



Alternative Certification Model for Diet 2020

*Presentation to the Deputy First Minister
Thursday 30 July 2020*

Principles

- ◆ Fairness to all learners
- ◆ Safe and secure certification of our qualifications, while following the latest public health advice
- ◆ Maintaining the integrity and credibility of our qualifications system, ensuring that standards are maintained over time, in the interests of learners



Approach

1. Estimates
2. **Awarding**
3. Results and Certification
4. Appeals (post certification review)

Supported by end-to end EQIA

Awarding

1. Initial review of centre estimation accuracy
2. Centre level moderation
3. National Awarding



Context

- ◆ 511,070 entries across National 5, Higher and Advanced Higher
- ◆ 122,465 learners
- ◆ 21,380 centre/course combinations across 129 subjects and 467 centres
- ◆ Mix of high and low uptake subjects at each level. Even high uptake subjects can see significant variation between centres



Entries

- ◆ National Entries from 11 entries for Advanced Higher Gaelic (Learners) to 46,626 National 5 English
- ◆ At centre level, entries vary significant even for the largest subjects
 - From 1 to 337 for National 5 Mathematics (average 97)
 - From 1 to 317 for Higher English (Average 88)
 - From 1 to 70 for Advanced Higher Mathematics (average 11)
- ◆ 6,548 entries from centres with no prior history since 2016



Estimates: National picture

- ◆ Estimates significantly above previous A to C attainment in most subjects across National 5, Higher and Advanced Higher
 - 10.4 percentage points higher than 2019 at National 5
 - 14.0 percentage points higher than 2019 at Higher
 - 13.4 percentage points higher than 2019 at Advanced Higher
- ◆ Estimation at A Grade contributing most to increased attainment



Moderation Approach

- Establishing National Starting Point Distributions (SPD) with tolerances for each course
- For each centre the proportion of entries achieving each grade on a given course was assessed for each of the past 4 years.
- Allowed additional flexibility before setting a course and grade constraint at centre level (constraint +/- 2 ventiles either side)
- Centre adjustment is outside the constraint for the course
- Rank order sacrosanct, so relativities maintained
- We sought to minimise grade movements through optimisation to meet the grade constraints and tolerances of the SPD
- No adjustment for centres with no historic attainment data

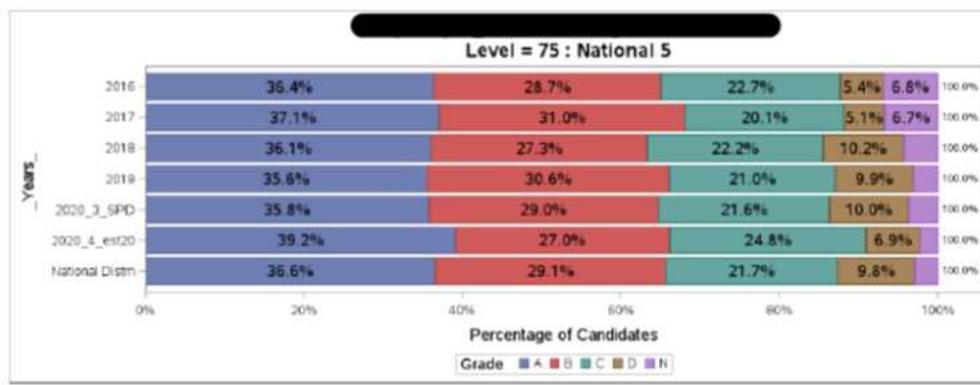


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Level = 75 : National 5

OPT6F : centre/course with no history not adjusted : with cost ratio ABCtariffhistoric vs 2020 , exp weight by number grade changes , min 0 if other grades all within constraints AtoC constraints , 2 ventile band leeway, min 5 ventiles for centres <=2yr history , N min0

Level 75	Grade					Total	Grade					Total
	A	B	C	D	N		A	B	C	D	N	
	Number	Number	Number	Number	Number		%	%	%	%	%	
Years												
2016	16,394	12,949	10,207	2,448	3,065	45,063	36.4	28.7	22.7	5.4	6.8	100.0
2017	16,880	14,085	9,128	2,315	3,045	45,453	37.1	31.0	20.1	5.1	6.7	100.0
2018	15,747	11,930	9,697	4,445	1,849	43,668	36.1	27.3	22.2	10.2	4.2	100.0
2019	15,916	13,681	9,385	4,421	1,335	44,738	35.6	30.6	21.0	9.9	3.0	100.0
2020_3_SPD	16,742	13,542	10,089	4,688	1,684	46,744	35.8	29.0	21.6	10.0	3.6	100.0
2020_4_est20	18,302	12,641	11,601	3,202	998	46,744	39.2	27.0	24.8	6.9	2.1	100.0
National Distrn	17,111	13,601	10,147	4,561	1,324	46,744	36.6	29.1	21.7	9.8	2.8	100.0

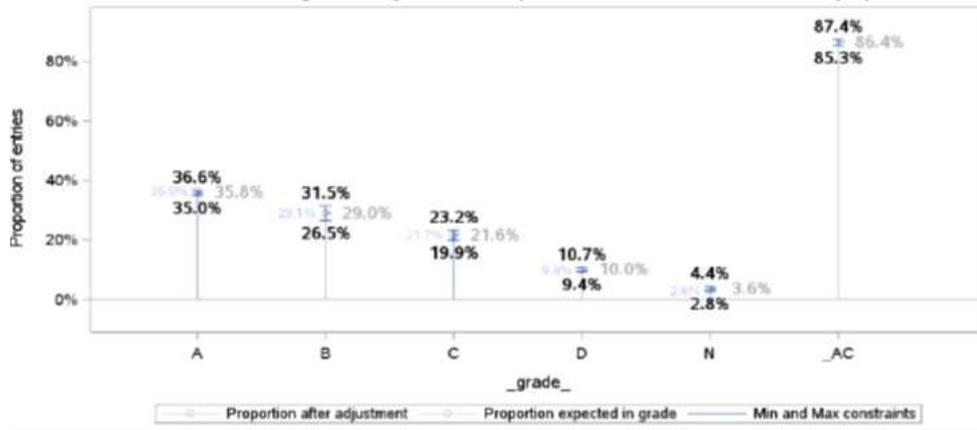


Summary of AtoC

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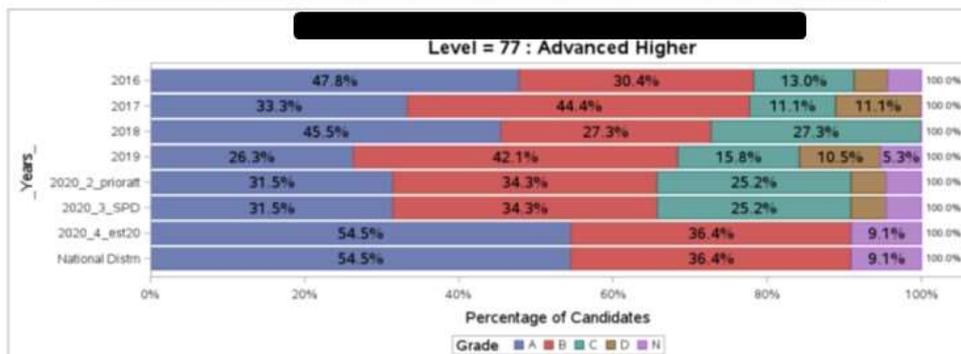
Level 75	Grade			Grade		
	ABC	DN	Total	ABC	DN	Total
	Number	Number	Number	%	%	%
Years						
2016	39,550	5,513	45,063	87.8	12.2	100.0
2017	40,093	5,360	45,453	88.2	11.8	100.0
2018	37,374	6,294	43,668	85.6	14.4	100.0
2019	38,982	5,756	44,738	87.1	12.9	100.0
2020_3_SPD	40,373	6,371	46,744	86.4	13.6	100.0
2020_4_est20	42,544	4,200	46,744	91.0	9.0	100.0
National Distrn	40,859	5,885	46,744	87.4	12.6	100.0

Proportion of entries expected in each grade in starting position after feedback
With Min/Max range based upon historic 90pct confidence limits about the mean proportion



OPT6F : centre/course with no history not adjusted : with cost ratio ABCtariffhistoric vs 2020 , exp weight by number grade changes , min 0 if other grades all within constraints AtoC constraints , 2 ventile band leeway, min 5 ventiles for centres <=2yr history , N min0

