



2021 National Qualifications Appeals:

Information for centres

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Introduction

This document provides information on the appeals service for 2021 to SQA co-ordinators, department/curriculum leaders, teachers and lecturers in SQA approved centres. This document should be read in conjunction with the 2021 National Qualifications Appeals System User Guide, which is available on SQA Connect (we will refer to that document as the 'System User Guide' from now on).

Following the cancellation of the 2021 examination diet, the National Qualifications 2021 Group has overseen development of the Alternative Certification Model (ACM). This guidance covers the [final stage of the ACM](#), the appeals service for National 5, Higher and Advanced Higher courses.

In developing the appeals service, SQA has aimed to ensure that the principle of demonstrated attainment that underpins the alternative certification model also underpins the appeals service, and that the appeals process complies with the law and respects the rights contained in the United Nations Convention on the Rights of the Child.

All learners who believe that they meet the specified grounds for appeal and who wish to do so have been able to register, free of charge, that they want to appeal their provisional result directly to SQA from Friday 25 June. Full details of requests submitted via the learner appeals registration service will be made available to centres.

Importantly, learners will be supported by their school, college or training provider using information provided by SQA, to make a final decision on whether to progress with an appeal. The decision on whether to appeal rests with the learner themselves rather than the centre. You can provide advice on SQA guidance on appeals, but only learners can determine whether or not an appeal is submitted. If the learner does not use the learner appeals registration service, you will still be able to submit an appeal on their behalf.

A priority appeals service will be available to those learners whose grades are required for immediate progression to a university or college place, or an offer of employment.

This guidance was developed in line with the Scottish Government's latest COVID-19 advice. Please ensure that activities undertaken by your staff using this appeals service are compliant with government guidelines and local area restrictions.

Key dates

Activity	Dates
Deadline for centres to submit provisional results to SQA	25 June 2021
Learner appeals registration service opens on SQA website	25 June 2021
Learners receive certificates	10 August 2021
Learner appeals registration service closes	12 August 2021
Centres are able to submit appeals requests via SQA Connect	From 10 August 2021
Digital upload window opens	10 August 2021
Stationery distribution to centres	18 August 2021
Closing date for priority appeals requests	24 August 2021
Closing date for appeals requests	27 August 2021
Digital upload window closes for priority appeals	24 August 2021
Digital upload window closes for appeals	27 August 2021
E-distribution (self service)	30 August 2021
Higher/Advanced Higher uplift from centres	2 September 2021
National 5 uplift from centres	6 September 2021
SQA issues results for type A* priority appeals to centres	6 September 2021
Appeal submission window for appeals from incomplete evidence learners	6 – 17 September 2021
Uplift for learners who used the incomplete evidence contingency arrangement and now wish to appeal	21 September 2021
SQA issues results for appeals †	19 October
Replacement certificates issued to learners †	mid-November

* SQA will endeavour to resolve priority type B and C appeals by the UCAS deadline. However as these are complex matters, it may not be possible to resolve all of these appeals in this timeframe.

† It may be necessary to change these dates, depending on the volume of requests we receive. We will keep you informed if this happens.

Where SQA is made aware of a valid type C appeal after the appeals service closes on 27 August and there is a justifiable reason for missing the deadline, SQA will consider the appeal as quickly as possible.

Please note, learners entered for the incomplete evidence contingency arrangements will be able to appeal results submitted to SQA (please refer to section [Appeals from learners using](#)

[the Incomplete Evidence Contingency Arrangement](#)). However, due to UCAS deadlines, it will not be possible to use the priority appeals service.

Who is eligible for the appeals service?

Learners are eligible for the appeals service where:

- ◆ They have been resulted for a National Course (National 5, Higher or Advanced Higher) in session 2020–21.
- ◆ The evidence that was used by the centre to determine the provisional result is available.

The appeals service is designed to address situations where the certificated grade result needs to be reviewed. Learners who have been certificated with an A grade cannot improve on that grade and therefore are not eligible for this service. The one exception to this is where the learner requires a grade A band 1 for entry to a specific course at a higher education institution. Centres must contact the appeals helpdesk to gain authorisation from SQA before submitting an appeal for a grade A band 1.

Your head of centre must ensure that learners have been offered a discussion about their appeal, should they wish their centre's support in reaching a decision to appeal. If progressing with the appeal, you must be satisfied that the learner has given their consent before their evidence is submitted to SQA for the appeal.

