National Qualifications 2024

Traditional and Central General Marking Instructions

Contents

SQA key contacts list

In any communication with SQA please quote your marker code number.

Issue	Who to contact
Enquiries about your appointment:	Marker Helpline: 0345 213 6825 (08:30–16:30 Mon to Thu and 08:30–15:30 Fri) e-mail: **markers@sqa.org.uk**
Enquiries/discrepancies with receipt of scripts and further supplies of marker pack material:	Script Management Line: 0345 213 6612 (option 2) (08:30–16:30 Mon to Thu, Fri 08:30-15:30, Sat 09:00-13:00) e-mail: **script.management@sqa.org.uk**
Enquiries about transcriptions:	Assessment Arrangements Team: 0345 213 6890 (08:30–16:30 Mon to Thu and 08:30–15:30 Fri) e-mail: **aarequests@sqa.org.uk**
If you have concerns about the welfare of a candidate:	Child and Adult Protection Contact: 0345 213 6587 (24-hour answering service available)
Difficulties with the completion/return of scripts to SQA:	Reconciliation Team: 0345 213 6612 (option 2) (08:30–16:30 Mon to Thu and 08:30–15:30 Fri, Sat 09:00-13:00) e-mail: **marker.reconciliation@sqa.org.uk**

General marking instructions (for all markers)

How to read these instructions

These instructions are for markers who will mark scripts on paper at home (traditional marking) **and** those who will mark scripts at an SQA event (central marking). There are two separate sections of additional information — one for traditional marking and one for central marking.

The term '**mark**' (when used as a noun) should be understood to encompass course-specific preferred terms such as **point**, **score** or **grade**. The word '**script**' should be taken throughout as referring to work produced by a single candidate. This work will sometimes comprise the candidate's response to two papers.

Subject-specific and paper-specific marking instructions, as appropriate, will be available separately and may include details of any procedures to be followed between the time of delivery of the scripts and the date of any markers' meeting. You must comply with these instructions.

Please read the following instructions carefully. They relate to general procedures not described in the subject/paper-specific marking instructions. Appendix 5 of these instructions is a checklist to help you make sure that all appropriate actions have been taken.

Key performance measures for markers

Each year, on completion of the duties outlined in your marker contract specification, you will be measured against the following key performance measures (KPMs) and informed of the outcome in relation to your performance.

♦ Mark agreed allocation in line with detailed marking instructions.
♦ Submit marks, return marked materials (where appropriate) and complete administrative tasks by specified dates and in accordance with SQA policy and instructions.
♦ Submit a detailed marker report on completion of marking allocation, providing feedback on examination performance.
♦ Demonstrate behaviours outlined in the Terms and Conditions of Appointment which support SQA's values.

Feedback on marking in previous years

During post-examination procedures in the past, errors were found in the addition and transcription of marks. No formal part of the post-examination procedures is dedicated to checking markers' addition, although some errors are identified during other procedures, eg marker check. It is therefore imperative that you pay due care and attention to the

administrative tasks associated with marking, as even a small error could make a grade difference to a candidate.

In previous years a number of markers did not submit a marker report. You **must** provide a report on your marking experience as this information is vital to post-examination procedures. Quality checks will be undertaken during 2024 and, where addition and/or transcription errors are found, or no marker report is received, marker grades will be adjusted accordingly. This may impact on future marking appointments.

On receipt of scripts

Open each packet carefully and proceed with the following:

1 Check the number of candidates entered on the outside of the packet against the number of candidates whose scripts are enclosed. Should there be a discrepancy, change the number on the outside of the packet in **red ink** to agree with the number of candidates whose scripts are enclosed.
2 Check the details on the mark sheet grid on the Attendance Register Form against those on the packet label (see Appendix 1).
3 Check that the candidates whose scripts are enclosed are those whose names are listed on the mark sheet.
4 Check that the scripts received are appropriate to the paper you have been appointed to mark.

Marking scripts

When scripts arrive at SQA, the total mark that is processed is normally taken from the marks grid on the outside cover of the script (usually on the back, but occasionally on the front), though there are still some subjects where the total mark is processed direct from the mark sheet on the Attendance Register Form. In either case, it is vital that the mark is clear and unambiguous and is exactly as indicated in the finalised marking instructions for the subject and level in question.

