



2022 National Qualifications Appeals:

Guidance for Appointees

Publication date: August 2022

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1 Introduction

This guidance is intended to support you when reviewing evidence as part of the 2022 appeals service. It contains information about the appeals service and the process for reviewing learner appeals.

You should also refer to the *2022 National Qualifications Appeals: Appointee User Guide* that provides step-by-step instructions on how to review digital appeals evidence and record appeals outcomes on the Appointee Portal. The user guide will be available on the Appointee Portal from the week beginning 15 August.

2 About the 2022 appeals service

The purpose of Appeals 2022 is to provide learners and centres with the opportunity to review an SQA National Course certificated grade if the learner has not achieved the result that they expected for the externally-assessed components of their course. Appeals must be based on valid and reliable evidence of demonstrated attainment against national standards. The evidence must have been authentically generated through planned assessment and will have been used to inform the estimates submitted to SQA.

Appeals 2022 is free of charge and learners can appeal directly to SQA, or via their centre.

The appeal will involve a clerical check of SQA assessments, where applicable, and a review of assessment evidence submitted by the centre to support the learner's appeal to determine the final grade. The learner will be awarded the higher grade based on either:

- ◆ the clerical check of the exam script and/or coursework, or
- ◆ the review of the assessment evidence submitted by their centre and coursework.

Grades can go up or stay the same. There is a very small chance that a grade could also go down, but this would only be in the event of a clerical check identifying an error that reduces the original certificated grade, **and** the centre evidence not supporting the original certificated grade.

Learners and centres can submit an appeal or a priority appeal. The only difference between these types of appeal is timing; priority appeals will be carried out earlier to meet Universities and Colleges Admission Service (UCAS) and employment/training timescales. The approach for both types of appeal is the same.

All evidence for priority appeals will be digital, unless a bespoke arrangement has been put in place for any evidence which is bulky and cannot be digitised. The evidence for non-priority appeals could be digital or physical depending on how the centre has chosen to submit.

3 Your role as an appointee

Overview of your role and the processes involved

- ◆ Access materials and resources as required, using SQA platforms.
- ◆ Participate in appeals training as required.
- ◆ Use professional judgement to review evidence holistically against the national standards for the course.
- ◆ Record outcome of clerical check for any non marking from image (MFI) coursework components.
- ◆ Use SQA platforms to discuss and collaborate with your team during the appeals review period, where appropriate.
- ◆ Enter the grade outcome following your review of the evidence.
- ◆ Meet deadlines (as detailed in your invitation) for completion of all work.

Training will be provided before you start any appeals reviews. This may involve engagement with exemplars and / or commentaries, or discussion and agreement on a subject-specific approach. A member of Qualifications staff will deliver a briefing at the start of the event.

If for any reason you are unable to meet deadlines as detailed in your invitation, please contact SQA as soon as possible by emailing appeals.enquiries@sqa.org.uk or by calling 0345 213 6612 (select option 4).

There may also be a requirement for the PA, or another senior appointee, to review evidence where the centre has acknowledged that the estimate was affected by discrimination or failure to provide an agreed assessment arrangement. These cases, if any, are likely to fall outside of the review period.

4 Principles and approach

The general principles for appointees

- ◆ The service is based on a subject specialist review of assessment evidence presented by centres.
- ◆ Appointees will consider a wide range of evidence. This is to ensure that no limitation is placed on the opportunity to award candidates the appropriate grade.
- ◆ The make-up and weighting of all the evidence provided, as measured against the requirements of the course assessment, is the key consideration.
- ◆ Appointees will make a judgment on the appropriate grade to award using their subject expertise and professional experience.

For each candidate, you will be provided with the following materials:

- ◆ All assessment evidence submitted by centres.

- ◆ Any externally-assessed non-question-paper components (MFI scripts will be visible on the appeals software and all physical scripts will be made available at the event/by post).
- ◆ Internally-assessed component of course assessment (IACCA) mark (visible on the appeals software if applicable)
- ◆ Visiting assessment candidate mark sheet, if applicable.

You will access all priority appeals digitally (via the Appointee Portal). There is potential for MS Teams to hold evidence that has been scanned by SQA. For non-priority appeals, evidence may be digital or physical depending on how the centre has opted to submit evidence to SQA. Centres may have opted to send a mix of both, so some learners may have both physical and digital evidence.