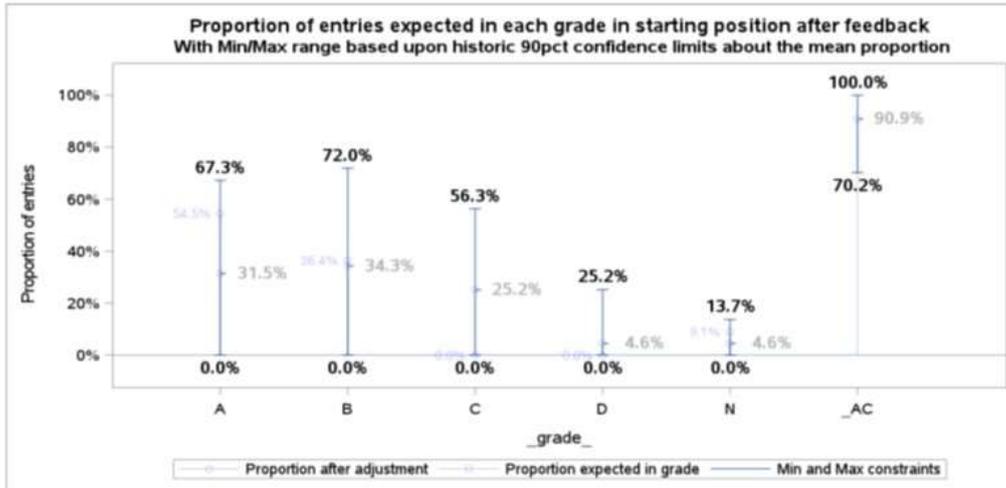
Level 77	Grade						Grade					
	A	B	C	D	N	Total	A	B	C	D	N	Total
	Number	Number	Number	Number	Number	Number	%	%	%	%	%	%
Years												
2016	11	7	3	1	1	23	47.8	30.4	13.0	4.3	4.3	100.0
2017	3	4	1	1	0	9	33.3	44.4	11.1	11.1	0.0	100.0
2018	5	3	3	0	0	11	45.5	27.3	27.3	0.0	0.0	100.0
2019	5	8	3	2	1	19	26.3	42.1	15.8	10.5	5.3	100.0
2020_2_prioratt	3	4	3	1	1	11	31.5	34.3	25.2	4.5	4.5	100.0
2020_3_SPD	3	4	3	1	1	11	31.5	34.3	25.2	4.5	4.5	100.0
2020_4_est20	6	4	0	0	1	11	54.5	36.4	0.0	0.0	9.1	100.0
National Distrn	6	4	0	0	1	11	54.5	36.4	0.0	0.0	9.1	100.0



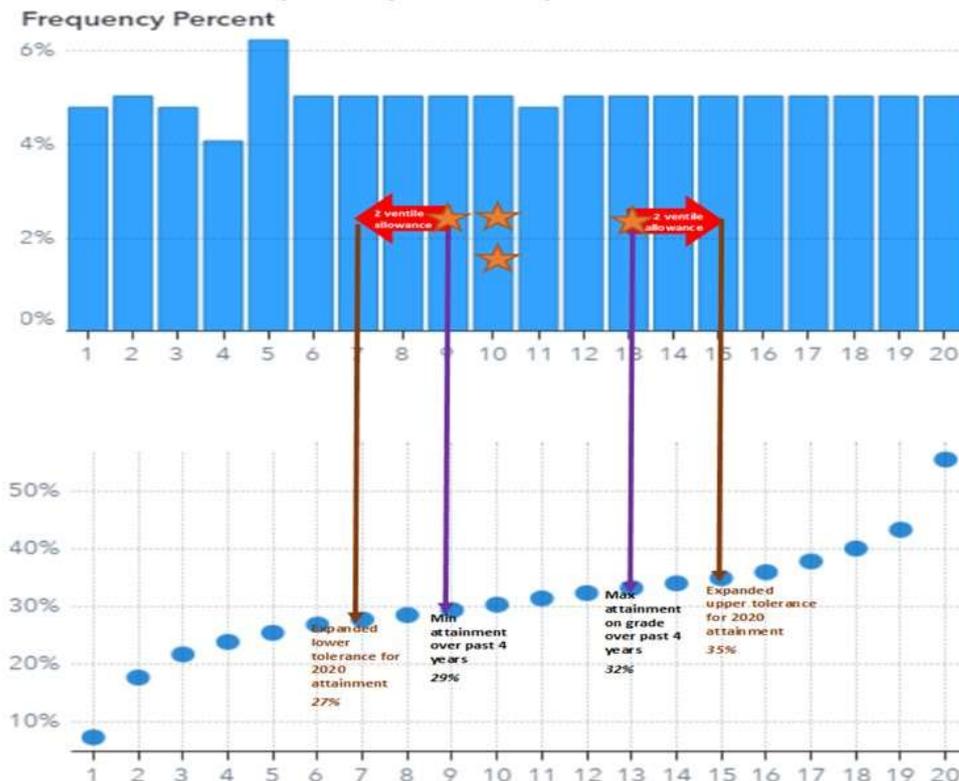
Summary of AtoC

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Level 77	Grade			Grade		
	ABC	DN	Total	ABC	DN	Total
	Number	Number	Number	%	%	%
<u>Years</u>						
2016	21	2	23	91.3	8.7	100.0
2017	8	1	9	88.9	11.1	100.0
2018	11	0	11	100.0	0.0	100.0
2019	16	3	19	84.2	15.8	100.0
2020_2_prioratt	10	1	11	90.9	9.1	100.0
2020_3_SPD	10	1	11	90.9	9.1	100.0
2020_4_est20	10	1	11	90.9	9.1	100.0
National Distrn	10	1	11	90.9	9.1	100.0



Moderation centre-constraints allow for variability on past 4 years' attainment



Moderation outcomes

- 14,050 (65.7 %) course combinations were adjusted.
- Of 511,070 entries, 133,762 (26.2%) were adjusted.
- Given the profile of estimates, most of the adjustments – 124,565 or 93.1% - were down
- 9,198 entries (6.9%) were moderated up.
- Of 133,762 moderated grades, 128,508 or 96.1% were moderated by one grade.
- 45,454 entries were moderated from A to C to D or No Award.



Moderation outcomes

A to C attainment in 2020:

- National 5 is 243,572 and 81.1% (compared to 225,594 and 78.2% in 2019)
- Higher is 146,643 and 78.9% (compared to 138,972 and 74.8% in 2019)
- Advanced Higher is 20,010 and 84.9% (compared to 18,627 and 79.4% in 2019)
- Some variation of attainment is to be expected between subjects and over time. This year, the absence of external assessment information and the moderation process has led to more significant upward movements in attainment than we would see in a normal year.



EQIA

- Demonstrates compliance with our statutory obligations
- Developed and refined as our ACM has been progressed
- Consideration of equalities duties at each decision point and stage of process
- Guidance to centres on equalities in estimation process
- Post certification review and exceptional circumstances arrangements to address cases of discrimination in original estimation by centres
- Statistical analysis on available data demonstrating that lowest SIMD bandings not adversely affected in revision of estimates
- Engaged with SG for further statistical analysis on protected characteristics



Post certification Review

- **Eligibility and Review**
PCR (appeals) service will open on 4 August Results Day allowing centres to request a review on behalf of those candidates who received an award below their estimated grade supported by alternative evidence. No charge for the service

As with the PRS there is both a Priority (conditional offers) and Standard service.
- **Planning**
Potential volume of eligible appeals – 125k; planning assumption of 50%. Operating model aims to minimise teacher release and compliance with social distancing guidance in SQA's offices. There will be a blended model of remote with limited face to face eg Art and Design.

Circa 700+ senior appointees will support the process and will be trained and supported before and during the process of assessing candidate evidence
- **Systems Development**
New systems and MI reports have been developed. A user guide and helpdesk in place to support centres use the service
- **Contingency planning** should volumes exceed our planned estimate



To conclude

In a very challenging year, we believe we have:

- **Delivered fairness to learners, through a consistent, evidence-based approach to awarding, supported by an Equalities Impact Assessment;**
- **Ensured safe and secure certification of our qualifications, taking difficult decisions when needed, following public health advice; and**
- **Maintained the integrity and credibility of our qualifications system, ensuring that standards are maintained over time, in the interests of learners, through judicious moderation of grades.**



Enclosure 17 – Calendar request for meeting on 30/07/2020

From: Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>

Sent: 30 July 2020 10:35

To: Deputy First Minister and Cabinet Secretary for Education and Skills

Subject: Accepted: 10:45 - 11:30 - Meeting with Fiona Robertson SQA

When: 30 July 2020 10:45-11:30 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

Where: MS Teams - details to follow

Enclosure 18 – Emails between Scottish Government officials and SQA

From: Fiona Robertson <fiona.robertson@sqa.org.uk>
Sent: 31 July 2020 13:35
To: Director of Advanced Learning and Science
<DirectorofAdvancedLearningandScience@gov.scot>
Cc: Pooley L (Linda) Dr <Linda.Pooley@gov.scot>; [Redact s38(1)(b)]@gov.scot>; Director
of Learning <DirectorofLearning@gov.scot>; Jean Blair <Jean.Blair@sqa.org.uk>
Subject: RE: quick feedback from the Ministerial High Level Group today

Lorna

Thanks for this. I have written to Unite in the strongest terms. We are on track.
With thanks to Jean Blair, I attach a note on our post certification review service. This goes live on 4 August
and we are ready.

Best wishes

Fiona

From: DirectorofAdvancedLearningandScience@gov.scot
<DirectorofAdvancedLearningandScience@gov.scot>
Sent: 30 July 2020 18:02
To: Fiona Robertson <fiona.robertson@sqa.org.uk>
Cc: Linda.Pooley@gov.scot; [Redact s38(1)(b)]@gov.scot; DirectorofLearning@gov.scot
Subject: quick feedback from the Ministerial High Level Group today

Hi Fiona

Copying in Graeme for awareness.

Under AOB at the meeting today, Alison from Unite expressed disappointment that nobody
from SQA was present. She said that she is hearing that the results day will be a 'disaster'
and that there will be an unprecedented number of appeals which her members will struggle
to deal with.

Mr Lochhead explained why SQA were not present but in the debrief afterwards asked for
some reassurances around Alison's comments. I said that from everything I have heard, you
are on track. However, would it be possible for one of your team to do me a quick note to
send to the Minister with your position on the likely appeals?