Priority appeals

Priority appeals will be processed earlier than non-priority appeals. All evidence¹ must be submitted digitally using SQA Connect and instructions on how to do so can be found in the System User Guide (available on SQA Connect). Information about the arrangements for certain subjects (mainly practical subjects) is contained in the subject specific evidence section of this document.

If submitting a priority appeal request on behalf of a learner, you must also be able to provide contact details for the university, college, or place of employment. The [UCAS Advisor Portal](#) provides real-time applicant status data and can help you identify learners with conditional places before August certification. You should ensure that all learner registrations indicating immediate progression meet the criteria for priority and you should not submit a priority appeal until you have confirmed that this is the case.

Learner appeals registration service

Learners will be able to register that they want to appeal their provisional result via SQA's website from 25 June 2021 until 12 August 2021. Learners will also have until this date to

¹ Except in Art and Design — see [subject-specific evidence submission guidance](#) on page 10

withdraw their request by contacting [Appeal enquiry - SQA](#). You will be able to use SQA Connect to view the requests submitted by your learners via the 2021 Appeals Service.

It is important that your centre has offered a discussion to each learner who has registered that they want to appeal. Before submitting an appeal on a learner's behalf, you must ensure that the learner has all the relevant information about the appeals process and the possible outcomes. You should share with the learner your professional opinion on whether you believe an appeal is in their best interests.

This should include:

- ◆ Reminder/confirmation of how the learner's provisional results were determined.
- ◆ Reminder/confirmation of the assessment evidence that was used to determine the provisional result, including any assessment arrangements that were in place.
- ◆ Reminder of the quality checks undertaken — both locally, and nationally — to make sure the provisional results have been determined fairly, and in line with the national standard.

The final decision to proceed with an appeal or not rests with the learner. All learner decisions to appeal grades **must** be progressed by centres to SQA, even where you have been unable to have a discussion with the learner. You are neither required to, nor should you, act as adjudicator on whether appeals should be lodged.

You will still be able to submit an appeal on a learner's behalf, with their permission, even if the learner has not used the online learner appeals registration service.

More information on the learner appeals registration service is available [here](#).

How does the appeals service work?

An appeal is a request for a reconsideration of a learner's certificated grade. There are two ways that learners can initiate an appeal:

- ◆ Registering their intent to appeal directly to SQA via the learner appeals registration service (service closes 12 August)
- ◆ By requesting that their centre creates and submits an appeal via the 2021 Appeals Service on SQA Connect

There are three types of appeal:

- A Academic judgement — the learner disagrees with the centre's quality assured academic judgement in its assessment of the learner's evidence.
- B Administrative error — the learner believes that there has been an error in transferring the provisional result from the centre to SQA, or in SQA processing the provisional result.

C Discrimination — learners can appeal in two circumstances:

- There has been discrimination or other unlawful conduct contrary to the Equality Act 2010, acknowledged in writing by the centre, or established through court proceedings or by a ruling of the Scottish Public Services Ombudsman (SPSO).
- The centre failed to comply with SQA’s requirements for providing assessment arrangements in relation to assessment evidence that contributed to a disabled learner’s provisional result.

Learners will have selected one of these types of appeal if they have used the learner appeals registration service, and will have explained their reasons for appeal types B and C. Full details of the requests submitted via the learner appeals registration service will be available to view on the 2021 Appeals Service via SQA Connect.

As part of the discussion with learners, you should ensure that the learner understands the type of appeal that they are requesting and what this will involve. Following discussions with learners, centres should create and submit appeals via the 2021 Appeals Service on SQA Connect. Full details about how to do this are available in the System User Guide available on SQA Connect.

The appeals service is free of charge.

Appeal type A — academic judgement

A key principle of the awarding of qualifications in any year is that a learner’s grade is based on evidence of their demonstrated attainment of the knowledge, understanding and skills required by the course. This applies in this year’s alternative certification model. Given this, an appeal of a result must also be based on the evidence of the learner’s demonstrated attainment against the national standard. Therefore, the outcomes of an evidence-based appeal are that a learner’s grade could **go up**, **go down**, or **stay the same**.

Only grade changes can be considered in the appeals service. The one exception to this is where the learner requires an A band 1 for immediate entry to a specific course at a higher education institution.

