Examination Exceptional Circumstances Consideration Service:

General information

Publication Date: March 2022, updated 29 April 2022

Publication Code: BA6929b

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

The information in this publication may be reproduced in support of SQA qualifications. If it is reproduced, SQA should be clearly acknowledged as the source. If it is to be used for any other purpose, written permission must be obtained from the Editorial Team at SQA. It must not be reproduced for trade or commercial purposes.

© Scottish Qualifications Authority
Changes in this update

Amendments to text to reflect latest Scottish Government’s public health guidance.

This document can be produced, on request, in alternative formats, including large type, Braille and numerous community languages. For further details telephone SQA’s Customer Contact Centre on 0345 279 1000.

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 is any language in this publication that 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.
Contents

What is the Examination Exceptional Circumstances Consideration Service? 1
  What is an examination exceptional circumstance? 1
  Who is eligible for the service? 2
  Which qualifications are eligible for exceptional circumstances consideration? 2
  Should the candidate sit the exam? 2
  What about exam stress, distraction, and loss of concentration? 3
  Examples of examination exceptional circumstances 3
  Who makes the decision to submit an exam exceptional circumstances consideration request? 5
  What needs to be considered before submitting a request? 6
  Supporting documentation and its retention 6
  Quality assurance of use of the service 7

Academic evidence 7
  Submitting academic evidence 9
  Retention and return of academic evidence 9

How are requests reviewed? 10
How are results issued? 10
Key dates 11

Examination Exceptional Circumstances Consideration Service Appeals 12

Notes

If you are a learner, parent or carer and have any questions about the Exceptional Circumstances Consideration Service and how it applies to you, your child, or a young person in your care, please contact your centre.

We use the term ‘head of centre’ throughout this document, though in some centres it may be more appropriate for a senior member of staff to undertake the actions required. Please understand ‘head of centre’ in this document as meaning ‘the head of centre or his or her delegate’. Any delegate acting on the head of centre's behalf must have explicit permission from the head of centre to do so.

We use the term ‘working day’ throughout this document. Understand ‘working day’ in this document as referring to Monday to Friday (excluding local or national bank holidays).
What is the Examination Exceptional Circumstances Consideration Service?

The Examination Exceptional Circumstances Consideration Service supports candidates who are either:

♦ unable to attend the exam or prevented from completing the exam due a personal circumstance outwith their control (such as a medical issue)
  or
♦ affected during the exam by a disruption, or other examination circumstance, reported by the chief invigilator

There is no charge for this service, and it is available for all examinations that appear in the examination timetable. The closing date for submitting a request is 10 working days after the exam for which the request is being made.

The service is not available to candidates who have completed the timetabled exam, even if they feel they have underperformed due to a personal circumstance. Candidates who have underperformed relative to their estimate will be eligible for the 2022 appeals service. There is information about appeals on our website.

Candidates who have undergone exceptional circumstances consideration are excluded from the 2022 appeals service for the same qualification. This is because exceptional circumstances consideration includes a review, by SQA appointees, of alternative evidence related to the request. Instead, there is a separate appeals process for EECCS — see Examination Exceptional Circumstances Consideration Service Appeals on page 12.

What is an examination exceptional circumstance?

An examination exceptional circumstance is a circumstance that is unplanned and means a candidate is unable to attend or prevented from completing an exam, or their performance is fundamentally affected during the exam by a disruption, or other examination circumstance.

Examination exceptional circumstances are categorised as either ‘personal circumstances’ or ‘examination circumstances’. These are called outline reasons. Under each outline reason there are detailed reasons, such as a medical condition or a disruption. The Examination Exceptional Circumstances Consideration Service for 2022 includes a new detailed reason to cover COVID-related disruption — for candidates who are required to self-isolate/stay at home on the day of the exam in line with public health guidance.

There has been a significant increase in the number of young people experiencing mental health issues because of the COVID pandemic. The centre should use their best judgement in determining whether, for any individual candidate, these issues constitute a valid reason for not attending or being prevented from completing the exam, beyond ‘normal’ exam nerves.