Thanks

Lorna Gibbs
Interim Director for Advanced Learning and Science
Scottish Government
Tel: 0141 244 1264 | Mob: 07[Redact s38(1)(b)] | Atlantic Quay | Glasgow | G2 8LU |  skype |

Pronouns: she \ her

Enclosure 18.1 – SQA’s post-certification review (appeals) process briefing

SCOTTISH QUALIFICATION AUTHORITY

POST-CERTIFICATION REVIEW (APPEALS) PROCESS

The appeals service will open to centres on 4 August (Results Day) to request a review of the certificated grade on behalf of those candidates who received an award below the estimated grade.

The review process will be based on candidate evidence submitted by centres to support a request for an upgrade. Experienced subject experts (appointees) will review the candidate evidence to confirm, upgrade or downgrade the certificated award. Processes will be in place to manage and communicate downgrades. As with the Post-results Service, there is both a Priority and Standard service. The Priority service is for candidates with a conditional offer for university or college

Appeal submission dates:

- Appeals service for both Priority and Standard open on 4 August
- Closes 14 August for those wishing to confirm a university/college place (Priority Reviews)
- Closes 21 August for all other appeals (Standard Reviews)

Appeal review results will be intimated to the school/college on:

- 4 September for Priority Reviews (results will also be sent to the university/college)
- TBC for Standard Reviews (by end October depending on volumes received)

Information on the Post-Certification Review service for centres can be found here:

https://www.sqa.org.uk/sqa/files_ccc/post-certification-review-information-for-centres.pdf

Centres will not be charged for this service.

Planning

Planning is at an advanced stage. SQA’s script management facility is ready to receive and handle candidate evidence in strict compliance with public health advice. Resource Planning has assumed a potential submission volume of requests of 50% of eligible appeals.

The operating model has aimed to minimise teacher release with potentially 700 appointees required to support the appeals process. Depending on numbers and types of evidence, SQA will post evidence or conduct face to face events where bulk evidence is needed, for example Art & Design. Meetings to support quality assurance reviewing large uptake subjects will use digital exemplars of evidence and on-going collaboration will be conducted remotely using MS Teams.

Subject experts will receive a handbook of guidance on the new appeals system and processes and will be required to complete an on line SQA Academy course. They will be supported throughout by SQA staff.

Systems

New systems and processes have been developed and tested to support the appeals process, including the system to be used by centres. The system for centres is ready to go

'live' as planned on 4 August. A user guide has been developed for centres (published on 28 July) and there will also be an SQA Helpdesk.

A new suite of management information reports has been developed for SQA's management to review progress on a daily, or more frequent basis. The MI reflects the number of appeals received, numbers under review or complete by subject, level and centre. This will ensure that our plans are adjusted to manage changes in the volume of appeals we receive.

Communications

In addition to the information for centres and centre system user guide, centres have been sent guidance on how to package evidence and been advised of arrangements and dates for uplift of candidate evidence by SQA's secure courier.

The appeals information has reminded centres of the need to avoid bias in considering and submitting any appeals requests.

SQA's experienced Liaison Team will also continue to provide support during the appeals process.

Contingency Planning

Plans have been developed to manage higher than anticipated volumes. Daily stand up meetings of experienced SQA staff will be in place to ensure oversight of any changes to plans which may be needed.

Scottish Qualifications Authority
July 2020

Enclosure 19 – Emails between Scottish Government analysts and SQA

From: [Redact s38(1)(b)]@gov.scot>
Sent: 31 July 2020 15:11
To: [Redact s38(1)(b)]@sqa.org.uk>
Cc: [Redact s38(1)(b)]@gov.scot>; [Redact s38(1)(b)]@gov.scot>; Wilson M (Mick) <Mick.Wilson@gov.scot>; Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>; Director of Learning <DirectorofLearning@gov.scot>; Fiona Robertson <fiona.robertson@sqa.org.uk>; [Redact s38(1)(b)]@sqa.org.uk>
Subject: RE: Results day - further data analysis

Hi [Redact s38(1)(b)],
Just to clarify that these schools are in addition to the five already requested by Graeme in discussion with Fiona this morning.
Thanks,
[Redact s38(1)(b)]

From: [Redact s38(1)(b)]@gov.scot
Sent: 31 July 2020 15:07
To: [Redact s38(1)(b)]@sqa.org.uk>
Cc: [Redact s38(1)(b)]@gov.scot>; [Redact s38(1)(b)]@gov.scot>; Wilson M (Mick) <Mick.Wilson@gov.scot>; Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>; Director of Learning <DirectorofLearning@gov.scot>; Fiona Robertson <fiona.robertson@sqa.org.uk>; [Redact s38(1)(b)]@sqa.org.uk>
Subject: RE: Results day - further data analysis

Hi [Redact s38(1)(b)],
Many thanks for getting back to me. Here is the list of schools for (1):

Ardrossan Academy
Baldragon
Morgan Academy
Lochgelly
St Peter the Apostle
Craigroyston
St Matthews
Auchenharvie

Thanks,
[Redact s38(1)(b)]

From: [Redact s38(1)(b)]@sqa.org.uk>
Sent: 31 July 2020 15:02
To: [Redact s38(1)(b)]@gov.scot>
Cc: [Redact s38(1)(b)]@gov.scot>; [Redact s38(1)(b)]@gov.scot>; Wilson M (Mick) <Mick.Wilson@gov.scot>; Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>; Director of Learning <DirectorofLearning@gov.scot>; Fiona Robertson <fiona.robertson@sqa.org.uk>; [Redact s38(1)(b)]@sqa.org.uk>
Subject: RE: Results day - further data analysis

Hi [Redact s38(1)(b)],

Thanks for the email.

These are all feasible; and indeed, we've already started to work on them.

However, and as discussed, we may need until Monday to complete all the requested analyses.

We should however, be able to deliver some (though not all) of these to you today.

With regard to no. 1 below, are you expecting to share the list of 10 schools with us imminently?

Regards,

[Redact s38(1)(b)]

m: 07[Redact s38(1)(b)] | **e:** [Redact s38(1)(b)]@sqa.org.uk | **w:** <http://www.sqa.org.uk>
Scottish Qualifications Authority

From: [Redact s38(1)(b)]@sqa.org.uk>

Sent: 31 July 2020 13:34

To: Fiona Robertson <fiona.robertson@sqa.org.uk>

Cc: [Redact s38(1)(b)]@gov.scot; [Redact s38(1)(b)]@sqa.org.uk>; [Redact s38(1)(b)]@gov.scot; [Redact s38(1)(b)]@gov.scot; Mick.Wilson@gov.scot; Jonathan.Sewell@gov.scot; DirectorofLearning@gov.scot

Subject: RE: Results day - further data analysis

With Fiona copied.

Thanks, [Redact s38(1)(b)]

From: [Redact s38(1)(b)]@gov.scot

Sent: 31 July 2020 13:27:05 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: CEO Office

Cc: [Redact s38(1)(b)]@sqa.org.uk; [Redact s38(1)(b)]@gov.scot; [Redact s38(1)(b)]@gov.scot; Mick.Wilson@gov.scot; Jonathan.Sewell@gov.scot; DirectorofLearning@gov.scot

Subject: Results day - further data analysis

Fiona,

Further to a meeting with DFM this morning, he has expressed an interest in further data analysis to aide his understanding of the results. These include:

(1) exemplification of change in grade distribution between 2019 and 2020 for around 10 schools (N5, H, AH). We can provide the school names but can receive the information in an anonymised format (without school names). We will be able to provide those school names in due course.

(2) a cross tabulation of 2020 teacher estimates against final grades, at (refined) band level. This is to help illustrate the extent to which grade changes were borderline changes or larger changes.

(3) In terms of the 45,454 entries which changed from A-C to D-No Award
- how many candidates did this affect?
- was this concentrated around a few centres or evenly distributed across all?
I understand from [Redact s38(1)(b)] this analysis is already underway.

In terms of timescales, DFMs preference would be close of play today but I appreciate that is a significant ask. If colleagues were able to share various outputs as and when they were available that would be very helpful.

Many thanks in advance,

[Redact s38(1)(b)]

[Redact s38(1)(b)] Education Analysis
Scottish Government | t: 07[Redact s38(1)(b)]

Enclosure 20 – Emails between Scottish Government analysts and SQA

From: Fiona Robertson <fiona.robertson@sqa.org.uk>
Sent: 31 July 2020 17:34
To: Director of Learning <DirectorofLearning@gov.scot>; [Redact s38(1)(b)]@gov.scot>; Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>
Cc: [Redact s38(1)(b)]@sqa.org.uk>
Subject: Confidential
Importance: High

Colleagues

Here is the response to question 1. Further info to follow.

