

How to submit results enquiries – Instructions for centres

Introduction

Around results day, general information and advice can be provided by SQA staff over the telephone via the Centre Advice Line. However, all queries about candidates' results **must** be made in writing. This is to safeguard the confidentiality of candidates' personal details and to ensure that all requests are logged, recorded and responded to within agreed timelines. See below for how you can send your written enquiries.

Submitting results enquiries

You can send queries relating to candidates' results in the following ways:

- ◆ By e-mail to national.qualifications@sqa.org.uk
- ◆ By letter. You can send letters with any queries about candidate results to:

Data Services
Scottish Qualifications Authority
Lowden
24 Wester Shawfair
DALKEITH
Midlothian
EH22 1FD

Do not send written correspondence to any other SQA staff or office because this will delay the time it takes for your query to be resolved.

Timescales for resolving results enquiries

As agreed with the Scottish Government, we will work to the following timescales.

- ◆ We will acknowledge receipt of an enquiry within three working days.
- ◆ Within a further 10 working days, we will either:
 - resolve the query and advise you of the outcome
 - or
 - in more complex cases, notify you of a timescale for resolution, giving reasons.

These response times are dependent on us receiving all the information and evidence we need from you to progress the enquiry.

Where appropriate, revised certificates will be sent to candidates as soon as possible after the query has been resolved.

Please ensure that all queries are submitted as soon as possible. Please highlight any queries related to UCAS entry by stating '**Urgent – UCAS applicant**' on your e-mail/letter.

To guarantee the 6 August 2013 date on your candidates' Scottish Qualifications Certificates (SQCs), you should submit any outstanding results data by **11 September 2013**. After this date, National

Course certification runs will take place monthly, and the 'date of certification' of the National Course on the SQC will reflect the date of the run (ie after the last contributing Unit was processed).

Other enquiries

Any queries we receive relating to candidates not receiving their certificates on 6 August 2013 will be passed to our Data Services Team. Royal Mail will return undelivered certificates to us during the week commencing 12 August 2013 and these will be re-issued to candidates as soon as addresses can be checked and confirmed.