It is not possible to produce a definitive list that covers every possible exceptional circumstance. However, each request submitted should correspond with one of the following reasons.
<table>
<thead>
<tr>
<th>Outline reason</th>
<th>Detailed reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal circumstance</td>
<td>Bereavement</td>
</tr>
<tr>
<td></td>
<td>Medical condition</td>
</tr>
<tr>
<td></td>
<td>Domestic circumstance</td>
</tr>
<tr>
<td></td>
<td>Exceptional absence</td>
</tr>
<tr>
<td></td>
<td>COVID-related absence*</td>
</tr>
<tr>
<td>Examination circumstance**</td>
<td>Examination arrangements</td>
</tr>
<tr>
<td></td>
<td>Disruption</td>
</tr>
</tbody>
</table>


** The exam invigilators have written procedures to follow for managing many types of unplanned interruption or disturbances during exams.

### Who is eligible for the service?

All candidates are eligible for examination exceptional circumstances consideration where:

- they have experienced a valid examination exceptional circumstance (as explained in the first paragraph)
- they have completed all the compulsory non-question paper components
- an estimate has been submitted for them
- alternative evidence, produced in line with the guidance provided later in this document, is available

### Which qualifications are eligible for exceptional circumstances consideration?

If the candidate has not completed any non-question paper components, they are not eligible for this service. Existing arrangements for these components allow enough flexibility for candidates who are unable to meet submission dates or attend a scheduled visiting assessment.

For more information about extensions to submission dates and visiting assessments, please contact your centre.

### Should the candidate sit the exam?

We would always encourage candidates to attempt the exam where possible.

Candidates who have underperformed relative to their estimate will be eligible for the 2022 appeals service. There is information about appeals on our website.
What about exam stress, distraction, and loss of concentration?

During an exam, most candidates will suffer from nerves, and there are likely to be minor distractions from inside and outside the room. These are not valid exceptional circumstance reasons.

Examples of examination exceptional circumstances

The following examples are intended to provide an understanding of the nature of an exam exceptional circumstance. This is not an exhaustive list and does not cover all possible scenarios but is intended as guidance for centres.

Personal circumstances

To be eligible for the examination exceptional circumstances consideration service for the outline reason of ‘personal circumstances’, centres will have to confirm that the candidate was absent from the exam or prevented from completing the exam for a valid reason.

The service is not available to candidates who have completed the timetabled exam, even if they feel they have underperformed due to a personal circumstance. Candidates who have underperformed relative to their estimate will be eligible for the 2022 appeals service.

Personal circumstance: bereavement

These requests will be the result of a recent bereavement meaning the candidate is too upset to sit an exam.

Example requests:

❖ Following the recent death of a close family member or friend, the candidate is too upset to sit the exam.

Personal circumstance: medical condition

These requests are likely to be a result of the candidate being incapacitated or unable to attempt the exam because of a severe medical condition. Minor ailments are not considered valid for exceptional circumstance consideration. (Please note there is a separate ‘detailed reason’ category for COVID-related absence below).

Centres are not required to specify the medical condition when submitting a request, but they must hold documentation such as a letter or statement from the head of centre confirming that it meant that the candidate was unable to sit the exam.

Example requests:

❖ The candidate is admitted to hospital and is unable to attend the exam.
❖ The candidate experiences severe vomiting the night before an exam and is unable to attend the exam.
The candidate is too unwell to sit the exam due to mental health issues
The candidate becomes unwell between two exams on the same day, or between two separate papers of the same exam, and is unable to attend the second exam/paper
The candidate becomes unwell during an exam and this prevents them from completing the paper for this reason.

Personal circumstance: domestic circumstance

These requests will follow an unexpected circumstance, over which they had no control, relating to the candidate’s personal life.

Example requests:

♦ The candidate is the victim of a crime shortly before an exam and this prevents them attending the exam.
♦ A member of the candidate’s immediate family is rushed to hospital the night before the exam with a sudden illness and this prevents them attending the exam.
♦ A member of the candidate's family is suffering from a long-term illness and there is a sudden deterioration in the health of the person and this prevents the candidate attending the exam.

Personal circumstance: exceptional absence

Where circumstances are known in advance of the exam, the centre can request arrangements for the candidate to advance or delay the start time.

If alternative arrangements cannot be implemented, an exceptional circumstances consideration request can, in some circumstances, be made.

Example requests:

♦ Coincident exam — where a candidate is entered for two qualifications whose examinations times coincide and rescheduling is impractical.
♦ The candidate is attending court and the date of the hearing cannot be rescheduled.
♦ Religious worship where rescheduling is impractical.
♦ The candidate has been selected to represent their country at a sporting or cultural event at a national level and arranging an Alternative Venue is impractical.

