Our charter for teachers and practitioners

What you can expect from Qualifications Scotland

Introduction

At Qualifications Scotland, we work with thousands of teachers and practitioners like you across Scotland's schools, colleges and training providers. You play a vital role in delivering qualifications and assessments, and many of you also help us develop them or take on additional roles, such as marking and external verification.

This charter sets out what you can expect from us and what we ask of you in return. Teachers, practitioners and representative organisations helped shape this charter, and it reflects what you told us matters most: fairness, clarity and respect for your professional judgement.

Who is this charter for?

This charter is for teachers and practitioners who work with qualifications awarded by Qualifications Scotland in schools, colleges, training providers and workplaces across Scotland.

A trusted partnership

We value your professional expertise and the role you play in our qualifications system. We will:

- treat you as a professional partner, respecting your expertise and the demands of your role
- involve teachers and practitioners at all levels in designing and reviewing qualifications
- communicate with you clearly, honestly and promptly, and treat you fairly and without discrimination

You can help us by treating our colleagues with the same fairness and respect and telling us how we can make it easier for you to work with us.

Fair and consistent standards

We will maintain national standards and support you to apply them with confidence. We will:

- set clear national standards for every qualification, so judgements are consistent across the country
- explain clearly how national standards are set and maintained, including the reasons for our decisions
- design qualifications that minimise any potential for malpractice and investigate malpractice consistently, fairly and impartially
- train the people we appoint to assess and verify qualifications, including teachers and practitioners, and quality-assure their work
- provide information and support to help you apply standards consistently

You can help us by applying national standards consistently, telling us when a standard is unclear or difficult to apply, and keeping up to date with changes in your subject.

Supporting your role

We'll give you the information, training and tools you need to deliver our qualifications with confidence. We will:

- provide clear, accessible guidance on delivering and assessing qualifications, including relevant marking instructions, examples and assessment resources
- offer training and support for delivering qualifications, including continuing professional development and Understanding Standards activities
- communicate changes to qualifications, assessment arrangements or guidance clearly and in a timely manner
- set out when you can expect a response to queries and how to escalate an issue if it remains unresolved

You can help us by telling us, as early as possible, if you identify an issue with an assessment, qualification or piece of guidance.

Listening to you

You want to see your feedback shape decisions. We will:

- give you regular, meaningful opportunities to contribute to the design and development of qualifications and assessments, and explain how your feedback has informed decisions
- carry out regular research and engagement with teachers and practitioners to hear about your experience of delivering our qualifications
- reduce unnecessary paperwork, duplication and bureaucracy in assessment and verification, so your time is protected for teaching and supporting learners
- support and listen to you through the Teacher and Practitioner Interest Committee, and explain how its input informs decisions

You can help us by sharing your experiences of our qualifications and services through surveys, workshops, professional bodies and other opportunities to give feedback.

Qualifications that serve Scotland

We're investing in a qualifications system that works for learners, teachers and practitioners alike. We will:

- develop qualifications in partnership with schools, colleges, training providers, universities, employers and industry, so they remain relevant, deliverable and valued
- involve teachers and practitioners with diverse experience across subjects, sectors and settings in developing our qualifications and assessment approaches
- keep fairness and parity across subjects under review, and be transparent about how assessment methods, such as the balance of internal and external assessment, are decided
- make sure our qualifications support equality and equal access to learning and progression for all learners, including those who use British Sign Language, English as an additional language, or have additional support needs
- review our qualifications regularly to ensure they respond to changing needs in society and the economy

How we're held to account

Qualifications Scotland's Board oversees delivery of this charter, informed by the Teacher and Practitioner Interest Committee. We'll report annually on our performance, including to the Scottish Government and Scottish Parliament, and engage with independent bodies who scrutinise us. We welcome challenge from teachers, practitioners and their representative organisations.

How to contact us

Call: [placeholder]

Visit: [placeholder website]

For information in alternative formats, including British Sign Language, Easy Read, large print or other languages, contact us using the details above.

For feedback, suggestions and complaints, visit [placeholder feedback page] or call [placeholder].