



Post-results Service

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

The Post-results Service

As its name implies, this service runs **after** candidates have received their certificates. If the school 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, the school 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 the school will be charged for this service.

Clerical Check

If the school submits a request for a clerical check of a candidate's exam script, SQA staff will check 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 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.

Marking Review

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

- a clerical check (same as above)
- 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

Criteria for Post-results Clerical Check or Marking Review

The school will submit a request only 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.

That is, the candidate's final grade is markedly at odds with the totality of assessment evidence gathered during the year and/or 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 that achieved in a mock examination. The expectation is that there will be compelling evidence from all aspects of assessment: class tests, Unit tests, coursework and any mock exam. (An overview of assessment evidence is provided in the appendix.)

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

- The candidate has not passed one or more of the component Units of the course
- The candidate's final award is in line with the estimate previously submitted to SQA by the school
- The final award is within the same Grade as that predicted by the assessment evidence held by the school
- The candidate's performance has shown inconsistencies during the year such that the final award falls within the range of performance evidenced
- The candidate's original estimate is found to be overly optimistic in light of the actual performance of the cohort in the Course Assessment

In general terms, the school will submit a request when the assessment evidence is consistent and clearly points to an award above the final award.

The school 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 will the school agree to submit a request because the candidate or others have offered to pay any charges arising. (See below.)

A request cannot be submitted if the candidate has already been through the Exceptional Circumstances Consideration Service.¹

Decisions about eligibility for the post-results service will be taken by the relevant Head of Department in conjunction with the school's SQA coordinator.

¹ Further information about the SQA services can be found at <http://www.sqa.org.uk/sqa/65427.html>

Appeals

If a candidate is dissatisfied with the decision taken, 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 (see below). The appeal will be considered by the Rector and/or his nominee. Appeals will be considered on the basis of the criteria set out above and will be final.

Submission of Post-results Service Requests

Only the school 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. See [Results Services](#).

Charges

SQA charges for all Post-results Service requests where the candidate's grade remains unchanged following the clerical check and/or marking review. The charges per request are as follows

- Clerical check £10.00
- Marking review £29.75
- Priority marking review £39.75²

The school will normally meet all such charges that arise.

However, if a post-results check or review uncovers evidence of malpractice on the part of the candidate, then appropriate disciplinary action will ensue and the candidate and/or parents will be asked to pay any charges.

What is a request?

If, for example, a request is submitted for one candidate for Higher History and Higher Biology, then it will be considered as two requests. Two charges would be applicable if both requests were unsuccessful. Where a request was submitted for 10 candidates for the same subject, that would be considered as 10 requests, and 10 charges would be applicable if the outcomes were not successful.

² There are two deadlines for submitting requests. One for candidates with a conditional offer for a place at university or college who require an early result to secure that place. A later deadline is set for all other candidates. The priority marking charge applies to an early result request. See [Results Services](#).

Appendix

Assessment Evidence

We gather assessment evidence throughout the session to inform estimate bands. Four different types of assessment evidence are used: Class Tests, Unit Tests, Coursework and Mock Exams.

Class tests 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.

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.

Failing to pass Unit assessments in advance of estimates being submitted to SQA and/or requiring to be re-assessed on Units would be evidence of 'inconsistent' performance which would preclude the request of a clerical check or marking review.

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

Mock Exams (Internal Exams)

The purposes of these exams are

- To provide clear evidence that the pupil can cope with the demands of the external assessment instruments.
- To contribute to the determination of the estimate grade which the school will send to SQA in advance of the external examinations.
- To form part of the evidence in an 'exceptional circumstances' case if this becomes necessary.

Performance in the mock exam 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.