



What you need to know
Appeals 2021

National 5, Higher and Advanced Higher



This booklet tells you what you need to know about the free appeals service for National Qualifications in 2021. If you are unsure about any of the information in this booklet, speak to your teacher or lecturer. You might also want share this information with your parent or carer. To stay up to date on National Qualifications in 2021, visit www.sqa.org.uk/appeals

Appeals 2021

You have the right to appeal directly to SQA for free and can register that you want to appeal from Friday 25 June.

The appeals service, the [fifth stage of the alternative certification model](#) has been discussed with the National Qualifications 2021 Group, that includes representatives from across the education system.

Your teachers and lecturers are using a range of assessment evidence to decide what your results should be, and every effort is being made to ensure you get the right result, first time. However, the ability to appeal your grade is important.



How will the Appeals Service work?



Up to Friday 25 June - teachers and lecturers will submit your provisional results to SQA



From Friday 25 June - Thursday 12 August you can register that you want to appeal one or more of your results at www.sqa.org.uk/appeals



Tuesday 10 August - you will receive your results by post and text/email if you signed up to MySQA



SQA will process your appeal from Tuesday 10 August



Appeal decision - once your appeal has been completed, SQA will inform your school, college or training provider and they will tell you the outcome

Up to Friday 25 June



Your teacher or lecturer should have been telling you about your progress through the year and, before the summer break, will tell you what your provisional results are, based on the assessments you have completed. SQA will not change these results.

Your teachers or lecturers must either talk to you privately or write to you to:

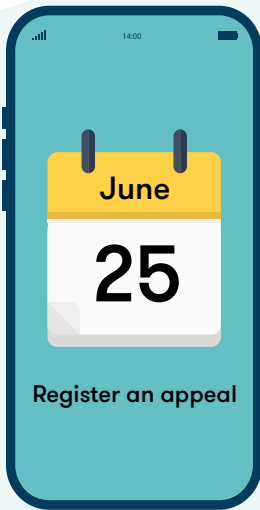
- confirm how your provisional results were determined
- discuss the assessment evidence that was used to support your teacher or lecturer's awarding decisions
- explain the quality checks they have used – to make sure your provisional results have been assessed fairly, and in line with the national standard.

We know you have concerns about the levels of disruption to your learning this year. Information on how this disruption is being managed has been published by the [National Qualifications 2021 Group](#).

Support to help answer any questions you may have about next steps and your options is [available](#).



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From Friday 25 June

Once your teacher or lecturer has explained your provisional results, if you are unhappy with them, you can register that you want to appeal on the SQA website. If you need to, or prefer to, you can ask someone (eg a parent or carer) to do this.

You will be asked for the following information:

- your name
- your date of birth
- your Scottish Candidate Number
- the subject and level of the course
- if you are waiting on a result for a university or college place or for an employment or training programme – then your request will be processed as part of the priority appeal service.
- if you are appealing against an unresolved administrative error or on the grounds of discrimination contrary to the Equality Act – you will be asked to provide a short, written explanation of what you believe has happened.

Reason for appeal

You will also be asked for your reason for appealing, from one of the following:

An appeal against the academic judgement made

- for example, you will ask SQA to review the evidence that your teacher or lecturer used to give you a B in Higher Chemistry

An appeal against an unresolved administrative error

- where you think an error needs to be corrected in how your result was entered into SQA's system, but your school, college or training provider disagrees, or you think SQA has made an error when processing your results, and you want SQA to look into it for you.





An appeal on grounds of discrimination where there has been a breach of the Equality Act 2010

- a breach of the Equality Act 2010 (which must have been either acknowledged by your school, college or training provider or established by a court or the Scottish Public Services Ombudsman) –
 - (a) if one of these things has happened, then SQA would review all the information available and decide if the appeal can go ahead. If it can go ahead, SQA would work with your school, college or training provider to agree the best way of making sure you are awarded your qualifications in a fair way.
 - (b) It is important to note that SQA cannot investigate a claim of discrimination at your school, college or training provider and decide whether it occurred or not. What SQA can do is ensure you are certificated fairly, so any claim of discrimination must be a settled matter before you can appeal on this ground.

An appeal where your school, college or training provider failed to provide agreed Assessment Arrangements

- for example they had agreed to give you extra time to complete assessments or provide you with easy-to-read materials, but these things were not provided. SQA would speak to your school, college or training provider to find out what happened and agree the best way of making sure you are awarded your qualifications in a fair way. All appeals relating to Assessment Arrangements must relate to those previously agreed with your school, college or training provider.



Tuesday 10 August – receive your certificate by post, text or email

If you registered that you wanted to appeal with SQA over the summer

SQA will have informed your school, college or training provider that you have registered that you want to appeal.

Once you have received your Scottish Qualifications Certificate, you should have another discussion with your teacher or lecturer and hear their professional view as to whether an appeal is in your best interests. You should do this even if you have left school.

The final decision to appeal is yours. If you decide to go ahead, you will not need to do anything else.

If you decide not to appeal, you can withdraw your request by Thursday 12 August by contacting customer@sqa.org.uk.





If you did not register with SQA over the summer

You can still register that you want to appeal with SQA until Thursday 12 August. You will need to talk to your teacher or lecturer and hear their professional view as to whether an appeal is in your best interests.

If you decide you want to appeal after Thursday 12 August, you can still do so by asking your teacher or lecturer to submit an appeal to SQA for you. They will be able to do this until Monday 16 August for priority appeals and until Friday 27 August for all other appeals. The final decision to appeal is yours.



What happens next?

If you are appealing against the academic judgement made

All your evidence that was used to determine your result will be provided to SQA by your school, college or training provider - you will not need to submit any assessment evidence.

SQA will then review it against the required national standard for the course.

Your result was based on demonstrated attainment and so your appeal must also be based on the evidence of your knowledge and skills in a course against the national standard. This is necessary to make sure that an A grade in the north of Scotland is worth the same as an A grade in the south of Scotland and everywhere in between.

This means that your grade could go up, go down or stay the same. This is consistent with what we do every year and makes sure that decisions are based on evidence.

If you are appealing against an unresolved administrative error or are appealing on the grounds of discrimination contrary to the Equality Act

As part of your appeal registration, you will be asked to provide a short, written explanation of what you believe has happened. If you need to, or prefer to, you can ask someone to help you (eg a parent or carer). SQA will review it in discussion with your school, college or training provider.

Your school, college or training provider can also advise SQA of any administrative errors they identify.

Appeal decision

Once your appeal has been completed, SQA will inform your school, college or training provider and they will tell you the outcome. If you have a priority appeal, it will be processed by Friday 3 September, to meet Universities and Colleges Admission Service (UCAS) and employment/training timescales.

If there has been a change to any of your grades, SQA will issue you with a replacement certificate later in the year.





Got a question?

0345 279 1000

www.sqa.org.uk/appeals



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