**Appeals policy — internally assessed SQA course components and units**

**Example template for centres**

*Centres may choose to use this document as the basis for their appeals policy, or develop their own policy.*

[**Centre Name**] is committed to ensuring that whenever its staff assess candidates’ work, this is done fairly, reliably and in accordance with SQA’s course specification and marking instructions.

Candidates’ work will be assessed by staff who have the appropriate knowledge, understanding and skills. [**Centre Name**] is committed to ensuring that assessments take place in appropriate assessment conditions and are authenticated in line with the requirements of SQA. Internal verification will be carried out to ensure that assessments are valid and reliable.

For candidates who have not achieved their desired result, [**Centre Name**] will discuss the options that are available to them (eg re-assessment or alternative unit/level options). For assessments where only a single assessment attempt is permitted within an academic session (such as National Qualifications internally assessed course assessments), no re-assessment attempts are possible.

1. [**Centre Name**] will ensure that candidates are informed of their internally assessed marks/grades/pass/fail results. Candidates will not be informed until all internal verification processes are complete.
2. **[Centre Name**] will inform candidates that the result is provisional if their work is subject to external verification by SQA. In such cases, candidates should be informed of their final results after external verification.
3. **[Centre Name]** will provide deadlines for candidates to request an appeal (whether informal or formal) of their assessment. Requests will not be accepted after this deadline.
4. **[Centre Name]** will inform candidates of the process by which they can appeal, eg:
   1. Informal appeals

Candidates should raise concerns informally with the assessor in the first instance, who will discuss the outcome with the candidate. Most concerns can be addressed at this stage. The advice of an internal verifier/another assessor may be sought. The candidate may wish to escalate to a formal appeal after this stage.

* 1. Formal appeals

A formal appeal should be submitted in writing to [**designated staff member**]. This must state the grounds for the appeal, for example:

1. The candidate believes that they have been assessed severely.
2. The candidate believes that the assessment was not conducted fairly.
3. [**Centre Name**] will allow sufficient time for the appeal to be carried out, to make any necessary changes to marks, and to inform the candidate of the outcome, all before the SQA deadline.
4. [**Centre Name**] will ensure that the appeal is conducted by [**a member of staff/panel of staff members**] who has the appropriate competence, no previous involvement in the assessment of that candidate for the component in question, and no personal interest in the outcome of the review.

7. [**Centre Name**] will instruct the staff member conducting the appeal to ensure that the candidate’s assessment was validly and reliably assessed.

8. [**Centre Name**] will inform the candidate, in writing, of the outcome of the review of the centre’s marking.

9. The outcome of the appeal will be made known to the [**head of centre/designated senior staff member**]. A written record of the appeal will be retained by the centre for [**a period of at least 1 year**].

SQA external verification processes [see ‘2’ above] may result in a change to marks or grades, either upwards or downwards, even after an internal assessment appeal. External verification is the process that SQA use to ensure that internal assessment within centres is conducted validly and reliably, in line with their published standards.

**Suggested timelines**

Dates should be reviewed each academic session to account for the precise date of SQA’s deadline, as well as the timing of school holidays.

**Unit assessments**

Resulting of units will typically occur throughout the academic session.

We recommend that centres issue final results by 10 May to allow time for any appeals. Candidates are given five working days from the date they receive their results to request an appeal.

Results must be submitted to SQA by 24 May (or similar) each session.

**Course assessments**

Resulting of course assessments will occur on completion of assessment and internal verification throughout the academic session, but typically between February and April.

We recommend that centres issue final results to candidates by 20 April to allow time for any appeals. Candidates are given five working days from the date they receive their results to request an appeal. Results must be submitted to SQA by 5 May (or similar) each session, unless external verification of performance-based activities are scheduled for later in the session.