



National Qualifications 2009

Issue of Results - Procedures for submitting results queries

1 Introduction

General information and advice can be provided by SQA personnel over the telephone – telephone contact details are provided below. However, all queries about candidates' results must be made in writing — this is to ensure confidentiality of the candidates' personal details and to ensure that all requests are logged, recorded and responded to within agreed timelines. See section 3 below for the various formats you can use to send us information.

- 2 SQA personnel will be available to answer general enquiries and provide advice. They can be contacted on 0131 561 6960.

Please note this telephone number is for centre use only. It should not be given to candidates.

3 Submitting results queries to SQA

You can send information in the following ways:

- E-mail

national.qualifications@sqa.org.uk

- Letter

When submitting candidate result queries by letter please send these to Data & Certification, Ironmills Road, Dalkeith, EH22 1LE. Do not send written correspondence to any other SQA site or personnel as this will delay resolution.

4 Timescales for resolving results queries

As agreed with the Scottish Government we will be working to the following timescales.

- Acknowledge receipt of an enquiry within 3 working days.
- Within a further 10 working days, 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 dependant on us receiving all the information and evidence we need to progress the query.

Where appropriate, revised Certificates will be sent to candidates as soon as possible after the resolution of the query.

To guarantee the 5 August 2009 date on SQCs, all outstanding results data must be submitted by 4 September 2009. 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 certification run after the last contributing Unit has been processed.

Once a query is logged on our database, you will automatically receive an e-mail from us to confirm receipt. You will receive a further e-mail once that query is resolved and closed.

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 the correspondence.

5 Other queries

Any queries relating to the non-receipt of certificates on 5 August 2009 will be passed directly to SQA's Data & Certification Team for resolution. Royal Mail will return undelivered certificates to us during the week commencing 10 August 2009 and these will be re-issued to candidates as soon as addresses can be checked and confirmed.

June 2009