SCOTTISH QUALIFICATIONS AUTHORITY

RESULTS SERVICES REPORT 2017

STATISTICAL SUMMARY

Key points

This release provides statistical information on the number of requests made for Results Services[1] following the 2017 National Qualification examinations[2]. 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 2017'.

Operational changes in 2016 resulted in the number of 'entries' being defined as *the number of entries as reported in the Attainment Statistics (August) publication*[3]. This means that the measures used in the 2015/2016 and 2016/2017 reports are not directly comparable with the 2013/2014 and 2014/2015 publications, where the clerical check or marking review procedures were not available for some qualifications. From 2015/2016 onwards, entries, as reported in the Attainment Statistics (August) publication, is the standard definition used for 'entries', despite the fact that a very small number of qualifications may not be eligible for the service[4].

The original statistical summaries, and tables, published in 2013/14 and 2014/15 remain available, unchanged, on the SQA website.

The key findings of the release are as follows:

- There were a total of 14,536 requests for either a clerical check or a marking review of the examination material.
- The majority of the requests were for a marking review (95.6% of all requests). A smaller number of requests went through the priority marking review (3.8%) and/or the clerical check (0.6%).
- 2.8% of entries requested a Results Services review:
    - 2.7% of entries requested the marking review service.
    - 0.1% of entries requested the priority marking review service.
    - Less than 0.05% of the entries requested the clerical check service.
- 16.5% of the 14,536 requests resulted in a grade change.

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[1] This includes clerical check, marking review and priority marking review services.

[2] Results Services procedures are only available for subjects at National 5, Higher and Advanced Higher.

[3] Results Services are not available for a very small number of subjects. The total entry figures recorded in this report do include the entries for these subjects.

[4] Fashion and Textile Technology, Hospitality: Practical Cake Craft, Hospitality: Practical Cookery, Practical Electronics, Practical Metalworking and Practical Woodworking are exempt from PRS.

Clerical checks

The clerical check service involves SQA checking the externally assessed materials to make sure every question has been marked and the total number of marks awarded for each paper is correctly added up and recorded.

Figure 1: Clerical check summary statistics

Clerical Checks	Total Entries	Requests	Requests as a percentage of entries	Upgrades	Downgrades	No Change	Changes as a percentage of entries	Changes as a percentage of requests
National 5	293,220	37	<0.05%	2	0	35	<0.05%	5.4%
Higher	194,813	48	<0.05%	1	0	47	<0.05%	2.1%
Advanced Higher	24,112	3	<0.05%	0	0	3	0.0%	0.0%
Overall	512,145	88	<0.05%	3	0	85	<0.05%	3.4%

- The total number of requests for clerical checks was 88, representing less than 0.05% of the total entries.
- The majority of requests for clerical checks were at SCQF levels 5 and 6 (National 5 and Higher level), accounting for 96.6% of all clerical check requests.
- Three changes to grade resulted from clerical checks (3.4% 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	Total entries	Requests	Requests as a percentage of entries	Upgrades	Downgrades	No change	Changes as a percentage of entries	Changes as a percentage of requests
National 5	293,220	21	<0.05%	0	0	21	0.0%	0.0%
Higher	194,813	394	0.2%	81	0	313	<0.05%	20.6%
Advanced Higher	24,112	135	0.6%	36	0	99	0.1%	26.7%
Overall	512,145	550	0.1%	117	0	433	<0.05%	21.3%

- The total number of requests for a priority marking review was 550, representing 0.1% of the total entries.
- The majority of requests for a priority marking review were at SCQF level 6 (Higher level), accounting for 71.6% of all priority marking review requests.
- 117 changes to grade resulted from priority marking reviews (21.3% 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	Total entries	Requests	Requests as a percentage of entries	Upgrades	Downgrades	No change	Changes as a percentage of entries	Changes as a percentage of requests
National 5	293,220	4,717	1.6%	640	4	4,073	0.2%	13.7%
Higher	194,813	8,309	4.3%	1,431	4	6,874	0.7%	17.3%
Advanced Higher	24,112	872	3.6%	197	0	675	0.8%	22.6%
Overall	512,145	13,898	2.7%	2,268	8	11,622	0.4%	16.4%

- The total number of requests for a marking review was 13,898, representing 2.7% of the total entries.
- The majority of requests for a marking review were at SCQF level 6 (Higher level), accounting for 59.8% of all marking review requests.
- 2,276 changes to grade resulted from the marking reviews, (16.4% 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 the following factor:

- A centre can request both a clerical check and a marking review for a single candidate in a given qualification at a given level and therefore will appear in two of the Results Services tables for the same qualification/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.

While the above factor is acknowledged, for the purposes of this report the total requests as a percentage of entries has been defined as the total number of requests received divided by the number of entries across all levels.

The figure should be used as a guide to 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 one decimal place. In cases where the rounded percentage would be displayed as 0.0%, to one decimal place, '<0.05%' has been used in the summary tables.