Marking arrangements

1 In your marking, make your intentions clear (using codes where these have been agreed) for the benefit of our staff and any others who may refer to the script later. **It is important that you do not write any comments on candidates' scripts**.
2 Mark and value every question that the candidate has answered and enter the mark you have awarded in **red ink** on the script, in line with the finalised marking instructions. Occasionally, candidates skip one or two pages in the script by mistake and proceed to answer questions further on in the script. You should ensure that all answers have been marked.
3 Candidates are advised in the '*Your Exams'* booklet to cross out any rough work when they have made a final copy. However, crossed-out work must be marked if the candidate has not made a second attempt to answer the question. Where a second attempt has been made, the crossed-out answer should be ignored.

4   Record marks clearly in the appropriate columns provided in the script. Complete the grid on the outside cover of the script (usually on the back, but occasionally on the front) to indicate the marks awarded for each question. Add these marks together and enter the **total mark for the paper in the 'total' box on the top right of the front cover of the script**. (The total mark must be given as a whole number, where necessary by rounding up.)

5   You must check all your additions carefully, by summing marks from the first to the last page of the script, and then from the last to the first page. You should also check the transcription of marks, within scripts and to the mark sheets (refer to the section 'Entries on mark sheets').

6   Where a candidate has used an additional sheet (eg square-ruled paper), indicate clearly that all the work on the additional sheet has been considered, without adding further comments, and include any marks awarded on the script against the candidate's answer to that question.

7   If the paper is one in which options are given, ensure that the candidate does not receive credit for answering more than the prescribed number of questions. If the prescribed number has been exceeded, mark the answers, and select the highest marks (consistent with the rubrics of the paper) for inclusion in the total. **Cross through the answers that are not included in the total**.

Draw attention to the fact that the candidate has exceeded the prescribed number of questions on the front of the script, **not on the mark sheet on the Attendance Register Form.**

8   Please ensure that the total mark has been transcribed accurately to the mark sheet on the Attendance Register Form, and that the Attendance Register Form, along with the scripts, are returned to their original packet.

9   When you return the scripts to the packet, please ensure that the order agrees with that of the Attendance Register Form. Where there is more than one booklet for a candidate, please ensure that they are placed one inside the other in line with subject/paper-specific marking instructions.

We advise you to mark a candidate's script as a whole entity — do not mark your allocation of scripts on a question-by-question basis.

Entries on mark sheets (Attendance Register)

It is essential that Attendance Register Forms are completed accurately (see Appendix 1 for a completed example). This requires all handwritten information to be clear and legible and not open to misinterpretation.

Please note and adhere strictly to the following instructions for completing the Attendance Register Form (in particular, the mark sheet):

1   Ensure that all marks are attributed to the correct candidate.
2   Do **not** make any alterations to the pre-printed details on the forms.
3   Make all entries clear and legible and use **red ink**.
4   Particularly avoid use of the 'closed' four (4) or 'continental' seven (7).

5   Enter your marker's code number on the Attendance Register Form in the box headed 'Marker's Code'. If you don't, this could affect your payment.

6   Record the total mark clearly on each candidate's script and on the mark sheet within the Attendance Register Form. Do not make any entry in the marks columns in respect of papers that a candidate did not submit.

7   Enter marks (as **whole numbers**) in the appropriate column(s).

8   Where a candidate has been recorded as absent (indicated as 'ABS' in the Attendance Record column), **do not** write in the associated marks columns.

9   If there is a discrepancy that is <u>not</u> an absentee or withdrawn candidate, please write 'special attention' in red ink on the front of the packet, adding a note inside the packet referring to the discrepancy - for example, a surname change for a candidate**.**

   Note: All candidates' scripts should still be marked.

10 Return all completed Attendance Register Forms to their original packets together with the related marked scripts. Do not write comments or notes on the Attendance Register Form.

