

Appeals Service outcomes FAQs

In keeping with last year's service, alternative assessment evidence was not considered as part of the Appeals Service in 2024. Learners with concerns about a grade or grades on their certificate could request a review of their SQA-marked exams and coursework. If you submitted an appeal, your school, college or training provider will receive the outcome from SQA and will share it with you. If your grade has changed, your new certificate will arrive by post in November.



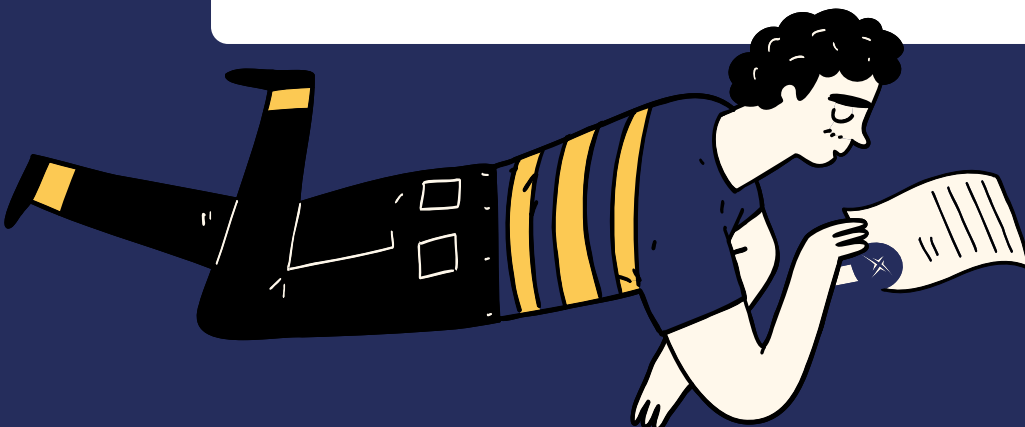
Can I get feedback on my appeal result, or challenge the result of an appeal?

The Appeals Service process involved a marking review of your exam paper and SQA-marked coursework. The marking review was carried out by our most experienced markers. This helps to ensure fairness for all learners submitting an appeal. These markers are teachers and lecturers and are the same individuals involved in creating SQA assessments and supporting the marking process during the year. They are our most experienced subject specialists. Outcomes are final, and you cannot appeal the result further. In line with the results issued in August, we cannot provide feedback about individual appeals.



Why did SQA not review alternative assessment evidence as part of the Appeals Service?

SQA-marked assessments were used for this year's Appeals Service. This decision followed extensive evaluation of the appeals service in 2022, which considered the views of 3,500 learners, parents, carers, teachers and lecturers. Decisions were based on ensuring fairness to all learners whilst maintaining the integrity and creditability of learners' qualifications.





When will we find out appeals information for 2025?

We are currently exploring dates for services attached to the 2025 exam diet and aim to share more information about this in early 2025 via our website.



What was the difference between the Appeals Service and the Examinations Exceptional Circumstances Consideration Service (EECCS)?

We recognise that there are times when learners cannot sit an exam for reasons outwith their control. The EECCS was available to learners who needed help the most due to exceptional circumstances. The EECCS involved a senior marker, a subject specialist, reviewing all the available alternative assessment evidence submitted by a school, college or training provider. An EECCS request was submitted by a school, college or training provider and outcomes were issued to learners on Results Day. This year's Appeals Service involved a senior marker carrying out a marking review of SQA-marked assessments and alternative assessment evidence was not considered. Learners could submit an appeal directly to SQA or ask their school, college or training provider to do this on their behalf.

Both services were free of charge.

