



Delivering National Qualifications

Guide for SQA Co-ordinators 2013–14

Publication Date: June 2013

Publication Code: BA6585

Published by the Scottish Qualifications Authority
The Optima Building, 58 Robertson Street, Glasgow G2 8DQ
Lowden, 24 Wester Shawfair, Dalkeith, EH22 1FD

www.sqa.org.uk

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SQA is committed to using plain English. We will try to make our publications as easy and straightforward to understand as we can, and will try to avoid all unnecessary jargon. If there's any language in this document that you feel is hard to understand, or could be improved, please write to Editor, Editorial Team, at the Glasgow address or e-mail: editor@sqa.org.uk.

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1 Introduction

Your role as SQA Co-ordinator is pivotal to SQA's effective partnership with your centre, so allow us to begin by thanking you for your commitment.

We ask for a high level of effort from Co-ordinators to ensure that all our operational procedures are followed and key dates are met, enabling us to deliver a quality service for your learners.

Current SQA Co-ordinators will already be familiar with most of the procedures and timelines, but the dual-running of new and existing National Qualifications, together with the introduction of some new services means that there are also some important changes. All the guidance and detailed instructions you need to effectively fulfil your responsibilities as an SQA Co-ordinator are laid out in this guide.

Please familiarise yourself with each section of the guide before the start of the session. We have included [links to information on who to contact](#), should you have any questions or queries.

We appreciate your support in complying with our processes and key dates this session and look forward to continuing to work with you. Together we can support your learners' achievements as the new National Qualifications are introduced.



Eric Martinez
Director of Operations

2 SQA Connect

SQA Connect is our online customer portal that allows you to access a range of SQA services that provide delivery and operational support for our qualifications. Some new services being introduced to support the new National Qualifications can only be accessed through SQA Connect. This includes results services and the new QA arrangements (eg uplift dates for your verification evidence will be published here).

SQA Connect can be accessed via the internet with no special software required. Many centres already have access to SQA Connect. Roll-out to all local authority schools in Scotland will begin from June 2013. All customers will be signed-up by 6 September 2013, in time for the start of the new services.

SQA Connect will be the main point of interaction between you and SQA. On it, you will find important information, key dates and guidance documents relating to the services it provides.

How do I sign up for SQA Connect?

Before you can access SQA Connect, you need to read and sign an SQA Connect User Agreement and nominate an SQA Connect Administrator for your centre. We will then set up the Administrator account and confirm by e-mail when this has been done. The Administrator is responsible for creating additional users within your centre and can set different levels of access for other centre staff.

If you didn't pick up a user agreement at our SQA Co-ordinator conferences in June 2013, you can download one from www.sqa.org.uk/sqaconnect.

Please return your completed and signed user agreement to us as soon as possible so that we can set up your account.

You can return the agreement by post to:

SQA Connect Officer
SQA Lowden
24 Wester Shawfair
Dalkeith
EH22 1FD

or by e-mail to: sqaconnect@sqa.org.uk (electronic signature is required).

The closing date for submitting your SQA Connect User Agreement is **Friday 6 September 2013**.

3 National Qualifications (NQs)

The National Qualifications 'family' consists of:

- ◆ National Units
- ◆ National Courses
- ◆ Project Based National Courses
- ◆ Skills for Work Courses
- ◆ National Qualification Group Awards
- ◆ Awards
- ◆ Baccalaureates

Note: Keeping up to date

It's important that you (and all those in your centre who need to know) keep up-to-date with changes in, for example, procedures, or subject arrangements. We will make sure you are informed — usually by e-mail/letter, publishing revised documentation, or through the website.

The sections that follow are particularly important when you are making entries.

Codes

It is essential that you, and your subject departments, use the most up-to-date code numbers for our qualifications. You can check these in the *Catalogue of National Qualifications*, which you can find at www.sqa.org.uk/nq.

Units have a '4 + 2' digit code that starts with a letter — usually 'D'.

Courses have a '4 + 2' code that starts with a letter — usually 'C'.

- ◆ The '4' part of the code identifies the subject, eg C700 = Accounting.
- ◆ The '2' part of the code refers to the level of the Course or Unit eg 75 = National 5.

The levels of National Courses or Units (both current and new) are:

SCQF level	Current National Qualifications	level code	New National Qualifications	level code
1	Access 1	07	National 1	71
2	Access 2	08	National 2	72
3	Access 3	09	National 3	73
4	Intermediate 1	10	National 4	74
5	Intermediate 2	11	National 5	75

6	Higher	12	Higher (2014–15)	76
7	Advanced Higher	13	Advanced Higher (2015–16)	77

So, *C059 11* is the Course code for French at Intermediate 2 level, and *C700 75* is the Course code for Accounting at National 5.

There are National Units at all levels, from Access 1 to Advanced Higher (level codes 07-13), and from National 1 to National 5 (level codes 71 to 75), but you should always check before making entries for Units and Courses because:

- ◆ Not all Units and Courses are available at every level.
- ◆ Some free-standing Units are 'unlevelled'. The code 04 indicates that this is the case, eg Personal Care EG34 04.

National Units

National Units can be taken as free-standing qualifications or as part of Courses. You can find the specifications for the new National 1 to Advanced Higher Units by subject on www.sqa.org.uk/browsecfesubjects, and the current Access 1 to Advanced Higher Units by subject by visiting www.sqa.org.uk/NQ and choosing the **Unit Search** facility.

National Units that are internally assessed are subject to external verification, and are awarded on the basis of evidence of successful attainment of all the Outcomes.

Courses at Access 2 & 3 and National 2 – 4

Access 2, Access 3 and National 2 to 4 Courses are made up of groupings of National Units. They are internally assessed and are subject to external verification, but there is no external assessment. Remember to enter candidates for the Course code as well as for the component Units to ensure they are certificated for the Courses they have achieved.

National Courses Intermediate to Advanced Higher (Including National 5)

These are groupings of National Units (from Intermediate 1 level to Advanced Higher) and Course assessments. Course assessments can be made up of one or more components, most of which include an exam.

Project-based National Courses (PBNCs)

PBNCs are also available, mainly in vocational subjects. These Courses have the same design features as exam-based Courses, except that candidates have additional flexibility as the external assessment is carried out using projects that

are not tied to a conventional exam diet. For further information and guidance on PBNCs, please visit [Project-based National Courses: procedural guide for centres](#).

Skills for Work Courses

Skills for Work Courses are groupings of National Units. These National Courses encourage young people (from S3 upward) to become familiar with the world of work, by providing a variety of practical experiences linked to particular careers. You can find out more in the Skills for Work section of our website: www.sqa.org.uk/skillsforwork.

National Qualifications Group Awards (NQGAs)

‘National Qualification Group Awards’ (NQGA) is the term that encompasses National Certificates (NCs) and National Progression Awards (NPAs). NQGAs provide people preparing for work with opportunities to develop skills that are sought after by employers.

National Certificates

National Certificates are designed to prepare people for employment, career development or progression to more advanced study at HNC/HND level. They also aim to develop a range of transferable knowledge including Core Skills.

These certificates are aimed at 16–18 year olds or adults in full-time education, and are at SCQF levels 2–6. Each National Certificate has specific aims relating to a subject or occupational area.

National Progression Awards (NPAs)

National Progression Awards (NPAs) are aimed at assessing a defined set of skills and knowledge in specialist vocational areas. They also link to National Occupational Standards, which are the basis of SVQs.

NPAs are at SCQF levels 2–6 and are delivered in partnership between schools, colleges and employers.

Awards

SQA Awards are characterised by their small and flexible nature. Suitable for any type of learner, Awards are designed to provide proof of specific skills. Once achieved, an Award will appear on an SQA certificate. You can find more information on Awards at www.sqa.org.uk/awards.

Scottish Baccalaureate

The Scottish Baccalaureates in Expressive Arts, Languages, Science, and Social Sciences consist of coherent groups of current Higher and Advanced Higher qualifications in these four broad areas. But what makes a Scottish Baccalaureate unique is the Interdisciplinary Project.

Scottish Baccalaureates are awarded at Pass and Distinction. Distinction will require a grade A in one eligible Advanced Higher Course, one other grade A in any other component, and at least a grade B in all other components. Pass will be awarded to those who achieve at least a grade C in all mandatory components and who do not meet the criteria for Distinction.

Further information on Scottish Baccalaureates is available at www.sqa.org.uk/baccalaureates

Finding information about National Qualifications

The Catalogue of National Qualifications is published on our National Qualifications webpage (www.sqa.org.uk/nq) and is updated regularly. The catalogue lists the titles and codes for all current National Qualifications: Courses, National Certificates, National Progression Awards (NPAs) and free-standing National Units. It also includes information on the approval status and credit values of Units, the Verification Groups to which Units are allocated, and Superclass categories.

A report about development work on National Qualifications is issued annually and provides information about Units that are new or have been revised. The appendix to the report includes information about the approval implications for new or revised Units.

All Course, National Certificate and NPA Arrangements documents and Unit specifications are available on the SQA website. You can find the documents for the new National 1 to Advanced Higher Units by subject at www.sqa.org.uk/browsecfesubjects, and for the current Access 1 to Advanced Higher Units by subject at www.sqa.org.uk/NQ, choosing **Browse NQ Subjects**.

For existing National Qualifications, the *Conditions and Arrangements for National Qualifications Handbook* is published on our website at www.sqa.org.uk/NQ. Similar information about the new qualifications will be available from at the start of session 2013–14 from www.sqa.org.uk/cfe. The handbook provides a general overview of conditions, arrangements and procedures under which SQA carries out its functions in awarding National Courses and Units that are part of National Courses, and includes a summary of the arrangements for each National Course.

4 Approval to offer National Qualifications

Each session, your centre will receive an individual file listing the qualifications (Courses/Group Awards/Units) that you are currently approved to offer. You should check that your centre is approved for all the Courses and Units for which you want to make entries — if you are not approved, the entry will be rejected.

The file will list:

- ◆ centre number
- ◆ product type (eg N-HS — National Qualification)
- ◆ qualification code (eg D36H)
- ◆ qualification level (eg 10)
- ◆ title (eg Work Experience)
- ◆ finish date (if applicable) (credit value, then finish date)
- ◆ credit value
- ◆ superclass (2 alpha-digit code — Units only)
- ◆ verification group of each qualification
- ◆ SCQF level
- ◆ SCQF credit points

Please note:

- ◆ If you use either the SEEMiS or Pearson e1 system, your Approval file will come directly from your software supplier.
- ◆ If you use an electronic system other than SEEMiS or Pearson e1 system, your approval file will be e-mailed to your SQA Co-ordinator (Management Information System (MIS) contact) directly from SQA. A covering letter explaining the content will also be attached, along with a configuration document, **prodlink**, **replace** and **modgroup** files.

Your approval file should be used to help you identify what your centre is approved to offer for the current session — it will only list 'Live' qualifications. It will also enable your centre to send entries and results electronically.

Approval files will usually be issued around the start of each session. It is your responsibility to update your Approval file on your MIS when you become approved to offer additional qualifications. For guidance on how to update your MIS you should contact your software supplier.

A complete electronic copy of reference data will be sent to each software supplier. This is essentially an 'electronic catalogue' of all our qualifications which have not yet lapsed (ie for which we will still accept entries).

If you would like to become approved for any National Qualifications that you are not already approved to offer, you must apply for qualification approval. Please see below for guidance on how to do this.

Applying for approval to offer National Qualifications

Schools and colleges are automatically approved to offer some National Qualifications. Being automatically approved means you do not need to apply for approval to offer these qualifications. Your approval list will show you **all** the qualifications that you are currently approved to offer. You can check this on:

- ◆ SQA Navigator — select the **Centre** tab, search for your centre, then select either **Approved Groupings** or **Approved Units**, finally select **View List**.

or

- ◆ SQA Connect Candidate Services — please follow the **Search for a Qualification** training demo at <http://www.sqa.org.uk/sqa/46582.html>, which shows you how to do this.

If you have any difficulty checking what you are currently approved to offer, please contact your dedicated Business Development and Support team, who will be happy to help. You can find your team's details at www.sqa.org.uk/businessdevelopment.

If you wish to offer a National Qualification that is not on your approval list, you need to apply for qualification approval. You can do this by contacting your the Business Development team using the link above. They will give you an application form, and guide you through the approval process. Please do not start to deliver the qualification to candidates until **after** we have granted approval **and** added the qualification to your approval list.

Whilst we are happy to receive Qualification Approval Application forms at any time, there is a closing date for any **qualifications associated with the August National Qualification certification**. Please see the 6 Key dates section of this guide to check the closing date for session 2013–14. If you need the qualification added to your approval list in time for delivery in 2013–14, it is essential that you meet the application closing date.

Any forms we receive after the closing date will be processed as normal, but the qualification will not appear on your approval list until the start of session **2014–15**. You will not be able to deliver the qualification to any candidates before then.

There is more information about qualification approval on our website: www.sqa.org.uk/approval.

5 Data exchange

How to submit data to us

For all data submissions, there are full details of our requirements in the booklet Guide to Data Exchange, which can be downloaded from our website at www.sqa.org.uk/files_ccc/Guide-to-Data-Exchange.pdf, or by contacting your support team on 0303 333 0330.

All candidate data should be submitted to us electronically. Centres compile data for submission either by using a Management Information System (MIS) provided by a software supplier or by using SQA Connect — Candidate Services.

For centres using an MIS, once an electronic file has been compiled for submission it can be sent to us by using the **Exchange** service within **SQA.net** (with the exception of SEEMiS users, who send files via SEEMiS only).

The only instances where Data Services will accept paper forms from a centre are for:

- ◆ Date of birth amendments
- ◆ Entry creation by exception

Both of these forms are available at <http://www.sqa.org.uk/sqa/582.html>

You should continue to check that a candidate registration has been successful before submitting an entry for that candidate. If you wish to update entry information, this can only happen *after* the entry has been successfully created and confirmed.

How to check the data you have sent

Electronic files received via SQA.net/Exchange are processed throughout the day. A processing report will be generated immediately on completion. The confirmation report is sent back to the centre via SQA.net/Exchange. You can receive an e-mail telling you when a confirmation report is available to be downloaded. You can do this by accessing SQA.net, clicking on My SQA.net, and entering your e-mail address.

It is important that you check these reports carefully. The report will list the amount of data successfully processed and accepted, and any data that has been rejected for processing. All rejections will be listed at the top of the report. Each rejection will have an error message detailing why the data failed. These must be looked at and, if necessary, the data should be amended and resubmitted to SQA for processing.

Navigator

Navigator offers you the facility to view the candidate data held by SQA. Navigator gives you the ability to check and monitor candidate registration and entry data, generate reports on candidate entries, and view approved qualifications. This makes it an invaluable tool for centre administration.

For further information on how to use Navigator please see [SQA Navigator: a guide for centres](#). If you require any further assistance using Navigator, please contact the Data Services team on 0345 213 6960 or sqa.net@sqa.org.uk.

6 Key dates

It is important that you and your colleagues are aware of our key dates for session 2013–14. The key dates are in place to allow us to:

- ◆ Plan and carry out verification appropriately.
- ◆ Recruit and train the appropriate number of Markers, Examiners and Invigilators.
- ◆ Prepare question papers and exam stationery for your candidates.
- ◆ Plan the vast procedural programme of events that leads to certification.
- ◆ Certificate learners for their full achievements on results day in August — please ensure no candidate is disadvantaged by missing or incomplete data

KEY DATES 2013–14	
DATE	CENTRE ACTION
2013	
June	
3 – 28 June	➤ Submit Prior Verification requests (early bird)
August	
Mid Aug	➤ Prior Verification requests now open
19 Aug	➤ Candidate Registrations now open (schools only) Establish whether each candidate has an SCN and, if not, register with SQA
30 Aug	➤ Receive and review Invigilators' details from 2013 Use these to confirm or amend the details of the persons to be appointed for the 2014 examinations
By 31 Aug	➤ Receive approval files Ensure MIS systems are updated to reflect current approval status
September	
13 Sept	★ Closing date for Invigilator Nomination forms
23 Sept	➤ Candidate entry process now open Provide entry information on Courses, Units and, where appropriate, external assessments. In each case, level and completion dates must be specified. Entries should not be submitted until any new registrations have been confirmed as having been processed successfully.

You must provide completion dates for Course and Unit entries:

- National Course completion dates must be May
- Unit completion dates can be any time up to and including June. However, for Intermediate 1, Intermediate 2, Higher and Advanced Higher, at least one Unit entry must have a completion date of March.

27 Sept

★ **Closing date for Approval applications for Courses certificated in 2014**

To allow all approval activity to be completed by Friday 29 November.