Evidence required for appeals requests

For each appeal request, you must provide all the evidence you used to determine the learner’s provisional result. The provisional result should have been based on a holistic judgement of the learner’s demonstrated attainment across all the key evidence gathered, as outlined in the requirements of the [subject-specific guidance](#).

Evidence of demonstrated attainment is crucial but does not have to be identical for every learner. It should, however, be consistent with the requirements set out in subject-specific guidance. You are not required to undertake any additional quality assurance on appeals evidence beyond what has already taken place before submitting provisional results.

All evidence must have been generated **before provisional results were submitted by your centre**.

What do centres need to submit?

For each appeal request, you must submit the following key pieces of evidence/information to support the request:

- ◆ **The assessment instruments** used for the submitted learner evidence — this is the mechanism by which the assessment has been conducted to demonstrate a learner's attainment of knowledge, understanding and skills.
- ◆ **The associated assessment criteria/marketing instructions**, including any cut-off scores if applicable. For each piece of evidence submitted, it is important that the assessment criteria or marking instructions are provided to exemplify the standard for achievement within the centre, showing how the evidence has been assessed.
- ◆ **Marked assessment evidence informed by quality assurance processes** for each learner with an appeal request. You must provide all evidence that was used to determine the learner's provisional result.
- ◆ A note of any assessment arrangements that were in place relating to the evidence submitted.

How to submit evidence for appeals

You will be able to submit learner evidence and all supporting information either digitally via the 2021 Appeals Service on SQA Connect or via physical uplift, however, you should refer closely to the subject specific guidance. For specific instruction on how to submit evidence and supporting information via the 2021 Appeals Service please refer to the System User Guide available on SQA Connect.

Please note that all evidence for priority appeals must be submitted digitally, with the exception of Art and Design.

Centres wishing to submit a priority appeal for Art and Design learners should contact the Appeals Helpdesk for information on the submission of evidence. Details of how to contact the helpdesk can be found in the last section of this document.

Submitting digital evidence

To submit learner evidence, we recommend that you upload all digital evidence directly via the 2021 Appeals Service on SQA Connect.

The file types that can be uploaded to the 2021 Appeals Service on SQA Connect are:

- ◆ Text/word processed documents: .doc, .docx, .rtf, .txt

- ◆ PDF documents: .pdf
- ◆ Presentations: .ppt, .pptx, .ppsx
- ◆ Spreadsheets: .xls, .xlsx
- ◆ Images: .bmp, .gif, .jpg, .tiff, .png
- ◆ Multimedia/Audio-visual: .avi, .mp3, .mp4, .mpeg, .mpg, .midi, H.264, .wav, .wmv, .wma, .ogg, .ogm, .flv, .mov
- ◆ Database: .accdb, .mdb
- ◆ Publisher: .pub

For step-by-step instructions on how to submit evidence digitally via the 2021 Appeals Service on SQA Connect, please refer to the System User Guide on SQA Connect.

Submitting physical evidence

This section provides you with a comprehensive set of instructions on how to prepare and package your physical evidence for uplift. Please ensure you read through these instructions before beginning to package any materials.

Your centre has been provided with sufficient stationery to enable you to prepare physical evidence for submission to SQA, for all processes associated with appeals 2021 (this includes Incomplete Evidence submissions).

Preparatory materials

The following stationery items will be dispatched to your centre on 18 August.

- ◆ SQA/Parcelforce address labels (centre specific)
- ◆ White poly-envelope bags
- ◆ Evidence Submission Flyleafs
- ◆ Brown script envelopes
- ◆ Envelope sealing labels
- ◆ Titled envelope labels – to complete with Unique ID and submission information (on 14-up label sheets)

The following items will be available on SQA Connect within the Appeals 2021 section for your centre as part of an e-distribution on Monday 30 August 2021.

- ◆ Evidence Submission Form(s)
- ◆ Carrier Report(s)

Please note: If your centre is still in possession of SQA/Parcelforce address labels from previous years, these must be disposed of as those consignments will have expired. Only use the labels that have been included with the Appeals 2021 stationery dispatch.

Completing the Evidence Submission Flyleaf

A flyleaf should be completed and placed to the front of each learner's work that is being submitted as evidence. Please ensure that all fields are completed:

- ◆ Centre number
- ◆ Full name of centre
- ◆ Learner name
- ◆ Learner SCN
- ◆ Subject name and level (eg English Higher)
- ◆ Candidate welfare declaration

If your subject would anticipate submitting evidence in a physical electronic format, we can accept this, but only via USB (SQA is unable to accept evidence submitted via CD/DVD/Cassette tape etc). The recommendation is that this evidence should be submitted digitally via SQA Connect. Please refer to the System User Guide on SQA Connect for guidance on how to submit digital evidence.