Personal circumstance: COVID-related absence

These requests will be as a result of a candidate having confirmed COVID-19 or symptoms of COVID-19 in line with the public health guidance in place at the time of the exam.

* The Scottish Government’s public health guidance is set to change in Scotland from 1 May. This new guidance, which you can access at https://www.gov.scot/publications/coronavirus-covid-19-getting-tested/pages/changes-from-1-may-2022/ asks children and young people to stay at home if they have a high temperature and feel unwell.
There should be no requirement for an individual to produce evidence of a positive COVID-19 test for the purposes of the Examination Exceptional Circumstances Consideration Service.

Example request:

♦ A candidate is unwell and has a high temperature, and is staying at home in line with the public health guidance in place at the time of the exam.

Examination circumstances

To be considered for an Examination Circumstances request, candidates must have been affected during the exam by a disruption, or other exam circumstance, reported by the chief invigilator.

Examination circumstance: Disruption or Examination Arrangement

Invigilators have a set of procedures to follow for managing many types of unplanned incidents or issues with examination arrangements, and interruptions or disturbances during exams.

Invigilation teams use these procedures to minimise any adverse effect on candidates’ performance, thus avoiding the need to request exceptional circumstances consideration.

If, however, the action taken does not fully mitigate the circumstance, an exceptional circumstances request can be submitted.

Example requests:

♦ Disruption: there is a fire alarm disruption during the exam meaning the exam room is evacuated and the exam cannot resume.
♦ Examination Arrangement: the candidate’s agreed assessment arrangement was not implemented correctly.

Who makes the decision to submit an exam exceptional circumstances consideration request?

Before a request is submitted, the head of centre, must use their professional judgement to determine whether a candidate’s non-attendance at an exam is the result of an exceptional circumstance.

It is important to note that SQA will not make the decision on whether to submit a request. This decision lies with the head of centre. When considering COVID-related reasons for absence, the public health guidance in place at the time of the exam should be the key reference point in judging whether a candidate is eligible for exceptional circumstances.

Only requests that have been approved by the head of centre will be accepted by SQA.

Candidates must have consented to a request being submitted on their behalf to SQA.
SQA will not accept direct requests from candidates or their representatives.

What needs to be considered before submitting a request?

Before submitting a request the head of centre should ensure that:

♦ The reason for the request is exceptional.
♦ The candidate was:
  — unable to attend the exam, or prevented from completing the exam, and the reason 
  for the request falls into one of the personal circumstance categories (see the table 
  on page 2)
  or
  — The candidate was affected during the exam by an examination circumstance that 
  was reported by the chief invigilator.
♦ Appropriate documentation is held to support the request.
♦ Alternative academic evidence is available.
♦ All non-exam components were completed by the candidate.
♦ An estimate has been submitted.

Supporting documentation and its retention

Centres are required to hold the candidate’s written consent and the appropriate 
documentation on the circumstance to authenticate/support the exceptional circumstance for 
each request.

Examination circumstances requests must be supported by an Invigilator’s Report Form. 
This must be submitted to SQA along with the alternative academic evidence.

This table lists the types of documentation that SQA may ask to see.

Please note: centres must not send personal data about a candidate, such as a medical 
note, unless specifically asked to do so by SQA.

<table>
<thead>
<tr>
<th>Outline reason</th>
<th>Detailed reason</th>
<th>Supporting documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Circumstance</td>
<td>Bereavement</td>
<td>A statement from the head of centre</td>
</tr>
<tr>
<td>Personal circumstance</td>
<td>Medical condition*</td>
<td>A statement from the head of centre</td>
</tr>
<tr>
<td>Personal circumstance</td>
<td>Domestic circumstance</td>
<td>A statement from the head of centre</td>
</tr>
<tr>
<td>Personal circumstance</td>
<td>Exceptional absence</td>
<td>A statement from the head of centre, or other documentary evidence</td>
</tr>
<tr>
<td>Personal circumstance</td>
<td>COVID-related absence</td>
<td>A statement from the head of centre</td>
</tr>
<tr>
<td>Examination circumstance</td>
<td>Examination arrangements</td>
<td>A copy of the Invigilator Report Form</td>
</tr>
<tr>
<td>Examination circumstance</td>
<td>Disruption</td>
<td>A copy of the Invigilator Report Form</td>
</tr>
</tbody>
</table>
The letter or statement should include all the relevant information on how the candidate was affected on the day by the exceptional circumstance.