Any applications received after this deadline will be processed, but will not be added to your approval list until session 2014–15.

You must both apply for and be granted approval from SQA before starting to deliver any qualifications that are not on your approval list.

October

1 Oct

- **Receive notification of National 1-5 selections for Verification Round 1**

3/4 Oct

- **Receive Verification National 1 – 5 Round 1 stationery and Carrier Report**

22 Oct

- **Assessment Arrangement Requests system now open**

Assessment arrangements for candidates with disabilities and/or additional support needs must be submitted using the Assessment Arrangements Request (AAR) system.

November

4 November

- ★ **Uplift of Verification National 1 – 5 Round 1 materials**

Ensure Round 1 materials are ready for uplift.

8 Nov

- ★ **Closing date for initial entry information on Courses, Units and, where appropriate, external assessments (schools only)**

Mid Nov

Markers will receive invitations for the 2014 examinations, containing details of markers' meetings. Centres are requested to grant leave of absence to any member of staff to attend markers' meetings during normal working hours.

Mid Nov

- **Receive and action your Incomplete National Course Profiles - Unit entries missing report: Entries Eligibility Report (schools only)**

Enter any missing Units that appear on the report (if required)

- **Receive and sign off your Entry Profile Summary Report (schools only)**

December

- 2 Dec ➤ **Receive notification of National 1-5 selections for Verification Round 2**
- 4/5 Dec ➤ **Receive Verification National 1 – 5 Round 2 stationery and Carrier Report**

2014

January

- 15 Jan ➤ **Uplift of Verification National 1 – 5 Round 2 materials**
Ensure Round 2 materials are ready for uplift
- 31 Jan
 - ★ **Closing date for initial entry information on Courses, Units and, where appropriate, external assessments (colleges only)**
 - **Ensure all Course entries are at the correct level**
This is to ensure the completeness of examination stationery
 - ★ **Closing date for Adapted Question Paper requests**
Submitted via AAR system
- End Jan **Verification National 1 - 5 Round 1 Key Messages published**

February

- Early Feb ➤ **Receive and action your Incomplete National Course Profiles - Unit entries missing report: Entries Eligibility Report (colleges only)**
Enter any missing Units that appear on the report (if required)
- **Receive and sign off your Entry Profile Summary Report (colleges only)**
- **Receive stationery for the submission of externally assessed coursework**
- 10 Feb – 16 May **Visiting Examination Period**
- 14 Feb ➤ **Receive notification of Access, Intermediate 1 and 2, Higher and Advanced Higher Verification selections, associated stationery and the Carrier Report for the March uplift**

- 24 Feb ★ **Closing date for External Examination - Alternative Centre ('Sitting at') forms**
- This will ensure that the necessary practical arrangements can be made prior to the examination.
- Please pass accommodation arrangements information to your Chief Invigilator. This will allow them to identify invigilation requirements and arrange/advise invigilators of their duties.
- End of Feb ➤ **Centres who are unable to submit estimates electronically will receive estimate forms for National Courses (including PBNCS)**

March

- 3 March ➤ **Receive notification of National 1-5 selections for Verification Round 3**
- 5/6 March ➤ **Receive Verification National 1 – 5 Round 3 stationery and Carrier Report**
- 14 March ★ **Closing date for Alternative Venue Request forms**
- Completed by the candidate's presenting centre to seek approval for an alternative venue (ie a non-presenting centre)
- Mid March ➤ **Receive stationery for National Qualifications 2014 examinations**
- 25 March ➤ **Uplift for externally assessed coursework for all National 5 subjects that also have a timetabled exam (with the exception of Art and Design which will be uplifted on 30 April)**
- **First uplift of Access, Intermediate 1 and 2, Higher and Advanced Higher Verification materials**
- 31 March ★ **Closing date for Entry Withdrawals to be submitted**
- ★ **Closing date for Entries and Changes of Level to be submitted**
- Please note entries or amendments received after this date will not be included in the:
- Coursework materials issued to centres in early April
 - Question papers issued to centres in April
- ★ **Closing date for submission of Scottish Baccalaureates Interdisciplinary Project results**
- **Receive Internal Assessment Mark Forms for National Courses (where appropriate)**

- End March ➤ **Receive Attendance Registers (Form EX6) and Carrier Report for the submission of coursework for National Courses and Verification for Intermediate 1 and 2, Higher and Advanced Higher due for April uplift**

Verification National 1 – 5 Round 2 Key Messages published

April

- Mid April ➤ **Receive Attendance Registers (Form EX6), Carrier Report and stationery for the submission of main diet examinations**
- 14 April – 20 June (TBC) ➤ **Submit Exceptional Circumstance requests for Results Services**
To be submitted through SQA Connect within 10 working days of the exam concerned
- 15 - 23 April ➤ **Receive main delivery of Question Papers**
- 22 April ★ **Closing date for Assessment Arrangements requests**
Submitted via AAR system, with the exception of new or updated English as a Foreign Language (EAL) and non-AA ICT request spreadsheets

You are reminded the closing date for Adapted Question Paper and Digital Paper requests was 31 January 2014
- 24 April ➤ **Uplift for externally assessed coursework for National Course levels at Intermediate 1 and 2, Higher and Advanced Higher (except Art and Design subjects and Advanced Higher Geography)**
- **Uplift for externally assessed coursework for all National 5 subjects that have coursework components only**
- **Second Uplift of Intermediate 1 and 2, Higher and Advanced Higher verification materials**
- ★ **Closing date for submission of Internal Assessment Mark Forms (IAMFs – green paper) for all National Course subjects** Except for:
- Applied Practical Electronics (Int 1)
 - Engineering Craft Skills (Int 1, Int 2)
 - Fashion and Textile Technology (National 5)
 - Hospitality Practical Cookery(Int 1, Int 2, Higher, National 5)
 - Hospitality Professional Cookery (Int 2, Higher)
 - Creative Cake Production (Int 2)
 - Hospitality Practical Cake Craft (National 5)
 - Physical Education (National 5)
 - Practical Electronics (National 5)
 - Practical Metalworking (National 5)

- Practical Woodworking (National 5)
 - Woodworking Skills (Int1, Int 2)
- 28 April ➤ **Uplift of Verification National 1 – 5 Round 3 materials**
- Ensure Round 3 materials are ready for uplift
- ★ **Closing date for submission of estimates for all National Courses (excluding PBNs).**
- 29 April – 6 June ➤ **NQ Diet of Examinations**
- 30 April ➤ **Uplift for externally assessed coursework submissions for Art and Design Intermediate 1 and 2, National 5 and Higher**

May

- 5 May ★ **Closing date for submission of Internal Assessment Mark Forms (IAMFs – green paper) for National Courses in:**
- Applied Practical Electronics (Int 1)
 - Engineering Craft Skills (Int 1, Int 2)
 - Fashion and Textile Technology (National 5)
 - Hospitality Practical Cookery(Int 1, Int 2, Higher, National 5)
 - Hospitality Professional Cookery (Int 2, Higher)
 - Creative Cake Production (Int 2)
 - Hospitality Practical Cake Craft (National 5)
 - Physical Education (National 5)
 - Practical Electronics (National 5)
 - Practical Metalworking (National 5)
 - Practical Woodworking (National 5)
 - Woodworking Skills (Int1, Int 2)
- 14 May ➤ **Uplift for Geographical Folio submissions for Geography Advanced Higher**
- 23 May ★ **Closing date for submission of outstanding Unit results for candidates with examination based National Courses (schools only)**
- Please note Unit results **must** be received by this date to ensure that they are included in the August certification process.

June

- Beginning of June ➤ **Receive the following reports and submit outstanding entries and results**
- Incomplete National Course Profiles - Unit entries missing report (Entries Eligibility Report)

- Incomplete National Course Profiles - Unit results missing report (Results Eligibility Report)
- Missing National Course Internal Assessment Marks Report

Please note urgent submission is required as any missing data will impact on August certification.

2 June ➤ **Closing date for submission of outstanding Unit results for candidates with examination based National Courses (colleges only)**

Please note Unit results **must** be received by this date to ensure that they are included in the August certification process.

6 June ➤ **Uplift for externally assessed coursework submissions for Art and Design Advanced Higher**

30 June ★ **Closing date for resolution of verification holds for August Certification**

End June **Verification National 1 – 5 Round 3 Key Messages published**

July

- 31 July ➤ **Receive NQ Award Summaries**
- **Electronic centres receive National Qualification results data**
- **Paper centres receive Candidate by Candidate Reports**
- **Receive Incomplete National Course Profiles - Unit entries missing Report (Entries Eligibility Report) and Incomplete National Course Profiles - Unit results missing report (Results Eligibility Report) for candidates with an external assessment result of 1 to 7 only - on paper**
- **Component Marks and sub component marks (Art and Design Intermediate 1 to Higher and Maths Higher) available via SQA.net**

August

5 Aug ➤ **Candidates receive results by post and, if registered with MySQA.org.uk, by text and email**

5 Aug - Late Aug (TBC) ➤ **Submit Clerical Check and Marking Review requests for Results Services**

To be submitted through SQA Connect

September

26 Sept

* **Closing date for Return of Project/Coursework Request forms**

7 Candidate registrations

Registration, for any individual candidate, is a **once-only** process. All candidates have to be registered before being entered for any SQA qualifications.

When we receive their registration details, a unique record is created on our system for the candidate, which maintains details of their SQA achievements. Therefore, it is imperative that a candidate's details are held under **one single, unique Scottish Candidate Number (SCN)**. This is the only way that the candidate can get the maximum benefit from the Scottish Qualifications Certificate (SQC), which is a single record of all SQA qualifications achieved by that candidate/SCN.

To see whether a candidate already has an SCN (eg if a candidate has moved from one centre to another and doesn't know his/her SCN), please check one of these sources:

- ◆ SQA Navigator — select the **Candidate** tab and search for the candidate by entering their surname, first initial of their forename, date of birth and gender.
- ◆ SQA Connect Candidate Services — please follow the **Search for a candidate** training demo at <http://www.sqa.org.uk/sqa/46582.html>, which shows you how to do this.
- ◆ Contact the candidate's last centre.

Some points to remember when submitting registrations:

- ◆ The postcode field is for UK or British Forces (BFPO) postcodes only. Other codes (eg zip codes) should be included in address lines 1–4.
- ◆ The country field is only to be used for valid country names — as in the SQA list, which is based on the ISO standard ISO3166-1.
- ◆ One of either the postcode or country code must be completed, but not both (except for overseas BFPO addresses).

It is important that you check the data held in both the **name** and **address** fields for accuracy.

Please note: the record created belongs to the candidate. For this reason, the candidate's **personal/home address** should be submitted.

NB registration is only for candidates who have not been registered before and do not have a Scottish Candidate Number (SCN). It is vital that a candidate has only one SCN as this record will hold details of their SQA achievements for life.

Throughout the year, make sure you check the confirmation reports we send you in order to:

- ◆ identify errors
- ◆ take action to resolve these errors

Amending candidate registrations

It is possible that some of the information about candidates that you provided to us on initial registration will change over time — eg the candidate's address. We send candidates' certificates directly to the addresses you have given us, so please notify us of any change of address as soon as you are aware of it.

If you are submitting significant changes to a candidate's details, you must carry out appropriate checks by asking the candidate to provide written notification, including the relevant legal documentation to support the requested change — eg birth certificate, adoption papers, marriage certificate or divorce papers.

Name-changes should be submitted electronically, along with any other data you are submitting at the time.

Candidates will be issued with certificates showing the name they were registered under when they took the qualification.

If a candidate returns a certificate to us indicating that their name is incorrect and that you were aware of this, but had not informed us, we will seek confirmation of the name change from you before re-issuing a certificate. Under these circumstances we will also seek your agreement that your centre will pay the fee of £38.00 for amending and issuing the replacement certificate.

Candidate merge

The Scottish Candidate Number (SCN) provides a unique record of a candidate's SQA achievements, and each candidate should only ever have one. If you find that a candidate has more than one SCN you should notify SQA's Data Services team immediately on 0345 213 6960 or national.qualifications@sqa.org.uk.

Please confirm all the SCNs belong to the same candidate and ensure that you advise SQA of the candidate's SCN, current name, date of birth and your centre number.

<p>Please note: In order to carry out a merge, you may have to update a candidate's registration information.</p>
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Merging candidate records does not automatically generate a new Scottish Qualifications Certificate (SQC). A new SQC is only generated where the candidate qualifies for a Group Award/Course or Unit that has they have not already been certificated for. If you require a new SQC for a candidate please refer to the [Certification section of this guide](#).

8 Entries

'Entry' is the process by which an approved centre informs SQA that a candidate has commenced working towards a particular qualification.

Important things to remember before submitting entries for National Qualifications:

- ◆ Entries will only be accepted from an SQA approved centre.
- ◆ Ensure your centre is approved to offer the National Qualification and (if it's a Course) all of its contributing units too.
- ◆ If you need approval from SQA for any National Qualification for which candidates expect August certification, you need to have been approved in accordance with [section 6, Key Dates](#) of this guide.
- ◆ Ensure each candidate being registered has a single Scottish Candidate Number (SCN). You must ensure you have confirmation of registrations before starting to submit any entries.
- ◆ Any updates to the entry, including withdrawals, **must not** be submitted until the entry itself has been confirmed.

Codes

When entering candidates for Units, Courses, Group Awards and Awards please ensure you use the correct codes as detailed below:

Unit Code (usually D, F or H code)

All Units have a specific Unit code. The appropriate Unit codes need to be entered for candidates completing a stand-alone Unit or Units as part of a Course.

Example:

Unit Code English Analysis and Evaluation National 5 H23H 75

Course Code (C code)

For Courses, all entries submitted to SQA must consist of the overall Course code that starts with a C and the codes for the contributing Units. You should not enter the external assessment code (the X code).

Example:

Course Code	English National 5	C724 75
Unit Code	English Analysis and Evaluation National 5	H23H 75
Unit Code	English Creation and Production National 5	H23T 75
External Assessment Code	English National 5	X724 75

When a candidate is entered for a Course (C code), an external assessment code (X code) is automatically generated.

External Assessment Code

The external assessment code can also be described as a 'Course assessment code'. This is the way SQA identifies and brings together information on the different assessment components.

An X code should only be entered if the candidate wants to re-sit or attempt the external assessment without undertaking any of the contributing units.

Group Award and Award Codes (G code)

For Group Awards and Awards, all entries submitted to SQA must consist of the overall Group Award/Award code and the codes for the contributing units. No external assessment code (X code) is required or generated for the candidate — Group Awards/Awards are made up entirely of Units.

Example:

Award Code	Personal Development Award Level 6	GF2M 46
Unit Code	Personal Development: Self in Community Level 6	H18N 46
Unit Code	Personal Development: Self and Work Level 6	H18P 46
Unit Code	Personal Development: Practical Abilities Level 6	H18W 46
Unit Code	Personal Development: Self Awareness Level 6	H18X 46

The entry process

There are several different types of National Qualification, including:

- ◆ Units
- ◆ National Courses with exams
- ◆ National Courses containing Units only
- ◆ National Progression Awards and National Certificates
- ◆ Awards

The entry process for each of these types of qualification is detailed below.

Units

Some candidates may wish to undertake individual free-standing Units (Units that do not contribute towards a Course), or to take Units individually with a view to contributing to a Course award in future years. There are no fixed submission dates or completion dates for entries for such Units.

If candidates have already achieved the external assessment, but need to achieve some or all of the Units that contribute to a Course, they should be entered for those Units only. They should not be re-entered for the Course.

National Courses with exams

(National Courses with exams are Intermediate 1, Intermediate 2, National 5, Higher and Advanced Higher.)

For candidates who wish to take examinations in April to June, entries for National Courses should be submitted in accordance with the dates given in [section 6, Key Dates](#) of this guide. **Any new Course entries or changes of level made after 31 March may incur an additional late entry charge.**

For National Courses, each entry must consist of a Course Code (C code) and the codes for the contributing units. For contributing Units and their codes, see our *Catalogue of National Qualifications* which you can find at www.sqa.org.uk/nq.

You must provide completion dates for Course and Unit entries. **Courses** must have a completion date of May of the year when candidates are being externally assessed. Anything else will be rejected.

Candidates following a National Course containing an external exam or project over two years must be entered for the Course in the session in which they will take the external assessment. If the candidates are completing Units during the first year, you have two options:

- ◆ Enter candidates for all Units in the second year of the programme, along with the Course entry. To do this, you must retain the assessment evidence produced in the first year. This will ensure that our verification process will be able to access evidence if your centre is selected for verification during the second year.
- ◆ Enter candidates for individual Units for the first year of the programme and then enter for the Course and any remaining Units in the second year. Verification could take place in the first and/or second years. If you choose this option, you should be aware that there are financial implications in terms of entry charges.