Evidence Submission Form

The evidence submission form will be available to your centre as part of the e-distribution on Monday 30 August. It will list learners who are registered for an appeal based on academic judgement, and for whom physical/mixed evidence is being submitted. Each form can accommodate up to ten learners for a subject/level, along with a unique packet identifying number. The forms should be printed and included in the brown script envelope along with the evidence.

Titled envelope labels (on 14-up label sheets)

These labels should be completed using the information on the evidence submission forms. Populate a label for each brown script envelope of evidence you are submitting. If you need to use more than one brown script envelope, complete a label for each envelope and at the bottom of the label, against the line 'No. of brown envelopes' write in, for example, '1 of 3', '2 of 3', '3 of 3'.

Put the evidence into script return envelopes

- ◆ Each learner's evidence must be submitted with the flyleaf to the front. It is recommended to keep learners' material together using elastic bands or similar.
- ◆ The learner evidence must then be placed into the brown script envelope(s) in order by learner name (as per the evidence submission form)
- ◆ Any assessment instruments (AIs) and marking instructions (MI) should also be placed into the brown script envelope. You only need to submit one copy for the subject/level — not one per learner.

- ◆ Note the number of learners whose work is enclosed in the specified box on the right-hand side of the brown script envelope.
- ◆ Please only pack brown script envelopes with a single subject/level.
- ◆ Seal the brown script envelope using the sealing label sheets. Please leave the flap on the outside of the envelope – do not tuck it into the envelope.

Put brown script envelopes into white poly-envelope bags

- ◆ Having packaged evidence into the brown script envelopes you should then pack these into white poly-envelope bags.
- ◆ Brown script envelopes for multiple subjects/levels can be placed in the same white poly-envelope bag.
- ◆ Each bag should be packed to capacity, but it is important that the bag is not stretched as this may cause it to burst and compromise the security of the evidence.
- ◆ Seal the white poly-envelope bag by removing the peel-off strip and folding over the lip. Please seal the white poly-envelope bags at the top (ie do not fold the bag over to attach the adhesive strip halfway down). This helps to ensure the security of the evidence.

SQA/Parcelforce address label

The SQA/Parcelforce address labels include a peel-off section for your use when completing the Carrier Report:

- ◆ Peel-off the embedded tracking ID barcode label and affix it to the Carrier Report in the appropriate location under the column heading 'Consignment Number'.
- ◆ You must then affix the remainder of the SQA/Parcelforce address label to the front of the white poly-envelope bag.

SQA/Parcelforce address labels are specific to your centre (your centre number is shown in the right-hand margin). These labels should not be lent to or borrowed from another centre.

Completing the Carrier Report

The Carrier Report will be available to your centre as part of the e-distribution on Monday 30 August. You can print off the Carrier Report or maintain a digital copy as you wish. The Carrier Report is completed and used by your centre as a record of the items submitted to SQA. This will allow a full track and trace facility.

- ◆ As noted above, peel off the tracking ID barcode label from the SQA/Parcelforce label and attach to the Carrier Report (or write ID onto your digital copy).

- ◆ Complete the 'No. of Brown Envelopes' column to record how many brown script envelopes were sent for each subject/level.

Retaining the Carrier Report

It is important that you retain the Carrier Report in your centre until the end of October 2021, as we may need to contact you for consignment numbers to enable us to track your items should there be any issues relating to submission of material. Please **do not** return the Carrier Report to SQA.

Enquiries

If you require further supplies of any items, or have any queries regarding the packaging or uplift of materials, please contact the Script Management Team on:

0345 213 6612 (option 2) Monday – Thursday 08:30-16:30, Friday 08:30-15:30

or e-mail script.management@sqa.org.uk.

Subject-specific evidence submission guidance

Please read this additional subject-specific guidance before preparing learner evidence submissions for any of the subjects listed in this section.

Administration and IT: National 5 and Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect.

Submitted e-files must show all notes and/or comments. If your learners used unchanged e-files published by SQA, there is no need to submit these. You should write a note to that effect on the assessment instrument. If you have added to the marking instructions, you must submit the amended version.