*Centres are not required to specify the medical condition when submitting a request, but they must hold documentation such as a letter or statement from the head of centre confirming that it meant that the candidate was unable to sit the exam.

This list is not intended to specify to centres what they require for their own internal processes to verify an exceptional circumstance — it refers to the documentation that must be submitted to SQA, if requested. Each circumstance is likely to be different, and you should use your professional judgement to determine what documentation is suitable.

You must ensure any documentation supporting an exceptional circumstances consideration request is retained in accordance with your own retention policies, and at least until the end of December in that calendar year. This will support SQA’s quality assurance activity (see the next subsection below).

It is also necessary to retain documentation to support candidates’ rights in relation to:

♦ any potential appeals that may be submitted to SQA
♦ any potential complaints that may be raised with the centre, SQA and/or the Scottish Public Services Ombudsman

Centres should consider that, in supporting candidates’ rights, it may be necessary to retain materials beyond December.

**Quality assurance of use of the service**

SQA’s quality assurance activities seek to ensure that the service is used fairly and consistently across all centres, supporting candidates and maintaining the confidence of education professionals, candidates and parents. All centres using the service will be subject to quality assurance checks by SQA, and must ensure that supporting documentation/evidence (see above) is submitted when requested.

**Academic evidence**

For each request, the centre must provide alternative candidate evidence for the relevant qualification. SQA will consider a wide range of candidate evidence. Evidence is most convincing where the assessment mirrors important aspects of the specific skills, knowledge and understanding requirements of the course. You are encouraged to send in a range of alternative academic evidence for consideration, not solely a prelim or mock question paper.

It is not necessary to provide assessment evidence of every aspect of the course content. A selection of key tasks and/or questions, covering the required areas of the course and carried out under appropriate conditions, and with an appropriate level of demand, can provide a good indication of likely performance in the final course assessment.
Please note that, for session 2021–22, the assessment requirements for National Courses have been modified in response to the COVID-19 pandemic. Please read the National Course modification summary on our website, which outlines the changes and final requirements for this session, in conjunction with the course specification. You can find these for each National Course on the subject pages of our website, under ‘Course Information 2021–22’.

All academic evidence submitted in support of requests must have been generated before the date of the timetabled exam.

Our advice around the type of evidence to submit is generic, rather than subject-specific.

The following are examples of the types of candidate evidence that could be considered under this service:

♦ **Prelims or mock exams:** These are likely to be the most reliable indicator of performance in a question paper component. The most convincing examples of these will accurately predict attainment in the skills, knowledge, and understanding assessed by the question paper. They will be clearly aligned to the course specification, content, level of demand, and assessment conditions as exemplified in the specimen question papers and past papers.

♦ **Commercial past papers:** Commercially-produced papers in their entirety from any year will be accepted as the sole evidence supplied, although you are encouraged to send in all available academic evidence for consideration.

♦ **SQA past papers or specimen papers:** An SQA past paper or specimen question paper in its entirety will not be accepted if it is the only evidence submitted. These papers and their marking instructions are in the public domain and can be accessed by candidates. However, elements of these can be incorporated into prelims, mock exams or class tests.

Please note that the subject-specific ACM 2021 Assessment Resources available on the SQA secure site cannot be used in their entirety to support exceptional circumstances requests. These resources are not secure and should be treated in the same way as SQA past papers or specimen question papers.

♦ **Unit assessments or end of topic tests:** These are valuable assessments to check progress and inform next steps in teaching and learning. However, on their own they may lack sufficient integration, challenge, or application to be robust academic evidence base, although you could use them as supplementary evidence. For some National Courses, an integrative class test that samples skills, knowledge and understanding that are not covered in an early prelim can provide a useful formative exercise for candidates, as well as additional evidence to support an exceptional circumstance request.

♦ **Performance:** In Dance, Drama, and Music, you are invited to record candidate performances. Where recordings have been made, you should enclose them with the evidence. Recording of candidate performance is not mandatory evidence.

♦ **Classwork:** This may consist of a variety of naturally-occurring evidence types, produced under conditions that are different from those required for course assessment.
Evidence of this kind is unlikely to form a strong evidence base on its own but may supplement other evidence.

**Submitting academic evidence**

Candidate evidence must be received by SQA no later than 13 working days after the exam for which the request is being made.

For each type of evidence, centres must submit the instrument of assessment and marking instructions with the evidence, clearly showing how these have been applied, in line with national standards.