Fiona

From: [Redact s38(1)(b)]@gov.scot
Sent: 31 July 2020 13:27:05 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: CEO Office
Cc: [Redact s38(1)(b)]@sqa.org.uk; [Redact s38(1)(b)]@gov.scot; [Redact s38(1)(b)]@gov.scot; Mick.Wilson@gov.scot; Jonathan.Sewell@gov.scot; DirectorofLearning@gov.scot
Subject: Results day - further data analysis

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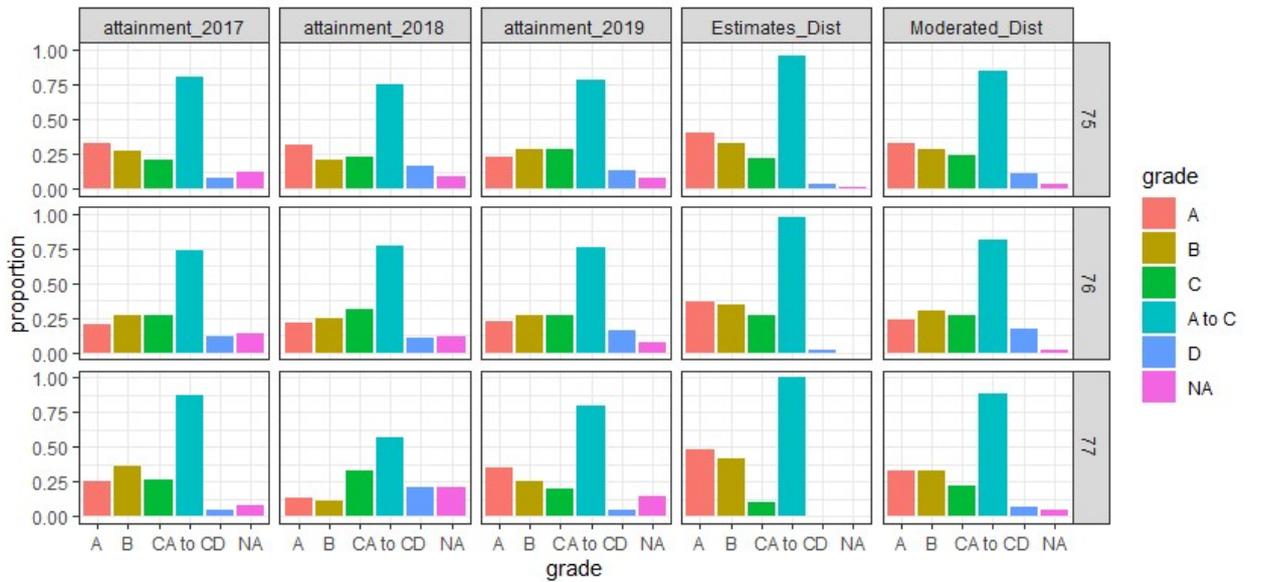
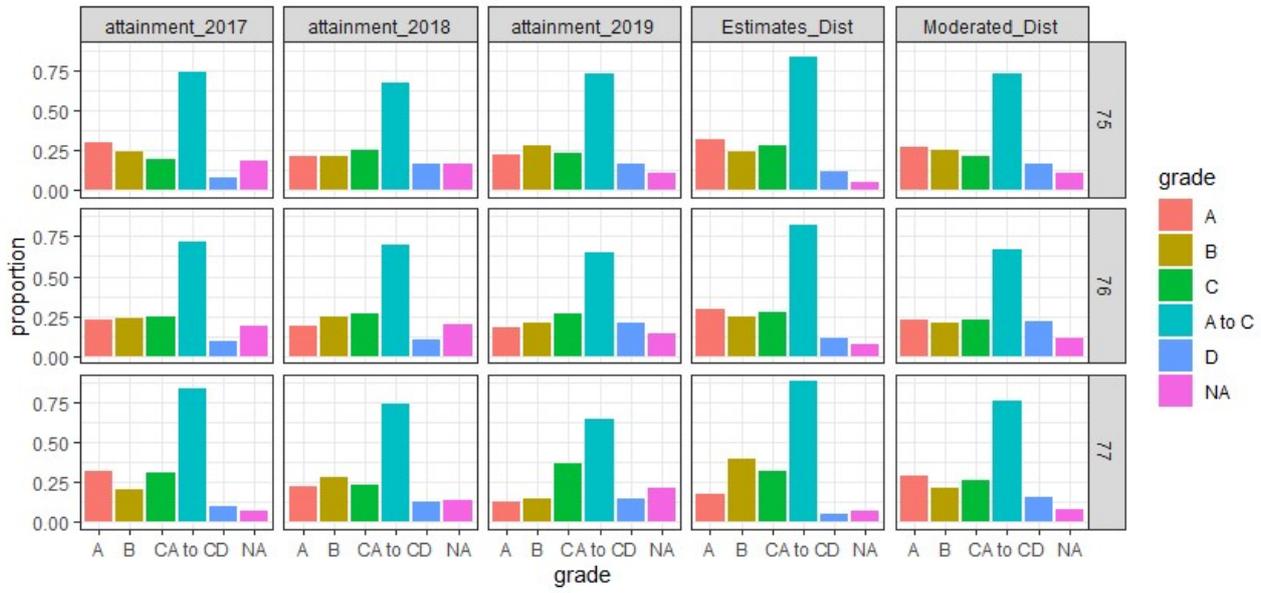
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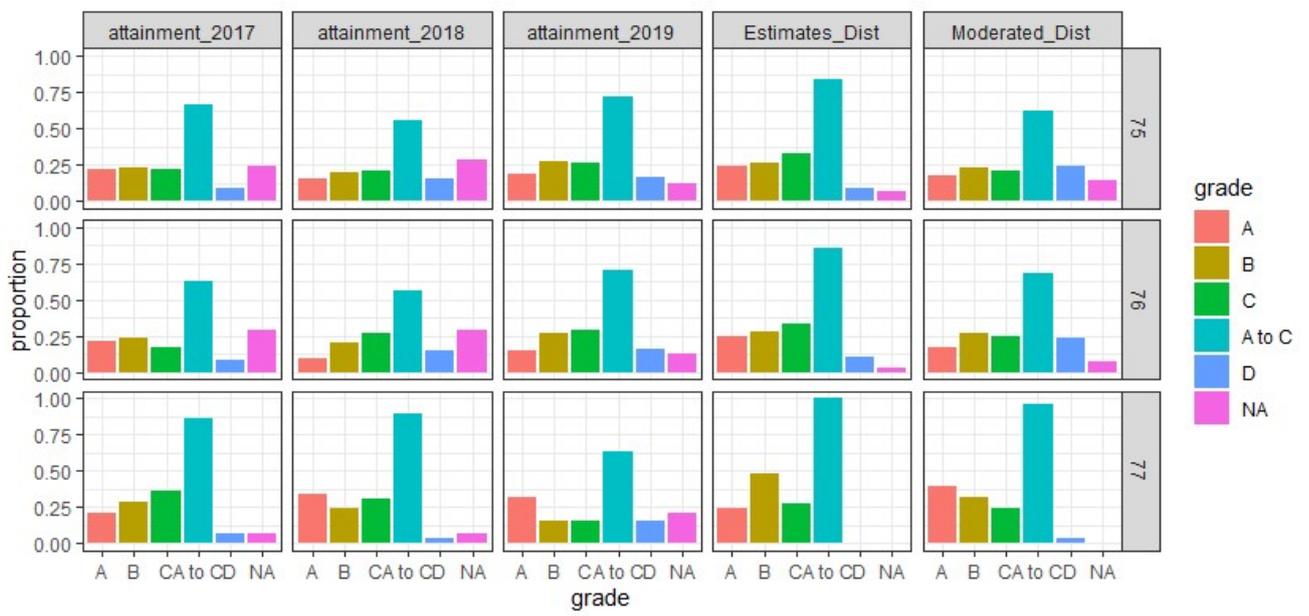
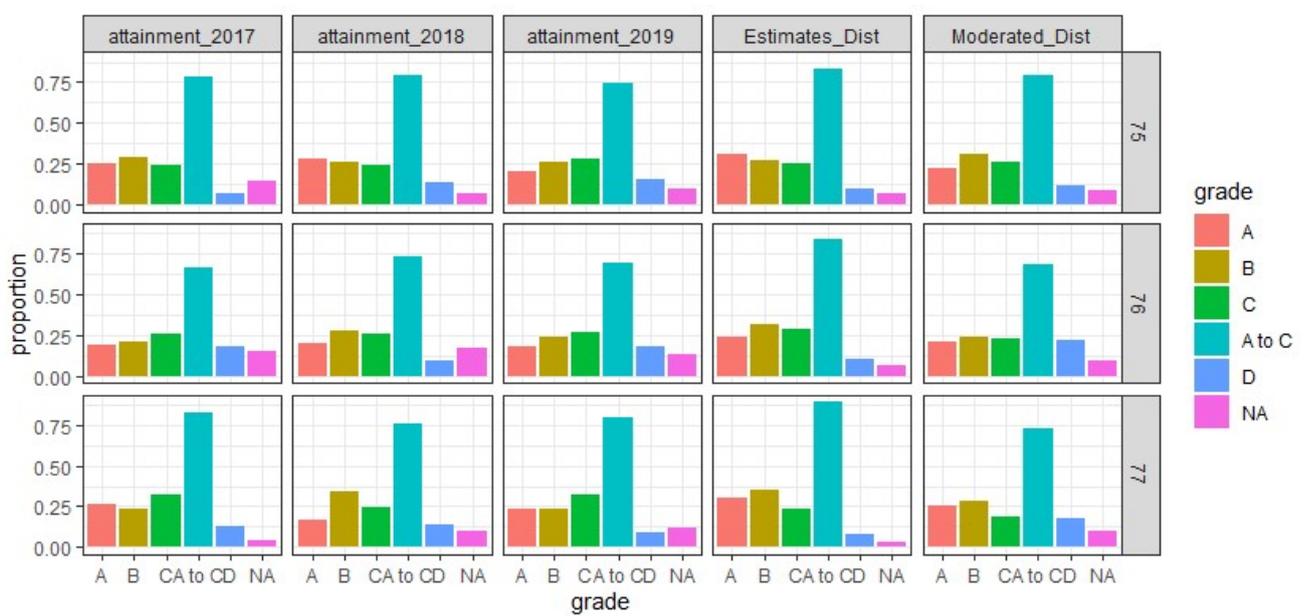
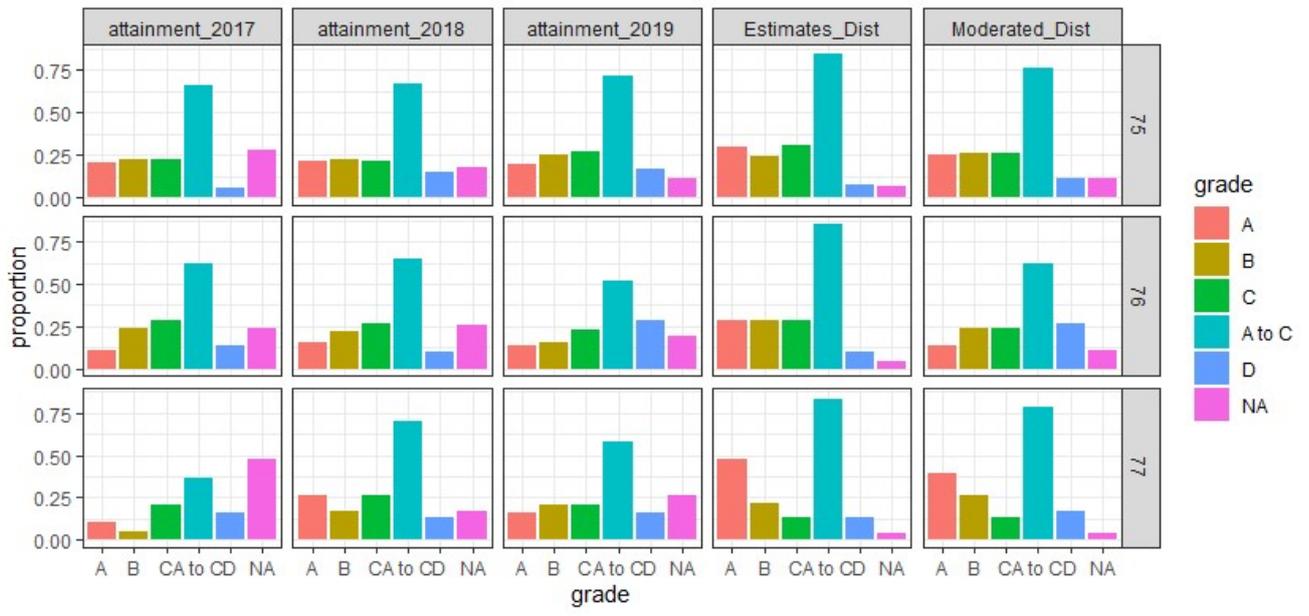
In terms of timescales, DFMs preference would be close of play today but I appreciate that is a significant ask. If colleagues were able to share various outputs as and when they were available that would be very helpful.