Art and Design: National 5, Higher and Advanced Higher

All evidence for Art and Design should be physically submitted to SQA.

There is no requirement for practical work to be mounted. However, you should provide a clear indication of the order in which the work should be viewed.

Dance: National 5 and Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit recorded evidence for the practical activity (choreography) and the solo performance components. In addition, evidence should include the choreography review, along with completed mark sheets for both components that include comments explaining the assessment judgements and any other supporting material.

A recording of the learner's performance should clearly highlight the learner who is being assessed.

Design and Manufacture: National 5, Higher and Advanced Higher

Evidence must be digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence. Assignment: design pages should be scanned or photographed and presented in the order in which you wish them to be viewed.

For National 5 Assignment: practical, you should submit a marking commentary explaining how marks have been awarded and, if possible, photographs of the finished item(s). Given the number of digital files expected for each learner, it is recommended that a learner's assignment evidence is collated into a single file in a suitable format — for example Word, PowerPoint, or .pdf.

Drama: National 5, Higher and Advanced Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit recorded evidence for the performance component. This should be accompanied by the mark sheet, which should include comments explaining the assessment judgements, preparation for performance (National 5 and Higher only) and any other supporting material.

A recording of the learner's performance should clearly highlight the learner who is being assessed.

Fashion and Textile Technology: National 5 and Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit photographic evidence, accompanied by supporting commentary explaining the marks awarded, which covers the eight construction techniques applied to the item being made, for the practical activity. It is recommended that you use the SQA-produced Assignment and Practical Activity Recording sheets.

Evidence for the Assignment and Practical Activity components should involve the use of the SQA-produced Candidate Workbooks. These are available in three formats: Word, PDF and Google Docs versions.

If a physical, paper-based submission is being made, photographs should be inserted into the document before printing. Please note, no fashion or textile items should be submitted.

Geography: National 5, Higher and Advanced Higher

For all levels, you should submit any Ordnance Survey maps used with assessment tasks. For AH Geography, tracing overlays and any supplementary items should also be included.

Graphic Communication: National 5, Higher and Advanced Higher

Evidence must be digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence. This should be accompanied by digital files for the assignment/project. Assignment/project pages should be saved, scanned or photographed and presented in the order in which you wish them to be viewed.

Given the number of digital files expected for each learner, it is recommended that assignment evidence at National 5 and Higher and project evidence at Advanced Higher is collated into a single file in a suitable format — for example, .pdf.

History: Advanced Higher

If submitting any appeals for Advanced Higher History, please complete this short [online form at https://www.sqa.org.uk/sqa/98483.html](https://www.sqa.org.uk/sqa/98483.html) to inform SQA of the chosen field of study for each learner when an appeal has been submitted. Learners for whom an appeal is not being submitted do not need to be noted on the form.

Media: National 5 and Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence. This should be accompanied by any digital files for the assignment. Any paper-based products such as posters or storyboards should be scanned.

Music: National 5, Higher and Advanced Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit recordings for the performance component in the form of audio or video files for the learner's complete programme. You must also include sheet music and completed learner assessment records that show the assessment judgements.

Audio files and marking instructions should also be provided for any centre-devised questions. You should also indicate where SQA past paper questions have been used in your assessments — the audio files do not need to be provided for SQA past paper questions.

If you have evidence of learners performing on either **bagpipes** or **pipe band drumming**, please also complete this short [online form at https://www.sqa.org.uk/sqa/98537.html](https://www.sqa.org.uk/sqa/98537.html). You only need to identify learners where an appeal has been submitted via SQA Connect and you have learner evidence of performance on either of these instruments.

Music: Portfolio - Advanced Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit recordings for the performance component in the form of audio or video files for the learner's complete programme. You must also include sheet music and completed learner assessment records that show the assessment judgements.

For the portfolio component, you should submit an audio recording, score or performance plan, and a review for each composition or arrangement.

Audio files and marking instructions should also be provided for any centre-devised questions. You should also indicate where SQA past paper questions have been used in your assessments. The audio files should not be provided for SQA past paper questions.

If you have evidence of learners performing on either **bagpipes** or **pipe band drumming**, please also complete this short [online form at https://www.sqa.org.uk/sqa/98537.html](https://www.sqa.org.uk/sqa/98537.html). You only need to identify learners where an appeal has been submitted via SQA Connect and you have evidence of performance on either of these instruments.