The completion date for Courses is also used to:

- ◆ determine how many question papers you will require
- ◆ determine the number of markers required
- ◆ ensure that candidates' names appear on Internal Assessment Marks forms and Attendance Registers (Ex6s)
- ◆ provide the correct examination stationery at the appropriate time and arrange the collection of assessment material

The **Unit** completion dates can be any time up to and including June. However, for Intermediate 1, Intermediate 2, Higher and Advanced Higher only, at least one Unit entry must have a completion date of March.

National Courses containing Units only

(National Courses containing Units only are Skills for Work Courses, Courses at Access 2 and 3 levels, and National 2, 3 and 4 Courses.)

Entries for these Courses (except National 4), and the Units within them, can be submitted in any month. However, you are encouraged to enter for these Units and Courses before 31 December in the first session of delivery, where possible.

The Courses codes (C codes) and the codes for the contributing Units can be entered in any order. However, you are encouraged to enter for the Course either at the same time as or before the first contributing Unit, where possible.

You must provide completion dates for Course and Unit entries. The completion date for these Courses (except National 4) and their component Units can be any month, up to two years from the date the entry is processed.

The completion date you provide for the Course must be no earlier than the latest completion date provided for the contributing Units.

If you require your candidates to be certificated in August, the completion date for the Course must be May, June or July of that year. The Units can have earlier completion dates, but please be aware of the last date for submission of Unit results ([see section 6, Key Dates](#)).

You can change the completion date for all Units (whether free-standing or taken as part of a Course). However, you cannot extend completion dates for examination-based courses.

You should submit completion dates that are as accurate as possible. As the completion date approaches, you must decide whether or not your candidates are still on target to meet the date. If candidates will not complete the unit by this date or shortly thereafter, please change the completion date via your MIS system or using the **Entry Update form** which is available at www.sqa.org.uk/sqa/582.html

Entries for National 4 must be submitted in line with the Key Dates with a completion date of May.

National Progression Awards (NPAs) and National Certificates

Entries for these Group Awards, and the Units within them, can be submitted in any month. However, you are encouraged to enter for these Units and Courses before 31 December wherever possible.

The Group Award Codes (G- codes) and the Codes for the contributing Units can be entered in any order. However, you are encouraged to enter for the Group Award Code as early in the delivery of the programme as possible.

The completion date you provide for the Group Award cannot be earlier than the latest completion date provided for the contributing Units.

Awards

Entries for these Awards and the Units within them can be submitted in any month.

You must provide completion dates for Awards and Unit entries. The completion date for these Awards and their component Units can be any month, up to two years from the date the entry is processed.

The completion date you provide for the Award cannot be earlier than the latest completion date provided for the contributing Units.

Entering for external assessments only

Some candidates may wish to re-sit or attempt the external assessment without undertaking any of the contributing Units. Candidates who have undertaken a Course during a previous session may have already achieved the contributing Units and, therefore, do not need to be entered for them again.

In these cases, the candidate should be entered for the external assessment only (using the X code). Our processing system will automatically generate a Course award if it shows that the candidate has achieved all the contributing Units and has been successful in the external assessment.

Under the [Recognising Positive Achievement](#) arrangements, for National 5 candidates who have passed the internally-assessed Units but received a band 8 or 9 (No Award) in the National 5 Course external assessment, we will automatically create a National 4 Course entry and report all such cases to you.

National 4 Value Added Unit

If the candidate has previously (perhaps earlier on in the same academic session) achieved the National 4 Added Value Unit (and Literacy/Numeracy Unit where applicable), provided you submit the Unit entry and Pass result to us by the closing date ([see section 6, Key Dates](#)) for that session, the candidate will receive the National 4 Course on their certificate in August. All of the following Units will be picked up during our results-processing exercise to contribute to the National 4 Course on their August certificate:

- ◆ all internally-assessed National 5 Units — Passes
- ◆ National 4 Added Value Unit — Pass
- ◆ Literacy or Numeracy Unit (for English, Gàidhlig and Mathematics only) — Pass

Duplicate entries

Candidates can be entered for a Course or Unit at **one level only** in any given session — if, in exceptional circumstances, you want candidates to have entries at more than one level, use the Entry Creation form — Process by Exception

(EC02) which you can find at www.sqa.org.uk/sqa/582.html. Centres that submit files using XML can process by exception automatically.

Processing reports

If the data you send us is rejected, the Processing Report we send you will detail the reason for the rejection. You will find error codes in the *Guide to Data Exchange* publication available at www.sqa.org.uk/files_ccc/Guide-to-Data-Exchange.pdf

Please resolve these errors and re-submit the data as soon as you can. We will then send you reports to confirm what has been processed, and an Incomplete National Course Profiles Report, which will tell you about any cases at your centre where a candidate is not going to achieve a Course due to missing component Unit entries.

Course or Unit level changes

Make sure that the subject departments in your centre inform you straight away if candidates change the level at which they are doing a Course or Unit, or withdraw from a Unit or Course. You should then send us that information as soon as you can, in line with our published Key Dates ([see section 6, Key Dates](#)).

If candidates change the level at which they are doing a Course or Unit, make sure that the combination of Units they will now achieve will allow them to achieve the Course at the new level.

You can change the level of entry for a National Course or for a National Unit.

The change-of-level facility is available for changes, up or down, at all levels between Access 2/National 2 and Advanced Higher (ie levels 08 to 13 and 71 to 77). Remember that submitting a change of level of **Units** at the level below the original entry, without also changing the level of the **Course**, will make the candidate ineligible for an overall Course Award. Therefore, you must notify us of changes of level, for both Courses **and** Units, where appropriate.

The change of level facility cannot be used for Skills for Work Courses. In the case of Skills for Work Courses you should withdraw the incorrect level and submit a new entry at the correct level.

Recognising Positive Achievement

SQA has put in place arrangements to support candidates who don't achieve a National 5 Course external assessment, but who may be able to achieve the Course at National 4 instead. These arrangements are referred to as Recognising Positive Achievement. Please familiarise yourself with the arrangements described in [Recognising Positive Achievement](#), and pass on the relevant information to colleagues, parents and candidates.

Please note that this covers arrangements to recognise positive achievement at National 4 and National 5 only. The arrangements do not apply at any other qualification levels.

Late entries

The rules concerning late entry and late entry charges only apply to National Courses that contain an external exam. There are no late entry rules concerning Courses at Access 2 and 3 levels, National 2 to 4, Skills for Work Courses, Group Awards or Awards.

Changes of level will be accepted up to the deadline published in [section 6, Key Dates](#). Course entries determine which question papers and exam stationery will be sent to your centre, so it is vital that your centre's entry information is as accurate as possible at this date. It will be possible for you to make further changes (adding new entries, withdrawing candidates, changing levels) up until 31 March, but these later changes will not be reflected in the completion reports, forms or coursework materials issued to you in early April.

New Course entries or changes of level created after 31 March may be subject to an additional charge.

Any Courses requiring an internal assessment mark or coursework to be submitted must be at the same level as the rest of the Course entry. If coursework or an internal assessment mark has already been submitted at one level, and the entry level for that candidate subsequently changes, a second internal assessment mark will need to be submitted. Please submit estimates at the same level as the Course entry.

Withdrawing entries

You can withdraw a candidate from a Unit, Course, Award or Group Award.

When you make a withdrawal for a Course (C code) that is examination-based, the external assessment (X code) entry is automatically withdrawn.

Please withdraw the entry as soon as you are aware that a candidate is no longer undertaking a Course or Unit. The cut-off date for withdrawing candidates from a Course or Unit, without potentially being charged for the Course, is 31 March. We issue the first lot of examination stationery in early February, so any late changes may not be reflected in the numbers of question papers and stationery issued.

Note: If you have already submitted a piece of coursework for a component of the external assessment, withdrawing the candidate from the Course will prevent them from having a poor result reported on their certificate. A candidate who did not sit the external examination should also be withdrawn. You should retain accurate records of who sat the examination.

Managing your entries

It is important that all entries are submitted within the deadlines published in our Key Dates ([see section 6, Key Dates](#)) and that all entries are submitted accurately in line with the process detailed in this section. You will receive the following reports to help you identify and resolve any errors in data submission to SQA.

- ◆ **Entry Profile Summary Report** (mid-November)
You are responsible for checking the information against the entry details you hold for your candidates. Please review the summary profile report for accuracy and confirm to SQA by the deadline specified.
- ◆ **Incomplete National Course Profiles — Unit entries not submitted**
You must action this report. It highlights candidates for whom one or more Unit entries are missing. If we do not receive these outstanding Unit entries by the deadline specified, the candidate will not be eligible for a Course Award. Please withdraw the Course entry for candidates who are taking the Units on a free-standing basis.

For Skills for Work Courses with a completion date up to and including May, this report will be issued to centres as detailed above. However, this report will not be issued for Skills for Work Courses with completion dates of June or July.

- ◆ **Incomplete National Course Profiles — unit results not submitted**
You must action this report. It highlights candidates for whom one or more Unit results are missing. If we do not receive these outstanding Unit results by the deadline specified, the candidate will not be eligible for a Course Award.

For Skills for Work Courses with a completion date up to and including May, this report will be issued to centres as detailed above. However, this report will not be issued for Skills for Work Courses with completion dates of June or July.

Your Head of Centre will receive a high-level summary of this report.

If any data is missing for your candidates, this will impact on certification. Please ensure that no candidate at your centre is disadvantaged on results day by missing or incomplete Course profiles.

9 External verification

This section focuses on the specific operational aspects of NQ Verification that you, as SQA Co-ordinator, need to know. More detail about the revised approach to NQ verification that is being deployed for the new National Qualifications (National 1–5) only can be found at www.sqa.org.uk/cfeqa and in the Appointee Section on SQA Academy under Nominee Induction Training (you'll need an enrolment key to access the details – it is: *Induction13*).

If you require any further advice/guidance relating to NQ verification activities, please contact the NQ Verification team in the first instance (email: nqverification@sqa.org.uk; tel: 0345 213 6766).

New software on SQA Connect

For the new qualifications (National 1–5), SQA is launching new software for session 2013–14 to communicate with SQA Co-ordinators about their centre's selections and the outcomes of these verification activities. This software (which is called 'NQ QA') will be available from 1 October 2013 (the date that we will notify centres of their first National 1–5 verification selections) via SQA Connect. The software is easy and intuitive to use — and user-guides will also be available on SQA Connect:

- ◆ Notification of Selections User-guide will be available from June 2013
- ◆ Outcomes and Verification Reports User-guide from October 2013

We will not be issuing SQA Co-ordinators with any paper correspondence about National 1–5 verification selections or outcomes.

Correspondence regarding selections and outcomes for Access & Intermediate 1 – Advanced Higher selections will continue to be paper-based for session 2013–14.

9.1 Overview

All Units and some Course assessments (you can find a list of these on the [Course Assessment Component Info 2014](#) are internally assessed — ie the candidate's work is assessed by the presenting centre rather than SQA. To maintain confidence in all of our qualifications, it is important that there is robust Quality Assurance of these assessment decisions to ensure that national standards are being maintained wherever and however the qualifications are being delivered. External Verification is the process by which SQA works in partnership with all of our centres to do this. It focuses on:

- ◆ Sharing knowledge about national standards.
- ◆ Providing support and guidance to centres on the delivery of SQA qualifications.
- ◆ Ensuring that appropriate approaches to assessment that are in line with SQA specifications are being used — that they are rigorous and fair so that candidates can show if they have achieved the required standard.
- ◆ Ensuring the reliability of assessment decisions — that they are accurately and consistently applied across all candidates and levels.

External Verification is undertaken by nationally-trained subject experts who are contracted to undertake activities on behalf of SQA. They may be teachers, lecturers or representatives from professional bodies, industry and commerce. Details about their roles and responsibilities can be found at the following website locations:

Nominees (National 1–5): <http://www.sqa.org.uk/sqa/63252.html>
All other Verification Appointments: <http://www.sqa.org.uk/sqa/63230.3786.html>

There are three main types of verification for National Qualifications: Prior Verification; Central Verification; and Visiting Verification.

Prior verification

Prior verification is a free service offered to centres who devise their own assessments, or who **significantly** change SQA's assessments to suit their particular local needs. The service gives centres additional confidence that their proposed assessment is fit for purpose and meets national standards.

See Section 9.2 Prior verification requests for more detailed information.

Visiting verification

For qualifications where the verification evidence generated is unlikely to be portable (ie cannot be physically sent to SQA) — such as performances — a visit to the centre will be undertaken. Subject experts will look at verification evidence from a sample of candidates for confirmation that an appropriate approach to assessment has been undertaken and that consistent assessment decisions are being made in line with national standards. Visits will always be arranged in advance (see Section 9.7 Arranging visits).

Verification events/postal verification

For qualifications where the verification evidence is likely to be portable (ie can be packaged up), SQA will collect the materials from the centre at specified points in time ([see section 6, Key Dates](#)) and these will be reviewed at subject events organised by SQA.

As with Visiting Verification, subject experts will look at verification evidence from a sample of candidates for confirmation that an appropriate approach to assessment has been used, and that consistent assessment decisions are being made in line with national standards.

9.2 Prior verification requests

Before submitting an assessment to SQA for prior verification, centres are strongly encouraged to consider the following points:

- ◆ Have you checked to see if a suitable approach to assessment already exists? You can check SQA's secure website at <https://secure.sqa.org.uk/secure/CFE/home> to look for exemplar approaches, including those successfully submitted for prior verification by other centres.
- ◆ How is the proposed approach to assessment different to existing approaches? If you are only making minor changes to SQA's assessment approaches or other assessments that have already been prior verified by SQA, there is no need to submit the proposed approach for prior verification, as it is unlikely that the proposed changes will make the approach invalid or unreliable.

- ◆ If you decide to submit a proposed assessment for prior verification, it must be subject to your centre's own quality assurance procedures before it is submitted. This will help you to ensure that you have confidence in its validity and reliability. Different centres will have different quality assurance procedures including, for example, the proposed approach being checked by an internal verifier, peer reviewed by other assessors within the centre, or through collaboration with staff in another centre. You can find more information on approaches to assessment and internal quality assurance in the following SQA documents:
 - Guide to Assessment:
http://www.sqa.org.uk/files_ccc/25GuideToAssessment.pdf
 - Internal Verification: A Guide for Centres Offering SQA Qualifications:
http://www.sqa.org.uk/files_ccc/InternalVerificationGuideforSQAcentres.pdf

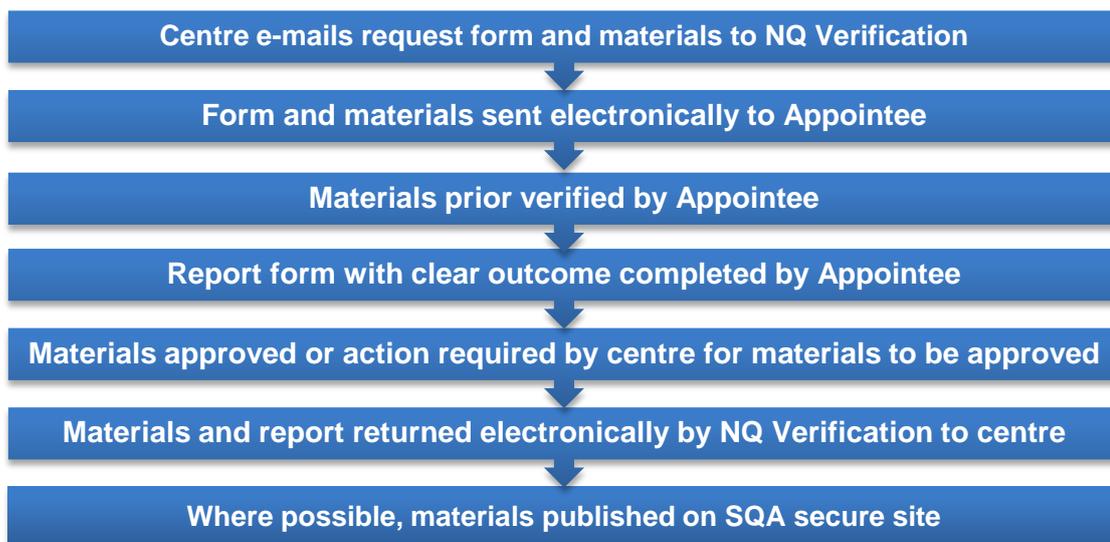
- ◆ SQA strongly recommends that any centre wishing to have its own assessments prior verified should **use this service before using the assessment with candidates**.

