

# **Roles and Responsibilities for the Appeals Service**

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# Roles and responsibilities for the Appeals Service

We'll use the term 'centre' throughout this document. 'Centre' in this document means schools, colleges and training providers.

The Appeals Service provides learners and centres with an opportunity to request a marking review of a National Course grade. If a learner hasn't achieved the result that they expected and believes that there is an error in the marking, they can submit an appeal or ask their centre to do this on their behalf. The Appeals Service will involve a review of the marking of all externally-assessed components in the course.

In a marking review, a senior marker will review all the learner's responses. They will confirm that the marks awarded by the marker are in line with the agreed marking standards.

They will also check that:

- all parts of the assessments have been marked
- the marks given for each answer have been added correctly
- the correct result has been entered on our system

The review will determine whether overall, across all parts of the course assessment, the learner has been awarded the correct grade. After the review, the grade could go up, stay the same, or go down.

## Our role

### Before certification

- Provide advice and guidance for all centres on the Appeals Service, process, and timescales.
- Provide information, guidance and reassurance for learners, parents and carers on the Appeals Service, the process involved, and timescales.
- Recruit experienced senior markers for each subject and level for each appeal.

### After certification

- Provide learners with a direct service that shows their certificated entries for the current year for National 5 to Advanced Higher and enables them to submit appeals.
- Provide centres with a service that will allow them to:
  - submit appeals on behalf of learners once they have learner consent to do so.
  - validate priority appeals.
  - view appeals submitted, including those submitted directly by learners.
  - confirm the final number of appeals for their centre.

- Train and deploy senior markers for each subject and level to ensure that the outcomes of all reviews are in line with the national standard.
- Provide release compensation at the normal rate where senior markers need to carry out activities during their employer's time.
- Check that the marking of each component, and overall marking, has been carried out to the national standard. The total of the marks for each component, as well as the overall mark, will also be checked for accuracy.
- Inform centres of the outcome of each review using Connect.
- Re-issue certificates to all learners whose grades are changed.

## **Centres' role**

### **Before certification**

- Hold discussions with learners as they progress through their courses to help them understand their expected level of performance.
- Determine and submit final estimates for all learners, referring to our estimates guidance and support. Please note that estimates are not required for accessing the Appeals Service.

### **After certification**

- Review learners' certificated results (including the component mark breakdown) against the final estimate that was submitted to Qualifications Scotland. Identify any unexpected grades. Where possible, have advisory discussions with learners who are submitting appeals, ensuring that:
  - each learner understands that the outcome of an appeal could result in a grade going up, staying the same or going down.
  - each learner understands that the Appeals Service is a marking review service designed to deal with unexpected results that indicate a possible error in marking. It is not a service to review marking for learners who are close to a grade boundary.
  - each learner has realistic expectations of their performance against their final estimate.
  - each learner has been given their component marks to help inform discussion around whether an appeal should be raised.
  - each learner understands whether they are eligible to use the service.
- Complete all required actions, within published timescales, on Connect. These actions will include:
  - Indicating on the appeals system that they have attempted advisory conversations with affected learners.
  - Submitting appeals on behalf of learners who wish to appeal and who do not wish to use the learner direct service.
  - Validating requests for priority appeals (within the published timeline) where progression to employment, training or further study depends on the outcome.

- Support the release of staff members who are senior markers so they can carry out marking reviews.
- Read the Information for Centres guidance to ensure they are aware of the specific evidence requirements for Dance, Drama and Music.
- Obtain a learner's consent before submitting an appeal on their behalf. The consent can be written (including email or text) or a record of a verbal discussion.
- Retain a record of the learner's consent until December of the same year.
- For each learner presented for review, inform learners of the outcome of the marking review — we will publish the results on Connect for centres to share with learners.

## **Learners' role**

### **Before certification**

- Engage with learning throughout the course and do the assessments, following the guidance teachers and lecturers have given.
- Discuss any queries about estimated grades with their teachers and lecturers.
- Engage positively with their assessments, making the most of the opportunity to demonstrate their skills and knowledge for each course.
- Be aware of Qualifications Scotland's Appeals Service learner guidance and information, and understand the purpose and operation of the service.
- Understand that the Appeals Service offers a marking review by a senior marker. The senior marker will make the final determination of the grade to be awarded based on the national standard. That grade may be different from the certificated grade and the centre's estimate.

### **After certification**

- Inform their centre as soon as possible of any concerns they have about their certificated results not being in line with their expected performance.
- Where possible, engage in advisory discussions with their centre. Discuss the discrepancy between the estimated grade and performance in the course assessment with teachers, lecturers or centre staff to help inform the decision on whether to submit an appeal.
- Either:
  - Ask the centre to submit an appeal on their behalf if they do not wish to use the learner direct service, and
  - Give consent to any appeal being submitted by their centre or learner representative on their behalf.
- Or:
  - Submit an appeal to Qualifications Scotland using the learner direct service for courses where their grade is not what they expected and where they believe there is an error with the marking, and
  - Inform their centre if they have used the learner direct service to submit an appeal.

- Discuss any priority appeal requirements, including the name of the institution or employer and the course or role details with their centre.
- Be aware that their appeal outcome will be sent to their centre. Outcomes will not be published on the learner direct service or on My Qualifications Scotland.

### **Role of local authorities, SCIS and colleges**

- Encourage and facilitate cover for the release of centre staff so that they can carry out their senior marker duties.