Music Technology: National 5, Higher and Advanced Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

Evidence for the assignment and project (Advanced Higher) components should include learner logs and evaluations (if applicable), media files and any other supporting materials.

For National 5 and Higher, audio files and marking instructions should be provided for any centre-devised questions. You should also indicate where SQA past paper questions have been used in your assessments — the audio files do not need to be provided for SQA past paper questions.

Photography: Higher

Project evidence should not be physically sent to SQA. Project evidence must be submitted in a digital format via SQA Connect — either scanned or photographed. This will also require digitising any accompanying question paper evidence.

Projects should be scanned or photographed and presented in the order in which you wish them to be viewed. If using a sketchbook or workbook format, the relevant individual pages should be scanned or photographed and presented in the order in which you wish them to be viewed. The plan and evaluation should be scanned or photographed separately.

Given the number of digital files expected for each learner, it is recommended that a learner's assignment evidence is collated into a single file in a suitable format, for example Word, PowerPoint, or .pdf.

Physical Education: National 5, Higher and Advanced Higher

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit recorded evidence for the performance. The recording should clearly highlight the learner who is being assessed. All recordings should be supported by a Performance Assessment Record that includes comments explaining the assessment judgements.

Practical Cake Craft: National 5

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit photographic evidence, accompanied by supporting commentary explaining the marks awarded, for the practical activity. It is recommended that you use the SQA-produced Assignment and Practical Activity Recording sheets.

If a physical, paper-based submission is being made, photographs should be inserted into the document before printing.

Practical Cookery: National 5

It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect. This will involve creating an electronic (scanned) version of any paper-based evidence.

You should submit photographic evidence, accompanied by supporting commentary explaining the marks awarded, for the practical activity. It is recommended that you use the SQA-produced Assignment and Practical Activity Recording sheets.

If a physical, paper-based submission is being made, photographs should be inserted into the document before printing.

Practical Electronics: National 5

Our general guidance advises that all evidence used to determine a provisional result should be submitted to support the appeals process. However, as physical circuits cannot be submitted, you should submit:

- ◆ Detailed assessment records or marking commentaries (that support your assessment judgements)
- ◆ Photographs or videos of completed circuits

You should submit evidence that supports practical work — for example, analysis, design, simulation, evaluation stages (including learner log books) and accompanying assessment records or marking commentaries. Any question paper/theory evidence should also be submitted.

Practical Metalworking: National 5

Our general guidance advises that all evidence used to determine a provisional result should be submitted to support the appeals process. However, as physical artefacts cannot be submitted, you should submit detailed assessment records or marking commentaries (that support your assessment judgements).

There is no requirement to submit photographs or videos. It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect.

Practical Woodworking: National 5

Our general guidance advises that all evidence used to determine a provisional result should be submitted to support the appeals process. However, as physical artefacts cannot be submitted, you should submit detailed assessment records or marking commentaries (that support your assessment judgements).

There is no requirement to submit photographs or videos. It is recommended that evidence is digitised and submitted directly to SQA via SQA Connect.

How are type A appeals requests reviewed?

Type A appeals reviews will be undertaken by subject specialist senior appointees.

Appointees will be provided with all the evidence and supporting documentation provided by the centre for each appeal request. They will make a holistic judgement on the totality of the evidence available to them and decide on the appropriate outcome for the appeal. There are three possible outcomes:

- ◆ Agree with the result awarded. No change to grade.
- ◆ Disagree with the result awarded. Adjust the grade upwards.
- ◆ Disagree with the result awarded. Adjust the grade downwards.

It is important that the learner is aware that their grade could **go up**, **go down**, or **stay the same** as a result of an appeals review.

You will be informed of the result of the review process via the 2021 Appeals System on SQA Connect and should make arrangements to ensure that the learner is informed.

Appeal type B — unresolved administrative error

For appeals submitted on the basis of an unresolved administrative error, learners will need to provide a justification — you may need to submit this on their behalf if they have not yet registered an appeal but wish to request a type B appeal.

Where learners have registered a request to make an appeal of this type, you should discuss the issue with them. In cases where it does not appear that the learner's appeal will satisfy the grounds for a type B appeal, it may be advisable to explain they can withdraw their request, or request a type A appeal instead. However, the final decision to proceed with an appeal or not lies with the learner.

You are not required to provide the learner's academic evidence in support of a type B appeal. However, the evidence should be retained within the centre for at least one year or until the appeal is concluded.