Assessment arrangements

If you have been allocated scripts where a candidate has been given permission to have their script transcribed, you should **mark the transcription** and refer to the candidate's script only when necessary. Refer to the candidate's script for diagrammatical material — such material should not be transcribed. If this has been done, disregard the transcribed diagrams.

All marks should be shown on the transcription and **the packet should be processed in the normal way**.

Any enquiries should be made to the Assessment Arrangements Team by phone 0345 213 6890 or e-mail: aarequests@sqa.org.uk.

Child and adult protection concerns

Centres have been asked to tick a box on the coursework flyleaf to advise that any potential welfare issues arising from the content of coursework / folio materials submitted are being or have been addressed. Where you have concerns about the candidate's wellbeing or welfare, and there is no tick to identify these issues are being or have been addressed by the centre, you should telephone the Child and adult Protection contact on **0345 213 6587** as early as possible on the same or next working day for further instructions. Please note that it is **not** necessary to report cases where the box on the flyleaf is ticked.

Suspected malpractice

In the following circumstances, you should use the Referral Form (see Appendix 2), tick the 'Suspected malpractice' box and complete the form with the details of the issue. The form should be included in the packet, and the packet should be marked 'Special Attention (M)'. Do not refer the scripts to the principal assessor in cases:

- where you suspect plagiarism or collusion
- where a candidate's material contains offensive content — eg vulgarity, racism, discrimination, swearing
- where the candidate's responses are frivolous

In all of the above scenarios, you should mark the scripts in the normal manner before returning them to SQA. No penalty should be imposed at this stage.

Note: If you are marking a coursework assessment task, please ensure that you are familiar with the candidate evidence published on SQA's open Understanding Standards website at http://www.understandingstandards.org.uk/Subjects before you begin to mark.

Unsigned coursework flyleafs

Where applicable, candidates are required to sign coursework flyleafs to confirm that they have read and understood the contents of the leaflet *Your Coursework* and are aware of the penalties that will be applied if they submit work that is not their own.

All cases of suspected plagiarism/malpractice, whether the flyleaf is signed or unsigned, should be actioned as described in the section 'Suspected malpractice'.

If you find an unsigned flyleaf and there is no suspicion of plagiarism/malpractice, you should continue to mark the candidate's submission and identify each case to SQA by marking the packet 'Special Attention (U)'. Do not write any comments on the script. Do not refer such scripts to the principal assessor. **No penalty should be imposed.**

Marker's report

Your marker's report should provide relevant information and your comments on the nature and quality of the candidate responses you have marked. It is essential that you complete the reports as concisely and constructively as you can, as they are one of the principal assessor's main sources of information when determining grade boundaries.

Note: The example shown in Appendix 3 is of the generic report — the report you are required to complete may be specific to the subject you are marking (Central Marking subjects only).

Additional information for traditional marking

Delivery of 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. If you have agreed that you would be prepared to mark additional scripts above your allocation, SQA will contact you to confirm your availability and arrange delivery.

If you would like your scripts delivered to an alternate residential address, Parcelforce depot or Post Office Counter office, please email markers@sqa.org.uk with details of your request no later than seven days prior to the script delivery date.

If you have notified us of alternative script delivery arrangements, please note these delivery arrangements must be to a residential address, or one of the Parcelforce or Post Office Counter offices listed on our website: https://www.sqa.org.uk/markerinformation.

If you chose to have your scripts delivered to a Parcelforce depot or Post Office Counter office, please ensure that you collect these within 3 days of delivery, otherwise the parcel will be returned to SQA.

Checking of packets on delivery

Please carry out the following procedures as soon as possible after taking delivery of the packets and before you start marking.

