

SCOTTISH QUALIFICATIONS AUTHORITY

RESULTS SERVICES REPORT 2014

STATISTICAL SUMMARY



Key points

This release provides statistical information on the number of requests made for Results Services¹ following the 2014 National Qualification examinations². It also provides data on the number of grade changes that resulted from such requests. A detailed breakdown of Results Services requests at subject level is provided in 'Results Services Report - Statistical Tables'.

'Entries' are defined in this release to be the number of entries, as reported on 5th August 2014, that were eligible to go through the Clerical Check or Marking Review procedures. As Results Services are not available for all subjects, the total eligible entry figures may differ from total entries published elsewhere.

The key findings of the release are as follows:

- There were a total of 8,448 requests for either a Clerical Check or a Marking Review of the examination material.
- The majority of the requests were for a Marking Review (94.0% of all requests). A smaller number of requests went through the Priority Marking Review (4.0%) and/or the Clerical Check (2.0%).
- 1.6% of eligible entries requested a Results Service review³.
 - Of the eligible entries for Marking Review, 1.5% requested this service.
 - Of the eligible entries for Priority Marking Review, 0.1% requested this service.
 - Of the eligible entries for Clerical Check, less than 0.05% requested this service.
- 25.7% of the 8,448 requests resulted in a grade change.

¹ This includes Clerical Check, Marking Review and Priority Marking Review services (information on Exceptional Circumstances can be found at www.sqa.org.uk/resultsservices).

² Results Services procedures are only available for certain subjects at Intermediate 1, Intermediate 2, National 5, Higher and Advanced Higher.

³ The total requests as a percentage of eligible entries is defined as the total number of requests received divided by the number of eligible entries for Marking Review services. Details on this calculation are provided at the end of this document.

Clerical Checks

The Clerical Check service involves SQA checking the examination scripts to make sure every question has been marked and the total number of marks awarded for each paper is correctly added up and recorded. Subjects which are e-marked are not eligible for this service as the automated marking system totals all marks.

Figure 1: Clerical Check Summary Statistics

Clerical Checks	Eligible Entries	Requests	Requests as a percentage of entries	Upgrades	Downgrades	No Change	Changes as a percentage of entries	Changes as a percentage of requests
Intermediate 1	10,939	0	-	-	-	-	-	-
Intermediate 2	85,584	12	<0.05%	2	0	10	<0.05%	16.7%
National 5	149,854	30	<0.05%	6	0	24	<0.05%	20.0%
Higher	182,884	115	0.1%	4	0	111	<0.05%	3.5%
Advanced Higher	22,430	12	0.1%	0	0	12	0.0%	0.0%
Overall	451,691	169	<0.05%	12	0	157	<0.05%	7.1%

- The total number of requests for Clerical Checks was 169, representing less than 0.05% of the total eligible entries for this service.
- The majority of requests for Clerical Checks were at Higher level (68.0% of all Clerical Check requests).
- 12 changes to grade resulted from Clerical Checks (7.1% of requests resulted in a grade change).

Priority Marking Review

The Priority Marking Review service involves a review by the Principal Assessor or Senior Examiners (not the original marker) to make sure the authorised mark scheme has been applied appropriately to the agreed national standard. A full Clerical Check is also applied. Centres can request this priority service if the candidate's place in further or higher education depends upon the outcome of the review about results.

Figure 2: Priority Marking Review Summary Statistics

Priority Marking Review	Eligible Entries	Requests	Requests as a percentage of entries	Upgrades	Downgrades	No Change	Changes as a percentage of entries	Changes as a percentage of requests
Intermediate 1	17,661	0	-	-	-	-	-	-
Intermediate 2	88,891	9	<0.05%	0	0	9	0.0%	0.0%
National 5	206,271	0	-	-	-	-	-	-
Higher	191,451	221	0.1%	74	1	146	<0.05%	33.9%
Advanced Higher	22,430	111	0.5%	27	0	84	0.1%	24.3%
Overall	526,704	341	0.1%	101	1	239	<0.05%	29.9%

- The total number of requests for a Priority Marking Review was 341, representing 0.1% of the total eligible entries for this service.
- The majority of requests for a Priority Marking Review were at Higher level (64.8% of all Priority Marking Review requests).
- 102 changes to grade resulted from Priority Marking Reviews (29.9% of requests resulted in a grade change).

Marking Review

The Marking Review service involves a review by the Principal Assessor or Senior Examiners (not the original marker) to make sure the authorised mark scheme has been applied appropriately to the agreed national standard. A full Clerical Check is also applied.

Figure 3: Marking Review Summary Statistics

Marking Review	Eligible Entries	Requests	Requests as a percentage of entries	Upgrades	Downgrades	No Change	Changes as a percentage of entries	Changes as a percentage of requests
Intermediate 1	17,661	40	0.2%	13	0	27	0.1%	32.5%
Intermediate 2	88,891	562	0.6%	120	0	442	0.1%	21.4%
National 5	206,271	2,332	1.1%	530	1	1,801	0.3%	22.8%
Higher	191,451	4,647	2.4%	1,322	1	3,324	0.7%	28.5%
Advanced Higher	22,430	357	1.6%	74	0	283	0.3%	20.7%
Overall	526,704	7,938	1.5%	2,059	2	5,877	0.4%	26.0%

- The total number of requests for a Marking Review was 7,938, representing 1.5% of the total eligible entries for this service.
- The majority of requests for a Marking Review were at Higher level (58.5% of all Marking Review requests).
- 2,061 changes to grade resulted from the Marking Reviews, (26.0% of requests resulted in a grade change).

Further Notes

Requests as a Percentage of Entries

A total requests as a percentage of entries has been calculated within the Key Points. Providing an overall figure is complicated by two factors

- A candidate can request both a Clerical Check and a Marking Review and therefore will appear in two of the Results Services tables for the same subject/level. While this is appropriate when reporting at individual Service level, it does mean that both requests would be counted when reporting across all Services.
- The subjects where a candidate can request a Clerical Check are a subset of the subjects which can request a Marking Review. Therefore there are a different total number of eligible entries for the two services.

While these factors are acknowledged, the total requests as a percentage of entries has been defined as total number of requests received divided by the number of eligible entries for Marking Review services, for the purposes of this report.

The figure should be used as a guide of the relative scale of the requests received and allow comparison over time in future years when trend information is available.

Notation

Percentages are rounded to 1 decimal place. In cases where the rounded percentage would be displayed as 0.0%, to 1 decimal place, '<0.05%' has been used in the summary tables.