

YOUR EXAMS

what you
need to know





Your exams

This guide tells you what you need to know about your exams. It contains essential information and rules that you must read before your exams start, even if you have had exams before.

It is important that you understand and follow the rules in this guide, which exist to make sure that exams are fair for everyone.

If you are not sure about the rules, speak to your teacher or lecturer. They will be able to tell you what could happen if you break the rules. You might also find it useful to share and discuss this information with your parent or carer.

Remember to prepare, stay calm and do your best.

You'll find lots more helpful information at www.sqa.org.uk/learners

Additional support

If you need additional support, arrangements can be made to give you an equal chance to show what you know and what you can do. You don't need to ask us about these arrangements – your school or college will make them for you if necessary.

If you would like to know more about these arrangements, speak to your teacher or lecturer.

Preparing for your exams

Timetable

You can see the exam timetable at www.sqa.org.uk/timetable

Always double-check the times of your exams with your teachers or lecturers, as schools and colleges can change the start times slightly.

Make sure you know what exams you're taking, when they are, and where they are.

Ask your teacher or lecturer who will be in charge of SQA exams on the day. You need to know who this is so you can report to them if you arrive late.



SQA apps

There are free apps to support you at exam time.

The **MyExams** app lets you create and view your personal timetable, add notes, and add your personal timetable to other calendars.



The **MyStudyPlan** app helps you to organise your revision by creating a personal study plan.

You can also create your own personal exam timetable using the online **Personal Timetable Builder**.

Find out more at www.sqa.org.uk/studyplan

Your information

We collect information about you from your school or college and your local authority. We also collect information from your exam papers and other assessment materials.

All this information relates to your qualifications and we use it to:

- make arrangements for you to do SQA exams and assessments
- award and issue your Scottish Qualifications Certificate
- provide services you have asked for, such as MySQA
- answer your questions
- investigate evidence of rule breaking — known as malpractice



We also use it for research purposes and to produce statistics.

We may share some of your information with other organisations, including the Scottish Government, the Universities and Colleges Admission Service (UCAS), your school or college, and other organisations that provide our services. You can get more details on how we use your information at www.sqa.org.uk/privacystatement

You can ask for a copy of the information we hold about you. You can find out how to do this at www.sqa.org.uk/requestpersonalinformation — look under ‘How do I make a Subject Access Request’.



Your results

Getting your results

You will receive your exam results by post in August.

Your school or college will also receive your results. If you have applied to a university or college through UCAS, they will also receive your results.

If you don't receive your certificate on results day, contact your school or college immediately. They will be able to tell you your results and will work with us to find out what has happened to your certificate.

MySQA

MySQA gives you online access to your results. Once you sign up, you can choose to receive your results by text message or email. You will still receive your certificate by post.

To get your results by text message or email, you'll need to sign up at **www.mysqa.org.uk**

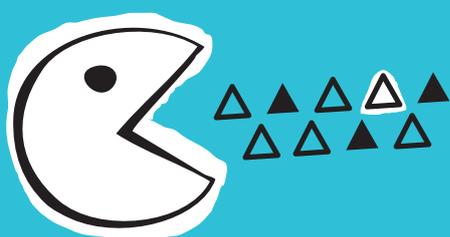
Remember, if you change your mobile number or email address after signing up for MySQA, you'll need to update your details to receive your text message or email.



GET

RESULTS

READY



Support

There are useful videos that help to explain your certificate. You can watch these at www.sqa.org.uk/certificate

You can find answers to the most common questions at www.sqa.org.uk/faqs

You can contact us by filling in a candidate enquiry form online at www.sqa.org.uk/candidateenquiryform

If you have any questions about your certificate, please contact our Candidate Advice Line. You can call 0345 279 1000 or email customer@sqa.org.uk

Results Services

Our Results Services are in place to support you:

- during exam time, if your performance in an exam has been affected by, or you have not been able to go to an exam due to, exceptional circumstances, such as a death or serious illness
- after results day, if you have any concerns about your grade

If you don't understand your certificate or you think something is wrong, contact your school or your college's student-records department.



What if the grade on my certificate doesn't seem right?

You should discuss your concerns with your school or college immediately. If they believe that your grade may be incorrect, they can ask us to review your work. This review can be prioritised if you have a conditional place at university or college that depends on your grade.

Your school or college will be able to give you full details about our Results Services. You can also find out more at www.sqa.org.uk/resultsservices

MySQA

Get your exam results by text or email from 8AM on Results Day.

Sign up at MySQA.org.uk



On exam day



Arriving for your exam

You should be outside the exam room at least 10 minutes before the exam is due to start. If you are late, you must report to the teacher or lecturer in charge of SQA exams on the day. They will let you know if you can sit the exam.

What if something unexpected happens and my performance is affected on the day, or I cannot take the exam?

You or your parent or carer should contact your school or college as soon as possible.

They will be able to discuss your options and whether or not you would be entitled to 'exceptional circumstances' consideration. For this to happen, your school or college would need to contact us. They must do this within 10 days after the exam, so it's really important that you speak to them as soon as possible.

Prohibited items

Prohibited items are things that you must not have with you at your allocated seat or desk in the exam room, unless they have been approved by us as part of an assessment arrangement for the exam you are sitting.

