

Exceptional Circumstances Consideration Service

This service supports candidates who have been unable to attend an externally assessed timetabled examination, or whose performance in an externally assessed timetabled examination may have been fundamentally affected as a result of an incident beyond their control.

It is only available *before* the results are published, and exists to support only those candidates who have suffered an exceptional circumstance, such as bereavement or a medical condition.

This service is available for all examinations that appear in the examination timetable. If a school or college believes a candidate has been affected by exceptional circumstances it will inform SQA and submit alternative evidence of attainment demonstrated by the candidate such as coursework, class assessments or mock exams.

Exceptional circumstances include bereavement and serious illness (medical information from the GP will be required). Minor ailments will not be considered exceptional circumstances.

It is always recommended that a candidate sits the examination where possible. Sitting the examination does not exclude the candidate from having an exceptional circumstances request submitted on their behalf. However, if your son/daughter is unable to sit an examination, the parent must contact Mrs Forrester as soon as possible prior to the examination, and medical certification will be required on each examination day.

As a parent, if you feel that your son/daughter's performance in an examination may have been affected by an incident beyond their control, you must contact Mrs Forrester – Depute Head Teacher / SQA Coordinator on the day of the exam. If a number of exams are likely to be affected, you must contact Mrs Forrester on each day of each examination. If deemed appropriate, the school can then make contact with the SQA on behalf of the student.

Please note, if the school is not contacted on the day of the exam affected, an Exceptional Circumstances Consideration cannot be requested.

Post-Results Service

The Post Results Service runs AFTER candidates have received their certificates. The new Post Results Services have been introduced for all National Courses that are externally assessed. 'External' assessments are marked by specialists appointed by SQA. The qualifications that the Post Results Services apply to include: Intermediate 1, Intermediate 2, National 5, Higher and Advanced Higher.

If a school is concerned by a candidate's result it can ask the SQA for one of the following services:

- 1) A Clerical Check
- 2) A Marking Review

Please note that both these services come at a cost and the SQA are very clear about the rationale for requesting the Post Results Service:

'The school should have 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. Where 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'

1. A CLERICAL CHECK (£10 per 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-up 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.

2. A MARKING REVIEW (£29.75 - includes Clerical Check)

This will include:

- A clerical check (same as above)
- SQA Senior Examiner reviewing the marks that the candidate was given for each question/component/item in the exam paper, to check whether the original marking was in line with the national standard.

A Priority Marking Review costs £39.75 (for candidates with provisional offers from University only)

SQA have 2 criteria for eligibility for the Post Results Service

- The candidate has not been entered under the Exceptional Circumstances Consideration Service
- The subject script (paper) is not electronically marked.

It is also worth noting that a result may go **down** as well as **up** as a result of the above service being requested therefore it will be important that parents are made aware of this and even give permission prior to a request being made. When a result is changed (either up or down), this will be amended by SQA and a new certificate will be issued to the candidate.

As marks may go **down** as well as **up** we need to be sure that requesting either of the above services is in the best interest of the candidate. In order to this we must consider the following questions -

- Has the candidate passed all internal units of the course?
- Has the candidate has shown consistent performance (at the estimated grade) throughout the year in CLASS TESTS/COURSEWORK/MOCK EXAM?
- Are the estimates for ALL candidates in the particular subject are concordant?

If, after consideration of the above, it is felt that this would be in the best interest of the candidate then we will go ahead and request the most appropriate service after seeking written consent from the candidate and parent / carer.

If you would like the school to consider a Post Results Service request, this must be made in writing to Mrs Forrester, Depute Head Teacher / SQA Coordinator within one week of the publication of the SQA examinations. The school will then consider all requests, and will contact parents in writing with their decision as to whether a Post Results Service request should be made to the SQA or not.