Centre administrative errors

Where the learner believes the centre has made an administrative error with their provisional result, they can register a type B (unresolved centre administrative error) appeal until 12 August. The learner will have had to provide a justification for this appeal during their registration. You (their centre) will be able to submit a priority appeal until 24 August and a non-priority appeal until 27 August on the learner's behalf. Where an appeal is submitted for a learner who did not register by 12 August, you should submit a justification on their behalf.

Where learners have registered a request to make an appeal of this type, you should discuss the issue with them. Where you agree that an administrative error occurred in the

centre, you should not submit an appeal and instead withdraw the learner's appeal registration. You should then contact SQA at national.qualifications@sqa.org.uk to request that the error be corrected.

If you do not agree that there was an administrative error in the centre, you should provide an explanation of the reason you do not believe there was an error, and the process by which this was reviewed in the commentary box on the system (see the System User Guide on SQA Connect). You may also use the upload function to provide any other supporting documentation, such as the learner's assessment records.

SQA administrative errors

Where the learner believes SQA has made an error processing their result, they can register a type B (unresolved SQA administrative error) appeal until 12 August. The learner will have had to provide a justification for this appeal during their registration. You (their centre) will be able to submit a priority appeal until 24 August and a non-priority appeal until 27 August on the learner's behalf. Where an appeal is submitted for a learner who did not register by 12 August, you should submit a justification on their behalf.

Where learners have registered a request to make an appeal of this type, you should discuss the issue with them. Where you agree that SQA may have made a processing error with the learner's result, you should contact SQA at national.qualifications@sqa.org.uk and we will investigate the issue. If this resolves the issue, the learner's appeal registration should be withdrawn. Where this does not resolve the issue, or if the learner decides they wish to progress the appeal despite you not agreeing that SQA has made an administrative error, you should submit the appeal.

For appeals of this type, you should use the commentary box (see the System User Guide on SQA Connect) to provide an explanation of what you believe has happened. You may also use the upload function to provide any other supporting documentation, such as your record of the result submitted to SQA.

How are type B appeals requests reviewed?

Type B appeal reviews will be undertaken by a panel of senior SQA officers. The panel will review the supporting information provided and may need to seek further information from the learner and/or their centre. They will make a judgement on the evidence available to them and decide on the appropriate outcome for the appeal.

There are two possible outcomes:

- ◆ Appeal not upheld. No action required.
- ◆ Appeal upheld. Action necessary by SQA or centre to correct the error.

You will be informed of the result of the review process and should make arrangements to ensure that the learner is informed.

SQA will endeavour to resolve priority appeals by the UCAS deadline. However, as these are complex matters, it may not be possible to resolve all type B appeals in this timeframe.

Appeal type C — discrimination

For appeals submitted on the basis of discrimination, learners will need to provide a justification. You may need to submit this on their behalf if they have not yet registered an appeal but wish to request a type C appeal.

Where learners have registered a request to make an appeal of this type, you should discuss the issue with them. In cases where it does not appear that the learner's appeal will satisfy the grounds for a type C appeal, it may be advisable to explain they can withdraw their request, or request a type A appeal instead. However, the final decision to proceed with an appeal or not lies with the learner.

You are not required to provide the learner's academic evidence in support of a type C appeal. However, the evidence should be retained within the centre for at least one year or until the appeal is concluded.

Established/acknowledged discrimination

Learners can register a type C (established/acknowledged discrimination) appeal until 12 August. The learner will have had to provide a justification for this appeal during their registration. You (their centre) will be able to submit a priority appeal until 24 August and a non-priority appeal until 27 August on the learner's behalf. Where an appeal is submitted for a learner who did not register by 12 August, you should submit a justification on their behalf.

Where learners have registered a request to make an appeal of this type, you should discuss the issue with them and use your own internal processes to investigate. Appeals should not be submitted to SQA until your internal investigation is complete. For the appeal to be successful, there must either be written acknowledgement by the centre that there was discrimination contrary to the Equality Act 2010, or a ruling by a court or Scottish Public Services Ombudsmen (SPSO) establishing discrimination contrary to the Equality Act 2010.

You should use the commentary box (see the System User Guide on SQA Connect) to provide an explanation of what you believe has happened. You may also use the file upload function to provide any other supporting documentation, such as the record of your internal investigation and/or a written acknowledgement of discrimination.