Prior verification submissions

Please [see section 6, Key Dates](#) for information on when to submit prior verification requests. To submit an assessment for prior verification, please complete Section 1 of the Prior Verification Request form (this can be found at http://www.sqa.org.uk/files_ccc/Centre%20Prior%20Verification%20Request%20Form%20v1.0%20May%202013.pdf and e-mail it to nqvve@sqa.org.uk, along with the assessments and information on judging evidence. Please note that 'Section 3' of the form will be completed by the SQA appointee reviewing the materials.

Process

The process for the prior verification service, from submitting the request to publishing, is as follows:



Turnaround

The normal turnaround period will be six weeks, although we cannot always guarantee this at times of peak activity for our appointees, particularly during the three rounds of external verification during the months of **November, February and May**.

Publishing

Where possible, prior verified assessments will be published on SQA's secure site at <https://secure.sqa.org.uk/secure/CFE/home>. This means that, over time, there will be a range of assessments for centres to use.

9.3 Verification selections and notifications

National 1–5

To provide reassurance to centres and the public that the new qualifications are being successfully implemented and delivered, and appropriately assessed, there will be significant external verification of centres in 2013–14. Whether delivering a National Course or Units on an individual basis, all centres will be verified at least once in each broad subject area that they are delivering in. If a centre is delivering on a Course basis, and the broad subject area contains both Units and Internally Assessed Course Component Assessments (IACCAs), they will be selected at least once for Unit and once for Course verification (but not necessarily in the same subject). They may, for example, be selected for French Unit verification and German Course verification.

Centres will be notified of their selections in sufficient time to prepare for the scheduled uplift of materials or the visit dates for that round ([see section 6, Key Dates](#)). Remember that, for verification of National 1–5, the notifications will be sent to you via the NQ QA software service on SQA Connect — you will be

emailed as soon as new selections are available and if/when there are any changes to existing selections.

The detail of the selection will tell you:

- ◆ if the selection relates to Unit or Course verification
- ◆ if the verification will be visiting or event/postal
- ◆ which round the selection relates to
- ◆ what the materials uplift date or visiting period will be

Note: it is likely that there will be multiple selections (ie for different subjects) within each Round of activity.

Selections for verification will be based on your centre's historical entry patterns. If your centre is selected for something which is not being delivered in the current academic year, please contact the NQ Verification team to discuss (email: nqverification@sqa.org.uk; tel: 0345 213 6766). We will monitor live entries throughout the year and may, as a result, add in additional selections (for example, if your centre submits entries for a subject it did not deliver in the previous year).

In Unit Verification of National 1–5, verification evidence can be based on complete or interim evidence, provided one assessment judgement has been made. It is therefore anticipated that, in the majority of instances, there should be sufficient evidence available for the rounds your centre has been selected for. If, however, there are exceptional circumstances which may result in this not being the case, please contact the NQ Verification team within five working days of your selection notification to discuss (email: nqverification@sqa.org.uk; tel: 0345 213 6766).

Access & Intermediate 1 – Advanced Higher

Verification of existing qualifications will also continue in session 2013–14. More information on this can be found at <http://www.sqa.org.uk/sqa/4269.532.html>. We will continue to notify you of your selections and verification outcomes for these levels of qualification by writing to you ([see section 6, Key Dates](#)). You will be issued with Verification Selection Report(s) (VS01) and Verification Sample Form(s) (VS00) detailing which candidates are to be included in your submission.

Note that, for these qualifications, complete evidence will continue to be required to be uplifted for verification events (ie candidates must have completed the assessment, and all outcomes must have been assessed).

It is important that you continue to ensure that, where candidates are entered for Courses at these levels, at least one of the Units is resulted by March 2014 ([see section 6, Key Dates](#)).

9.4 Retention of evidence

Evidence for all candidates in all internally assessed National Qualifications should be retained until the end of the academic year that the qualification is being certificated in. Further information can be found at www.sqa.org.uk/cfeqa .

9.5 Generating the evidence sample

Where your centre has been selected for verification it will be necessary for verification evidence relating to a sample of candidates to be made available — either for uplift by SQA or for the subject expert to view when he/she visits your centre.

National 1–5

For new qualifications, you will be provided with specific advice about the sampling regime to be followed.

You should record the sample details on the Verification Sample Forms for each subject, which will be issued along with your Uplift Report for Centres (see Section 9.6 Submission of material for Central Verification).

Remember that verification evidence for National 1–5 can be complete or interim (see above), depending on what stage of delivery the centre is at during the round of verification it has been selected for.

Access & Intermediate 1 – Advanced Higher

We will continue to issue you with a pre-populated sample form telling you which specific qualifications and candidates are to be included in your verification materials.

National 3, 4 and 5 Units

Once you have been informed of the Verification groups selected for external verification for your centre, you will need to gather evidence for verification (there's detailed guidance at www.sqa.org.uk/cfeqa) for a sample of 12 candidates. This should comprise four candidates per level at three different levels (National 3, National 4 and National 5).

You can choose which Unit (or Units, in the case of a combined approach to assessment) to select for each level. You **must** choose the same Unit for all candidates at the same level, but you can choose different Units for different levels. Furthermore, you **must** include the Added Value Unit at National 4 if you have sufficient assessed candidate evidence for that Unit.

You **must** also select Units and levels where you have sufficient candidates (ie four). Where you do not have sufficient candidates at one or more levels, you **must** increase the sample size from a different level, preferably National 4, to ensure the total sample is still 12. Evidence could be interim in nature (see separate guidance).

Your sample should include assessed candidate evidence that exemplifies a range of candidate performance and assessment judgements including, where possible, a clear pass, borderline pass, borderline fail and clear fail at each level. This will help the External Verifier to give you clear and detailed feedback on your centre's application of national standards.

National 1 and 2 Units

Once you have been informed that your centre has been selected for external verification of National 1 and 2 Units, you will need to gather candidate evidence and assessment evidence for 12 candidates. This should comprise six candidates per level. You can choose which Unit (or Units, in the case of a combined approach to assessment) to select for each level, and which subject areas to select. You **must** choose the same Unit for all candidates at the same level, but you can choose different Units for different levels.

You **must** select Units and subjects where you have sufficient candidates. Where you do not have sufficient candidates at one level, you **must** increase the sample size from the other level, to ensure the total sample is still 12. Evidence could be interim in nature (see separate guidance). Your sample should include assessed candidate evidence that exemplifies a range of candidate performance and assessment judgements including, where possible, a clear pass, borderline pass, borderline fail and clear fail at each level. This will help the External Verifier to give you clear and detailed feedback on your centre's application of national standards.

Internally-assessed components of Course assessment (IACCs)

When you have been notified that your centre has been selected for external verification of internally-assessed components of Course assessment at National 5, you will need to gather evidence for verification (detailed guidance at www.sqa.org.uk/cfeqa) for a sample of 12 candidates for each course that you have been selected for. You should select assessed candidate evidence that exemplifies a range of candidate performance (eg 70–100%, 60–69%, 50–59%, 0–49%) where possible.

Mode of Verification

The approaches to sampling described above must be used for verification at verification events. For visiting verification, the external verifier will discuss and agree the sample with the centre as part of the planning process prior to the visit, but sampling will follow the same approach.

9.6 Submission of material for central verification

Where your centre has been selected for Central Verification, you will need to ensure that the appropriate Verification Sample Forms and associated evidence have been packaged up and are ready for collection by the published date ([see section 6, Key Dates](#)). The process for packaging of National 1–5 materials is slightly different than those for Access & Int1–AH. For both, the information and stationery you will require (Uplift Report, verification sample form, flyleaves, envelopes, polyenvelope bags, etc) and detailed instructions will be sent out to

you in advance of the pick-up date to allow you to ensure everything is ready for collection.

If you have any questions at all about how to package up your centre's verification materials, please contact the Script Management Team (email: verification.materials@sqa.org.uk; tel: 0345 213 6500).

National 1–5

The Uplift Report for each round of verification will contain information on which subjects your centre is required to submit verification materials for on the relevant uplift date ([see section 6, Key Dates](#)). These subjects will match those that show in your software selections (see Section 9.3 Verification selections and notifications).

For each subject on the Uplift Report, follow these steps to package up the materials:

- 1 Complete the relevant sections of each Verification Sample Form you received, and submit the evidence with these forms in accordance with the sampling information provided above.
- 2 Each candidate's evidence should be submitted in its own clear-faced bag with a completed verification flyleaf at the front.
- 3 The verification sample form and all candidate evidence should all be placed into one of the brown A3 envelopes provided. (Where possible, please try to fit all evidence for that subject into one envelope. If more than one envelope is required, please record the series number on each, next to the box where the peel-off label goes, eg if you submit three envelopes of evidence for English, on the first one write 'envelope 1 of 3'; on the second write 'envelope 2 of 3'; and on the third write 'envelope 3 of 3'. This allows SQA to ensure all envelopes have been received.)
- 4 Remove the peel-off label from the top right of the Verification Sample Form and attach it to the first (if more than one) envelope where it says 'Affix peel-off label over the box below'. Just below the barcode on the label there is a box noted 'Number of items'. Please use this space to record the total number of brown envelopes which have been used — in the example above you would record '3'.
- 5 Place the completed Verification Sample Form inside the first envelope.
- 6 Seal all brown envelopes using the white 'verification envelopes only' peel-off labels provided, and place all envelopes into a polyenvelope bag.
- 7 On the Uplift Report, record the number of brown envelopes being submitted for this subject in the column headed 'Number of Items'.

Repeat above steps for each subject you are submitting materials for. When you have finished collating all subjects/materials and placed all your envelopes in a polyenvelope bag, seal it and attach a 'Verification materials only' peel-off label (white for National 1–5 — if you have any blue ones these are for Access & Intermediate 1-Advanced Higher only).

Note: If you are being verified for more than one subject you can enclose all brown envelopes in the same polyenvelope bag, or multiples if required. Record the total number of polyenvelope bags on the Uplift Report, in the box at the bottom of the page.

- 8 Taking a Parcelforce address label, remove the small peel-off section at the top and affix it to the Carrier Report beside the subjects being submitted in this polyenvelope bag. Then remove the peel-off section across the bottom of the label and affix this to the Consignment Uplift Log. The rest of the Parcelforce label should now be peeled-off and affixed to the polyenvelope bag.

Your items are now ready for uplift. On the advised uplift date, the carrier who collects these items will scan the barcode on the label and sign the Consignment Uplift Log.

SOLAR

In the case of Lifeskills Mathematics, there is the option of delivering some assessments via SOLAR. Centres to whom this applies will be provided with additional information in their stationery and Carrier Report distribution.

Access & Int1–AH verification materials

Uplifts will take place in March or April, so centres selected for these qualifications may receive one or two Carrier Reports. The Carrier Report for the March uplift will relate to the uplift of verification materials only, whereas the Carrier Report for the April uplift will detail Verification materials as well as any externally-assessed Course projects/folios/dissertations that are to be uplifted.

For each verification subject on the VS01 Report (which will be issued with your notification of selection in February), follow these steps to package up the materials:

- 1 Collate verification evidence materials for candidates detailed on the Verification Sample Form (VS00).
- 2 Each candidate's evidence should be submitted in its own clear faced bag with a completed verification flyleaf at the front.
- 3 Place the collated evidence and the complete VS00 into the brown envelopes provided (one subject per envelope).
- 4 Seal the brown envelopes with the blue 'Verification Envelope' labels, noting on them the subject contained within the envelope. In the boxes at the top

right of the envelope please note the Centre name and number and the subject being submitted.

- 5 Place all envelopes into a polyenvelope bag, seal it and attach a blue 'Verification Materials Only' label
- 6 Take a Parcelforce address label, remove the small peel-off section at the top right of the label, and attach this to the Carrier Report where it says 'Consignment number'.
- 7 Remove the peel-off section from along the bottom of the label and attach this to the Consignment Uplift Log.
- 8 Peel away the rest of the Parcelforce address label and attach to the polyenvelope bag.

On the advised uplift date (shown on the Carrier Report) the carrier will scan the Parcelforce label and sign the Consignment Uplift Log.

Detailed instructions on completing the VS00 and VS01 forms and submitting evidence will be despatched to you well in advance of the uplift date, along with all the stationery required to submit the verification evidence.

9.7 Arranging visits

For all visiting verification, the specific visit date will be agreed between yourself and the subject expert (the individual SQA has assigned to visit your centre will contact you to arrange a date/time after we have advised you of your selection).

Working in conjunction with you, the subject expert will compile a visit plan for your centre. In the plan, he/she will advise you of:

- ◆ the levels to be covered by the sample (and, for Unit verification, which Units are to be covered)
- ◆ the records, documents and personnel that should be available during the visit

Once the plan has been agreed, he/she will e-mail it to you.

A start time for the visit will be agreed — but it will be difficult to specify times within the visit for meetings with individual centre staff, as this will depend on what the subject expert finds in the evidence on the day. We therefore advise you not to devise a programme for the visit. Centre staff should keep arrangements for the visit as fluid as possible until the subject expert has had a chance to review all the evidence he/she requires.

9.8 Outcomes

Once the subject expert has concluded the review of your evidence, he/she will record a recommended verification outcome and complete a report detailing positive aspects and any areas requiring remedial action.

Note: if verification was undertaken by a visit, the subject expert will provide initial feedback on the recommended verification outcome at the end of his/her visit. Formal notification, and the verification report, will be issued to you after the visit.

National 1–5

Verification outcomes and reports will be made available to you via the NQ QA software on SQA Connect (a user-guide for this will be available from October 2013).

An outcome of '**Accepted**' indicates that the subject expert was in agreement with the approach to assessment and the reliability of the assessment judgements.

Accepted* (Accepted with Recommendations) indicates that there are some recommended actions, but that there was overall agreement with the approach to assessment and the reliability of the assessment judgements (ie certification can proceed); and/or that there were issues with the sufficiency of the sample.

Not Accepted indicates that the subject expert had sufficient issue with the evidence (in the approach to assessment and/or the reliability of the assessment judgements) to warrant a hold being placed on certification. Depending on the sample, this could be at individual, multiple or all levels within that subject, depending on the scale of the issue. The report will confirm this — and what corrective action needs to be taken. Until this corrective action is taken and verified by SQA, **all** candidates in the levels and Courses indicated in that Verification Group (not only those in the verification sample) will not be certificated. There are a number of Verification Groups with more than one course. Full details can be found at <http://www.sqa.org.uk/sqa/58390.html>. Please note that all corrective action **must** have been completed and accepted by SQA by **no later than the published Key Date** ([see section 6, Key Dates](#)) for August certification to proceed (see Section 9.11 Follow up action).

Access & Intermediate 1 – Advanced Higher

For existing qualifications, we will continue to issue outcomes and reports to you postally.

Key Messages and Annual Internal Assessment Reports

Subject-specific Key Messages reports for National 1–5 will be published after each round of verification. These reports will provide summarised general feedback of the key points noted during the external verification process.

Annual Internal Assessment Reports will continue to be published at the end of the academic session.

All reports will be available from the subject-specific pages on our website.

9.9 Exemplification

Note that, during verification of new qualifications, subject experts may identify materials for exemplification ie which can be used as a learning/guide resource for other centres. Such materials will be anonymised and published on our website.

9.10 Return of Materials

We will return all materials we have uplifted from your centre for verification as quickly as possible — no later than two days after the verification was carried out.

9.11 Follow up action

Where the verification outcome is 'Accepted*' or 'Not Accepted', the reasons for this will be detailed in the Verification Report, which be available for you to view via the NQ QA software. The report will also detail specific instruction on the action required to have the 'Not Accepted' outcome resolved. In such instances, your centre will be required to undertake an Assessment Review.

The candidate evidence will be returned to you with the following documentation:

- ◆ the Verification Sample form (detailing where there has been disagreement with any of your centre's assessment decisions for specific candidates)
- ◆ an Assessment Review Form
- ◆ a Unit Result Amendment Form (URA1) for Unit verification or an Internal Assessment Mark Amendment Form (IAMF) for Course verification
- ◆ an addressed envelope for the submission of materials to be verified following the reassessment

The nature of the review required will depend on the issues identified and the action to be taken by the centre. Where significant issues are identified, SQA may arrange for a verification visit to the centre to support the review exercise.

Assessment Reviews should be completed as soon as possible and by **no later than the published Key Date** ([see section 6, Key Dates](#)). This will ensure that any accepted/revised results can be processed for August Certification. Until the centre's assessments for the affected Course/Levels are accepted, candidates will not receive a Course or Unit award on their Scottish Qualifications Certificate.

