

## National Qualifications Examinations 2015

# Script Delivery and Return Arrangements

Thank you for agreeing to provide your services as a Marker for the 2015 National Qualifications Examinations. This document provides information on the delivery arrangements for your script allocations. Please read it and consider the options because you may have to provide information to SQA.

Security is a key feature of our script management process and our continuing success in this area is largely due to the commitment and flexibility of our Markers. Candidates’ scripts are unique and we must make every effort to meet our shared aim: to ensure the security and confidentiality of our candidates’ scripts.

### Arrangements for delivery of scripts

You should now have access to the following documents:

* List A Parcelforce/Royal Mail Delivery 2-4 Day Delivery Postcode Areas 2015
* List B Parcelforce and Royal Mail Delivery Office Listing
* List C Arrangements for Returning Marked Scripts
* Alternative Script Delivery Address Form

For coursework and main diet script deliveries, Parcelforce (or Royal Mail in rural areas) will deliver script packages between 9 am and 5 pm Monday to Friday and between 9 am and 12 noon on Saturday. Regrettably, exact delivery times cannot be provided.

We try to deliver entire allocations of scripts to Markers in a single delivery on the specified delivery date advised in your letter of invitation. However, there are certain postcode areas where next day delivery cannot be guaranteed. Please see List A. In these areas the date of delivery could be the day after that intimated. Please ensure that the script delivery option you select takes this into account.

If you wish your script packages to be delivered to your home address then you need take no further action.

There are two further options for the delivery of coursework/examination scripts to Markers. These are described below. Please consider each option carefully and select the most appropriate/convenient.

#### Option 1: Delivery to an alternative residential address

If you would prefer your script packages to be delivered to an alternative residential address, please complete and submit the Alternative Script Delivery Address Form as soon as possible and no later than one week prior to the script delivery date shown on your letter of invitation.

If you choose this option you must identify dates within which this arrangement applies. Any scripts issued to you outwith these dates will be delivered to your home address.

#### Option 2: Delivery to Parcelforce or Royal Mail Delivery office for collection

Your script packages can be delivered to an identified Parcelforce depot or Royal Mail delivery office for you to collect (see List B). You should monitor this regularly for updates.

Please note a full electronic track-and-trace facility is not possible with this option. We would strongly recommend that you only select this option where delivery to your home address and Option 1 have been thoroughly considered and discounted.

* Please use List B to select the most suitable depot/delivery office. This listing also includes the Parcelforce website address, which can be used to identify your nearest office.
* You must identify dates within which this arrangement applies. Please note that any scripts issued outwith these dates will be delivered to your home address.
* Packages leave SQA on a 24-hour delivery service (with the exception of 2-4 day delivery areas) and will arrive at your selected local Royal Mail or Parcelforce depot between 9 am and 5 pm (subject to local opening times). Please ensure that you check these local opening times prior to delivery. You must ensure that you collect your scripts at the depot/delivery office on or within two further working days of the script delivery date. Please see the 2-4 day delivery areas in List A.
* Script packages that have not been collected after three days are automatically returned to SQA. Failure to collect will result in significant delays and additional costs as these packages will have to be reissued.
* When collecting script packages you must produce your letter of invitation along with either your driving licence or passport as proof of identification. To maintain the confidentiality and security of this material, Parcelforce/Royal Mail staff have been advised that they should not release packages to individuals unless this proof of identity is produced.

### General

If you do not notify us of your delivery arrangements and/or a delivery attempt has been unsuccessful, Parcelforce/Royal Mail will leave a customer contact card. This will identify the location and telephone number of the nearest Parcelforce depot or Royal Mail office to which your script packages have been transferred. Please note that collection points may be located some distance from your home and that re-deliveries are not available. The packages will remain in the depot/office for a further two working days awaiting collection after when they will be automatically returned to SQA. Failure to collect will result in significant delays and additional costs as these packages will have to be re-issued.

If you elect to have your scripts delivered to your home address or to use Option 1, either you or a nominated recipient must be available to take receipt of parcels on the script delivery date. For security purposes it is essential we obtain a signature on the delivery driver’s electronic device as confirmation/proof of delivery.

### Examiner script holds for quality assurance procedures

Examiners attending quality assurance meetings such as Photostats or Preparation may have their script allocations held for use at these meetings. Please check with your Principal Assessor whether your allocation of scripts will be required. Where this is the case you should complete and submit the Alternative Script Delivery Address Form (Option 1) indicating ‘**Hold scripts at SQA**’. Please note that scripts held at SQA will not be available for you to take away until 4 pm on the day prior to the script delivery date.

Please ensure that you will be able to take your script packets home after the meeting.

### Issue of late scripts

Scripts that arrive late from centres will be issued to Markers at Markers’ meetings.

Where it is not feasible to take late packets of scripts to Markers’ meetings we will advise you that there will be an additional delivery. Please note that the delivery method will be the option you have selected.

### Arrangements for returning marked scripts to SQA

Please use List C for returning marked scripts to SQA. You should monitor this regularly for updates.

General marking instructions on how to return marked scripts to SQA will also be contained within your Marker Pack, which will be sent to you with your script package(s).

### Supporting this process — SQA script management line

If you have any enquiries relating to the delivery and return of scripts please call our script management line on 0345 213 6732. SQA staff are available to take your calls between 8 am and 5 pm Monday to Friday and between 9 am and 12 noon on Saturday. If you call outwith these times, please leave a voicemail, with a contact number, and we will call you back as soon as possible. Alternatively, you can e-mail your enquiry to script.management@sqa.org.uk