Prohibited items include the following:



Mobile phones



Electronic devices such as iPods, tablets, smartwatches or any other device that stores information or can connect to the internet



Extra information - books, notes, sketches or paper, and anything written on your clothes or body



Pencil cases or calculator cases



Calculators, except for exam papers where calculators are allowed



Dictionaries, except for exam papers where dictionaries are allowed

Before you go to your seat in the exam room, check your bags and pockets carefully to make sure you do not have these things with you. You must not take any prohibited items to your seat. You should plan ahead and leave them in a safe place.

When specific items are allowed in an exam, you must make sure that they meet SQA regulations. Your teacher or lecturer will be able to give you more information. You must make sure that the items do not give you access to information that you are not allowed to have in the exam. You are not allowed to share any equipment during an exam.

Invigilators

The people who supervise exams are called 'invigilators'. Their job is to make sure your exams take place according to the rules and that the rules are applied fairly. You must listen to and follow any instructions the invigilators give you.

If anything unexpected happens to you during an exam, such as feeling unwell, you should tell the invigilator immediately.

Question papers and answer booklets

It is important that you read the instructions on the front of your question paper and check the subject and level are correct.

You will get **either**:

a combined question paper and answer booklet — you must fill in your details clearly on the front page of the booklet, in the boxes provided

or

a separate question paper and answer booklet — you must fill in your details clearly on the front page of the answer booklet, in the boxes provided.

If you use extra sheets of paper, you must write your name, Scottish Candidate Number (SCN) and school or college name on each sheet and put these inside your answer booklet.

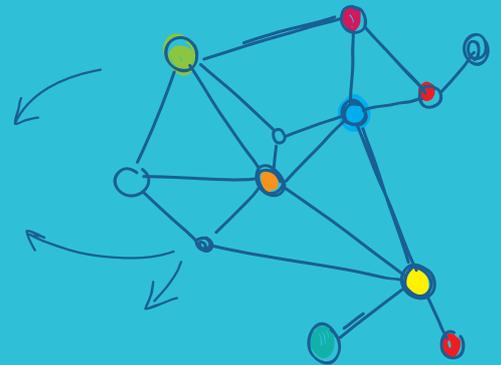
If you need extra paper, raise your hand and ask the invigilator. In some subjects, you will find extra pages or graph paper at the end of the answer booklet.

Work through your question paper until you see the statement END OF QUESTION PAPER. There will be nothing else you need to answer after this.

In a question paper, pages that don't have any questions or instructions will say BLANK PAGE on them. No page should be completely blank. If you find a completely blank page before the END OF QUESTION PAPER statement, tell the invigilator.



On exam day



Leaving the exam room

If you finish early or have done as much of the exam as you can, and you want to leave the exam room, raise your hand and ask the invigilator for permission to leave. If the exam is longer than one hour, the invigilator may allow you to leave after 30 minutes. If the exam is less than one hour, you must stay in the exam room until the end of the exam.

Before you leave, you must give the invigilator all your exam papers, including any answer booklets, extra sheets, question papers and data booklets. You could lose all marks for the paper concerned if you don't give your exam papers to the invigilator before leaving the exam room.

Desks

In most schools and colleges, you will be given a desk or seat number for each exam. Make sure you know this number before each exam.



Fairness

Everyone should have a fair chance to do their best during exams. Cheating and causing a disturbance during an exam are unfair to other candidates. Examples of cheating and unfair behaviour (candidate malpractice) include the following:

- Having prohibited items with you at your seat in the exam room
- Pretending to be someone else or getting someone else to take an exam for you
- Disruptive behaviour in the exam room
- Using rude, abusive, offensive or discriminatory language or images
- Copying from another person
- Collusion – working with other candidates on an individual task that must be your own work
- Plagiarism – failing to reference sources properly or presenting someone else's work as your own

Any cheating or unfair behaviour can have serious consequences for your results and your future. This could include losing marks, getting a lower grade or having your qualification cancelled. Your school or college can explain more about this.

DO'S & DON'TS

REMEMBER

✓	DO	Arrive in good time — at least 10 minutes before the exam starts.
✓	DO	Bring the right equipment – black or blue ink pens and so on.
✓	DO	Check that you don't have any prohibited items with you at your seat.
✓	DO	Check you have been given the correct exam paper.
✓	DO	Do put your name, SCN and the name of your school or college on every piece of work you hand in (including separate answer booklets and answer sheets).
✓	DO	Write legibly so that the markers can read your answers.
✓	DO	Read all instructions and listen carefully for any announcements from the invigilator.
✓	DO	Cross out any rough work that is not part of your answer.
✓	DO	Stay in the room until the exam is finished. You can only leave early with permission from the invigilator.

Important notes:

- Write your centre name, your name, date of birth and SCN on the card.
- If there is any unauthorised information found on the card, your exam entry could be cancelled and you may not receive any results.
- Immediately tell your school or college about any change to your permanent home address.
- You cannot get a replacement card if this one is lost or damaged.



Customer Contact Centre

T: 0345 279 1000 W: www.sqa.org.uk

BD8157 February 2020