

22 June 2009

To Heads of Centre,
SQA Co-ordinators
Secondary Schools and Colleges

cc Directors of Education, SLS, SCIS,
College Examination Officers, ASC,
NQ Co-ordinators in Local Authorities and Scottish Government

Action by Recipient	
	Response required
	Note and pass on
✓	None – update/information only

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Dear Colleague

National Qualifications 2009 - Update

I know that the end of session is always a busy time for you, but I am keen to ensure that you have the following information on arrangements for National Qualifications for the summer period and into session 2009/10. It will help your planning for next session. Please ensure that your colleagues are also aware of these arrangements.

1 Issue of results and certification of National Courses, Standard Grades and Skills for Work Courses.

Electronic Statement of Certificated Results files will be released to schools and colleges via SQA.net, where appropriate, to arrive on Monday 3 August 2009. Centres who use SEEMIS will receive the data via this system. The Award Summary report will be issued to arrive by 1.00pm on Tuesday 4 August 2009.

Centres who submit results by paper will also receive individual candidate reports at the same time. These will be delivered by courier and will need to be signed for. If your centre will be closed on 4 August 2009 and there will be no one available to sign for the packages, you may wish to consider using Royal Mail's Business Keepsafe service. Full details are available from Royal Mail, telephone number - 08457 740 740 or on their website www.royalmail.com. Otherwise, the packages will be returned to SQA and this will therefore delay your access to this information.

Please remember that we issue the results under strict embargo. Under no circumstances should you release them to, or discuss them with candidates until 8.00am on **Wednesday 5 August 2009**. Results are released to centres in advance to allow you to finalise your forward planning for the new session, and to prepare for dealing with candidates' and parents' enquiries.

Candidates will receive their certificates by first class post on Wednesday 5 August 2009.

2

2 MySQA

MySQA is the service that lets candidates register online to receive their exam results by text and email. Please note the following:

- Registration for MySQA is online. To register for MySQA, candidates need a Scottish Candidate Number and a unique email address. The web address for MySQA is www.mysqa.org.uk.
- To receive exam results by text and email students must sign up by 16 July 2009 and activate their account by 24 July 2009.
- Exam results will be sent by text and email between 8.00am and 9.00am on Wednesday 5 August 2009.

For more information about MySQA please go to www.whywait.org.uk or email Jacqui Murray at jacqui.murray@sqa.org.uk.

3 Data & Certification

a) Change of address

To ensure that Certificates are successfully delivered (and to reduce anxiety for candidates), please ensure that you tell us of any changes of address for your candidates by no later than 15 July 2009.

b) Clear up of data from 2008/9

To maintain the integrity of our results data, on 14 August 2009 we will issue a report indicating Unit entries with completion dates of up to July 2009 where no result has been submitted. Schools and colleges will be asked to submit a result or withdraw the entry by 4 September 2009. This will ensure that all results for session 2008/9 are processed and accurately recorded.

4 Advice Lines

As in previous years, Advice Lines will operate to support centres and candidates.

a) Centre/College Advice Line

An Advice Line will be in place to handle all results enquiries from School SQA Co-ordinators and College Co-ordinators/Examination Officers.

The telephone number of the Advice Line is 0131 561 6960. It will be open from 8.30am to 4.30pm (Mon-Fri). You can also e-mail enquiries to national.qualifications@sqa.org.uk.

The Advice Line will be staffed by SQA personnel, who will log and record enquiries on a database. This will track all enquiries and keep you advised of the progress being made.

Full details of how to contact the Advice Line and record your queries are given in the enclosed document, *Issue of Results – Procedures for submitting results queries*.

Please keep this information in a safe place.

This service is available to centres only. Please do not, under any circumstances, pass these contact details to candidates or parents.

b) Candidate Advice Line

A candidate advice line will be available to give general information to candidates on the layout of the Scottish Qualifications Certificate. Candidates will however be asked to raise all results queries direct with their school or college. Advice line operators will have no access to candidates' results.

This line will be open from 4-7 August. The telephone number is 0845 278 8080 and the opening hours are 8.00am to 6.00pm from 4-6 August and 8.00am to 5.00pm on Friday 7 August.

Candidates can also submit e-mail enquiries to: results@sqa.org.uk or seek general information from our website at: www.sqa.org.uk

c) Career Scotland Helpline

Careers Scotland will, as you know, provide a telephone Helpline offering expert careers advice on University/College vacancies and next step career options for candidates. The Helpline number is 0808 100 8000. The lines are open from 5-22 August 8.00am to 8.00pm on 5 & 6 August, 10.00am – 6.00pm 7-22 August

5 Appeals

A letter was issued mid June 2009 to Directors of Education and Heads of Centre providing an overview of key messages from 2008 Appeals and information about changes to procedure for 2009. It is very important that all staff involved in the appeals process have read a copy of this letter. An electronic version can be found on our website at www.sqa.org.uk/appeals.

a) Appeals Dates

As in previous years, appeals will be considered in two stages, with stationery for **both** stages issued with Stage 1 materials.

(i) Stage 1 – Higher and Advanced Higher

Stage 1 Appeals Request Forms and **all** the associated stationery will be despatched on **7 August 2009**.

Completed forms and supporting evidence for Stage 1 must be submitted to reach SQA by **21 August 2009**.

(ii) Stage 2 – Standard Grade, Intermediate 1 and 2

Stage 2 Appeals Request Forms will be despatched on **28 August 2009**.

Completed forms and supporting evidence must be submitted to reach SQA by **11 September 2009**.

b) Appeals Website

The SQA Appeals website at www.sqa.org.uk/appeals provides links to documents and communications regarding the appeals processes. (The web page is accessible to anyone with a query about appeals, including candidates.) If you have a query about appeals, please refer to this website in the first instance and, if this does not answer your query, please contact the Helpline (see below).

c) Appeals Helpline

The Appeals Helpline will operate from 7 August until 27 November 2009 to assist with your enquiries. The telephone number is **0131 271 6750**, but please note that this line will not be operational before 7 August 2009. It will be open Monday - Thursday 8.30am to 4.30pm and Friday 8.30am to 3.30pm.

This service is available to centres only. Please do not, under any circumstances, pass these contact details to candidates or parents.

d) Appeals Advice for Candidates/Parents

Information about the appeals process is contained within the document Information for Candidates and Parents. A copy is enclosed for your information – please direct any candidates or parents with queries about appeals to this document which can be found at www.sqa.org.uk/appeals.

I hope this update is helpful. If you have any general enquiries, please telephone the Customer Contact Centre on **0845 279 1000**.

On behalf of SQA, can I thank you for all your help and support over the past year. We are well on track to successfully deliver the 2009 results, and in large part that is down to your co-operation and support.

Best wishes, and have a relaxing and enjoyable summer break.

Yours sincerely



Karen McCallum
Director of Operations and Quality Assurance

Encs

- Issue of Results - Procedures for submitting results enquiries
- NQ Appeals – Information for Candidates and Parents