Manager