Validity

If issues are identified with the validity of the Approach to Assessment and/or the Marking Guidance, you will be advised to follow Option A and:

- ◆ complete part 1 of the Assessment Review form to confirm that a review has taken place
- ◆ tick Option A

- ◆ make the appropriate changes to the Approach to Assessment/Marking Guidance as per the Verifier Report Form
- ◆ re-assess all candidates where these Approaches to Assessment/Marking Guidance have been used
- ◆ indicate whether the original results are unaffected or revised results have been produced
- ◆ in red ink, indicate any changes to results for the sample candidates on the Verification Sample Form
- ◆ Send the following to NQVVE, Dalkeith:
 - the completed Assessment Review Form
 - the revised Instrument of Assessment/Marking Guidance
 - the reassessed evidence for the candidates in the sample
 - the amended Verification Sample Form
 - revised results using the URA1 or IAMF

Reliability

Where there are issues with the reliability of your centre's judgements, your centre can elect to follow Option A and carry out the procedures identified above (though there will be no need to amend and send the Instrument of Assessment), or to follow Option B, which requires your centre to:

- ◆ complete part 1 of the Assessment Review form to confirm that a review has taken place
- ◆ tick Option B
- ◆ review the results of all candidates (or those specifically identified on the Verification Report Form, eg all National 5 candidates) and amend the original results in line with the report
- ◆ submit revised results for affected candidates using the URA1 or IAMF

Outcome of Option A

If, following the re-verification of your centre's evidence, the assessments are accepted, this will be reported to you via the NQ QA software (Nat 1–5) or, for Intermediate 1–AH, on Part 2 of the Assessment Review form which will be returned to you with a letter advising that your centre has been accepted after Assessment Review.

However, if following the assessment review, issues remain and the centre's result is 'not accepted', further feedback and guidance will be provided and the centre will be required to take any recommended action.

Outcome of Option B

Where revised marks/results are found to be in line with the external verifier's findings these will be accepted and processed by SQA.

Certification of the affected qualifications will not take place until the Assessment Review process has been successfully completed.

9.12 Appeals against verification decisions

If your centre disagrees with a verification decision, you should, in the first instance, contact us at nqverification@sqa.org.uk. Please provide details of your concerns and, in particular, indicate whether there is any relevant information that was not available at the time of the original decision. We will investigate and provide you with feedback.

If, after this, you still feel that the verification decision is wrong, you can make a formal appeal against the decision. Full details of how to progress this can be found in *The Appeals Process: Information for Centres* at http://www.sqa.org.uk/files_ccc/Appeals_Process.pdf

10 Estimates

Estimates play an important part in our awarding process. Failure to submit estimates could directly impact on the certificated results.

Estimates are considered by our examiners as part of the evidence review for any candidates for whom an Exceptional Circumstance Consideration request has been made. The absence of estimates for any Exceptional Circumstance candidates could affect their final grade.

Estimates/Assessments and National Course Estimates should be submitted electronically.

Forms to allow the submission of National Course Estimates will be issued to paper, SQA Connect and SQA.RED centres only as specified in the Key Dates section. Please refer to the notes on the reverse of these forms, which will provide you with guidance on how to complete them.

For every electronic estimate file submitted, a confirmation report will be produced, together with notification of any errors in the file. These reports will be in the form of an Excel spreadsheet. Estimate information is required for each entry — ie you must either submit an Estimate grade or, for those cases where this is not possible, please use the appropriate code.

For Intermediate 1, Intermediate 2, Higher, Advanced Higher and National 5, the valid bands are 1–9:

Band	Estimated Performance	Mark Range
1	Band A (upper) range	85 – 100
2	Band A (lower) range	70 – 84
3	Band B (upper)	65 – 69
4	Band B (lower)	60 – 64
5	Band C (upper)	55 – 59
6	Band C (lower)	50 – 54
7	Band D	45 – 49
8	Fail	0 – 44
9	Fail	less than 40

Where no estimate is being submitted **OR** the candidate has withdrawn, a '0' (zero) should be submitted.

Accurate estimates are important, so please ensure that:

- ◆ The estimate is at the same level as the final Course entry — if the level changes, so must the estimate.
- ◆ You withdraw candidates who are no longer doing a Course — if you don't, we will ask you for an estimate for these candidates.

If, for any reason, an update is required to a previously-submitted estimate band and you are unable to submit electronically, please request an Estimate Amendment form by e-mailing national.qualification@sqa.org.uk, or by telephoning 0345 213 6960.

Please note the closing date for submission of estimates this year is **28 April 2014**.

11 Unit Results

Unit results must be submitted electronically using the approved file formats. For every electronic result file submitted, a confirmation report will be produced, together with notification of any errors in the file. These reports will be in the form of an Excel spreadsheet. Result information is required for each Unit entry. We would expect Unit results to be submitted to us either during the completion month or the month thereafter.

The Unit results that are available are:

Units (this includes standalone Units and Units assessed as part of a course)	Pass or Fail
Scottish Baccalaureate - Interdisciplinary project	A to C or Fail

For National Courses, candidates have to complete a number of contributing Units. These Units are assessed by the centre and are a constituent part of all National Courses. For this reason, Unit results must be submitted accurately.

You can only submit **final** Unit results. If you have resulted a Unit as a 'fail' and the candidate subsequently satisfactorily completes the Unit, you will have to create a new entry. It is not possible to update a 'fail' result to a 'pass'.

For candidates entered for National Course examinations, you should send us the final unit results so that we receive them no later than the deadline published in our Key Dates ([see section 6, Key Dates](#)). We will continue to process results received after this date, but we cannot guarantee that this will be done in time for August certification.

The examples below show where candidates will and will not achieve a Course award. To have a complete course profile it is important to ensure all candidates have the correct entries and results. In early June, you will receive an *Incomplete National Course Profiles - Unit entries missing report (Entries Eligibility Report)* and an *Incomplete National Course Profiles - Unit results missing report (Results Eligibility Report)*. Please action these reports immediately to rectify any incorrect or missing data.

Candidate A will receive a Course award because they have passed all the Units and the External Assessment	
National 5	Result
External Assessment	1 to 7
Units — internal assessments	Passed all
Course	A to D

Candidate B will receive an External Assessment result and any Units they have passed, but no Course award	
National 5	Result
External Assessment	1 to 7
Units — internal assessments	Failed one or more units
Course	Not applicable - Course not achieved

Candidate C will receive an External Assessment result only	
National 5	Result
External Assessment	1 to 7
Units — internal assessments	Not resulted
Course	Not applicable — Course not achieved

Candidate D will receive an External Assessment result only	
National 5	Result
External Assessment	1 to 7
Units — internal assessments	No entries
Course	Not applicable - Course not achieved

Candidate E - will receive Unit results only	
National 5	Result
External Assessment	8 or 9
Units - Internal Assessments	Passed all
Course	No award

Unit results can be submitted throughout the year for stand-alone Units (ie Units that are not part of a Course or do not require August certification).

National Courses at Access 2 and 3 and National 2 and 3 with completion months of May, June or July will be included in August national certification as long as all the Unit entries have been resulted.

12 Components and coursework

You can [download an Excel spreadsheet](#) listing all the Course assessment components for all NQs from our website. This provides information on each component — eg if it is assessed by a question paper or by coursework, or if it is internally or externally assessed. You can also manipulate it to best meet your needs, eg filtered by subject/level.

It will tell you:

External assessment:

- ◆ Coursework uplift dates*
- ◆ Visiting assessment periods

Internal assessment:

- ◆ Internal Assessment/Marks/submission dates
- ◆ Central verification material uplift dates
- ◆ Visiting verification periods

*Coursework uplift — you can, of course, make your own arrangements for submitting externally assessed coursework, but do please let us know in advance and ensure that all coursework reaches our Dalkeith offices by the specified submission dates. You should note that we will not meet any associated costs.

If you have any questions about collections, please contact NQ: Assessment and Data Services on 0345 213 6500.

The term 'Coursework' refers to any course component that is not timetabled in the annual Examination Diet. This covers all 'non-question paper' National Course Components. Coursework items include a wide variety of assessment instruments, including practical activities; dissertations; investigations; performances; assignments, projects, case studies and portfolios.

You can find the coursework arrangements for the current Intermediate 1, Intermediate 2, Higher and Advanced Higher Courses by subject on www.sqa.org.uk/sqa/NQ. Some Courses have additional detailed instructions, which are produced on an annual basis (eg a project, task, assignment or folio). These documents are available by subject and level on SQA Secure <https://secure.sqa.org.uk>

For the new National 5 Courses, the coursework assessment is published in two parts:

- ◆ The General Assessment Information — this document describes the requirements of the assessment task that candidates will undertake as part of their National 5 Course from Session 2013–14. These documents are available by subject on www.sqa.org.uk/sqa/45625.3728.html. Select your level and navigate to *Coursework Information*.

Assessment information on coursework has been developed to support teaching and learning, and to help prepare candidates for the National 5 Course assessment. In addition, it may be of interest to parents, employers, colleges, universities and others interested in the new National Qualifications.

- ◆ The Coursework Assessment Task — these documents are available by subject and level on SQA Secure <https://secure.sqa.org.uk>

Submitting (externally assessed) coursework

For some subjects, coursework is a component of external assessment and must be sent in to SQA to be externally marked. The list of uplift dates can be found in [the Course Assessment Components spreadsheet, which you can download from our website](#). This spreadsheet will tell you what material must be ready for uplift, and when.

For these Courses, you must submit coursework for all candidates sitting an external assessment, including those candidates who are re-sitting an external assessment only. Coursework completed for the previous year's external assessment can be re-submitted for re-sit candidates, though the candidate may wish to take the opportunity to improve on the previous submission.

All coursework must be submitted at the same level as the Course entry or external assessment.

To enable you to submit coursework, we will issue you the following forms, information and stationery before the coursework submission dates:

- ◆ Flyleafs/stationery
- ◆ Advice Note – this details the Project/Coursework Submission materials received
- ◆ Return envelopes and labels
- ◆ Subject specific labels (where applicable)
- ◆ Attendance Register(s) Form (Ex6)
- ◆ Attendance Register Supplement (Additional Candidates)
- ◆ Notes on submission (Guidance on Submission of Externally Assessed Project/Coursework)
- ◆ Notes on the Completion and Submission of Attendance Register Supplement

NB: Further information and uplift materials will be issued closer to the submission dates.

Step 1 – Completion of Flyleafs

Coursework has to be sent in with a flyleaf (unless otherwise advised), which gives information on the subject, level, candidate and centre. Please ensure that candidates signs the declaration on the flyleaf, where appropriate, before

submission. Full details on the completion of this declaration can be found in *Your Coursework* — www.sqa.org.uk/yourcoursework.

We recognise that even with the best of planning there will be candidates who are unavailable to sign the declaration. In these exceptional cases centre staff can, where they are satisfied that the work is the candidate's own and that all sources have been acknowledged, sign the flyleaf on the candidate's behalf.

Step 2 – Check Flyleafs

Each piece of submitted work should be clearly identified with the candidate's name, Date of Birth, Scottish Candidate Number, and centre name.

Please ensure the candidate declaration has been signed and any other requirements completed.

Any marking grids incorporated in the Flyleaf are for official SQA use only. **These should not be completed by teachers/lecturers.**

Step 3 – Place in envelope

Place one copy of the completed and signed Flyleaf on the front of the candidate's work, and insert both in a clearface envelope.

NB: Do not seal this envelope.

Step 4 – Completion of Attendance Register (Ex6)

Attendance Registers are used to record submissions to SQA. You will receive Attendance Registers to accompany the coursework which will detail the candidates that we have entered on our system for the external assessment, and for whom we are expecting to receive coursework.

Attendance Registers will be issued separately from the flyleafs along with a supply of Attendance Register Supplement Forms.

To complete the Attendance Registers:

- ◆ Place a tick in the column headed 'Encs' on the Attendance Register against each candidate for whom a Project/Coursework is being submitted.
- ◆ Where there is no Project/Coursework to submit, the entry 'NS' should be made against the candidate's name in the 'Encs' column.
- ◆ If a candidate's name does not appear on the Attendance Register do not add the name.

It is important that no candidates are added to the Attendance Register as this would indicate that the entry information is not correct. If you are in any doubt, this should be checked with Data Services by telephone on 0345 213 6960 or by e-mailing national.qualifications@sqa.org.uk.

- ◆ If a candidate has changed level, mark 'W/D' next to the candidate's name on the Attendance Register.

Scottish Qualifications Authority
Attendance Register
Form Ex 6

2013 Examinations
Statwood High School
23-April-13

Chemistry
Advanced Higher
Investigation Report



Centre	Code No.	Paper	Group	Marker's Code	Mark sheet															
5000004	X012 13	3	1																	
	03000245				Attendance Record	Scottish Cand No.														
					Encs.															
					080197	NS														
					John Amos															
					160297	✓														
					Gordon Bennett															
					111196	NS														
					Katy Boyd															
					070497	✓														
					Peter Burns															
					270197	NS														
					Steven Sharp															
					201096	✓														
					Karen Young															

The printed candidate details on the Attendance Register must not be amended, nor should any candidates' details be added. If a candidate has been omitted because an entry has only recently been sent to SQA or has changed level, the Attendance Register - Supplement (Additional Candidates) must be completed and used in place of Form Ex6. If the supply is insufficient, these can be photocopied or downloaded from the SQA website www.sqa.org.uk/files_ccc/Att_Reg_Supplement_2013.pdf.

It is imperative that all Attendance Registers are returned to SQA. This includes cases which indicate 'NS', ie No Submission only.

Step 5 – Completion and Submission of Attendance Register Supplement (Additional Candidates)

The Attendance Register Supplements should be completed when a candidate attends for an examination and their name is not listed on the Attendance Register for that examination.

The course name, code and level can be found on the Attendance Register Form Ex6 for the course concerned.

Attendance Register Supplements are printed on two-part paper — the white top copy should be enveloped with candidates' completed examination papers, in a separate script envelope from candidates already on an Attendance Register Form Ex6. The yellow copy should be passed to the SQA Co-ordinator or whoever is responsible for data submissions in your centre.

You should ensure that an entry or change of level is submitted to SQA in the normal way.

NB An estimate will also be required for any new entry/change of level. Please submit this information electronically in the normal way, or complete an estimate supplement form and return it to Data Services, SQA, Lowden, 24 Wester Shawfair, Dalkeith, Midlothian, EH22 1FD.

On receipt of the packet containing the Attendance Register Supplement and the candidate's scripts/coursework, SQA will:

- ◆ Where an entry at the appropriate level already exists, allocate the scripts to a marker without delay.
- ◆ Where an entry at the appropriate level does not exist, process one based on the information provided on the Attendance Register Supplement. This will allow us to allocate a marker and forward the scripts to that marker as soon as possible.

NB Submission of this supplement will be taken as authorisation from the centre for SQA to process an entry. If for any reason, the centre does not wish an entry to be created for a particular candidate, please contact Data Services on 0345 213 6960 as soon as possible.

Step 6 – Completing the return envelopes

To complete the return envelopes:

- ◆ Enter the number of candidates in the box provided on the Return Envelope.
- ◆ Peel off the Attendance Register Label and affix it over the box identified for that purpose on the Return Envelope. The label contains a printed bar code - as this identifies the candidates on that form, it is imperative that the label is not altered in any way.
- ◆ Place the clear-face envelopes containing Project/Coursework and the Attendance Register in the Return Envelope.
- ◆ Seal the Return Envelope with one of the labels provided for this purpose.

In those instances where it has been necessary to complete the Supplement for additional candidates a bar-coded label will not be available. In such cases the label box on the Return Envelope should be completed and the Supplement enclosed with the coursework.

Packaging the Coursework materials for collection

SQA/Parcelforce packaging materials will be issued in March and April. The materials and information provided include:

- ◆ Carrier Report
- ◆ Instructions on the Submission of Assessment Materials
- ◆ A supply of SQA/Parcelforce Labels

- ◆ A supply of SQA/Parcelforce Consignment Uplift Log (please copy as required)
- ◆ A supply of Parcelforce polyenvelope bags

The Carrier Report should be used to record and track the submission of materials. It details, by category and in alphabetical order, all assessment materials to be collected. To prepare and accurately record these materials for submission to SQA, follow the Instructions on the Submission of Assessment Materials. Please see Appendix 1 of this section: Carrier Report, Appendix 2: SQA/Parcelforce Labels and Appendix 3: SQA/Parcelforce Consignment Uplift Log.

NB: Further information about the packaging of Art and Design and Photography is available at <http://www.sqa.org.uk/sqa/48317.html>

Centres must have all candidates' Project/Coursework packaged and ready for collection by the carrier on the dates highlighted in [section 6, Key Dates](#). Please refer to the Key Dates section or [the Course Assessment Components spreadsheet](#). This spreadsheet will give you subject specific information.

