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Appeals are changing for 2013/2014

The existing SQA Appeals service will be replaced by new 'Results Services'. There will be an Exceptional Circumstances Consideration Service and a Post Results Service.

When candidates have been affected by exceptional circumstances (e.g. bereavement or illness during an exam) then the centre notifies the SQA immediately. If the SQA agree that the exceptional circumstances procedure should apply, the school/college can submit alternative evidence of attainment demonstrated by the candidate. The **best evidence** to use in this case is one of our full prelim papers, accurately marked, which confirms to the agreed national standards.

The Post Results Service will run after certificates have been issued to candidates. If a school or college is concerned by a candidate's result, they can request a clerical check and/or a marking review. If this check/marking review of the candidate's script, results in a change of grade (either up or down), this will be amended on in the SQA system and a new certificate will be issued to the candidate.

Ensure that your centre continues to be prepared to support the needs of candidates who experience exceptional circumstances by using a prelim paper from Perfect Papers.

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