Before opening any packets, check that the five-figure marker's code number on the label on each packet agrees with the code shown on your invitation to mark.
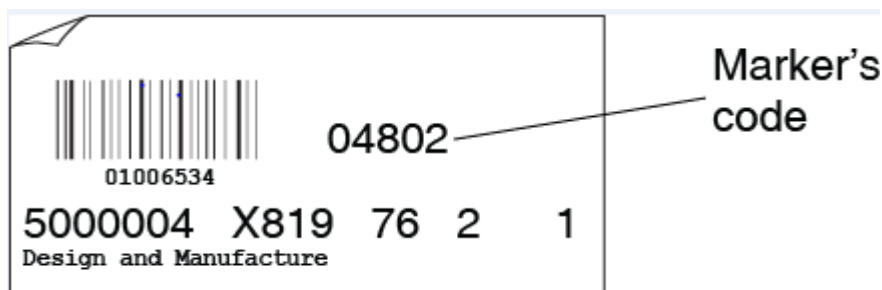
Open each packet carefully and do the following:

1   Check the centre details. If you receive a packet of scripts from your own centre, or from a centre with which you have connections, or which contains the script of a candidate you know, **do not mark these scripts**. The complete packet should be returned **unmarked**.

2   Check the number of candidates entered on the outside of the packet against the number of candidates whose scripts are enclosed; if there is a discrepancy, change the number on the outside of the packet in **red ink** to agree with the number of candidates whose scripts are enclosed. There is no need to identify the packet for special attention — return it in the normal way with your marked scripts.

If you find any other discrepancies that affect only one packet, either take that packet to the markers' meeting or return it with the **first** batch of marked scripts. **Enter 'Special Attention' on the outside of the packet** and enclose a referral form, selecting the 'Administrative' option and detail the issue.

In the event of a discrepancy, that affects more than one packet, please telephone Script Management on 0345 213 6612 (option 2) (08:30-16:30 Monday to Thursday, Friday 08:30-15:30, Sat 09:00-13:00) or e-mail: **script.management@sqa.org.uk** immediately.

Marking scripts

If you have been asked to attend a markers' meeting, all matters concerning the marking of scripts will be settled there. Finalised marking instructions will be agreed in the light of discussions that take place.

Any provisional marking that you have undertaken in preparation for the meeting must be reviewed and amended to conform to the agreed final instructions.

Marking arrangements
♦   Do **not** mark scripts in public premises or while you are travelling by public transport.
♦   Do **not** take scripts to any schools, colleges or other public places.
♦   Please take all reasonable steps to ensure security of scripts.
♦   Give priority to packets with the greatest number of scripts, ie mark those with 10 scripts first, followed by those with 9, etc.

PA referrals

Where issues arise during the marking process and you have **serious** doubt or difficulty in assigning a mark/grade to a piece of work, mark the script and refer it to the principal assessor. You should write 'PA Referral' clearly on the **front of the script** under the 'For Official Use' grid and complete a Referral Form (see Appendix 2), ticking the principal assessor referral box on the form. There are copies of this form in your marker's pack.

These forms should be inserted inside the front cover of the script or, in the case of coursework, placed inside the clear-faced envelope. Write 'PA' alongside the candidate's name on the mark sheet on the Attendance Register Form and enter your provisional marks

in the appropriate mark columns. The packet containing the referred script should be returned to SQA as normal, and the packet should be marked 'Special Attention (PA)' (see 'Entries on mark sheets', point 9).

The Referral Form must not be used to make general observations on candidate or centre performance — such observations should be made in your marker's report.

Where candidates have used word processors, scribes, extra time etc, there is no need to refer these scripts to the principal assessor or to mark the scripts for special attention. They should be marked and handled in the normal way.

Coursework exceptions

A supply of the Coursework Assessment Conditions — Exceptions Form will be included in your marker pack. If you encounter an exception issue, complete one of these forms and return them in the packet with the relevant script.

The packet should also be marked up 'Special Attention'.

All scripts should be marked as normal with no penalties applied at this stage.

Specific instructions, if applicable, will be provided by the principal assessor at the start of the meeting.

Completion and return of marked/unmarked scripts

It is essential for the smooth running of subsequent examination procedures that you return marked scripts in two batches within the marking period. The first batch of at least 50 scripts or half an allocation (whichever is less) should be received by SQA seven days before the script return date. The remaining scripts must be returned in the second batch to reach SQA **on or before the script return date**.