♦ **Instrument of assessment** — this is the mechanism by which the assessment has been conducted to demonstrate a candidate’s knowledge and/or skills.

♦ **Marking instructions or marking scheme** — for each type of evidence submitted it is important that the assessment scheme or marking instructions are provided to exemplify the standard for achievement within the centre, showing how the candidate evidence has been marked or measured. Marking instructions or a marking scheme normally indicate the number of marks each question or component of the task attracts. It should also indicate acceptable answers or criteria for awarding marks.

If any evidence submitted is in the medium of Gaelic, this should be indicated on the Flyleaf.

If candidate evidence has already been submitted to SQA for verification, this should be indicated on the Flyleaf.

All components submitted for assessment will form part of the overall evidence that examiners review.

**Please note: If the candidate has attempted any parts of the exam, these will be submitted in the normal way by the invigilator.**

SQA is unable to accept evidence for examination exceptional circumstances electronically.

**Retention and return of academic evidence**

SQA must retain evidence for a period of at least 12 months from the date of certification before we can return it to centres, in case there are any appeals or complaints.

The centre can request that evidence is returned using the Examination Exceptional Circumstances Evidence Request form, and the relevant charge must be paid.

Requests for the return of evidence used in support of an examination exceptional circumstances consideration request in 2022 must be submitted by 30 September 2022. The candidate’s evidence will be returned to the centre. Evidence will not be sent directly to candidates.
How are requests reviewed?

Examiners will be provided with the alternative academic evidence, any relevant non-question paper component candidate materials (for example a folio or project), and any attempted question papers related to the request.

Examiners will review the academic evidence and award a grade, by applying national standards. Where the candidate has not managed to attend and/or complete any parts of the timetabled exam, and therefore only alternative academic evidence is available, any grade awarded will be at the lowest band point available; for example A2, B4 or C6.

How are results issued?

Results will be issued via the normal national certification channels and on the published dates. No feedback on examiners’ decisions will be provided, including where a ‘No Award’ is made.

Candidates who have undergone exceptional circumstances consideration are excluded from the 2022 appeals service for the same qualification. This is because exceptional circumstances consideration includes a review of alternative evidence related to the request.

The process for EECCS appeals is described in Examination Exceptional Circumstances Consideration Service Appeals on page 12.
## Key dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 April 2022</td>
<td>Examination Exceptional Circumstances Consideration Service Helpdesk opens.</td>
</tr>
<tr>
<td>22 April 2022</td>
<td>Closing date for submitting estimates for National Courses except those listed on 30 May.</td>
</tr>
<tr>
<td>26 April 2022</td>
<td>Examination Exceptional Circumstances Consideration Service opens on SQA Connect.</td>
</tr>
<tr>
<td>10 days after first exam – 10 days after last exam</td>
<td>Each qualification will have its own closing date for requests to be made and for evidence to be received at SQA. The closing date for submitting a request is 10 working days after the exam for which the request is being made. The Examination Exceptional Circumstances Consideration Service system has a Closing Date facility which confirms these specific dates.</td>
</tr>
<tr>
<td>13 days after first exam – 13 days after last exam</td>
<td>The closing date for evidence to be received by SQA in support of a request is 13 working days after the exam for which the request is being made.</td>
</tr>
<tr>
<td>30 May 2022</td>
<td>Closing date for submitting estimates for National Courses in:</td>
</tr>
<tr>
<td></td>
<td>♦ Art and Design — Advanced Higher (Design)</td>
</tr>
<tr>
<td></td>
<td>♦ Art and Design — Advanced Higher (Expressive)</td>
</tr>
<tr>
<td></td>
<td>♦ Care — National 5 and Higher</td>
</tr>
<tr>
<td></td>
<td>♦ Childcare and Development — Higher</td>
</tr>
<tr>
<td></td>
<td>♦ Fashion and Textile Technology — National 5</td>
</tr>
<tr>
<td></td>
<td>♦ Practical Cake Craft — National 5</td>
</tr>
<tr>
<td></td>
<td>♦ Practical Cookery — National 5</td>
</tr>
<tr>
<td></td>
<td>♦ Photography — Higher</td>
</tr>
<tr>
<td></td>
<td>♦ Practical Electronics — National 5</td>
</tr>
<tr>
<td>4 August 2022</td>
<td>Results advised to centres.</td>
</tr>
<tr>
<td>9 August 2022</td>
<td>Candidates receive their results and certificates.</td>
</tr>
<tr>
<td>19 August 2022</td>
<td>Any examination exceptional circumstance consideration priority appeals on the grounds of procedural irregularity must be received by SQA.</td>
</tr>
<tr>
<td>30 August 2022</td>
<td>Any examination exceptional circumstance consideration appeals on the grounds of procedural irregularity must be received by SQA.</td>
</tr>
<tr>
<td>*30 September 2022</td>
<td>Closing date for return-of-evidence requests for evidence submitted in support of an examination exceptional circumstances consideration request.</td>
</tr>
</tbody>
</table>