If you require further supplies of any items please contact verification.materials@sqa.org.uk or by calling 0345 213 6500

Return of External Assessment Materials

SQA provides a service to return non-examination material submitted to us for assessment. Information on how to request materials to be returned is available at <http://www.sqa.org.uk/sqa/returnofmaterials.html>

Internal Assessment

For some subjects, Internal Assessment marks are required — these assessments are carried out by teachers and are separate from Unit results. Pre-printed Internal Assessment Mark Forms are usually issued at the end of March — [see section 6, Key Dates](#) for information on when to expect them. The subject, level, component and the maximum mark are on the form.

Don't amend these forms. If a candidate's name is not on the list:

- ◆ complete and submit an Internal Assessment Mark Form (Supplement)
- ◆ send us an entry for the candidate using your normal entry method

Similarly, if a candidate has recently changed level from Higher to Intermediate 2:

- ◆ place a 'W' against the candidate's name on the Internal Assessment Mark Form at Higher level
- ◆ complete an Internal Assessment Mark Form (Supplement) at Intermediate 2 level — all components that make up the external assessment must be at the same level

- ◆ send us the information that there has been a change of level, using your normal method

And, if a candidate changes level after you have submitted an Internal Assessment Mark Form:

- ◆ submit an Internal Assessment Mark Form (Supplement) with a mark at the new level
- ◆ send us the information that there has been a change of level, using your normal method

For deadlines [see section 6, Key Dates](#).

NB Internal Assessment Marks:

- ◆ are only required for candidates who are entered for the Course
- ◆ must be re-submitted for re-sit candidates — we do not retain component marks from one diet to the next

Extensions to Submission Dates

Depending on the circumstances, an extension to our published submission dates, and to the dates arranged for examinations held outwith the main timetable, may be permitted.

Requests should be made in writing to the Assessment Arrangements team by e-mail at extensions@sqa.org.uk or alternatively by post to Assessment Arrangements, SQA, Lowden, 24 Wester Shawfair, Dalkeith, Midlothian, EH22 1FD.

13 Assessment Arrangements

All candidates should have equal opportunities to show that they can achieve the standard required for our qualifications. Assessment arrangements are intended for candidates who can achieve the national standards, but cannot do so by the published assessment procedures.

Centres can request assessment arrangements for candidates with disabilities and/or additional support needs, or with a temporary disability at the time of the assessment, for both internally-assessed and externally-assessed qualifications and components of qualifications. We allow many kinds of assessment arrangement for all sorts of conditions. Some of these are:

- ◆ adapted question papers
- ◆ using sign language in exams
- ◆ having a reader read out the question paper to the candidate
- ◆ having a prompter if a candidate has difficulty concentrating
- ◆ using information and communications technology (ICT)
- ◆ rest periods

Full details and guidance on assessment arrangements can be found on the website at www.sqa.org.uk/assessmentarrangements.

You should submit requests for assessment arrangements using the Assessment Arrangements Request System. This is accessed at <https://aar.sqainfo.net>. (SQA will e-mail your centre login details annually, in October.)

A user guide for centres is available on SQA Secure. Requests for arrangements for candidates who have English as an Additional Language, who have temporary disabilities, or who do not have additional support needs but use ICT (eg due to illegible handwriting) should not be made using the AAR System. Guidance on submitting these requests will be provided at a later point in this document.

The deadline for centres to request assessment arrangements is highlighted in [section 6, Key Dates](#). It is important to note that SQA cannot guarantee that any requests received after the published deadlines will be processed.

Arrangements in external assessments must not be implemented without prior agreement from SQA. For National Units being taken on a stand-alone basis, any proposed assessment arrangements that might significantly affect the assessment should be discussed in advance with SQA.

In all cases, evidence of the candidate's learning support needs must be available to substantiate requests. SQA may ask to see this evidence before processing a request. In addition, we will conduct quality assurance visits to a number of centres during September–November, and supporting evidence will be examined then. If your centre is to be visited, you will be notified in writing in August.

Before the start of the diet, you should provide your Chief Invigilator with information about the arrangements that are to be in place for candidates during the external examinations. Reports to help you do this will be available from the AAR system.

English as an Additional Language

Candidates for whom English is an additional language, and whose knowledge of English could impair their ability to communicate their attainment, may be permitted the use of a language dictionary (with extra time of 10 minutes per hour) in all examinations except English, ESOL and their first language. Further information is available

on www.sqa.org.uk/sqa/files_ccc/AA_EnglishAdditionalLanguage.pdf

Requests for this arrangement must be submitted to SQA on the spreadsheet, which is available to download from our website. The completed spreadsheet should be sent as an e-mail attachment to SQA's Assessment Arrangements section (eal.requests@sqa.org.uk). The spreadsheet and submission guidance is available on SQA Secure.

Temporary Disabilities

Assessment arrangements may be permitted for candidates who suffer temporary disabilities. Further information is available at www.sqa.org.uk/sqa/4429.html. Heads of Centre must submit requests either by telephone or e-mail the Assessment Arrangements Section (aarequests@sqa.org.uk) to discuss the arrangements required.

Use of ICT in examinations

Computers, including word processors, personal computers and laptops which can be used simply as typewriters (ie without spell-check/thesaurus, facilities, etc) may be used by candidates except where there are particular requirements, such as the production of graphs in an external assessment. No other candidate's performance may be disturbed, and no extra invigilation costs may be incurred.

Requests for candidates to use ICT in external examinations should be submitted in writing to aarequests@sqa.org.uk. For candidates who need to use ICT because of a physical or learning difficulty, requests should be submitted to SQA using the Assessment Arrangements Requests System. Regardless of the reason for use of ICT, the centre must prepare written confirmation that ICT security steps (detailed below) will be implemented before the examination.

In advance of the examinations, we will provide SQA Co-ordinators with a report listing the candidates who will be using ICT in the examinations. These reports should be seen by the invigilator prior to the examination, along with the centre's confirmation that the steps below have been implemented.

Access to the following hardware components should be denied:

- ◆ USB ports (apart from those required for a keyboard, mouse and/or memory stick)
- ◆ CD/DVD drive
- ◆ infrared Ports
- ◆ bluetooth communication
- ◆ PCMIA ports

Memory sticks must be supplied by the centre and must not be the candidate's own. The use of a candidate's own memory stick will be treated as use of a prohibited item. Memory sticks must be checked by the centre before the examination to ensure nothing is stored on them, and must be wiped clean immediately after the examination has finished and the candidate's script has been printed.

The operating system should be running with minimum services started. The start menu should also be restricted so that no one can use Run, Search, etc. A Local Computer Policy should be implemented to prevent access to non-essential parts of the operating system, eg:

- ◆ spell check facilities
- ◆ games
- ◆ command prompt
- ◆ hyper terminal
- ◆ Notepad
- ◆ WordPad
- ◆ telnet
- ◆ remote desktop

14 Exams

Exam timetable

The official start and finish times for examinations are given in the published examination timetable, which is posted on the SQA website at www.sqa.org.uk/timetable in June. You will receive a summary Examination Timetable for National Qualifications about a year in advance. At this time, your centre should identify and report any areas where specific Course selections could impact on the running of examinations — see Coincident examinations.

Normally, the official start times of examinations should be strictly adhered to. However, to meet the needs of varying local circumstances, your Head of Centre has the flexibility to amend the start time of examinations by up to a maximum of half an hour before or after the time given in the examination timetable. There is no requirement to advise us of this amended start time, but your Head of Centre is responsible for confirming the amended details, in writing, to the Chief Invigilator, invigilators and teaching staff affected by the change, and to all candidates.

Candidates involved in an **earlier** session must not be released from the examination room until **half an hour after the official starting time**.

Candidates involved in **later** sessions must be under supervised isolation from half an hour after the official starting time until the start of their examination when they will come under the supervision of the invigilator. The centre is responsible for ensuring that, during any period of supervision, candidates have no access to internet, phones or any other electronic devices.

Requests to SQA to move the start of examinations by more than half an hour must be made by your Head of Centre, in writing, clearly stating the reasons for the proposed change. Only in exceptional circumstances would such a request be granted. Any requests can be made in writing to the Assessment Arrangements Team by e-mail at aarequests@sqa.org.uk or by post to Assessment Arrangements, SQA, Lowden, 24 Wester Shawfair, Dalkeith, Midlothian, EH22 1FD.

Coincident examinations

Your centre should consider the detail of the examination timetable when entering candidates for the forthcoming session to avoid examination clashes, particularly involving more than two subjects. In case like this, candidate entries should be reconsidered.

Where coincident examinations with two subjects occur you should, if possible, make arrangements for all the papers in these subjects to be taken on that day, provided that the candidate can be isolated and supervised by centre staff during the intervals between examination papers. The centre is responsible for ensuring

that the candidate has no access to the internet, phones or any other electronic device during the period of isolation.

Where the coincident examinations involve papers of more than six hours' duration in total, permission may be sought from our Assessment Arrangements Team for one of the examinations to be taken on the following day. Permission will depend on the willingness of the centre to accept responsibility for the arrangements, including costs, and on the supervision of the candidate being carried out by an independent person who has no connection with the candidate.

If these arrangements are impracticable, or if they may cause stress to the candidate, you should submit an [Exceptional Circumstances Consideration request](#) for that subject. Guidance notes detailing the various options available will be sent in January and March. SQA will provide reports identifying candidates involved in coincident examinations.

What you will receive from SQA

Advice Notes

In April, you will receive the following Advice Notes (where appropriate) which indicate what will be supplied to you in your main delivery of Examination Question Papers, CDs, Adapted Papers and Correction Notices:

- ◆ **Main Question Paper Supplies Advice Note** – this is based on the entries information processed by the closing date published in [section 6, Key Dates](#).
- ◆ **Supplementary Question Paper Supplies Advice Note (where appropriate)** - This shows additional requirements resulting from entry changes processed by SQA after the closing date published in [section 6, Key Dates](#).
- ◆ **CDs Advice Note (where appropriate)**
- ◆ **Supplementary CDs Advice Note (where appropriate)**
- ◆ **Correction Notice Advice Notes (where appropriate)** – list of Correction Notices required for your centre.
- ◆ **Correction Notice List (where appropriate)** – this is a list of all Correction Notices currently required for the examinations. This list is for information irrespective of whether your centre has entries for the subjects listed.
- ◆ **Adapted Question Paper Advice Note (where appropriate)** - This includes information on adapted question papers requested by your centre. If you have any queries regarding this information, please contact NQ Assessment on 0345 213 6891
- ◆ **List of Candidates sitting Digital Question Papers (DQPs)** – This includes information on digital question papers as requested by your centre. If any of the candidates listed no longer require DQPs, please inform the NQ Assessment Team on 0345 6891.

Centres that are due DQPs are provided with two versions of each DQP requested; one with the spellchecker enabled (disc 'SpCheck on') and one with

the spellchecker disabled (disc 'SpCheck off). It is the centres responsibility to ensure the correct version is provided for each candidate.

Additionally, digital versions of blank Answer Books are available to download in advance of the examination diet as required from SQA's website at www.sqa.org.uk/digitalquestionpapers

The following documents are on SQA's website at www.sqa.org.uk/digitalquestionpapers in the 'Related Information' side panel:

- ◆ Digital Question Papers: Quick Guide for Centres
- ◆ Digital Question Papers: Summary of Guidance for Centres
- ◆ Digital Question Papers: Guidance for Invigilators

These guides give comprehensive advice and should be downloaded as required. It is advised that you discuss the conduct of the examinations where DQPs are being used with your Chief Invigilator and your Head of Learning Support prior to the examination.

If you have any queries regarding this information please contact 0345 213 6891.

Chief Invigilators have been asked to check the supplies of Question Papers, CDs and Correction Notices received and ensure that these correspond to the information on the Advice Notes.

You need to check that the supplies detailed on the Advice Notes match your candidate entries, including those with scribe and/or reader arrangements. If there are any shortages, please contact the NQ Assessment team on 0345 213 6800 so that additional papers can be dispatched. Any queries regarding entries should be directed to the Data and Certification team on 0345 213 6960.

Question Paper Delivery

The main consignment of examination Question Papers, CDs and Correction Notices will be delivered by Eagle Couriers within the timescales published in the [Key Dates](#) section. Eagle Couriers will contact you in advance to inform you of your exact delivery date.

You must ensure that the Question Paper delivery is received and stored immediately in the prepared secure storage location. The Chief Invigilator may wish to be present for the delivery, and will discuss this with you in advance.

To help you distinguish between the new Curriculum for Excellence and the current question papers, those for the current qualifications will be packaged in blue polyenvelope bags, and those for the new qualifications will be packaged in purple polyenvelope bags.

The majority of adapted question papers requested will be enclosed with the main delivery but will be packaged separately.

Any candidate requiring a scribe and reader is provided with two extra paper copies. These are included in the main delivery.

As standard we also provide extra question papers to cover for on-the-day needs. If there are fewer than 50 candidates, you will receive a minimum of three extra papers. If there are more than 50 candidates you will receive a minimum of 10 extra papers. These are included in the bulk packets supplied for that particular question paper.

You will be sent, separately, a list of all Correction Notices issued. Ensure that Correction Notices are made available for Chief Invigilators

If you have any missing papers please contact the NQ Assessment team on 0345 213 6800 so that additional papers can be dispatched.

Ex6 Forms (Attendance Registers)

We will send you the Attendance Registers listing the candidates who have been entered for each subject before the examinations are due to begin. This will give you a final check on your entries. In April you will receive:

- ◆ Ex6 (Attendance Registers)
- ◆ Attendance Register Supplements (Additional Candidates)
- ◆ Notes on the completion and submission of Attendance Register Supplement (Additional Candidates)

The Attendance Registers should be handed over to the Chief Invigilator for use in the diet of examinations. The Attendance Registers reflect the entry and accommodation details held on our database.

Where, for any reason, a candidate's name does not appear on Form Ex6, an Attendance Register Supplement (Additional Candidates) Form must be completed and used in place of Form Ex6. If the supply is insufficient, these can be photocopied or downloaded from www.sqa.org.uk/sqa/8421.html or by e-mailing markingsupportandemc@sqa.org.uk or by contacting Marking Support on 0345 213 6728.

Please ensure that copies of the Notes on the completion and submission of Attendance Register Supplement (Additional Candidates) are handed over to Invigilators.

Attendance Register Supplements are printed on two-part paper:

- ◆ The white top copy should be enveloped with candidates' completed examination papers in a separate script envelope from candidates already on an Attendance Register Form Ex6.
- ◆ The yellow copy should be passed to you or whoever is responsible for data submissions within the centre. For data submissions, ensure that an entry or change of level is submitted to SQA in the normal way.

NB: An estimate will also be required for any new entry/change of level. Please submit this information electronically in the normal way or complete an estimate supplement form and return to Data Services, SQA, Lowden, 24 Wester Shawfair, Dalkeith, Midlothian, EH22 1FD.

Stationery provided by SQA for examinations

SQA will provide all stationery required for the candidates' written answers, and for the submission of the various projects and folios, etc. The centre will be responsible for the storage and security of examination stationery, and for making it available to the invigilator as required each day.

Invigilation

You will be sent a form asking you to nominate a Chief Invigilator and other Invigilators (depending on the size of your centre).

Invigilators for a centre will be appointed by SQA following nomination by the Head of Centre. One invigilator will be assigned for each room used for the examination, but when the number of candidates to be examined in one room exceeds 35, two invigilators will be assigned. If the number exceeds 70, three invigilators will be assigned, and so on.

Before nominations are submitted to SQA, all nominees should be advised by the centre that they will be subject to an Enhanced Disclosure check prior to undertaking any invigilation duties. No individual will be approved to undertake invigilation duties without SQA approval following these checks.

Make sure that your nominees understand what is required of them (there are detailed instructions on their duties and responsibilities in the Handbook for Invigilators) and that they undertake to carry out these important duties.

You will have to work closely with your Chief Invigilator. He or she is responsible for:

- ◆ arranging secure storage for exam papers
- ◆ supervising and training Invigilators
- ◆ conducting examinations as prescribed, including checking Attendance Registers and the daily dispatch of answer books
- ◆ submitting reports to us about irregularities or disturbances in the conduct of an examination

Your Chief Invigilator will particularly need your help to:

- ◆ check the accuracy of the papers that we send to him/her
- ◆ allocate duties to the other Invigilators — you will have to discuss how many Invigilators will be required for each exam, especially if there are alternative assessment arrangements in place

- ◆ keep an accurate record of the Invigilators' duties, along with your centre's accommodation requirements, to send to us at the end of the Diet

Details of the duties of a Chief Invigilator, Depute Chief Invigilator and Invigilator are set out in the Terms and Conditions of Appointment, which is [available on our website at www.sqa.org.uk/sqa/38389.html](http://www.sqa.org.uk/sqa/38389.html).