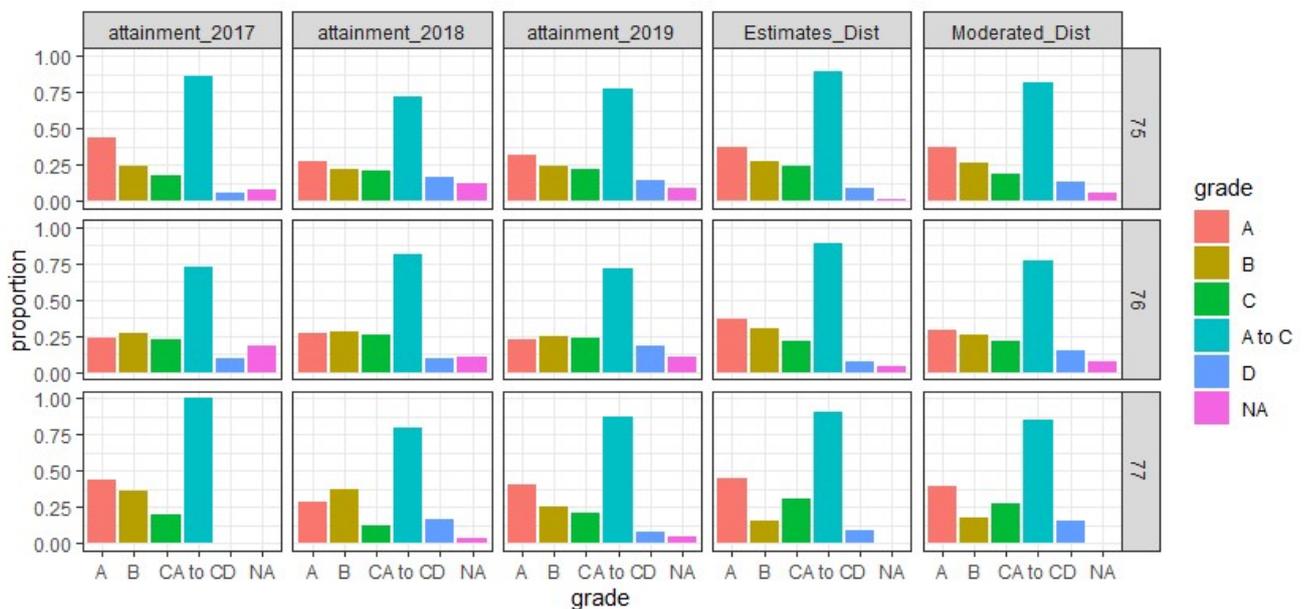
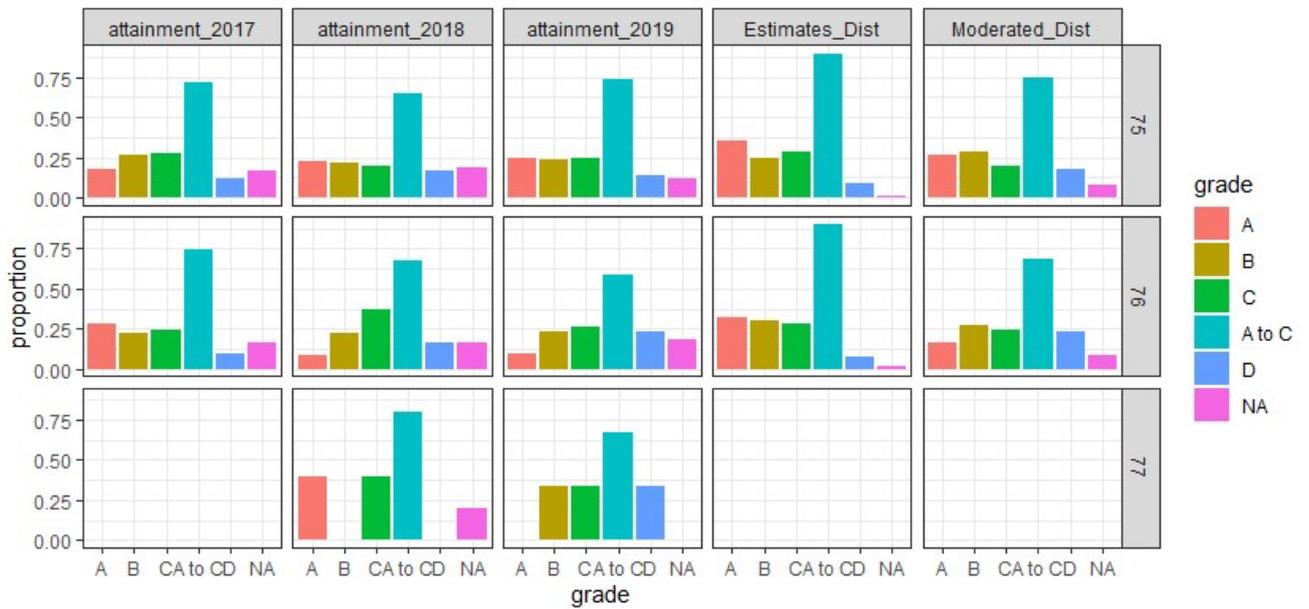
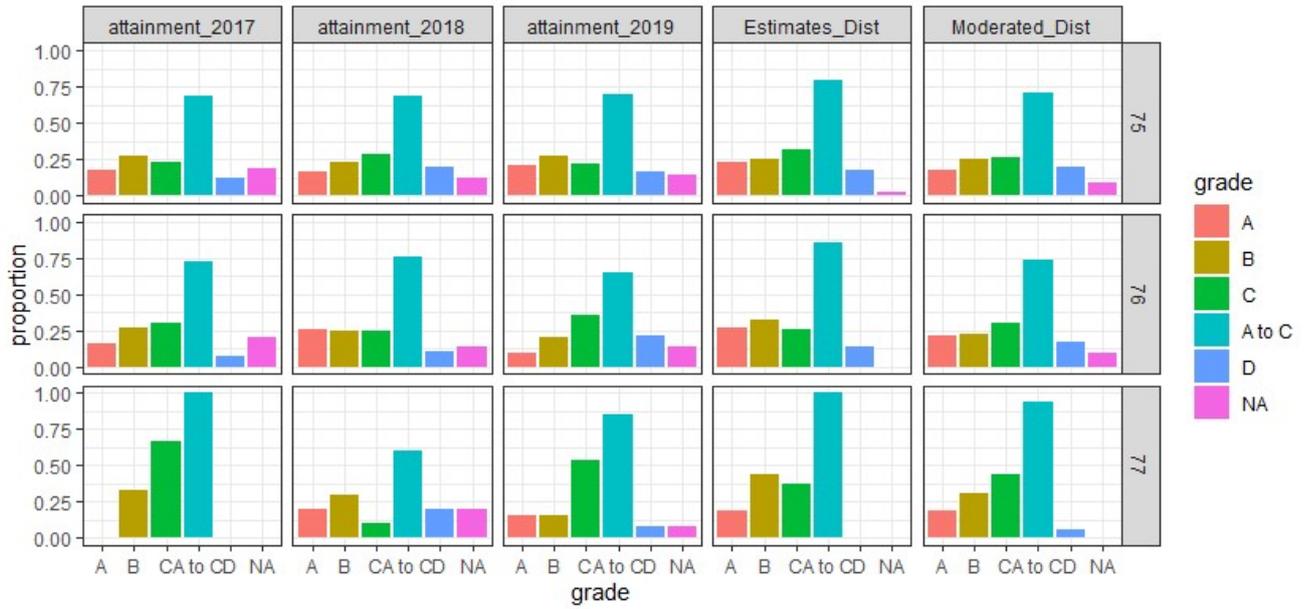
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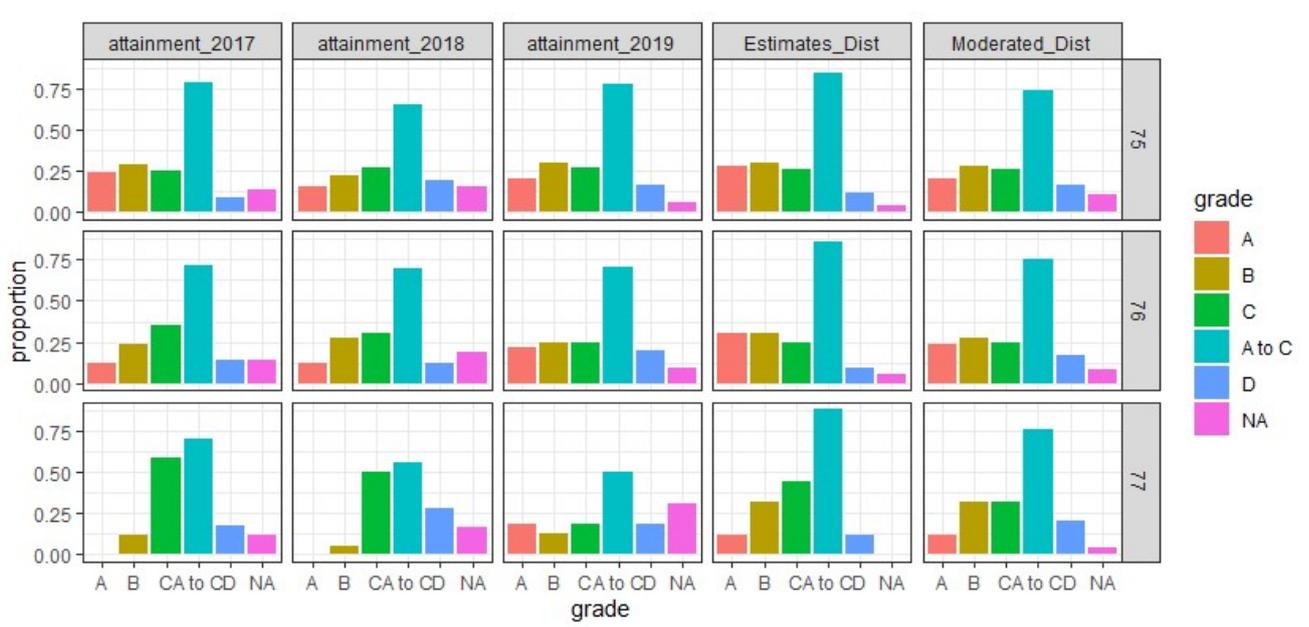
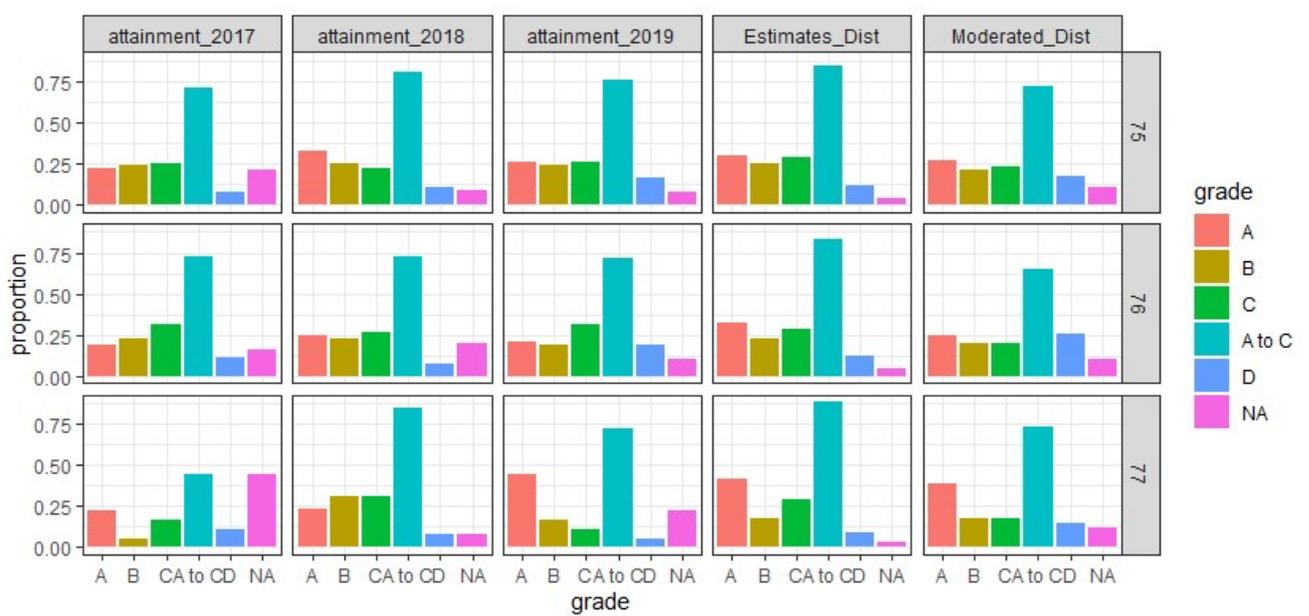
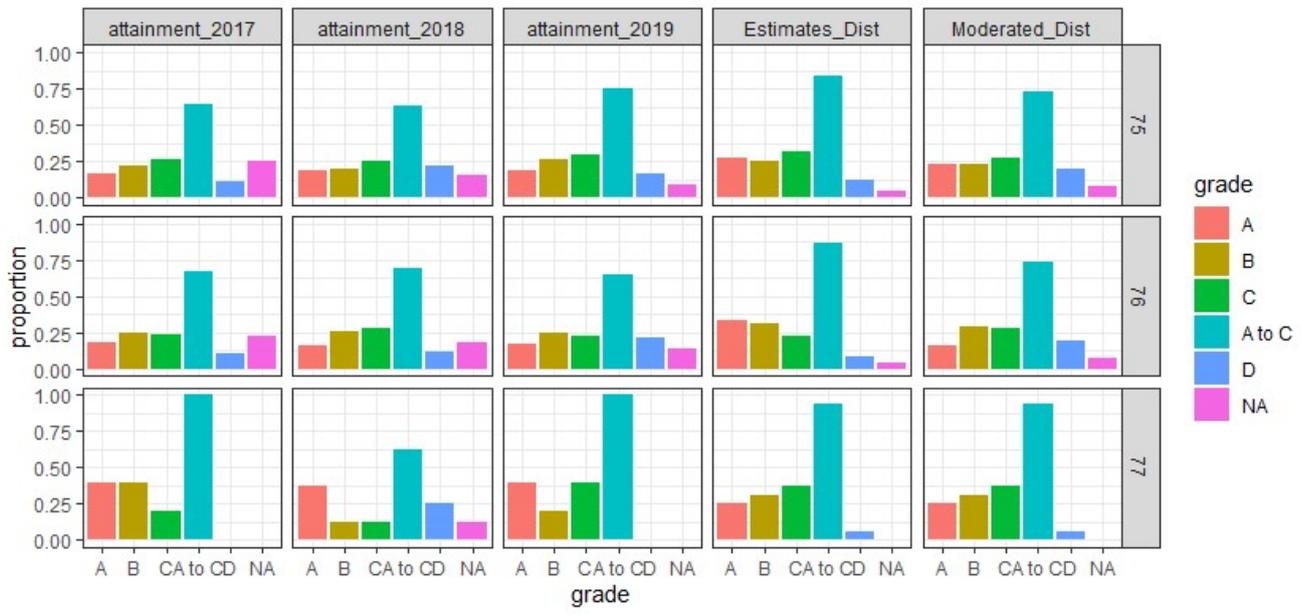
[Redact s38(1)(b)]

