Our Learner Charter

What you can expect from Qualifications Scotland

Introduction

Qualifications Scotland designs, delivers and awards qualifications so that every learner has a fair and equal opportunity to fulfil their potential. Every year, hundreds of thousands of learners work towards our qualifications, including National Qualifications, Higher National Certificates and Diplomas, Scottish Vocational Qualifications, and other awards.

This charter sets out what you can expect from us and what we ask of you in return. Learners, parents, carers, teachers and practitioners helped shape it. It reflects what you told us matters most: fairness, clear communication and support to achieve your potential.

Who is this charter for?

This charter is for everyone working towards a Qualifications Scotland qualification in Scotland. It also explains what parents, carers, teachers and practitioners who support learners can expect from us.

Fair assessment

You told us that fairness is important to you. We will:

- design and mark assessments so they're valid, reliable and fair, regardless of where you study or what your background is
- set clear national standards so learners across Scotland are assessed against consistent criteria, and maintain those standards over time
- be clear and transparent about what each qualification requires and how it's assessed
- publish information to explain how we have awarded all qualifications
- train and quality-assure markers and verifiers, and review assessment outcomes to help maintain consistent standards
- use experienced subject specialists to check that centres assess learners in line with national standards
- apply the same commitment to fairness and consistency across all our qualifications, whether they are assessed through exams, coursework, portfolios or workplace evidence
- design qualifications that minimise any potential for malpractice and investigate malpractice consistently, fairly and impartially

You can help us by engaging honestly with the assessment process and familiarising yourself with what's expected of you in each qualification, using the information we provide.

Access and support

Your circumstances shouldn't stand between you and your qualification. We will:

- provide support, where appropriate, through assessment arrangements, reasonable adjustments and the Examination Exceptional Circumstances Consideration Service (EECCS)
- consider different ways to assess learning, where appropriate, to make assessment fair and accessible

- work with your school, college or training provider to put the right support in place as early as possible

You can help us by telling your school, college or training provider if you need additional support or adjustments.

Trustworthy results

You can rely on us to get your results right, and to put things right if we don't. We will:

- let you and your school, college or training provider know key dates and deadlines well in advance
- keep you updated on the progress of marking, results and appeals
- issue your Scottish Qualifications Certificate on completion of your qualification(s)
- provide an appeals service for eligible National Course results, with clear information about who can appeal, the grounds for appeal and the deadlines
- appoint subject specialists to quality-assure internally assessed qualifications to check that appropriate standards are met

You can help us by requesting an appeal within the timescales we set out, and by raising any concerns about internal assessment through your school, college or training provider.

Communicating with you

You told us you want information that's easy to understand, shared in ways that work best for you. We will:

- communicate clearly, using language that's easy to understand
- keep you updated on changes to your qualifications
- share information through your school, college or training provider, by email, on our website and social media
- make information available in accessible formats, including British Sign Language, Gaelic and other formats

You can help us by telling us if information isn't clear and letting us know your preferred way of hearing from us.

Listening to you

You told us you want real evidence that your feedback leads to change. We will:

- give you regular, meaningful opportunities to help shape qualifications and assessments, and explain how your feedback has informed our decisions
- use evidence and research, including your feedback, when making decisions
- make sure learners' views are heard through our statutory Learner Interest Committee, and explain how its input informs decisions

You can help us by taking part in surveys, workshops and focus groups, and sharing your honest views, even when they're critical.

Qualifications that open doors

We're investing in the potential of every learner in Scotland. We will:

- develop qualifications in partnership with schools, colleges, training providers, universities, employers and industry, so they remain relevant and valued
- involve learners with diverse lived experiences in developing our qualifications and assessment approaches
- maintain a wide range of qualifications and awards, so learners have routes suited to their circumstances
- review our qualifications regularly to ensure they respond to changing needs in society and the economy
- work to reach learners who are most likely to be underserved, including in areas of disadvantage
- ensure our services and processes are transparent, fair, and accessible to all learners, promoting diversity, equality, and inclusion

How we're held to account

Qualifications Scotland's Board oversees delivery of this charter, informed by the Learner Interest Committee. We will report annually on our performance, including to the Scottish Government and Scottish Parliament, and engage with independent scrutiny bodies. We welcome challenge from learners and the organisations that support them.

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].