If, because of unforeseen circumstances, it becomes clear that you will not be able to complete your marking by the due date, you **must** telephone the Reconciliation Team on 0345 213 6612 (option 2) or email **marker.reconciliation@sqa.org.uk** immediately. Any unmarked scripts for return should be kept in their original packet, and you should write '**Special Attention — Unmarked Scripts**' on the front of the packet and on the outside of the return bag. In addition, enclose an explanatory note with the scripts concerned. In your marker's pack you are provided with instructions, a supply of pre-addressed Parcelforce return labels (see Appendix 6), and polyenvelopes for returning the packets of scripts.

Record of marks and despatch to SQA

As a safeguard against loss or damage to the scripts and/or Mark Sheets while they are in transit, it is highly important that you complete the Record of Marks and Despatch to SQA Form (see Appendix 4) with the information required. Copies of this are enclosed in your marker's pack.

Where entries relating to absent candidates have been made by the invigilator on the **attendance register**, transfer the relevant entry — 'ABS' (absent), 'W/D' (withdrawn) etc — to the Record of Marks and Despatch to SQA Form. If no entry has been made, leave blank.

The bar-coded 'Customer Use Only' strip, which can be found at the bottom of the Parcelforce return label, should be attached in the box of the Record of Marks and Despatch to SQA Form for each batch of scripts you return. This information will allow us to track the return of the parcel. Using the prepaid envelope supplied, post the forms back to SQA at the same time as your last batch of scripts, or to reach SQA no later than one week after your script return date.

Marker's report

Please complete your report at the same time as you are returning your final batch of marked scripts. The Marker Report Form for you to complete can be found on the SQA website, https://www.sqa.org.uk/sqa/markerinformation. Completed reports are to be returned to script.management@sqa.org.uk.

Additional information for central marking

Open each packet carefully and do the following:

Check the centre details. If you receive a packet of scripts from your own centre or from a centre with which you have connections, or which contains the script of a candidate you know, **do not mark these scripts**. Give the complete packet to the principal assessor. It will be re-allocated to another marker.

Marker's report

Please complete your marker's report and give it to the principal assessor (PA) at the end of the meeting.

Appendix 1: Attendance register (mark sheet)

Scottish Qualifications Authority

Attendance Register
Form Ex 6

01006534

2022 Examinations

Statwood High School

Design and Manufacture

Higher

16-May-22

Assignment

Marker's Code
1 2 3 4 5

Centre	Code No.	Paper	Group	Marker's Code
5000004	X819 76	2	1	1 2 3 4 5

Mark Sheet

			Attendance Record Encs.			Scottish Cand No.	MARK									
	01006534															
Steven Sharp		080106	✓			950003707	15									
Katy Boyd	PA	160206	abs			940003318	14									
Karen Young		111106	✓			950003723										
**********																
**********																
**********																
**********																
**********																
**********																
**********																

Appendix 2: Referral form

XSQA

Referral form

What type of issue is being identified?

☐ Principal assessor referral

☐ Suspected malpractice

☐ Administrative

This form is not to be used for observations on a candidate's/centre's performance.
Please transfer details from the Attendance Register (Form Ex6).

Centre no.	Course code	Course level	Paper no.	Group no.	Marker's code
☐☐☐☐☐☐☐	☐☐☐☐	☐☐	☐	☐☐	☐☐☐☐☐

Please complete the following details from the script/coursework.

Centre name _____

Candidate name _____   Candidate no. ☐☐☐☐☐☐☐☐

Please detail the specifics of the issue identified above:

To be completed by the principal assessor

If you are making an amendment to a mark please indicate the item number amended:

Appendix 3: Marker's report

![SQA logo]

National Qualifications

Marker's Report

Course, Level and Paper

_____

Marker Name

_____

Marker's Code Number

Your Marker's Report provides relevant information and comment on the nature and quality of the candidate responses you have marked. It is essential that the reports are completed as concisely and constructively as you can as they are one of the Principal Assessor's main sources of information when determining grade boundaries.

Please remember that completion of your Marker Report is one of your Marker Key Performance Measures contributing to your overall Marker Performance.

Traditional Marking - Your completed report should be sent at the same time as you are returning your final batch of marked scripts, to the Script Management mailbox at the email address below.

script.management@sqa.org.uk

Central Marking – Please pass completed reports to the Principal Assessor at the conclusion of the event.

