**Post-results Service: policy and procedures**

This policy reflects the guidance offered by the SQA in Post-results Service – Guidance for Centres (March 2014).

**Post-results Service**

As its name implies, this service runs after candidates have received their certificates. If Holyrood RC Secondary 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, Holyrood RC Secondary 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 Holyrood RC Secondary School will be charged for this service.

**Clerical check**

If Holyrood RC Secondary submits a request for a clerical check of a candidate’s exam 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
* 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 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 Holyrood RC Secondary 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 externally assessed component of the Course assessment, to check whether the original marking was in line with the national standard.

**Criteria for Post-results clerical check or marking review**

Holyrood RC Secondary School 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 on a candidate’s script.

That is, the candidate’s final grade is marked 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 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 test, Unit tests, course work and any mock exam.

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

* the candidate’s final ward is in line with the estimate previously submitted to SQA by Holyrood RC Secondary School.
* the final award is within the same grade as that predicted by the assessment evidence held by Holyrood RC Secondary School.
* the candidate’s performance had 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 the light of the actual performance of the cohort in the course assessment.

In general terms, Holyrood RC Secondary will submit a request when the assessment evidence is consistent and point to an award at least two bands above the final award.

Holyrood RC Secondary School will submit request only on the basis of assessment evidence. It cannot do so on compassionate grounds or, for example, because entry to higher education is conditional on a particular award. Neither can Holyrood RC Secondary School 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 Service s can be found at [www.sqa.org.uk/resultsservices](http://www.sqa.org.uk/resultsservices)

Decisions about eligibility for the Post-results Service will be taken by L Byrne based on advice by the relevant head of department and in conjunction with our SQA Co-ordinator.

**Appeals**

If a candidate is dissatisfied with the decision taken by Holyrood RC Secondary School, then they can appeals. Such appeals must be submitted in writing at least seven working days prior to the end of the SQA submission window (see below). The appeal will be considered by the head of centre and/or their nominee. Appeals will be considered in the basis of the criteria set out above and will be final.

**Cohort review**

If Holyrood RC Secondary School 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 (March 2014)

**Submission of Post-results Service requests**

Only Holyrood RC Secondary School can submit a request to SQA. Parents and candidates cannot submit request.

All requests must be submitted within the submission window publicised by SQA (5-27 August 2014)

**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 Holyrood RC Secondary School and Holyrood RC Secondary School will meet the cost.