

Your Results

Support available for you



Skills
Development
Scotland



Results Helpline

**Whatever your results, you have options,
and our careers advisers can help.**

Talk to us about college and university,
apprenticeships, training, volunteering, getting
into work, and more.

Call 0808 100 8000

Tue 6 and Wed 7 Aug: 8am to 8pm

Thurs 8 and Fri 9 Aug: 9am to 5pm

myworldofwork.co.uk

Your Results overview

We understand that receiving your results and making decisions on what to do next can feel overwhelming.

This booklet is for all learners receiving their results on **6 August 2024**. It gives you information on what to expect to receive with your Scottish Qualifications Certificate. It also includes useful links to the support that is available as you make decisions about your next steps.

If you don't understand any of the information in this booklet, speak to your teacher or lecturer. You might want to share the information with your parent or carer.

You can call the Skills Development Scotland (SDS) Results Helpline if you need help or advice on:

- course vacancies at colleges and universities
- UCAS Confirmation and Clearing
- Foundation, Modern and Graduate Apprenticeships
- jobs, volunteering and training options
- staying on at school

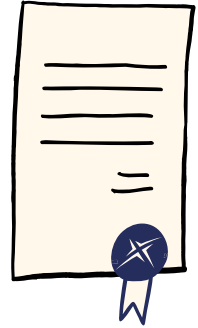
SDS Results Helpline: **0808 100 8000**

The helpline closes at 5 pm on 9 August 2024.

You can also get advice from SDS careers advisers across the country. You can speak to them in school or at local SDS centres and community venues. And you can find lots of help and advice on results at **www.myworldofwork.co.uk** or you can phone **0800 917 8000** after the Results Helpline closes.

Your Scottish Qualifications Certificate

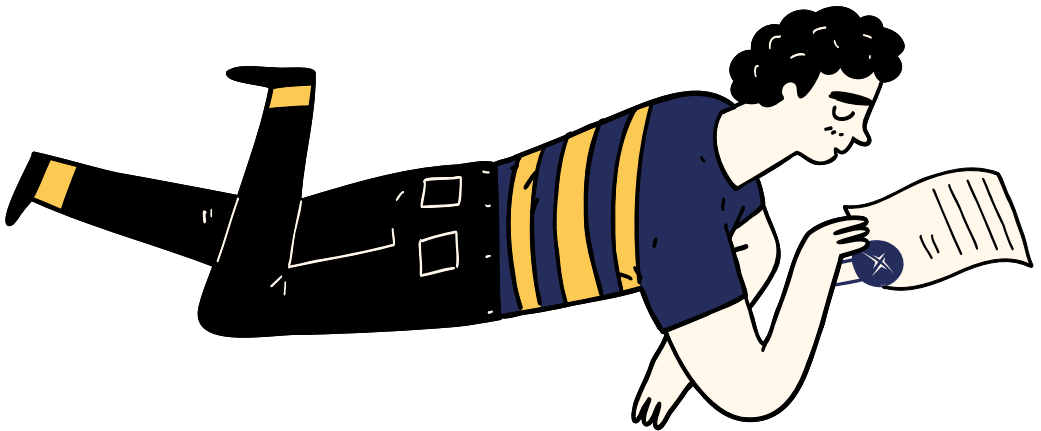
On Results Day, we post over 140,000 certificates. Your results envelope will contain a letter from the Chief Examining Officer and your results certificate, which includes:



- all of your SQA qualifications achieved to date;
- the grades you achieved (if this applies);
- the month and year you achieved each qualification; and
- the Scottish Credit and Qualifications Framework (SCQF) level of each qualification.



For more information, visit www.sqa.org.uk/sqc



Top-three questions we receive on Results Day



Who should I contact if I have any questions about my results?

Speak to your teacher, lecturer or training course leader if you have any questions about your results. If you have concerns about any of the grades on your certificate, consider appealing using our free Appeals Service. Find out more about it on **page 10**.



I signed up for MySQA, why haven't I received my results by text or email?

We send texts and emails from 8 am onwards on Results Day. Delivery times from individual service providers may vary. Remember to check your spam or junk folder if you haven't received your email.

If you're abroad, you'll only receive a text if your phone is set up to receive messages abroad and if you have enough credit.



I have results missing from my certificate, what should I do?

If you're missing results, or there are results listed that you weren't expecting to see, please speak to your teacher, lecturer or training course leader. They will look into this for you.

If you have a question that isn't covered in this booklet, visit our frequently asked questions web page at www.sqa.org.uk/faqs

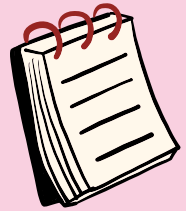
How are exams and coursework marked?

Marking all the exams and coursework from across Scotland involves over 7,700 experienced teachers and lecturers. We call these people **markers**.

Markers are experts in their subjects and have received training, guidance and marking instructions from us. They decide your final mark using their specialist knowledge of course requirements and **national standards**.