All evidence should be reviewed holistically against the national standards for the course. This will comprise the evidence provided by the centre along with any externally-assessed coursework provided by SQA (coursework gathered over time is likely to be the learner's best work, and centres are not expected to provide alternative coursework evidence) as well as any marks awarded for any IACCA.

Reviewing assessment evidence from centres

For each candidate, you should review all the assessment evidence that has been presented. This evidence must cover the skills, knowledge and understanding linked to the required assessment components of the course as modified for 2021–22. The focus of your review will be on the make-up and weighting of the evidence presented as well as the reliability of the centre marking.

For centre evidence provided for question paper components, like SQA question papers, not every topic in every area needs to have been assessed exhaustively. However, a selection of key tasks and / or questions, covering the required areas of the course can provide a good basis to make an appropriate judgement for this component. When reviewing such evidence, you should focus on aspects such as the consistency of a candidate's depth of treatment of questions on key topics, and their responses to discriminating questions.

The evidence presented should be considered on the basis that it has been generated under appropriate conditions and that this is the complete evidence for each candidate. With your knowledge from teaching and your knowledge of the national standard of the qualification, including the relative weighting of each assessment component, you should use your professional judgement to determine the grade that this evidence represents.

The focus of your review should be on the grade-worthiness of the assessment evidence presented, irrespective of any grade boundaries or cut-offs the centre may have used to judge the evidence they have supplied. You should not apply 2022 SQA grade boundaries to the assessment evidence.

Sources for question paper evidence

Centres may have used a variety of sources to make up prelims or other question paper evidence, incorporating elements of SQA past papers, commercial papers, as well as centre-devised content. All of these have the potential to generate robust evidence for appeals.

Important: an SQA past paper or specimen question paper in its entirety cannot be accepted if it is the only evidence submitted. These papers and associated marking instructions are in the public domain and can be accessed by candidates. Similarly, a subject-specific ACM 2021 assessment resource, used in its entirety, cannot be accepted if it is the only evidence submitted. These resources are not secure and should be treated in the same way as an SQA past paper or specimen paper. Centres may have used questions or sections from past papers or the ACM 2021 assessment resource in part, together with parts from other sources. This is an acceptable approach.

Externally-assessed coursework

Externally-assessed coursework is provided, along with centre evidence for the question paper component, for you to determine an appropriate grade for the appeal. If the externally-assessed coursework component is traditionally marked or marked from paper (MFP), you must also carry out a clerical check on this component as part of your review, to ensure no errors have been made in the addition or transposition of marks. (MFI coursework components do not require this, as they are automatically clerically checked by the e-marking system during marking).

You should add up the marks within the script and make sure this matches the marks detailed on the front and back of the script. You should then enter the total component mark into the appeals system against the relevant component (a mark is required in all cases, whether you discover a clerical error or not). Please note you should enter the raw mark, not a scaled mark.

Outcome of your review

Learners will be awarded the best grade based on either your review of assessment evidence submitted by their centre and any coursework, or a clerical check of the learner's SQA assessments (exam script and/or coursework).

Note: you will not see the learner's estimate, question paper component(s) or the mark awarded for these component(s). These elements are not part of the review you are carrying out. Non-MFI question paper components are subject to a clerical check in the same way as coursework components are, and this check is done by SQA Data Services staff.

Entering the result of your review

Once you have decided on the grade you believe the evidence represents, you should select this grade on the system. The one exception to this is where the learner requires an A band 1 for entry to a specific course at a higher education institution. Appeals of this nature will have been pre-authorised by SQA and a separate process will be followed (Qualifications staff can advise).

If you are unable to make a grade decision based on the evidence provided, speak to the PA and / or a member of Qualifications staff in the first instance. If no grade can be given, then this should be entered as No Award. (In this case, the candidate's original certificated result will stand.)

Fairness

It is crucial that all learners are treated fairly during the appeal process, and that your decisions are as objective and as consistent as possible. Any academic judgements made about a learner's grade must be based on their demonstrated attainment. The review of the evidence must reflect an objective consideration of all available evidence for the learner against the relevant marking instructions.

Please be aware of 'unconscious bias', where assumptions or stereotypes based on characteristics such as gender, disability, race and ethnicity could affect your judgement without your conscious knowledge. We need you to make an effort to consider any attitudes or preferences towards particular groups of people and ensure these are not part of your judgement in the appeal review process.

