

Qualifications for All

Equality and Fairness for SQA Candidates



About SQA

SQA (the Scottish Qualifications Authority) is the national awarding body ('exam board') in Scotland for many of the qualifications you may wish to do. We are the body that records your results on your certificate.

Our qualifications

We want to help you make the most of doing your qualifications. We want you to be able to choose qualifications that are right for you, and we want you to be able to show what you know and what you can do.

You will find information about SQA qualifications on our website: www.sqa.org.uk. Or you can ask for information from wherever you are doing the qualification – most likely a school, college, training provider or employer.

Equality of Access

We at SQA are working hard to make sure that your experience of doing our qualifications meets your hopes and needs and that you are treated fairly and with respect. We have an 'Equality of Access' policy (available on our website) which says that we will make sure that everyone has an equal chance of being able to do qualifications that best suit their needs. It also says that we will do this in a way that is fair and consistent.



What this means

When you are doing your qualification —

- ◆ You shouldn't have to worry about being treated unfairly. Your age, race, religion, sex, disability, sexuality or social background shouldn't make the work harder for you or make you feel 'left out'

If you think you have been treated unfairly while doing an SQA qualification —

The first thing to do is to talk about your concerns to a member of staff in the centre you are attending (eg your pastoral care or guidance teacher, a member of your college's guidance or student support staff, your mentor/trainer, etc). You (or someone who is helping you) may find it helpful to ask for a copy of your centre's equality and diversity policy and look at the full version of our 'Equality of Access' policy on our website.

- ◆ Assessments (exams, tests, projects etc) should be fair and should allow you to show what you know and what you can do.
- ◆ You should be able to ask for the help you need (such as help with reading and writing, for example). The centre you are attending will talk to us about this for you.

If this doesn't sort out the problem, you can contact us directly at —

Customer Contact Centre
Customer Relations
SQA
Hanover House
Glasgow
G2 7NQ

We will look into what you tell us, and will reply to you.



The Optima Building Ironmills Road
58 Robertson Street Dalkeith
Glasgow Midlothian
G2 8DQ EH22 1LE

Customer Contact Centre
Tel: 0845 279 1000
Fax: 0141-242 2244
e-mail: customer@sqa.org.uk
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