Before the start of the examination period, Attendance Registers will be sent to each centre. These should be retained until required by invigilators.

Invigilators may not leave the room during an examination. Consequently, they must be provided with some means of communicating with centre staff to enable, for example, medical assistance to be summoned for a candidate in physical distress. Please note that if a mobile phone is required for this purpose, it should be switched to silent and only used in an emergency.

Invigilators should ensure that candidates are seated at their desks in the examination room about ten minutes before the start time to allow candidates to enter their details in their answer books, etc.

Where an Attendance Register Supplement is required, the invigilator should pass a copy to the centre's SQA Co-ordinator as soon as possible after the examination, along with the details of candidates who were absent from any part of the examination.

If you have concerns about the conduct of any of your Invigilators, you should try to avoid using them for the rest of the diet and not nominate them again. If the problem lies with your Chief Invigilator, discuss your concerns with Appointee Management (am@sqa.org.uk).

The exam

Items prohibited from the examination room

Any candidate found in possession of a prohibited item will have their entry for the exam cancelled:

- ◆ **Mobile phones:** Including mobile or WAP enabled telephones, or any other electronic communication device.
- ◆ **Digital audio players (DAP):** Including devices which store, organise and play digital music/audio files. DAP devices, which are most commonly known as MP3 players or iPods, play music files and may also play other file formats and store text.
- ◆ **Other prohibited items:** Personal electronic aids, calculator cases, pencil cases, books, notes, or paper of any kind should not be taken into the examination room except when specifically allowed in the instructions for the examination.
- ◆ **Calculators:** Candidates found in possession of an unauthorised calculator may have their examination entry cancelled.

Subject-specific arrangements documents will indicate if a calculator should be used. Additionally, a list of the external assessments where a calculator can be used will be provided in the *Handbook for Invigilators*. For question papers where the use of a calculator is allowed, candidates are responsible for making sure that their calculators meet the regulations. Centres should make candidates aware of these regulations and their responsibilities beforehand.

It is the candidate's responsibility to ensure that:

- ◆ the calculator has sufficient power supply
- ◆ the calculator is in good working condition
- ◆ calculators are not designed or adapted to offer any of the following facilities:
 - language translators
 - symbolic algebra manipulation
 - symbolic differentiation or integration
 - communication with other machines or the internet
- ◆ there is no retrievable information stored in them, including:
 - databanks
 - dictionaries
 - mathematical formulas

Where the use of a calculator is allowed in an examination, the centre is required to provide a reserve supply of calculators in case of breakdowns, or for use by candidates who do not have one. Where possible, candidates should have had opportunity to practice with the reserve calculators, particularly where scientific functions and formulae are to be used.

An invigilator should issue a candidate with a replacement calculator if required.

Sharing a calculator is not permitted.

Persons permitted to enter the examination room

Persons permitted to enter the examination room are:

- ◆ representatives of SQA, HM Inspectors of Education, the Head of Centre or a delegated representative
- ◆ the Chief Invigilator, who may visit the rooms in which invigilators are working
- ◆ a member of the staff of the examination centre who is specially summoned by the invigilator for assistance in an emergency
- ◆ any person specified in the invigilator's instructions — such persons must leave the examination room as soon as their assistance is no longer required

Persons admitted to an examination room must not:

- ◆ communicate with the candidates, other than as required by their prescribed duties
- ◆ interfere in any way with the conduct of the examination which remains under exclusive control of the invigilator
- ◆ take any confidential examination material, including copies of the question paper, from the examination room

Candidates arriving late for examinations

Candidates arriving late for an examination, other than in the cases mentioned below, may be admitted to the examination room provided no candidate has left the examination room in the meantime. No extension of time can be granted to latecomers, no matter what the reason for their lateness.

In the case of those assessments that are conducted in two or more parts, or which involve two or more readings, a candidate may only be admitted during the period between the parts or readings of the assessment concerned. The latecomer must not be granted any extension of time.

In the case of an assessment involving either a continuous playing of recordings or dictation, any candidate arriving late will not be admitted.

Leaving the examination room

Candidates will normally be expected to remain in the examination room under the control of the invigilator for the complete duration of the examination.

The Head of Centre, in consultation with the Chief Invigilator, has the authority to enforce this advice to meet local circumstances. However, candidates may leave the examination room after half an hour from the start of the examination (subject to the proviso outlined above, for examinations starting **before** the official start time). Where the examination is of one hour's duration or less, the Chief Invigilator will have discretion to allow candidates to leave the room after twenty minutes. Thereafter, candidates who have completed the question paper or such parts of it as they feel capable of attempting will, on giving up both the answer book and the question paper to the invigilator, be allowed to leave the room.

In the case of pressing necessity, ie illness or distress, a candidate may be allowed to leave the room and return to it provided there has been isolated supervision by centre staff during the period of absence. The centre is responsible for ensuring that the candidate has no access to the internet, phones or any other electronic device during the period of isolation.

For each session of the examination, Heads of Centre should arrange to have a male and a female member of staff available to supervise the male and female candidates respectively in such emergencies.

In the case of a candidate being prevented from completing the paper by illness or other cause, both the answer book and the question paper must be given up to the invigilator before the candidate leaves the examination room.

Exam materials

All examination material and answer booklets submitted for assessment will become the physical and intellectual property of SQA. Consequently, we will not return such items to candidates. By submitting examination material and answer booklets to SQA for assessment, candidates permit us to use, free of charge, any copyright or other intellectual property included in the examination material or answer booklets for any purpose we think appropriate (including its use as teaching and exemplification material). We will not disclose the candidate's name or SCN.

If a candidate attempts a question paper, the responses, whatever their character, must be sent to us. A candidate who removes their answer booklet from the examination room, whether intentionally or not, will forfeit the marks for the question paper concerned.

Accommodation

It is your centre's responsibility to provide suitable accommodation and, if required, equipment and teachers (eg for Higher Modern Languages Listening/Writing, a Nominated Teacher is needed in each examination room).

For specific subject requirements, look at the Arrangements documents on the website. All Course, National Certificate and NPA Arrangements documents are available for the new National 1 to 5 Units by subject on www.sqa.org.uk/sqa/browsecfesubject.html and the current Access 1 to Advanced Higher Units by subject by visiting www.sqa.org.uk/NQ and choosing the NQ subject and course level.

Centres are responsible for providing suitable accommodation for examinations, and for informing each candidate of where the examinations will be held.

Ideally, all rooms used for examinations should have level floors and should be without galleries. Before the start of the examination, all pictures, teaching aids, maps, and diagrams should be removed from the walls.

Where candidates are completing a qualification in a location other than the centre's premises (for example, candidates involved in open/distance/IT-based learning, or where learning is taking place at home or in the workplace), the centre which enters the candidate must ensure that all internal assessment requirements are met, including authentication of the candidate's work and appropriate internal quality assurance.

For each examination room, there must be a means for the invigilator to summon assistance.

Seating

Seats should be consecutively numbered. Candidates will be required to enter their seat number in each answer book used. In those examinations that involve Objective Tests, a seating plan must be produced and all candidates must be advised, in advance of the examination, of the seat number they have been allocated.

A record of the arrangement of seat numbers in each room should be taken and retained for six months after the date of the examination. After this, if we have not asked for it, it may be destroyed.

Candidates should be seated in such a way that the possibility of copying is reduced to a minimum. Where it is practicable, a minimum distance of approximately 1.25 metres should be maintained between one row of candidates and another.

Candidates taking practical and/or electronic assessments should be accommodated in suitably equipped rooms.

Candidates

Candidates will receive a copy of *Your Exams*, which will tell them how they should behave during examinations, and we hope you will emphasise that they must follow the rules — for example they must not bring prohibited items such as mobile phones or MP3 players into the exam room.

Malpractice

Malpractice is a serious matter. Candidates may receive a warning, forfeit marks, or have an award — in any or all of their subjects — cancelled if they attempt to gain an award by any form of deceit, or if their conduct is contrary to any of the conditions set out here.

Candidates must not:

- ◆ take into the examination room any prohibited item; all rough work must be done in the answer book or any authorised rough work sheets provided — scrap paper should not be used for this purpose
- ◆ communicate in any way with, seek assistance from, or give assistance to, another candidate or candidates during an examination
- ◆ intentionally cause a disturbance in the examination room
- ◆ remove a question paper of any kind from an examination room before the end of the examination to which it relates
- ◆ include vulgar, racist, discriminatory, offensive or frivolous content in scripts or coursework
- ◆ plagiarise materials from another source, give assistance to or lend materials to another candidate or work with other candidates on a task which should be completed on the candidate's own

The procedures for dealing with incidents of candidate malpractice in examinations can be found in the *Candidate malpractice in externally assessed examinations and assessments: Information for centres* document at <http://www.sqa.org.uk/sqa/1418.html>.

Sitting exams at another centre

Sitting at — presenting centre

If required, candidates may sit external assessments at any other SQA approved centre, provided there is an agreement for this between both centres. The presenting centre (the centre that entered the candidate) must, after agreeing the arrangement with the other centre, submit a completed External Exam – Alternative Centre Form (SA00) to SQA as soon as they become aware of the situation (see section 6, Key Dates). This form can be found on www.sqa.org.uk/sqa/582.html. You should return the completed form to national.qualifications@sqa.org.uk; or post it to Data Services Team, SQA, Lowden, 24 Wester Shawfair, Dalkeith, Midlothian, EH22 1FD; or fax it to 0345 213 5000 (for the attention of Data Services — Lowden).

Alternative venue — non-presenting centre

If a candidate needs to sit an external assessment at another venue which is not an approved centre (either within or outwith Scotland), we need to know in advance in order to consider the request and to ensure that the appropriate examination stationery, question paper and invigilation arrangements are in place.

- 1 Alternative venues **within** Scotland are usually special educational units or non-presenting centres, used where candidates cannot for various reasons sit their examinations in their presenting centres.

Candidates may also need to sit their examinations:

1. in hospital
 2. in a secure environment, eg residential school or prison
 3. at another campus of a college
 4. in their own home (if educated at home, have additional support needs, or have a temporary disability)
 5. in suitable accommodation when representing their country in a sporting event
- 2 Requests for an alternative venue **outwith** Scotland are normally only approved if the candidate:
 1. has undertaken the course and has moved to live outside Scotland
 2. is taking part in a school exchange visit
 3. is on an educational trip
 4. is representing their country in a sporting event

To seek approval for an alternative venue request, your centre should complete an Alternative Venue form and submit it for consideration to the Assessment Arrangements team. This form, with notes on completion and the criteria, can be found on <http://www.sqa.org.uk/sqa/8421.html>. Completed forms can be submitted electronically to alternative.venues@sqa.org.uk.

If assessment arrangements are also required for candidates at an alternative venue, requests should be submitted via the AAR System. If an assessment arrangement is needed due to a temporary disability, please contact the Assessment Arrangements team on 0345 213 6890 to discuss.

Collecting Scripts

Carrier Report

The Carrier Report, which is issued with the EX6s (attendance registers), should be used to record and track the return of scripts. It details, by category and in alphabetical order, all exam materials to be collected from your centre on each day of the examination diet.

Where your centre is officially accommodating candidates from another centre, these entries will also be included on the report.

Instructions on the Submission of exam scripts

In April, before the diet of National Qualifications examinations begins, we will send you correspondence relating to the submission exam scripts. This will include the required labels, forms and bags that your Invigilators will use when packaging up your candidates' scripts. It is important that you read the instructions thoroughly and pass all relevant enclosures to your Chief Invigilator, as specified in the letter we send you.

SQA Receiving Scripts

Upon receipt of the packet containing the Attendance Register Supplement and the candidate's scripts, SQA will:

- ◆ Where an entry at the appropriate level already exists, allocate the scripts to a marker without delay.
- ◆ Where an entry at the appropriate level does not exist, process one based on the information provided on the Attendance Register Supplement. This will allow us to allocate a marker and forward the scripts to that marker as soon as possible.

NB Submission of this supplement will be taken as authorisation from the centre for SQA to process an entry. If for any reason, the centre does not wish an entry to be created for a particular candidate, please contact Data Services on 0345 213 6960 as soon as possible.

Missing scripts

If a packet of scripts goes missing either on its way from the centre to SQA or from SQA to the marker — that is, before marking is carried out — the following course of action is taken:

- ◆ We will contact you to see if none of the candidates listed on Form Ex6 took the examination and therefore there are no scripts to submit. Our processing system requires that all Forms Ex6 are processed, so you will be asked to return the form to us.
- ◆ If you confirm that the candidates did indeed sit the examination, and a search of the school's premises does not uncover the scripts, we will investigate the loss with our carriers and conduct a thorough search of our premises.
- ◆ If the scripts have not been found by a date stipulated by us, we will ask you to submit the coursework evidence so that it can be evaluated and awards can be determined before certification in August.
- ◆ If no evidence can be provided, and if the missing script relates to only one component of the Course, the marks attained in the remaining components will be scaled to produce an overall result. However, this will not be possible where the Course has only one component.
- ◆ As a last resort, estimates may be used as the basis of awards for candidates whose scripts have gone missing. If the school's estimates are generally in line with the results gained by other candidates, the candidates affected by the lost packets can be awarded their estimate grade.

After August certification we will write to you to tell you how the awards for the candidates concerned were made.

We will not normally inform candidates that one of their scripts has been lost. You, however, may do so if you think that it is in the candidate's interest to know.

If, at any time, the missing scripts are retrieved, we will inform you and have the scripts marked in the normal way. If the scripts are recovered after results have been issued, we will still have the scripts marked. However, candidate results will be changed only if the marked scripts give a better result than that already certificated.

If the script goes missing after it has been marked, the marker will have retained a record of the mark or grade awarded to the candidate for the components concerned. This information is held in a way that ensures the candidate's anonymity but allows us to identify who the marks or grades should be assigned to. These marks or grades will be taken forward for processing and certification in the normal way.

Visiting Examining

For subjects which have a practical performance for external assessment, the assessment will be conducted in centres and marked by an SQA Visiting Assessor.

All centres will be subject to SQA's visiting examining arrangements to ensure that the results awarded to candidates comply fully with national standards. Some aspects of these practical performances must be completed under controlled conditions to ensure the authenticity of candidates' work and the rigour of assessment. Subject specific instructions will be issued to you before the visiting assessing period begins

The Visiting Assessor allocated to your centre by SQA will contact you to arrange the visit — it is the responsibility of the centre and Visiting Assessor to agree a suitable date/time for the practical performance during SQA's visiting assessing period — this is published in our list of [Key Dates](#).

Visiting Assessment Type 2 (VA2) Arrangements

For National 5 Dance and Drama, which use Practical Assignments for external assessment, where it is not possible to transport candidate evidence to us, the assessment will be conducted internally in centres. The assessment tasks will be set by SQA under conditions specified by SQA. The assessment tasks will be marked collaboratively by an SQA Visiting Assessor and the centre.

All centres will be subject to our visiting assessment arrangements to confirm that the results awarded to candidates comply fully with national standards. Aspects of these Practical Assignments must be completed under controlled conditions to ensure the authenticity of candidates' work and the rigour of assessment. The instructions about this in Conditions and Arrangements, (available at www.sqa.org.uk/nq for existing qualifications and www.sqa.org.uk/cfe for new qualifications) must be fully complied with.

The Visiting Assessor (VA) will mark the work of 12 candidates per Course. These candidates will be chosen by us from your entries — all candidate Practical Assignments will be marked if the number of entries is less than 12.

Administration and examination procedures

The VA allocated to your centre will call in advance to arrange a suitable date for their visit. This will take place between 1 and 30 April. Any requests for visits outwith these dates should be made to SQA. When the VA contacts your centre they will ask you to confirm:

- ◆ number of candidates to be examined
- ◆ whether or not all candidates are to be examined in the centre (studio based or site-specific venue)

Your VA will follow up the verbal agreement regarding dates and times by writing to the SQA Co-ordinator.

If there are 12 candidates or fewer, the VA will assess all of the candidates during their visit. If there are more than 12 candidates, the VA will assess a sample of only 12. These will be the first 12 candidates identified on the Ex6 form.

Absentee candidates

You must contact SQA to arrange a return visit in the case of absentee candidates. This is not the responsibility of the Visiting Assessor.

Changes in candidates' entries

Any changes in candidate entries before or after the exam must be communicated to SQA by the centre; this is not the responsibility of the Visiting Assessor.

15 Exceptional Circumstances

The Exceptional Circumstances Consideration process is part of our new [Results Services](#) being introduced in session 2013–14. Exceptional Circumstances Consideration will run before results are published.