Please be mindful that the academic evidence submitted by centres may 'look different' as some learners may have specific assessment arrangements (for example transcription, scribe, ICT, use of different coloured pens etc) to allow them to access the assessment such as prelims or mock exams. This may be indicated, for information only, on the evidence. However, this information is not relevant to your review of this material as part of the learner's appeal. The evidence should be considered in the same way as all assessment evidence in line with national standards.

5 Recording decisions

You will access all appeals requests and record outcomes via the Appointee Portal — please refer to the *2022 National Qualifications Appeals: Appointee User Guide* (available on the Appointee Portal) for full instructions on using the system. You will be allocated all the appeals for a centre, in your subject / level. Only those appointees who have been invited to review appeals will be able to access the appeals service within the Appointee Portal.

No feedback will be provided to centres other than the appeal result.

6 Raising exceptions

Candidate welfare

If the content of a piece of evidence causes concern about the wellbeing or welfare of a candidate (if, for example, it alludes to abuse or exploitation), immediately call SQA's child and adult protection team on 0345 213 6587. The line is staffed between 08:30 and 16:30 Monday to Thursday and 08:30 to 15:30 on Fridays. Voicemails can be left out of hours.

Please have the following details to hand when you call:

- ◆ your name and contact telephone number
- ◆ the centre name and centre number
- ◆ subject and level

- ◆ the learner's name and SCN
- ◆ brief nature of your concern

Finally, you must raise an exception within the system. Full instructions on how to do so can be found in the *Appointee System User Guide* available on the Appointee Portal.

Malpractice

SQA defines malpractice as any act, default or practice (whether deliberate or resulting from neglect or default) that is a breach of SQA requirements, including any act, default or practice that:

- ◆ compromises, attempts to compromise or may compromise, the process of assessment, the integrity of any SQA qualification, or the validity of a result or certificate; and / or
- ◆ damages the authority, reputation or credibility of SQA or any officer, employee or agent of SQA

If you notice any potential malpractice while reviewing learner evidence, please report this at investigation.enquiries@sqa.org.uk and provide the following details:

- ◆ your name and contact telephone number
- ◆ the centre name and centre number
- ◆ the subject and level
- ◆ the learner's name and SCN
- ◆ the nature of your concern

Finally, you must raise an exception within the system. There are full instructions on how to do so in the *Appointee System User Guide*.

7 Attending training events

All face-to-face events for appeals will be supported by Events staff.

Some events will start as a face-to-face meeting and continue as a remote review from home (known as a 'hybrid' event). Microsoft Teams will be available during the remote review period. This will allow you to collaborate with the other appointees taking part in these activities, as well as to access all documentation and training material if applicable.

If you do not have an SQA email account, our IT department will send you instructions, and information on terms and conditions, for a new SQA email address.

Before you attend your appeals training event (where applicable) you will receive a diary of events. This will be issued in due course by examiners@sqa.org.uk

Further guidance on using Microsoft Teams can be found on <https://www.sqaacademy.org.uk/DigitallyEnabledEventSupport>

This link to SQA Academy will also be included in your diary of events and invitation.

8 Queries with the evidence submitted

Centres will have confirmed that all assessment evidence for each appeal has been included as part of the submission. Therefore, the evidence presented should be considered the entire submission for each learner. SQA will not routinely go back to centres to query the quantity of evidence submitted.

In exceptional instances where significant evidence appears to be missing, this should be escalated to the principal assessor and Qualifications staff.

If you encounter any technical issues with the evidence you are reviewing digitally, for example, if there are files on the Appointee Portal that you are unable to download or play, you should contact appeals.enquiries@sqa.org.uk or call 0345 213 6612 (select option 4).

Any issues with physical evidence sent to you should be directed to Script Management at script.management@sqa.org.uk or on 0345 213 6612 (option 2).

All key contacts and opening hours for helplines are given in the last section of this document.

9 Stationery and evidence return

Physical evidence for appeals that are event type 'postal' will be delivered to you at the address we hold on the system.

- ◆ Higher/Advanced Higher between Tuesday 13 September and Thursday 15 September (depending on your post code area)
- ◆ National 5 between Saturday 17 September and Tuesday 20 September (depending on your post code area)

Note: if your event type is 'hybrid' then the dates above do not apply. Hybrid events will have a staggered dispatch of any physical materials after the meeting has taken place and details will be included in your invitation.