*Evidence may be retained beyond this date if a complaint has been submitted.*
It is important to note that requests must be submitted no later than 10 working days after the exam affected and alternative evidence within 13 working days on the exam affected.

If evidence is submitted late, it may affect SQA’s ability to provide a result on time. SQA will contact centres if there are any instances where the result of the examination exceptional circumstance consideration requests will be issued after 9 August 2022.

Examination Exceptional Circumstances Consideration Service Appeals

Examination Exceptional Circumstance Consideration Service (EECCS) appeals are available on two possible grounds. Heads of centre can appeal on a candidate’s behalf if:

♦ They believe that SQA’s decision to refuse an EECCS request that was submitted within the published timescales, based on all the evidence available to SQA at the time, is wrong.

or

♦ They believe that there was procedural irregularity in SQA’s handling of an EECCS request, which contributed to a decision that based on all the evidence available to SQA at the time, is wrong.

Centres should advise candidates how to make enquiries about results and the appeals process.

Refusal of request appeals

Where a centre believes that SQA’s decision to refuse an EECCS request is wrong, the process for an appeal is:

1 The head of centre must submit a written appeal within five working days of the notification of refusal. The appeal must include full details of why the head of centre wishes to challenge the decision.

2 The appeal will be referred to a panel made up of SQA heads of service who were not involved in the original decision. SQA will inform the head of centre of the decision, in writing, within five working days of receiving the written appeal. If, for any reason, the matter cannot be resolved within this period, SQA will keep the head of centre informed of progress. If the panel does not change the original decision, the centre has the right to take the case to the Appeals Sub-committee.

Procedural Irregularity appeals

Where a centre believes there was procedural irregularity in SQA’s handling of an EECCS request, which contributed to a decision that based on all the evidence available to SQA at the time, is wrong, the process for an appeal is:

1 A written appeal must be submitted by the head of centre by:
a 19 August for a priority appeal
b 30 August for an appeal

The appeal should be sent via email, clearly titled as a priority appeal or an appeal. The appeal must include full details of why the head of centre wishes to challenge the decision.

2 The appeal will be referred to a panel made up of SQA heads of service. The panel may seek additional relevant information to inform its decision. SQA will inform the head of centre in writing of the decision within 20 working days of receiving the written appeal*. If, for any reason, the matter cannot be resolved within this period, SQA will keep the head of centre informed of progress. If the panel does not uphold the appeal, the centre has the right to take the case to the Appeals Sub-committee.

3 Where the panel uphold the appeal, they will arrange that the evidence for examination exceptional circumstances is clerically checked and/or reviewed again by an SQA appointee who was not involved in the original review. The grade may be unchanged or go up or down.

*For priority appeals, SQA will endeavour to advise the head of centre and university, college or other specified body of the outcome of any urgent appeal as soon as possible, but cannot guarantee that this will be completed in every case ahead of the deadline for university admissions.

Information to include with Examination Exceptional Circumstances appeals

All appeals must be submitted by the deadlines detailed above, and the word “appeal” written in the title. For priority appeals, for candidates with conditional offers for university, college or employment, ‘priority appeal’ should be included in the title.

All appeals requests must include full details of why the head of centre's wishes to challenge the decision. The following details must also be included:

♦ candidate’s name
♦ Scottish Candidate Number
♦ candidate’s date of birth
♦ centre name
♦ centre number
♦ name of course (eg French)
♦ course code
♦ course level
♦ priority only: name of university, college, or other body that made the conditional offer
♦ priority only: confirmation that the university, college, employment or apprenticeship place is conditional and for the next academic year

Escalation to the appeals sub-committee

For guidance on how to escalate an appeal to the appeals sub-committee, please refer to SQA’s Appeals Process document: https://www.sqa.org.uk/files_ccc/Appeals_Process.pdf