We carry out many checks across all courses and levels to make sure the marking is accurate and consistent, and meets the national standard. This is known as quality assurance.

National standards set the level of knowledge, skills and understanding you must demonstrate in your work. They make sure the grading is accurate and fair.



Find more information about what happens to your question paper after your exam.

Can I see my marked exam papers?

This year we are offering the opportunity for some learners to be able to see their marked exam papers after Results Day. This is only a trial and so is limited to the following five subjects and specific levels.

- **Geography** – National 5 and Higher
- **Graphic Communication** – National 5, Higher and Advanced Higher
- **Media** – National 5
- **Music** – National 5, Higher and Advanced Higher
- **Statistics** – Advanced Higher

If you sat exams in any of these subjects, you might want to see your marked paper to help with further learning or help you decide whether to appeal if you weren't expecting the grade you achieved. If you want to see your marked paper, speak with your teacher or lecturer, who can arrange this for you.



Visit www.sqa.org.uk/markedexamtrial for more information.

How many marks are needed for each grade (A to D)?

Grades are awarded based entirely on your performance in all your course assessments (both exams and coursework). The marks needed for each grade vary slightly from year to year and between courses. This depends on the grade boundary discussions that take place between **Principal Assessors** and our staff once marking is complete.

Grade boundaries are the minimum marks a learner needs for each grade, from A to D.

Principal Assessors are experienced teachers who work with us to oversee all aspects of grading in their subject areas.



If we find that an exam or piece of coursework has been easier or more difficult than intended, we move the grade boundaries up or down to make sure that the performance needed to achieve each grade remains unchanged from one year to the next.

This process happens every year to make sure that the grades we give are accurate and fair.

This year many of you will have handed in a piece of coursework or will have sat an exam in a practical subject for the first time. These were re-introduced this year after being removed during the Covid-19 pandemic. When setting grade boundaries, we have considered the effect that re-introducing them has had on learners.



Find more information about the process of setting grade boundaries.

Can I appeal my results?

You can appeal if you are concerned about a National 5, Higher or Advanced Higher grade and you feel there may have been a mistake in the marking.

If you appeal your grade, a senior marker will review the marking of your SQA-marked assessments.

This does not mean that your exam or coursework will be re-marked. A marking review is a check to make sure that:

- all parts of your SQA assessments have been marked;
- the marking is in line with national standards;
- the marks given for each answer have been added up correctly; and
- the correct result has been entered on our system.

After the review, your grade can go up. Or it could stay the same or even go down. If you are thinking about appealing, you should discuss it with your teacher or lecturer, or another member of staff, to see whether it is in your best interests. However, you will have the final decision on whether to appeal.

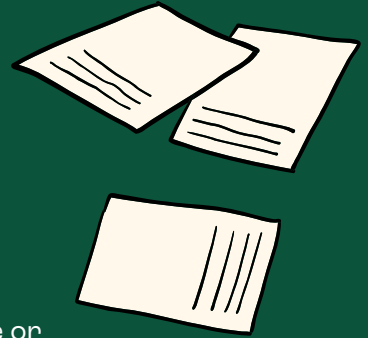


Things to think about before you appeal

- Is the grade on your certificate in line with your estimated grade?
- Have you discussed the grade with your teacher, lecturer or training course leader?
- Is the grade unexpected?

You will not be able to appeal if:

- your course award has been cancelled due to rule breaking (known as malpractice);
- your grade was awarded through the Examination Exceptional Circumstances Consideration Service; or
- you received a grade A.



Can I request a priority appeal?

We can only prioritise your appeal if you have a conditional offer for university, college or training this year or an employment opportunity that depends on your grade.

Priority appeals must be approved by your school, college or training provider. If you ask them to appeal for you, you should tell them if you have a conditional offer or an employment opportunity that depends on your grade.

You will need to provide the name of the educational institution or employer for the appeal to be treated as a priority.

How do I appeal?

You can use the learner direct Appeals Service at sqa.org.uk/appeals

You'll need to provide the following details.

- Your email address
- Your name
- Your date of birth
- Your Scottish Candidate Number (shown on your certificate)

If you prefer you can ask your parent or carer to do this for you.



The Appeals Service is not linked to MySQA, so you will need to register for it separately.



Information for parents and carers

If you are appealing on behalf of your child, please remember that:

- you must get your child's permission before you appeal;
- if you are appealing on behalf of more than one child, you'll need to register for the service with a separate email address for each child;
- your child should understand that their grade can go up, stay the same or go down; and
- your child should understand that they cannot also appeal separately.



