

# Roles and Responsibilities for the Appeals Service in 2024

We use the term 'centre' throughout this document to refer to schools, colleges and training providers.

The purpose of the Appeals Service is to provide learners and centres with the opportunity to request a review of the grade they were awarded for an SQA National Course. If a learner did not achieve the expected result for the externally assessed components of their course, they can submit an appeal or ask their centre to do this on their behalf. As part of the Appeals Service, SQA senior appointees will review the marking of externally assessed components of the course to check that:

- ◆ all parts of the assessments have been marked
- ◆ the marking is in line with national standards
- ◆ the marks given for each answer have been totalled correctly
- ◆ the correct result has been entered on our system

Please note that the Appeals Service is not a re-marking of the assessed components.

## SQA's role

### Pre-certification

SQA's role pre-certification is to:

- ◆ provide advice and guidance for all centres about the Appeals Service, the process, and the timescales
- ◆ provide information, guidance and re-assurance for learners, parents and carers about the Appeals Service, the process, and the timescales
- ◆ recruit senior appointees for each subject and level to undertake marking reviews for each learner request

### Post-certification

SQA's role post-certification is to:

- ◆ provide learners with a direct service that displays their 2024 certificated entries for National 5 to Advanced Higher and enables them to submit priority and standard appeals directly to SQA
- ◆ provide centres with a service that will allow them to:
  - submit appeals on behalf of learners
  - validate priority appeals
  - view appeals submitted, including those submitted directly by learners
  - confirm the final number of appeals per centre
- ◆ train and deploy senior appointees for each subject and level to ensure all review outcomes are in line with the national standard
- ◆ where senior appointee activities are necessary during employers' time, we will provide release compensation at the normal rate

- ◆ conduct marking reviews and clerical checks, where appropriate, to ensure all components have been marked in line with the national standard
- ◆ inform centres of the outcome of each review
- ◆ re-issue certificates to all learners whose grades are changed

## Centres' role

### Pre-certification

Centres' role pre-certification is to:

- ◆ hold on-going discussions with learners as they progress through their courses to help them understand their expected level of performance
- ◆ determine and submit final estimates for all learners with reference to [Estimates guidance and support - SQA](#). While estimates are not required for accessing the Appeals Service, they play a key role in the quality assurance of marking and awarding processes and are required for the Exceptional Circumstances Consideration Service

### Post-certification

Centres' role post-certification is to:

- ◆ review certificated results of learners (including component mark breakdown) against the final estimate that was submitted to SQA and identify any unexpected grades
- ◆ engage, where possible, in advisory discussions with learners who are submitting appeals, ensuring that:
  - each learner understands that the outcome of an appeal could result in a grade going up, staying the same, or going down
  - each learner has realistic expectations of their performance against their final estimate
  - supporting evidence and data of candidate performance is shared throughout the year
- ◆ indicate to SQA within published timescales that they have attempted all advisory conversations with learners
- ◆ submit appeals on behalf of learners who wish to appeal but do not want to use the Appeals Service (learner direct service)
- ◆ validate requests for learners who need their appeal prioritised within the published timeline because an offer of progression to employment, training or further study is conditional
- ◆ support the release of subject specialist appointees for the Appeals Service to carry out marking reviews
- ◆ submit any evidence for Dance, Drama or Music (eg visiting assessment recordings) as detailed in the *Appeals: Information for Centres* document, due to be published on SQA Connect by 31 May
- ◆ **for each learner presented for review**, centres must inform learners of the outcome of the review(s). SQA will publish the results via the SQA Connect system to centres only

# Learners' role

## Pre-certification

Learners' role pre-certification is to:

- ◆ engage with learning throughout the course and undertake associated assessments, following advice and guidance provided by teachers and lecturers
- ◆ discuss any queries about estimated grades with their teachers and lecturers
- ◆ engage positively with SQA assessments for 2024, making the most of the opportunity to demonstrate the skills and knowledge for each course
- ◆ ensure they are aware of SQA's Appeals Service — learner guidance and information, and understand the purpose and operation of the service
- ◆ understand that the Appeals Service offers a marking review of SQA-marked assessments by a senior appointee. The senior appointee will make the final determination of the grade to be awarded based on their experience of applying the national standards. That grade may be different from the certificated grade and the centre's estimate

## Post-certification

Learners' role post-certification is to:

- ◆ inform their centre as soon as possible of any concerns they have about their certificated results not being in line with their estimated grade or expected performance
- ◆ engage, where possible, in advisory discussions with their centre. Discuss the discrepancy between the estimated grade and performance in the course assessment with teachers/lecturers or centre staff to help inform the decision on whether to submit an appeal.
- ◆ inform their centre if they have used the learner direct service to submit an appeal
- ◆ ask the centre to submit an appeal on their behalf if they do not wish to use the learner direct service
- ◆ discuss any priority appeal requirements including the name of the institution or employer and the course/role details with their centre
- ◆ submit an appeal to SQA via the learner direct service for courses where their grade is not what they expected
- ◆ be aware that their appeal outcome will be sent to their centre. Outcomes will not be published on the learner direct service
- ◆ understand that learner representatives may also appeal on behalf of learners with their consent

## Scottish Council of Independent Schools', Local authorities' and colleges' role

Throughout the Appeals Process, the Scottish Council of Independent Schools', Local authorities' and colleges' role is to:

- ◆ encourage and facilitate appropriate cover for the release of centre staff so that they may undertake appointee duties