_____

1   General comments on the overall response of candidates eg questions/areas which candidates answered well/poorly, candidate performance in comparison to previous years

2   Areas where results justify special mention

3   Areas in which results were clearly unsatisfactory or where special difficulty was encountered regarding:

a Paper content

b   Wording of questions

c Marking Instructions

d Method of marking

4   Comments on the markers' meeting or, where applicable, the central marking event

5   Any other marking related comments eg course coverage/level of demand

Signature_____   Date_____

Appendix 4: Record of Marks and Despatch

Record of marks and despatch to SQA

As a safeguard against loss or damage to scripts and Mark Sheets while in transit it is important that this form is completed with the information required. Your marks should be recorded in the grids below — please use both sides of the form. The bar-coded 'Customer Use Only' strip, which can be found at the bottom of the Parcelforce return label, should be attached in the box below for each batch of scripts you return. This information will allow us to track the return of the parcel. These forms should be returned, in the prepaid envelope supplied, at the same time as your last batch of scripts, to reach SQA no later than one week after your script return date.

Please attach 'Customer Use Only' strip here

Please complete sections below

Marker code	Marker name

Centre number	Group			
Order on mark sheet	Mark	Mark	Mark	Mark
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Centre number	Group			
Order on mark sheet	Mark	Mark	Mark	Mark
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

	Group

Centre number	Group

Order on mark sheet	Mark	Mark	Mark	Mark
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Order on mark sheet	Mark	Mark	Mark	Mark
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Appendix 5: Marker's checklist

Marker's checklist

Please use the following checklist to help you make sure that all appropriate actions have been taken.
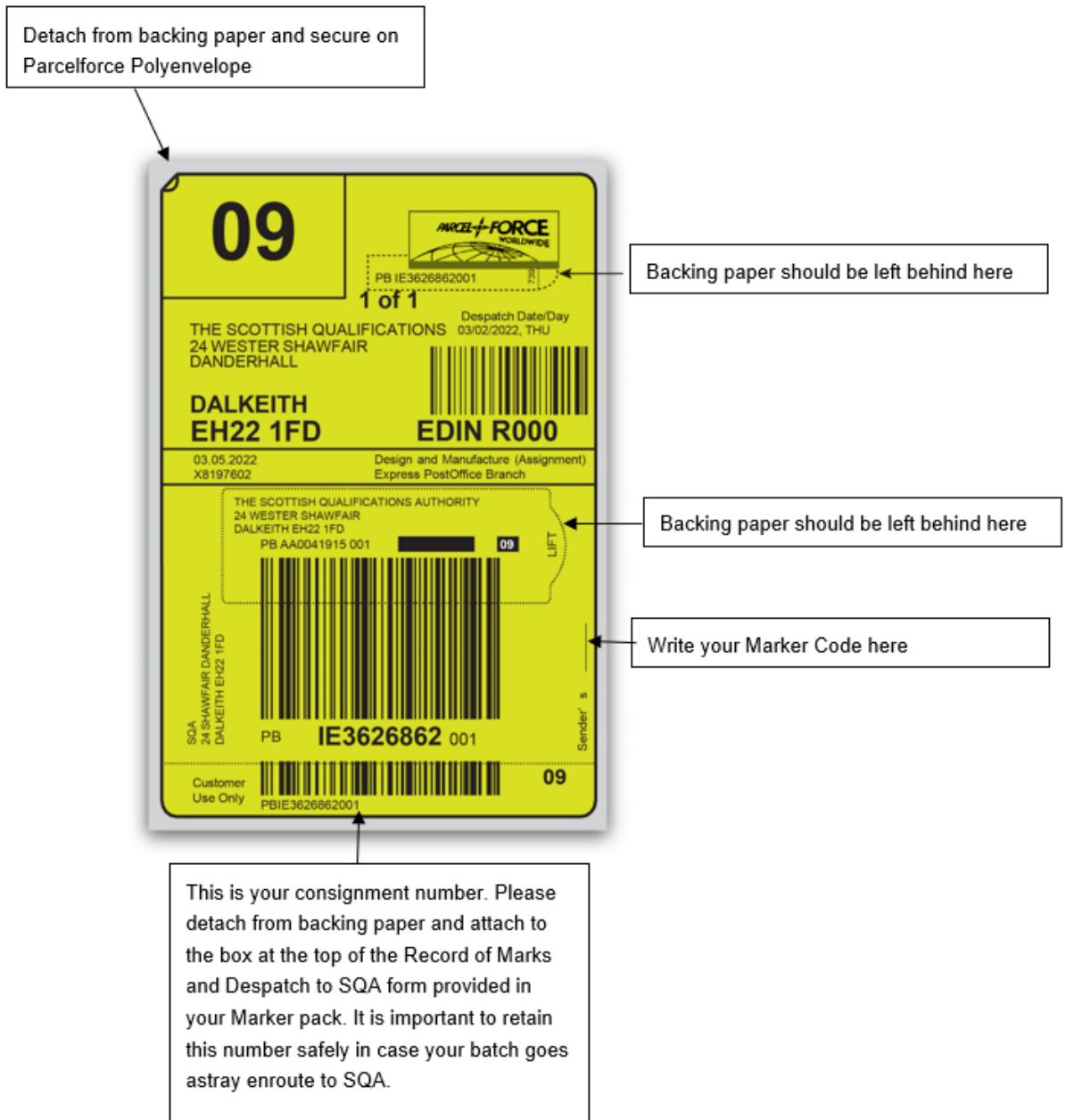
All markers