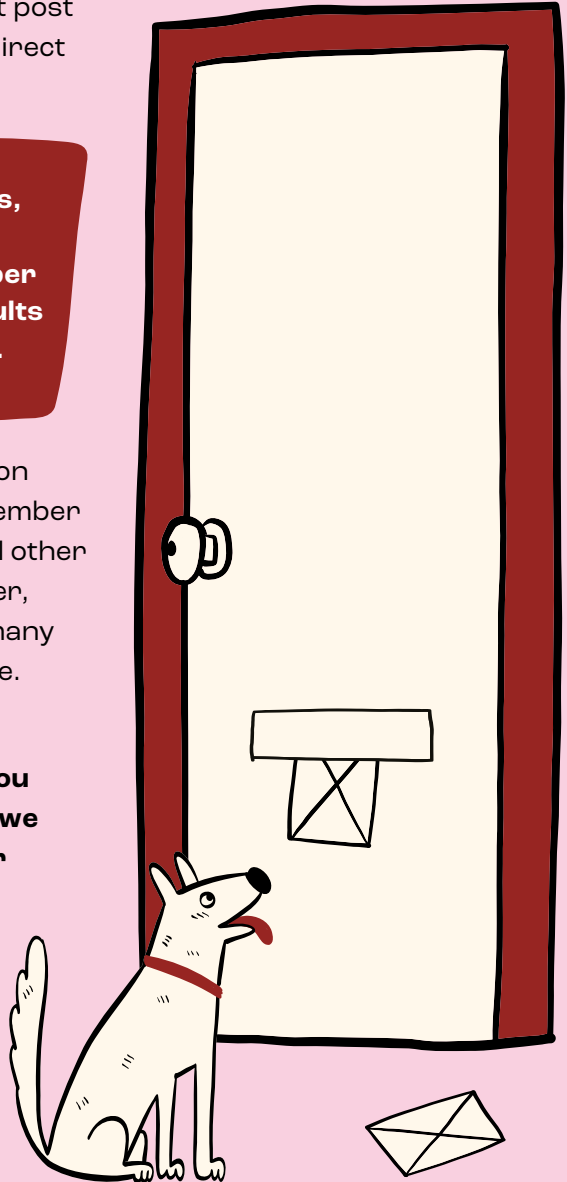
How and when will I get the outcome of my appeal?

We'll send the outcome of your appeal to your school, college or training provider. We don't post outcomes on the learner direct service or MySQA.

If your grade changes, we'll send you a new certificate in November and update your results on MySQA after that.

We'll confirm the decision on priority appeals on 2 September 2024. We expect to send all other appeal outcomes in October, but this depends on how many appeal requests we receive.

The outcome of marking reviews are final. Once you have a revised grade, or we have confirmed that your grade is correct, you will not be able to appeal it again.



Appeals Service timeline



Tuesday 6 August – Results Day. The Appeals Service opens at 9am.



Tuesday 13 August – the last date you, or your parent or carer, can request a priority appeal.



Wednesday 21 August – the last date you can ask your school, college or training provider to request a priority appeal for you.



Tuesday 27 August – the last date you, or your parent or carer, can appeal.



Friday 30 August – the last date you can ask your school, college or training provider to appeal for you.



Monday 2 September – the date we send decisions on priority appeals to schools, colleges and training providers.



October 2024 – the date we issue the decisions on all other appeals. We may need to issue our decisions later than this, depending on how many appeals we received. We'll tell your school, college or training provider if this applies.

Visit www.sqa.org.uk/appeals for more information. You can also speak to your teacher or lecturer, as they will have more information on your results.

Thinking about Higher National Qualifications?

Higher National Certificates (HNCs) and Higher National Diplomas (HNDs) are designed to meet the needs of employers. They are developed in partnership with colleges, universities and industry.

There are HNC and HND courses in a huge range of subjects, from Accounting to Video Production. These courses can help you to develop the practical skills you need to do a job and the theoretical knowledge your employer will expect you to have.



Scan the QR code or visit www.sqa.org.uk/hn for more information.



What is UCAS Clearing?

Clearing is how universities and colleges fill any places they still have on their courses.

You can look for a place through Clearing in the online search tool on the UCAS website at **digital.ucas.com/search**

If you don't already have an offer from a university or college, are reconsidering your options or have only just decided you would like to start a course this autumn, you can apply for a place through Clearing if the course you want to apply for still has places available.



Scan the QR code or visit **www.ucas.com/undergraduate/clearing-and-results-day/what-clearing** for more information.

Need support?

For more help or information about your next steps and options, visit the following websites.



[sqa.org.uk/learners](https://www.sqa.org.uk/learners)



[e-sgoil.com](https://www.e-sgoil.com)



[mindyertime.scot](https://www.mindyertime.scot)



[myworldofwork.co.uk](https://www.myworldofwork.co.uk)



[myworldofwork.co.uk/
career-help/
school-leavers-toolkit](https://www.myworldofwork.co.uk/career-help/school-leavers-toolkit)



[ucas.com](https://www.ucas.com)



[whocaresscotland.org](https://www.whocaresscotland.org)



[young.scot](https://www.young.scot)

FEES · LOANS BURSARIES

Going to university or studying
HNC/HND at college?

You must apply to
SAAS for your fees,
loans or bursaries.

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documents you
need in advance
on our website
and submit your
application at:



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#StartWithSAAS





Got a question?

0345 279 1000

www.sqa.org.uk/results