If you believe that a candidate has suffered as a result of exceptional circumstances, you can make a request to review alternative evidence. This 'alternative evidence' may include coursework, class assessments or prelims.

Requesting Exceptional Circumstances consideration

A request for Exceptional Circumstances consideration can only be made using the Results Services system. It will be an electronic process and will be available from April 2014 through SQA Connect.

You will be asked to select a candidate for whom the request is to be made from a list of your candidates. Once the candidate has been identified, you will be asked to select the relevant Exceptional Circumstances reason. This is done in two stages: first, select an **Outline Reason**, such as 'Personal Circumstance'; then, select a **Detailed Reason**, such as 'Bereavement'.

You will then be required to confirm that your Head of Centre has approved the request, and that you have appropriate evidence to support the Exceptional Circumstance reason. The request will then be given a unique reference number and submitted electronically to SQA.

Finally, you will be required to print off a cover sheet which details the relevant information of the request. You will have to post this cover sheet to SQA, together with the candidate's alternative evidence.

Where a group of candidates are affected by the same circumstance, such as a disruption during the exam, the Results Services system will allow you to make a group request. However, each candidate within the group will be given an individual reference number and their evidence will be reviewed on an individual basis.

The decision of our subject experts on the outcome of the alternative evidence review is final. There are no further stages to the Exceptional Circumstance Consideration process. However, if you have compelling evidence that we have not followed our procedures correctly, you should contact us for advice on next steps.

Exceptional Circumstance reasons

Personal circumstance

A Personal Circumstance refers to a situation connected to the candidate occurring outside the examination process. These are:

- ◆ Medical Condition
- ◆ Bereavement
- ◆ Domestic Situation
- ◆ Exceptional Absence

Examination circumstance

An Examination Circumstance refers to a situation occurring within the examination process over which the candidate has no control. The occurrence will only be valid for Exceptional Circumstance Consideration where it fundamentally affected the candidate. This includes:

- ◆ Examination Arrangements
- ◆ Disruption

Tracking a request

Once a request has been made, you will be able to track it using the Results Service system on SQA Connect. The request will move through various stages, such as *Received*, *Pending Review*, *Resulted*. You will be able view all your requests and what stage in the process they are currently at. The actual result of your Exceptional Circumstances request will only be displayed after certification has taken place in August.

More information

The system and timelines associated with SQA's new Results Services (Exceptional Circumstance Consideration and Post Results Services) are currently being finalised. We will make more guidance available to you in due course. To keep up to date with the latest information on Results Services, visit www.sqa.org.uk/resultsservices, which we will update as soon as more information becomes available.

16 Certification

In advance of results day, please encourage your candidates to register with MySQA. MySQA gives candidates a personal record of their qualifications, and lets them choose how they receive their exam results.

By registering for MySQA, your candidates can choose to receive their exam results by text or e-mail first thing on 5 August 2014. The site updates automatically as candidates achieve new qualifications, entry is secure and confidential, and registration is quick and easy.

The Scottish Qualifications Certificate (SQC)

Every candidate who achieves SQA qualifications will be issued with a Scottish Qualifications Certificate (SQC) detailing their results. SQCs are issued throughout the year.

NB: You must provide us with up-to-date details of your candidates' home addresses so that they can be notified of their results directly.

Information is available on the About Your SQC section of the website at www.sqa.org.uk/sqc to help candidates understand their certificate. Please ensure candidates are aware of this information before results day.

The SQC includes a Summary of Attainment, Detailed Record of Attainment and a Profiles section.

The Summary of Attainment

The Summary of Attainment is cumulative and will list all Group Awards, Courses and stand-alone Units achieved since 1995.

Candidates' awards in National Courses will be reported as grades, as shown in the table below; awards in National Units will be ungraded with the exception of the Scottish Baccalaureate — Interdisciplinary project, which will be graded A to C.

Band	Grade
1	A (upper)
2	A (lower)
3	B (upper)
4	B (lower)
5	C (upper)
6	C (lower)
7	D
8	No Award
9	No Award

The Detailed Record of Attainment

The detailed record of attainment gives complete details about the qualifications achieved since the last certificate was issued. Any Group Awards or Courses recently achieved are listed here and all units and external assessments to achieve the award are also reported. Any stand-alone units achieved will be listed.

The Profiles Page

This page details the candidate's Core Skills profile and achievements against the SCQF:

- ◆ **Core Skills profile:** this records the candidate's highest achievement to date in each Core Skill component. Entries on the profile will relate to all Core Skills achievement, whether by automatic certification or the completion of dedicated Core Skills Units.
- ◆ **SCQF level and points achieved:** the SCQF is a system of levels and credit points. Its main purpose is to make the relationships between qualifications clearer. This page shows how many SCQF credit points the candidate has accumulated, and at what level.

Candidates who achieve a Group Award (such as a Scottish Vocational Qualification or a Higher National Certificate) will also receive a separate Group Award commemorative certificate.

We may, in accordance with arrangements approved by Ministers, provide other information on the certificate regarding the candidate's attainments.

Statement of Certificated Results

In August, we will send you a statement of the results for all the candidates your centre has entered for National Courses and Units. This report is issued in time for you to see results before candidates receive their certificates.

Also in August, before candidates receive their certificates, a printed Award Summary Report is issued. This report is laid out subject-by-subject, and gives results for all National Course achievements in your centre. A report is also sent to each education authority for the schools under its management.

NB The results in these reports are under strict embargo and should not be released or discussed with candidates or any other party until 8am on Tuesday 5 August. This includes parents and any further or higher educational institutions where the candidates may have applications. Please note we release these results to you in advance for planning purposes only.

The component mark data issued to you in August is for all candidates in all National Course subjects at National 5, Intermediate 1, Intermediate 2, Higher and Advanced Higher. Detailed marks (below component level) are also provided for Art & Design (National 5 – Higher) and Mathematics (Higher and Advanced Higher). Both component mark and sub-component mark files are made available

to you via SQA.net Exchange. Files will be in Excel format and can be downloaded using the download instructions provided in Exchange.

Any queries about the receipt of these reports should be directed to the Data Services team by e-mail at esocr@sqa.org.uk or by calling 0345 213 6960.

Statements of Results and Award Summary Reports are also issued in December. These reports are sent to all centres with candidates certificated in August, and will include details of all qualifications certificated from the previous year.

Certification timetable

National Units

Candidates taking stand-alone Units will receive their certificates once their record is complete (ie they have all Units resulted and do not have any open entries for Courses or Group Awards). Certificates are issued the month after the completion date, eg completion date in December will be produced in January. This Unit-only certification takes place during the third week of every month.

Courses at Access 2 and 3 and National 2 to 3

Certification of Courses at Access 2 and 3 and National 2 to 3 completed between August and April takes place weekly. Those completed in May, June or July will be certificated as part of the National Qualifications run in August.

Examination-based National Courses

Candidates taking examination-based National Courses (at Intermediate 1 level to Advanced Higher and National 5) will receive their certificates in August ([see section 6, Key dates](#)).

In July ([see section 6, Key dates](#)) you will receive *Incomplete National Course Profiles - Unit results missing report (Results Eligibility Report)*. You will be asked to update each record immediately with a final result or a revised completion date, or to withdraw the entry. This will ensure that all results for each session are processed and accurately recorded on certificates.

Skills for Work

Skills for Work Courses with a completion date up to and including April will be certificated weekly.

To ensure August certification, the completion date must be May of the current session. Courses with completion dates of June or July will be certificated weekly after the main diet certification in August. If, however, all unit entries have been resulted for courses with a completion date of June or July, these will be included in August certification.

Scottish Baccalaureates

Candidates taking Scottish Baccalaureates will be included in the August national certification.

Full details of specific certification dates can be found in the Certification and Awards Reporting timetable issued in April www.sqa.org.uk/certificationtimetable.

Recognising Positive Achievement

Recognising Positive Achievement is the arrangements to support candidates who don't achieve the external assessment of a National 5 Course, but who may be able to achieve the Course at National 4 instead.

Candidates who have achieved the National 4 Added Value Unit

If a candidate passes the National 5 Units and receives a band 8 or 9 (No Award) in the National 5 Course external assessment, and they have an entry and Pass result for the National 4 Added Value Unit (and Literacy/Numeracy Unit where applicable), they will receive the National 4 Course on their certificate in August. Where this is the case, you do not need to take any further action.

National 4 Course after August certification

The opportunity for a candidate to have their achievements recognised with a National 4 Course under these arrangements will be available for some time after they have received their certificate in August. For example, if there is a candidate at your centre who has received a band 8 or 9 (No Award) in the National 5 Course external assessment, but passed all the internally-assessed Units at National 5, **we will automatically create a National 4 Course entry for them and report all such cases to you. There will be no charge for this.**

However, you need to take action if you would like these candidates to be certificated for the National 4 Course and be sent an updated certificate. **You need to submit the entry for the National 4 Added Value Unit (and Literacy/Numeracy Unit where required) and get the candidate to complete the Unit assessment — and, if they pass, submit a Pass result.**

Automatically-generated National 4 Course entries will be held open on the system until April the following year.

The Added Value Unit (and Literacy/Numeracy Unit, where applicable) will be subject to our quality assurance procedures. After successful verification (if appropriate) we will then re-certificate the candidates in accordance with our certification timetable for that session.

See our website for further information on [Recognising Positive Achievement](#).

Report notifications from SQA

We will send you a report after results day to inform you of all the candidates at your centre for whom we have automatically created a Course entry at National 4. The candidates in this report will have received a band 8 or 9 (No Award) in

their National 5 Course external assessment, passed all the internally-assessed Units at National 5, and could be eligible for a National 4 Course.

Replacement certificates

Replacement certificates can be ordered by candidates online at www.sqa.org.uk/eshop or by downloading the application form on our website at www.sqa.org.uk/sqa/212.html. Alternatively, an application form can be obtained from our Customer Contact Centre by e-mailing customer@sqa.org.uk or by calling 0845 279 1000.

There is a standard charge of £38.00 for a replacement certificate. Payment can be made by credit/debit card, cheque or postal order.

We can provide candidates with a replacement certificate detailing all qualifications achieved since 1995. Qualifications achieved prior to 1995 will be issued as certified statements as they were achieved under predecessor bodies (such as SEB, SCOTVEC, SCOTBEC, SCCAPE, SANCAD).

Misspelled Names

If a candidate returns a certificate to us indicating their name is incorrect, we will return the certificate to them with a letter telling them to contact the centre to discuss registration data. Where the responsibility lies with the centre we require the centre to e-mail certification@sqa.org.uk confirming they will bear the standard charge of £38.00 for SQA to issue a replacement certificate.

We advise all centres to ensure the correct name and spelling is used when submitting registration details to SQA.

Altering Certificates

Any alteration of the Certificate renders it invalid and liable to confiscation by SQA. In these circumstances, a replacement certificate will not be issued. Any attempt to use a certificate that has been altered may constitute fraud and may render the person doing this liable to legal proceedings.

17 Post Results Service

The Post Results Service is part of our new [Results Services system](#), which is being introduced in session 2013–14. Post Results Services will run after candidates have received their certificates.

If you are concerned by a candidate's result, you can request a clerical check and/a marking review of the script. If this check/review leads to a change of grade (either up or down), this will be amended on our system, and a new certificate will be issued to the candidate. There will be no consideration of 'alternative evidence' with this service. If the original grade remains unchanged after the check/review of the marking, you will be charged for this service.

Requesting a clerical check or marking review

A clerical check and/or a marking review can only be requested using our Results Services system. It will be an electronic process and will be available through SQA's online portal for centres, SQA Connect.

You will be asked to select a candidate for whom the request is to be made from a list of your candidates. You will then be required to confirm that the Head of Centre has approved the request (and any charges applicable if there is no change to the overall grade). The request will then be given a unique reference number and submitted electronically to SQA.

Where you wish to submit a request for a group of candidates for the same subject/level, the system will allow you to make a group request. However, each candidate within the group will be given an individual reference number, and their script will be reviewed on an individual basis.

Tracking a request

Once a request has been made, you will be able to track it using the Results Services system. The request will move through various stages, such as *Received*, *Pending Review*, *Resulted*. You will be able to view all your requests and what stage in the process they are currently at. When the result is known an email will be sent to you. You will then be able to view the result in the Results Services system.

Time-frames

The time-frames for submitting a request are currently being finalised.

More information

For more information about Clerical Checks and Marking Reviews, and to keep up to date with the latest information on the Results Service system, visit www.sqa.org.uk/resultsservices, which we will update as soon as more information becomes available.

18 Statistical information

Use of data for reporting purposes

Data submitted to SQA will be used for research and statistical purposes.

SQA's statistical datasets are based on this data. We issue a number of statistical reports, such as the Annual Statistical Report, which is published on our website each year at www.sqa.org.uk/statistics.

In addition to these reports, we send our attainment data to the Scottish Government, who will report it in Standard Tables and Charts (STACs) or, from session 2013–14, the Senior Phase Benchmarking Tool (SPBT). More information about this is available from [Education Scotland](#).

19 Compliance with legislation

Freedom of Information

SQA is a Scottish Public Authority subject to the Freedom of Information (Scotland) Act 2002. This Act provides a general right of access to all types of recorded information held by Scottish public authorities, subject to certain exemptions. In compliance with Section 23 of the Act, SQA has adopted a [Publication Scheme](#) setting out the classes of information we publish (or intend to publish), the manner in which we intend to publish the information, and whether a charge will be made for the information.

Personal information such as candidate records is exempted from disclosure under this Act by Section 38. This information is subject to the Data Protection Act 1998 — please see the section on Data Protection below for more details.

You can find more information, and SQA's Freedom of Information Policy, on our website at www.sqa.org.uk/accesstoinformation.

SQA sometimes receives requests for information it holds about third parties, eg centres. Where it receives a request like this, SQA will endeavour to discuss any concerns before taking its decision on release of the information.

Data Protection

It is essential that we collect personal information about candidates — for example, we need names to print on certificates, addresses to post the certificates to, and dates of birth to distinguish between candidates with similar names. We also hold details of candidates' achievements so that we can issue certificates. Candidates undertaking any SQA qualification must supply these personal details to us via their centre.

Access to this information is strictly controlled, but we share it within the education and training community when this is appropriate. For example, centres get details of their candidates' examination results, and we supply details of the achievements of university applicants to the UCAS. We also supply the Scottish Government with data for statistical analysis, and we release data for official surveys.

We do not provide information to organisations involved in direct marketing or similar ventures.

SQA is a registered data controller. We are registered with the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. To find out what we process, visit: <http://www.ico.gov.uk/ESDWebPages/search.asp> and enter our registration number **Z5781759**.

We abide by the eight Data Protection principles, and we require that all those who supply or use data also adhere to these principles.

The Data Protection Act requires centres to ensure the data they obtain and transfer to SQA is accurate and up to date. It requires centres to ensure that candidates are aware that their personal data will be shared with SQA to maintain a record of their qualifications and for certification. It requires that appropriate technical and organisational measures are in place to maintain the security of candidate's personal data.

We offer the following guidance:

- ◆ Candidates should be aware that their personal details are being given to us. This is particularly important where candidates themselves are not completing SQA paper forms. In many cases, the information is supplied from your computer systems, and candidates may not be aware that their details are being passed on.
- ◆ It is important that you exercise care when releasing personal information supplied by us. We intend this information for your centre's internal use only. Information your centre has obtained from SQA must not be used for marketing purposes or any other purpose that could be reasonably objected to by a candidate.
- ◆ Your centre should be appropriately registered with the Information Commissioner.

Candidates have a right of access to the personal data SQA holds about them. Our ['access to information' webpages](#) explain how candidates can request their personal information from SQA by making a subject access request and the £10 fee that applies.

In general, parents and others do not have right of access under the Data Protection Act. However, candidates can ask a third party representative to act on their behalf when making a subject access request. SQA must be satisfied that the third party making the request is entitled to act on the candidate's behalf, and that the candidate has consented to the third party request. SQA's data protection [subject access request form](#) covers these instructions.

20 Contacts

NQ Contacts

To help direct you to the relevant team for your enquiry, we have listed all of our Operations contact details in order of topic on our website. Please select the appropriate tab to locate the best contact for you: <http://www.sqa.org.uk/sqa/36126.2556.html>

CfE Liaison team

For any other questions you may have, SQA's Curriculum for Excellence Liaison team provides a dedicated additional resource for every school and college throughout Scotland, delivering support and advice for the new qualifications.

The team gathers feedback from you and your centre to ensure you have all the information you need to support your learners in session 2013–14.

Contact details for the CfE Liaison team are available at www.sqa.org.uk/cfeteam — please don't hesitate to get in touch.