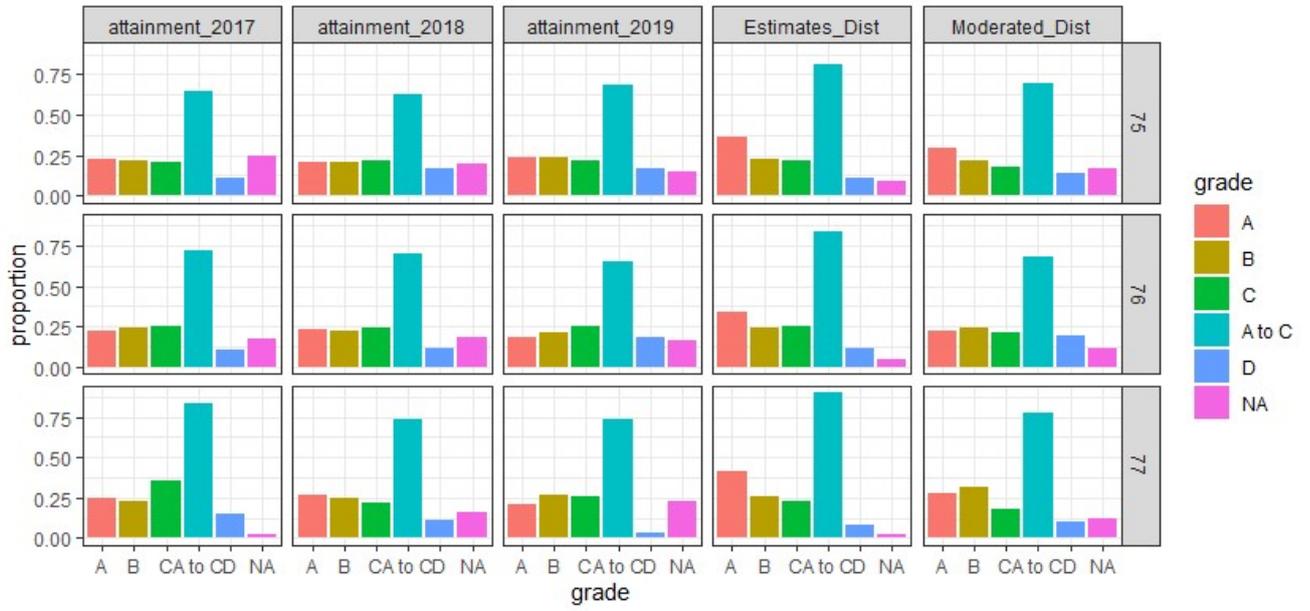
Enclosure 20.1 – SQA exemplification of change in grade distribution between 2019 and 2020 for a sample of schools