	My marker code matches the number on the packets of scripts I received
	I have written my marker code on all the Attendance Registers (if you don't do this it could affect your payment)
	The addition of marks on all scripts has been checked and is correct
	The total mark on each script corresponds with the mark recorded against the relevant candidate on the Attendance Register Mark Sheet
	All scripts and their corresponding Attendance Registers have been returned to their original packets in the same order as the attendance register
	My marker's report has been completed and returned: ♦ **Traditional marking** — To SQA by emailing it to script.management@sqa.org.uk ♦ **Central marking** — To the principal assessor
	The total mark has been entered in the 'total mark' box on the front of each script

Traditional markers

	All unmarked and 'special attention' scripts have been clearly identified in accordance with the guidelines
	My first batch of scripts has been returned to SQA halfway through my marking period
	My second batch of scripts has been returned to reach SQA **on or before** the script return date
	My marker code and all marks are recorded on the Record of Marks and Despatch to SQA Form
	I have attached the consignment details to the record of marks and despatch form and returned the form to SQA in envelope provided

Appendix 6: Return of examination materials label

Diagram 1

Detach from backing paper and secure on Parcelforce Polyenvelope

09

1 of 1

THE SCOTTISH QUALIFICATIONS
24 WESTER SHAWFAIR
DANDERHALL

PB IE3626862001

Despatch Date/Day
03/02/2022, THU

**DALKEITH
EH22 1FD**

EDIN R000

03.05.2022
X8197602

Design and Manufacture (Assignment)
Express PostOffice Branch

THE SCOTTISH QUALIFICATIONS AUTHORITY
24 WESTER SHAWFAIR
DALKEITH EH22 1FD
PB AA0041915 001

09

LIFT

SQA
24 SHAWFAIR DANDERHALL
DALKEITH EH22 1FD

PB **IE3626862** 001

Sender's

Customer
Use Only

PBIE3626862001

09

Backing paper should be left behind here

Backing paper should be left behind here

Write your Marker Code here

This is your consignment number. Please detach from backing paper and attach to the box at the top of the Record of Marks and Despatch to SQA form provided in your Marker pack. It is important to retain this number safely in case your batch goes astray enroute to SQA.

Return of examination materials label (continued): Diagram 2

Note: Please disregard these boxes. The relevant information is now included on the return label.

Once you have discarded the backing paper you can now attach the Posting Documentation into the Polyenvelope.

You are now in the position to take your pack to the Post Office Counters or your local Parcelforce Depot for posting.

Posting Documentation