Assessment arrangements

Learners can register a type C (assessment arrangements) appeal until 12 August. The learner will have had to provide a justification for this appeal during their registration. You (their centre) will be able to submit a priority appeal until 24 August and a non-priority appeal until 27 August on the learner's behalf. Where an appeal is submitted for a learner who did not register by 12 August, you should submit a justification on their behalf.

Where learners have registered a request to make an appeal of this type, you should discuss the issue with them and use your own internal processes to investigate. A successful appeal would need to show that an assessment arrangement was agreed prior to an assessment being taken, but that it was not put in place for an assessment that contributed to the provisional result.

You should use the commentary box (see the System User Guide on SQA Connect) to provide an explanation of what you believe has happened. You may also use the file upload function to provide any other supporting documentation, such as the written evidence that agreed assessment arrangement was not provided.

Please do not provide any learner's medical information to support an appeal of this type unless requested by SQA.

How are type C appeals requests reviewed?

Type C appeal reviews will be undertaken by a panel of senior SQA officers. The panel will review the supporting information provided and may need to seek further information from the learner and/or you. They will decide on an appropriate outcome for the appeal — this will not include a judgement on whether discrimination contrary to the Equality Act 2010 has occurred. There are three possible outcomes:

- ◆ Appeal not upheld. No change to grade.
- ◆ Appeal upheld. Action necessary by SQA or centre to review grade awarded.
- ◆ Appeal upheld. No action necessary by SQA or centre to review grade awarded.

You will be informed of the result of the review process and should make arrangements to ensure that the learner is informed.

Where SQA is made aware of a valid type C appeal after the appeals service closes on 27 August, and there is a justifiable reason for missing the deadline, SQA will consider the appeal as quickly as possible.

SQA will endeavour to resolve priority appeals by the UCAS deadline. However, as these are complex matters, it may not be possible to resolve all type C appeals in this timeframe.

Escalated appeals

The outcome of a Type A appeals review is an academic judgement. It represents the considered findings of a senior appointee, taking into account all the evidence available to them. The outcome is final and there is no further recourse within SQA.

For Type B and C appeals, if you believe there has been a procedural irregularity in SQA's handling of that appeal, or that the decision was unreasonable, a learner or a head of centre may be eligible to request an escalated appeal on this basis by sending an escalated appeal request letter to escalatedappeals2021@sqa.org.uk.

Further information regarding escalated appeal requests can be found in *Escalated appeals 2021: Information for centres and learners*, which is available on both SQA's website and SQA Connect.

Retention of materials

SQA will retain all material relating to an appeals 2021 request for at least 12 months from the date of certification before it can be returned to centres. This is to enable any subsequent enquiries or complaints to be dealt with efficiently. Details on how to request the return of these materials if you wish to do so can be found on this page [Requests to return external assessment materials \(coursework\)](#).

Centres should retain all learner information relating to appeals for 12 months as it might be needed in supporting learners' rights in relation to:

- ◆ Any subsequent enquiry to SQA.
- ◆ Any potential complaints that may be raised with the centre, SQA, the Scottish Public Services Ombudsman (SPSO), the Children and Young Person Commissioner Scotland, the Equality and Human Rights Commission or other authority.

Appeals from learners using the Incomplete Evidence Contingency Arrangement

Centres have until noon on 3 September to submit provisional results for learners using the Incomplete Evidence Contingency Arrangement. As the 2021 Appeals Service will be closed by this time, if a learner wishes to appeal an Incomplete Evidence provisional result, you should contact the appeals helpdesk at appeals.enquiries@sqa.org.uk. SQA will then advise on the steps required to progress the appeal request. The helpdesk must be advised of any such appeals during the period 6 – 17 September.

The uplift date for learners using the incomplete evidence contingency arrangement is 21 September 2021.

Contact us and further information

Information is also available at www.sqa.org.uk/appeals.

For any further support or queries about the appeals service, please contact the SQA Appeals Service Helpdesk by email at appeals.enquiries@sqa.org.uk or by telephone on 0345 213 6612, then select Option 4.

You can also contact your local liaison manager. (You can find details at www.sqa.org.uk/liaisonteam).

Packaging and uplift enquiries

If you require further supplies of any items or have any queries regarding the packaging or uplift of materials, please contact the Script Management Team on 0345 213 6612 (option 2) Monday – Thursday 08:30–16:30, Friday 08:30–15:30 or e-mail script.management@sqa.org.uk.