

## National Qualifications Examinations 2024

# Script Delivery and Return Arrangements

Thank you for agreeing to provide your services as a marker for the 2024 National Qualifications examinations. This document provides information on the delivery arrangements for your script allocations. Please read it and consider each option as you may have to provide information to SQA.

Security is important in the script management process. Candidates’ scripts are unique, and we must make every effort to ensure their security and confidentiality.

### Arrangements for delivery of scripts

You should now have access to the following documents:

* List A Parcelforce Worldwide/Royal Mail delivery postcodes for 2–4 day delivery areas
* List B Parcelforce & Post Office Counters – Convenient Collection Points and arrangements for returning marked scripts to SQA

For coursework and main diet script deliveries, Parcelforce (or Royal Mail, in some areas) will deliver script packages between 9 am and 5 pm Monday to Friday and between 9 am and 12 pm on Saturdays.

You will receive a text message advising when your allocations have been issued by SQA, unless you have opted out of this service. This text message will contain a consignment number to enable you to track your packages.

We will try to deliver your allocation of scripts on the specified delivery date advised in your letter of invitation. However, there are certain postcode areas where next day delivery cannot be guaranteed.

Please refer to List A to check the delivery information for your postcode.

**If you wish for your script packages to be delivered to the home address we hold on our systems for you, no further action is required.**

### Alternative arrangements for delivery of scripts

To have your script packages delivered to an alternative address, please submit your request via email to [markers@sqa.org.uk](mailto:markers@sqa.org.uk), no later than seven days prior to the script delivery date. Please note we are no longer using the electronic form.

Please be aware that alternative script delivery requests submitted via telephone cannot be accepted.

### Delivery to Parcelforce depot or Royal Mail Post Office Counters for collection

Your script packages can be delivered to a Parcelforce depot or Royal Mail Post Office Counter as part of the convenient collect service for you to collect (see appendix B). We would recommend that you only select this option where delivery to your home address is not possible.

Please refer to List B to select the most suitable depot/post office for collection or returning to SQA.

If you would like your script packages delivered to a Parcelforce depot or Royal Mail Post Office Counter, please email [markers@sqa.org.uk](mailto:markers@sqa.org.uk) with details of your request no later than seven days prior to the script delivery date.

Please ensure the email includes the full alternative address, if there are any issues with this, Script Management will contact you close to the delivery date.

We would advise that you check the opening and closing times of the depot/Post Office counter prior to collecting your packages to save you an unnecessary trip; you should contact them to ensure your package is ready for collection in advance.

When collecting script packages, you must produce a form of ID with the addressee’s name from the list below. It would also be helpful to have the consignment number you receive via text message:

* Digital ID
* Driving License
* Debit or credit card
* Recent utilities bill (dated within last 6 months)
* Valid Passport

To maintain the confidentiality and security of this material, Parcelforce and Royal Mail staff have been advised that they should not release packages to individuals unless this proof of identity is produced.

Packages leave SQA on a 24-hour delivery service (with the exception of 2–4 day delivery areas) and will arrive at your selected local Royal Mail Post Office Counter or Parcelforce depot between **9 am and 5 pm** (subject to local opening times) **on the day of delivery**. Your package will be available for collection **anytime thereafter, up to 2 days from the delivery date**.

Example:

|  |  |
| --- | --- |
| Delivery day | 22 April 2024 |
| Day 1 | 23 April 2024 |
| Day 2 | 24 April 2024 |
| Return to SQA | 25 April 2024 |

Script packages that have not been collected within this period are automatically returned to SQA. Failure to collect packages will result in significant delays and additional costs as these packages will have to be reissued. The Script Management Team will contact you thereafter to discuss a suitable delivery address and day to resend the package.

### Scripts held at SQA for collection (MFP and Traditional Marking only)

If you wish to collect your packages from SQA offices at Lowden, you should email [markers@sqa.org.uk](mailto:markers@sqa.org.uk) with your request, please ensure you enter a date and time that you intend to collect your packages.

Please note that scripts held at SQA will not be available for you to take away until 4 pm on the day prior to the script delivery date.

### Issue of late scripts

SQA aims to issue all your assigned scripts on the script delivery date. However, this is not always possible, as some scripts may be delayed at centres, or used for quality assurance procedures. Therefore, there is a possibility that you will receive some scripts after this date. SQA will contact you to arrange delivery to an agreed address.

### General

If you do not notify us of your alternative delivery arrangements and/or a delivery attempt has been unsuccessful, Parcelforce/Royal Mail will leave a customer contact card. This will identify the location and telephone number of the depot to which your script packages have been transferred. Please note that depot may be located some distance from your home and re-deliveries are not available. Claims for mileage to collect scripts will not be reimbursed.

The packages will remain in the depot for two working days awaiting collection, after which they will be automatically returned to SQA.

If you elect to have your scripts delivered to your home address or an alternative residential address, either you or a nominated recipient must be available to receive the packages on the script delivery date.

### Arrangements for returning marked scripts to SQA

Please refer to List B to select the most convenient Post Office Counter for returning marked scripts to SQA.

Instructions on how to return marked scripts to SQA will also be contained within your marker pack, which will be issued to you with your script package(s).

### Supporting this process — SQA Script Management Line

If you have any queries relating to the delivery and return of scripts, please call our Script Management Line on **0345 213 6612 (option 2)**. SQA staff are available to take your calls between 8:30 am and 4:30 pm, Monday to Thursday, between 8:30 am and 3:30 pm on Friday, and between 9:00 am and 1:00 pm on Saturday. Alternatively, you can email your enquiry to [script.management@sqa.org.uk](mailto:script.management@sqa.org.uk).