

Post-Results Services: Student Guidance

What do I do if I don't get the results I am expecting?

In rare cases there can be a problem with exam results, generally this is either because of an administrative error or because marking has been outside of the national standard. However, these cases are rare: in 2016 only 2.7% of results were queried and less than 20% of those requests resulted in a change of grade.

If you believe that your result is wrong, because it's *markedly* different from how you have performed in your prelim, or throughout your coursework, then you should contact the school and we will look into this issue for you.

If the school are also concerned that your result is wrong, they may request that the SQA review your result. This can be done by using one of the following options:

- Clerical Check - ensures all marks were correctly totalled.
- Marking Review – your exam paper is reviewed by another marker to check that it has been marked correctly and to the national standard.

Should I be considered for the post-results service?

It is important to know that the school will only request one of these options if there's a clear concern about the accuracy of your result. It is not enough for your award to be below the level of an estimate submitted to SQA, or that achieved in your prelim. The expectation is that there will be compelling evidence from all aspects of assessment: class tests, unit tests, coursework and any prelim. Please be aware that no request for a check or review will be made if:

- your final award is in line with your prelim grade.
- your final award is within the same grade as that predicted by the internal assessment evidence.
- your performance has been inconsistent throughout the year and your final award falls within the range of performance evidenced in your work.
- your estimated grade is considered to be too optimistic, when compared with the performance of others in the same course.

We will submit requests only on the basis of assessment evidence. We cannot submit a request based on compassionate grounds or, for example, because your entrance to university or college requires an improved grade.

What happens if a clerical check/ marking review is requested?

If the SQA find that there has been a problem with your result, your grade will be changed and you will be issued a new certificate. If you need this change of grade to be communicated to a college or university the SQA will do this to ensure you retain your offer of a place.

If you are unsuccessful your grade remains unchanged and the school are charged for the request. *It is also important to know that your grade can go up as well as down.*

In 2016 less than 20% of all the requests resulted in a change of grade, this is because the SQA have checks throughout the marking process to minimise any errors.

Can I make my own post-results service request?

No, only Lasswade High School can submit your request, you cannot do this yourself. If we decide that there is not enough evidence to request a review of your result we will not make this request.

You can find out more information on this process using the SQA website: <http://www.sqa.org.uk/sqa/65428.html>