

Redacted - section 38(1)(b)

From: [Fiona Robertson](#)
To: DirectorofAdvancedLearningandScience@gov.scot
Cc: [REDACTED]@gov.scot; DirectorofLearning@gov.scot; [Jean Blair](#)
Subject: RE: quick feedback from the Ministerial High Level Group today
Date: 31 July 2020 13:35:00
Attachments: [image001.png](#)
[image002.png](#)
[PCR Briefing 31072020.docx](#)

[REDACTED]
Thanks for this. [REDACTED] We are on track. Redacted - out of scope
With thanks to Jean Blair, I attach a note on our post certification review service. This goes live on 4 August
and we are ready.
Best wishes
Fiona

SCOTTISH QUALIFICATION AUTHORITY

POST-CERTIFICATION REVIEW (APPEALS) PROCESS

The appeals service will open to centres on 4 August (Results Day) to request a review of the certificated grade on behalf of those candidates who received an award below the estimated grade.

The review process will be based on candidate evidence submitted by centres to support a request for an upgrade. Experienced subject experts (appointees) will review the candidate evidence to confirm, upgrade or downgrade the certificated award. Processes will be in place to manage and communicate downgrades. As with the Post-results Service, there is both a Priority and Standard service. The Priority service is for candidates with a conditional offer for university or college

Appeal submission dates:

- Appeals service for both Priority and Standard open on 4 August
- Closes 14 August for those wishing to confirm a university/college place (Priority Reviews)
- Closes 21 August for all other appeals (Standard Reviews)

Appeal review results will be intimated to the school/college on:

- 4 September for Priority Reviews (results will also be sent to the university/college)
- TBC for Standard Reviews (by end October depending on volumes received)

Information on the Post-Certification Review service for centres can be found here:

https://www.sqa.org.uk/sqa/files_ccc/post-certification-review-information-for-centres.pdf

Centres will not be charged for this service.

Planning

Planning is at an advanced stage. SQA's script management facility is ready to receive and handle candidate evidence in strict compliance with public health advice. Resource Planning has assumed a potential submission volume of requests of 50% of eligible appeals.

The operating model has aimed to minimise teacher release with potentially 700 appointees required to support the appeals process. Depending on numbers and types of evidence, SQA will post evidence or conduct face to face events where bulk evidence is needed, for example Art & Design. Meetings to support quality assurance reviewing large uptake subjects will use digital exemplars of evidence and on-going collaboration will be conducted remotely using MS Teams.

Subject experts will receive a handbook of guidance on the new appeals system and processes and will be required to complete an on line SQA Academy course. They will be supported throughout by SQA staff.

Systems

New systems and processes have been developed and tested to support the appeals process, including the system to be used by centres. The system for centres is ready to go 'live' as planned on 4 August. A user guide has been developed for centres (published on 28 July) and there will also be an SQA Helpdesk.

A new suite of management information reports has been developed for SQA's management to review progress on a daily, or more frequent basis. The MI reflects the number of appeals received,

numbers under review or complete by subject, level and centre. This will ensure that our plans are adjusted to manage changes in the volume of appeals we receive.

Communications

In addition to the information for centres and centre system user guide, centres have been sent guidance on how to package evidence and been advised of arrangements and dates for uplift of candidate evidence by SQA's secure courier.

The appeals information has reminded centres of the need to avoid bias in considering and submitting any appeals requests.

SQA's experienced Liaison Team will also continue to provide support during the appeals process.

Contingency Planning

Plans have been developed to manage higher than anticipated volumes. Daily stand up meetings of experienced SQA staff will be in place to ensure oversight of any changes to plans which may be needed.

Scottish Qualifications Authority
July 2020