Enclosure 21 – Emails between Scottish Government analysts and SQA

From: Jean Blair <Jean.Blair@sqa.org.uk>
Sent: 03 August 2020 15:44
To: SG CoronaVirus Advanced Learning & Science <SGCoronaVirusALS@gov.scot>
Cc: [Redact s38(1)(b)]@sqa.org.uk>
Subject: RE: Ministerial High Level Group - Unite's comments about SQA and appeals

Dear [Redact s38(1)(b)],

Further to your email, I've attached the information on PCR for use by centres. As I explained in my briefing note, we have also issued a user guide to centres on the appeals system.

For completeness, there is also information for learners on our website here:

<https://www.sqa.org.uk/sqa/93800.html>

Please let me know if there is anything you need.

Kind regards

Jean

[Redact s38(1)(b)]

t: 0345 [Redact s38(1)(b)] | e: [Redact s38(1)(b)]@sqa.org.uk | w: <http://www.sqa.org.uk>
Scottish Qualifications Authority
24 Wester Shawfair, Lowden, Dalkeith, Midlothian EH22 1FD

From: [Redact s38(1)(b)]@gov.scot> **On Behalf Of** SGCoronaVirusALS@gov.scot
Sent: 03 August 2020 10:48
To: Jean Blair <Jean.Blair@sqa.org.uk>
Subject: FW: Ministerial High Level Group - Unite's comments about SQA and appeals

Hi

Thank you very much for providing the note which Lorna shared with Mr Lochhead. Mr Lochhead has asked if there is a basic guide that walks someone who receives lower grades than they expected through the process. Is this something SQA may have?

Kind regards

[Redact s38(1)(b)]

[Redact s38(1)(b)]
Directorate for Advanced Learning and Science
Scottish Government

E: [Redact s38(1)(b)]@gov.scot | Please note [Redact s38(1)(b)].

Check out the new Scottish Government resource <https://www.studentinformation.gov.scot/>. Everything you need to know about student finance, including help for parents, carers and education professionals.

From: [Redact s38(1)(b)]@gov.scot> **On Behalf Of** Minister for Further Education, Higher Education and Science

Sent: 31 July 2020 15:46

To: Director of Advanced Learning and Science
<DirectorofAdvancedLearningandScience@gov.scot>

Cc: Pooley L (Linda) Dr <Linda.Pooley@gov.scot>; [Redact s38(1)(b)]@gov.scot>; Director of Learning <DirectorofLearning@gov.scot>; Minister for Further Education, Higher Education and Science <MinisterFEHES@gov.scot>

Subject: RE: Ministerial High Level Group - Unite's comments about SQA and appeals

Hi Lorna,

Thanks for this – Mr Lochhead has asked if there is 'a layman's guide in plain English' that walks someone who receives lower grades than they expected through the process?

Many thanks,
[Redact s38(1)(b)]

From: Director of Advanced Learning and Science
<DirectorofAdvancedLearningandScience@gov.scot>

Sent: 31 July 2020 15:25

To: Minister for Further Education, Higher Education and Science
<MinisterFEHES@gov.scot>

Cc: Pooley L (Linda) Dr <Linda.Pooley@gov.scot>; [Redact s38(1)(b)]@gov.scot>; Director of Learning <DirectorofLearning@gov.scot>; Fiona Robertson <fiona.robertson@sqa.org.uk>; Jean Blair <Jean.Blair@sqa.org.uk>

Subject: Ministerial High Level Group - Unite's comments about SQA and appeals

Hi

At Thursday's Ministerial High Level Group meeting, Alison Maclean from Unite expressed concern about SQA's readiness to deal with appeals after Tuesday's results. I have spoken to Fiona Robertson (copied into this email) who is very clear that SQA are on track and their post certification review service is ready for go live on 4th. I attach a note about the service.

Lorna Gibbs

Interim Director for Advanced Learning and Science
Scottish Government

Tel: 0141 244 1264 | Mob: 07[Redact s38(1)(b)] | Atlantic Quay | Glasgow | G2 8LU |  skype |

Pronouns: she \ her

Enclosure 21.1 – SQA’s post certification review information for centres

[Redact s25(1) – https://www.sqa.org.uk/sqa/files_ccc/post-certification-review-information-for-centres.pdf]

Enclosure 22 – Emails between Scottish Government analysts and SQA

From: Fiona Robertson <fiona.robertson@sqa.org.uk>
Sent: 03 August 2020 16:24
To: Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>; [Redact s38(1)(b)]@gov.scot>
Cc: Gill Stewart <Gill.Stewart@sqa.org.uk>; [Redact s38(1)(b)]@sqa.org.uk>
Subject: RE: Results day - further data analysis

Thanks [Redact s38(1)(b)]

Jonathan/[Redact s38(1)(b)]

See below answer to question 3. Apologies for the delay; we are finalising a lot of documents for tomorrow just now.

Fiona

Fiona Robertson
Chief Executive
Scottish Qualifications Authority

t: 0345 213 5000 | w: <http://www.sqa.org.uk>
The Optima Building, 58 Robertson Street, GLASGOW G2 8DQ | 24 Wester Shawfair, Lowden, Dalkeith, Midlothian EH22 1FD

From: [Redact s38(1)(b)]@sqa.org.uk>
Sent: 03 August 2020 14:47
To: Fiona Robertson <fiona.robertson@sqa.org.uk>
Cc: Gill Stewart <Gill.Stewart@sqa.org.uk>
Subject: RE: Results day - further data analysis
Importance: High

Hi Fiona,

With regard to SG's question 3 below:

(3) In terms of the 45,454 entries which changed from A-C to D-No Award

- how many candidates did this affect? **36,377 unique candidates**

- was this concentrated around a few centres or evenly distributed across all? **418 (out of 467 centres), i.e., 89.5%, saw at least one candidate moved from estimated A-C to a D or N post moderation.**

Regards,

[Redact s38(1)(b)]

From: [Redact s38(1)(b)]@gov.scot>
Sent: 31 July 2020 13:27
To: CEO Office <ceooffice@sqa.org.uk>
Cc: [Redact s38(1)(b)]@sqa.org.uk>; [Redact s38(1)(b)]@gov.scot; [Redact

s38(1)(b)]@gov.scot; Mick.Wilson@gov.scot; Jonathan.Sewell@gov.scot;
DirectorofLearning@gov.scot

Subject: Results day - further data analysis

Fiona,

Further to a meeting with DFM this morning, he has expressed an interest in further data analysis to aide his understanding of the results. These include:

(1) exemplification of change in grade distribution between 2019 and 2020 for around 10 schools (N5, H, AH). We can provide the school names but can receive the information in an anonymised format (without school names). We will be able to provide those school names in due course.

(2) a cross tabulation of 2020 teacher estimates against final grades, at (refined) band level. This is to help illustrate the extent to which grade changes were borderline changes or larger changes.

(3) In terms of the 45,454 entries which changed from A-C to D-No Award
- how many candidates did this affect?
- was this concentrated around a few centres or evenly distributed across all?
I understand from [Redact s38(1)(b)] this analysis is already underway.

In terms of timescales, DFMs preference would be close of play today but I appreciate that is a significant ask. If colleagues were able to share various outputs as and when they were available that would be very helpful.