Please note that there is no facility to request that evidence is delivered to an alternative address. Therefore, it is important that you check your details are correct in the 'My Profile' section of the SQA Appointee Portal and update these, if required, by Friday 2 September.

If you have forgotten your email or password, or have yet to register, please contact app.portal@sqa.org.uk.

Please return physical evidence using the poly-envelope bags and SQA / Parcelforce address labels provided, by the script return date (SRD) (the day after the last day of the appointee review window for that subject/level).

All physical evidence can be returned at the same time. There is no requirement to return evidence in batches.

A list of available depots and post offices is available at www.sqa.org.uk/MarkerInformation. Please scroll to the script delivery section and click on 'List C: Arrangements for returning marked scripts to SQA'. This will open an Excel spreadsheet.

If you require further supplies of any items or have any queries regarding packaging or dispatch of physical evidence, please contact the script management team at script.management@sqa.org.uk or on 0345 213 6612 (option 2).

10 Fees, expenses and release payments

As set out in the [Roles and Responsibilities for Appeals 2022](#) document, we asked for centre support for the release of senior appointees and markers to work on appeals submitted directly by learners and through schools, colleges and training providers. Where release is required, we will aim to keep this to a minimum and ask that you work with your centre to secure this.

All fee payments for attendance at appeals training events should be submitted / saved on MS Teams by the principal assessor using the Ex107 attendance register provided. Enter the number of hours worked during a normal working day under 'A'. Enter the number of hours worked in your own time under 'B'. This will result in release payments being processed automatically and paid directly to local authorities and centres.

If you attend a training event on what would not be a usual working day, please inform your principal assessor so that they can claim a fee on your behalf.

Any expenses incurred during your training events should be claimed using the online Appointees Fees and Expenses Claim Form. You can access a link for this form on the [SQA Appointee Portal](#). The verification code required to complete the form will be provided prior to the appeals training.

All fee payments for the review period should be submitted by each appointee using the Ex107 attendance register provided. This will be issued by Events Management in advance of the review period and should be returned by the appointee at the end of the review period to events.expenses@sqa.org.uk

Once an electronic claim form has been submitted, you will receive a confirmation notice followed by an email with a Unique Identification Number (UIN). Please quote this number in any communication about your claim.

All claims should be made in line with the [Appointees Expenses Policy](#).

Should you have any queries regarding payment of release, fees or expenses, please contact events.expenses@sqa.org.uk.

11 Contact details

Technical support and training events

Should you have any technical issues with using MS Teams, or if you require any further assistance or guidance during your review period, please contact

external.support@sqa.org.uk

The mailbox will be monitored daily and at intervals during weekends, when there are events taking place

SQA Appointee Portal

If you have forgotten your email or password, please attempt to reset these or contact app.portal@sqa.org.uk Monday–Thursday 08:30–16:30, Friday 8:30–15:30 and weekends 09:00–14:00.

Issues with completing reviews

ADS Appointee Appeals Helpdesk will operate Monday–Friday 08:30–19:00, and 09:00–16:00 at weekends from Wednesday 24 August–Friday 2 September to support reviewing priority appeals, and from Friday 16 September until completion of reviewing to support all other activities. Opening hours will be monitored and reviewed throughout to ensure the correct levels of support are in place.

Email: appeals.enquiries@sqa.org.uk

Phone: 0345 213 6612 (select option 4).

Stationery and other supplies

If you require further supplies of any stationery items or have any queries regarding packaging or dispatch of physical evidence, please contact the Script Management Team at script.management@sqa.org.uk or on 0345 213 6612 (option 2).

The line is open from Monday–Thursday 08:30–16:30 and Friday 8:30–15:30.

Malpractice

If you notice any potential malpractice while reviewing learner evidence, please report this at investigation.enquiries@sqa.org.uk.

Welfare

For any concerns about candidate welfare, please contact SQA's Child and Adult Protection Team on 0345 213 6587. The line is open from 8:30am–4:30pm on Monday–Thursday and 8:30am–3:30pm on Friday, with the option to leave a voicemail outside these hours.

Travel and accommodation

Should you have any queries regarding travel or accommodation, please contact events.tare@sqa.org.uk

A link to the travel and accommodation request form can be found on this page: [Appointee TARE Request Form](#)

Fees and expenses

Should you have any queries regarding payment of release, fees or expenses, please contact events.expenses@sqa.org.uk