

Contingency Review Policy

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Contents

- Why do we need this policy?..... 1**
- Who is it for?..... 1**
- What support is available? 1**
- Policy..... 2**
- 1 Policy statement..... 2**
- 2 Policy relationship to our Governing Principles..... 3**
- 3 Policy requirements 3**
 - 3.1 Approach..... 3
 - 3.2 Reviewing cases 4
 - 3.3 Appeals Service 4
- 4 Contingency Review appeals 4**
- 5 Associated policies and legislation 5**

Why do we need this policy?

It sets out the Contingency Review process for National 5, Higher and Advanced Higher courses at SCQF levels 5 to 7.

This policy applies to externally assessed components only, such as question papers and coursework components (including assignments, projects and practical activities).

Who is it for?

This policy is for anyone in Qualifications Scotland involved in the awarding of National Courses. It's also a reference document for centres, parents, learners and other key organisations interested in National Courses.

What support is available?

Our National Qualifications Policy Team can provide support on how to implement this policy.

Policy

1 Policy statement

This document sets out our Contingency Review process for National 5, Higher and Advanced Higher courses.

Qualifications Scotland will take all reasonable steps to address any disadvantage if a learner's external assessment is affected by:

- a failure in our processes or a centre's processes during conducting, administering, awarding or certification of externally assessed components. This includes question papers and coursework components, such as assignments, projects and practical activities
- a highly sensitive situation

There may be rare occasions where a processing error affects a learner's external assessment, including:

- Missing work — where all or part of a learner's work is lost.
- Damaged work — where all or part of a learner's work is damaged.
- Errors or omissions in assessment documentation (which we cannot process under the Examination Exceptional Circumstances Consideration Service).
- Incompatible component entries — where a learner completes the wrong question paper or non-question paper component.
- A mistake on a learner's certificate.

In some extremely rare cases, we consider learners who experience highly sensitive situations. We review these cases based on the individual facts and circumstances, and at Qualifications Scotland's discretion.

We are committed to equality of opportunity and to a culture that respects difference. We believe that, as an employer and public body, we can play a leading part in promoting equality, diversity and inclusion by making them an integral part of our decision making. At the development stage, we completed an Equality Impact

Assessment to see how this policy might impact on equality groups, and the findings from this are reflected in this policy.

2 Policy relationship to our Governing Principles

Qualifications Scotland's Governing Principles determine how we meet our statutory duties and self-regulates our activities. This policy supports and is supported by:

Governing Principle 6

Qualifications Scotland will work in partnership with its appointees and centres to ensure that all assessments used in its qualifications are valid and reliable.

Governing Principle 7

Qualifications Scotland will ensure that all qualifications and assessments are as fair and accessible as possible and that the needs of candidates are met in the management of its assessments.

3 Policy requirements

3.1 Approach

Failure in processes:

- If Qualifications Scotland identifies an error, we notify the centre straight away.
- If a centre identifies an error, they must report this immediately to Qualifications Scotland.

Highly sensitive situations:

- If a highly sensitive situation affects a learner's external assessment, their centre can request a Contingency Review.

We carefully look at each situation and notify the centre if we can consider it for review. For all cases, centres must get the learner's consent **before** the review process starts.

3.2 Reviewing cases

A contingency panel, made up of senior Qualifications Scotland staff, carefully reviews a range of information before confirming a final grade. The information can include:

- the principal assessor's recommended grade, based on their review of alternative evidence (where available)
- the learner's estimated grade from their centre
- the marks awarded for components, including partially-completed components (if applicable)
- relevant statistical information

If an error was made on a learner's certificate, we correct the error and issue a new certificate.

If a learner experiences a highly sensitive situation, our senior staff review the case and award a mark or band based on all available evidence.

We have a duty to maintain the integrity of assessments and the credibility of awards. While we take all reasonable steps to address any disadvantage to learners, Qualifications Scotland makes the final decision.

3.3 Appeals Service

A learner whose grade is determined using the Contingency Review process cannot use the Appeals Service for the same qualification in the same year. This is because the Contingency Review already includes a review of all externally assessed components related to the case.

4 Contingency Review appeals

A centre can appeal on a learner's behalf if they believe something went wrong in the way Qualifications Scotland handled the Contingency Review request and this led to an incorrect decision based on the evidence available at the time.

5 Associated policies and legislation

- Qualifications Scotland's *Appeals Service for National 5, Higher and Advanced Higher courses at SCQF Levels 5 to 7*
- Qualifications Scotland's *Examination Exceptional Circumstances Consideration Service*
- Qualifications Scotland's *Adverse Circumstances Support Policy*