Many thanks in advance,

[Redact s38(1)(b)]

[Redact s38(1)(b)] | Education Analysis
Scottish Government | t: 07[Redact s38(1)(b)]

Enclosure 23 – Emails between Scottish Government analysts and SQA

From: [Redact s38(1)(b)]@sqa.org.uk>
Sent: 04 August 2020 12:47
To: [Redact s38(1)(b)]@gov.scot>
Cc: [Redact s38(1)(b)]@gov.scot>; Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>; Fiona Robertson <fiona.robertson@sqa.org.uk>
Subject: RE: Results day - further data analysis

Hi [Redact s38(1)(b)],

Regarding question no. 2, hopefully the bullets below help to show which grade changes were borderline changes.

They show the proportion of downward adjustments from one grade to another, that came from the lowest Refined Band in the higher grade.

- **Of entries adjusted from a Grade A to B, 52% % were originally estimated to be in Refined Band 5**
- **Of entries adjusted from a Grade B to C, 41% % were originally estimated to be in Refined Band 9**
- **Of entries adjusted from a Grade C to D, 45% were originally estimated to be in Refined Band 13**
- **Of entries adjusted from a Grade D to N, 39% were originally estimated to be in Refined Band 16**

Regards and thanks,

[Redact s38(1)(b)]

From: [Redact s38(1)(b)]@gov.scot>
Sent: 04 August 2020 08:49
To: [Redact s38(1)(b)]@sqa.org.uk>
Cc: [Redact s38(1)(b)]@gov.scot; Jonathan.Sewell@gov.scot
Subject: RE: Results day - further data analysis
Importance: High

Hi [Redact s38(1)(b)],

I would be grateful if you could confirm when we might receive the data as per (2). It will help inform our comms lines today.

Many thanks,

[Redact s38(1)(b)]

From: [Redact s38(1)(b)]@gov.scot
Sent: 31 July 2020 13:27
To: CEO Office (ceooffice@sqa.org.uk) <ceooffice@sqa.org.uk>
Cc: [Redact s38(1)(b)]@sqa.org.uk>; [Redact s38(1)(b)]@gov.scot>; [Redact

s38(1)(b)]@gov.scot>; Wilson M (Mick) <Mick.Wilson@gov.scot>; Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>; Director of Learning <DirectorofLearning@gov.scot>
Subject: Results day - further data analysis

Fiona,

Further to a meeting with DFM this morning, he has expressed an interest in further data analysis to aide his understanding of the results. These include:

(1) exemplification of change in grade distribution between 2019 and 2020 for around 10 schools (N5, H, AH). We can provide the school names but can receive the information in an anonymised format (without school names). We will be able to provide those school names in due course.

(2) a cross tabulation of 2020 teacher estimates against final grades, at (refined) band level. This is to help illustrate the extent to which grade changes were borderline changes or larger changes.

(3) In terms of the 45,454 entries which changed from A-C to D-No Award
- how many candidates did this affect?
- was this concentrated around a few centres or evenly distributed across all?
I understand from [Redact s38(1)(b)] this analysis is already underway.

In terms of timescales, DFMs preference would be close of play today but I appreciate that is a significant ask. If colleagues were able to share various outputs as and when they were available that would be very helpful.

Many thanks in advance,

[Redact s38(1)(b)]

[Redact s38(1)(b)] | Education Analysis
Scottish Government | t: 07[Redact s38(1)(b)]

Enclosure 24 – Email from SQA to Deputy First Minister

From: [Redact s38(1)(b)]@sqa.org.uk > **On Behalf Of** Fiona Robertson

Sent: 04 August 2020 09:48

To: Deputy First Minister and Cabinet Secretary for Education and Skills
<DFMCSE@gov.scot>

Cc: Director of Learning <DirectorofLearning@gov.scot>

Subject: Letter from Fiona Robertson, SQA Chief Executive and Scotland's Chief Examining Officer

Importance: High

PS/DFM

Please find attached letter and methodology report from Fiona Robertson, for the attention of the Deputy First Minister.

Kind regards,

[Redact s38(1)(b)]

[Redact s38(1)(b)] Scottish Qualifications Authority

Enclosure 24.1 – Letter from SQA CEO to Deputy First Minister



4 August 2020

John Swinney MSP
Deputy First Minister /
Cabinet Secretary for Education and Skills
The Scottish Government
Saint Andrews House
Edinburgh
EH1 3DG

By email: DFMCSE@gov.scot

Contact: Fiona.Robertson@sqa.org.uk

Dear Deputy First Minister

On 18 March you asked me, as Chief Examining Officer, to develop an alternative approach to certification this year following the closure of schools and the cancellation of exams.

I am writing today to set out the approach we have taken, drawing on my report as Chief Examining Officer. This report, together with a suite of supporting documentation, is being published in full at 09:30 this morning.

Since the outset, our approach has been based on three core principles, which reflect both how we work and the circumstances of 2020:

- ◆ Fairness to all learners.
- ◆ Safe and secure certification of our qualifications, while following the latest public health advice.
- ◆ Maintaining the integrity and credibility of our qualifications system, ensuring that standards are maintained over time, in the interests of learners.

On 20 April, I set out the four key stages to our approach: estimates; awarding; results and certification; and appeals.

The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ
An Tògalach Optima, 58 Sràid Mhìc Dhonnachaidh, Glaschu, G2 8DQ

T: 0345 279 1000 F: 0345 213 5000
E: customer@sqa.org.uk W: www.sqa.org.uk

Lowden, 24 Wester Shawfair, Dalkeith, EH22 1FD
Lowden, 24 Shawfair an Iar, Dal Chè, EH22 1FD

Chairman: David Middleton CBE
Chief Executive: Fiona Robertson

The key input to our alternative certification model has been based on estimated grades. We receive estimates every year from schools and colleges. We asked for more detailed estimates — 19 refined bands — and candidate rank order within these refined bands, to provide more differentiated data to inform the awarding process. Teachers, lecturers and partners from across education helped inform the approach and the guidance.

The estimates we received were significantly above previous A to C attainment at National 5, Higher and Advanced Higher: A to C attainment rates were 10.4 percentage points higher at National 5, 14.0 percentage points higher at Higher and 13.4 percentage points higher at Advanced Higher than results in 2019. As the national awarding body, with responsibility for maintaining the integrity and credibility of our qualifications system, and ensuring that standards are maintained over time, the estimates highlighted a clear case for moderation. Overall, there was variation, but not uniform variation, between historic attainment and 2020 estimates across subjects, levels and centres.

The moderation process was undertaken at centre level, per course, and by grade using historic attainment data. Starting Point Distributions, with tolerances, set out the expected parameters for each grade and A to C attainment nationally in 2020, drawing on historic attainment, prior attainment data (where available), and feedback from SQA Qualifications teams and Principal Assessors.

For centres which had no historic attainment data for a course, estimates were accepted without moderation as there was no fair or evidential basis on which they could be adjusted.

As you know, we considered very carefully whether to conduct a professional dialogue with schools and colleges as part of the moderation process. It was concluded that it would not be possible to include engagement with centres. The reasons for this are twofold:

- ◆ The difficulty of operating a dialogue that was fair and consistent in its treatment of all centres and candidates.
- ◆ The time that would be required in what was already a very tight schedule for certification.

Of 511,070 entries across National 5, Higher and Advanced Higher, we accepted 377,308 (73.8%) estimated grades and 133,762 (26.2%) estimated grades were adjusted.

Given the profile of estimates, most of the adjustments — 124,564 or 93.1% — were moderated down, and 9,198 entries (6.9%) were moderated up. Of the total 133,762 adjustments, 128,508 or 96.1% were adjusted by one grade. 45,454 entries (8.9%) were adjusted down from grades A–C to grade D or to No Award. Of these, 43,423 (95.5%) were originally estimated to be grade C.

Full details of our methodology is provided in the SQA National Qualifications 2020 Awarding – Methodology Report, attached. Further information on the moderation outcomes for each of the 129 courses across National 5, Higher and Advanced Higher is also being published today.

Our post-certification review (appeals) process will provide for further, evidence-based consideration of grades if schools and colleges do not think awarded grades fairly reflect candidate performance. The new system goes live today.

Looking at outcomes, A to C attainment in 2020 at National 5 is 243,572 or 81.1% (225,594 or 78.2% in 2019). At Higher it is 146,643 or 78.9% (138,972 or 74.8% in 2019). At Advanced Higher it is 20,010 or 84.9% (18,627 and 79.4% in 2019).

Some variation of attainment is to be expected between courses and over time. This year, the absence of external assessment information and the moderation process has led to more significant movements in attainment than we would see in a normal year.

Throughout the development of the model we have had equalities at the heart of our thinking, and have developed and refined an Equality Impact Assessment and a Child Rights and Wellbeing Impact Assessment to inform our approaches and decisions, as well as to demonstrate our compliance with our statutory obligations. In developing these assessments, we have had due regard to the potential equalities impacts of our processes and have sought to ensure that our guidance to centres on equalities in the estimation process assisted them in fulfilling their equalities' responsibilities. Whilst the moderation process involved the use of pseudonymised data, we have ensured that the arrangements we have in place for post-certification review and exceptional consideration arrangements are also designed to address any cases of discrimination in original estimation by centres.

Our statistical analysis of available data (contained in the Equality Impact Assessment) from 2016 onwards demonstrates that, after moderation, learners in the most deprived SIMD bandings saw attainment levels for grades A to C higher than both 2019 results and the average result for 2016-2019 as well as a narrowing of the attainment gap between those in the most deprived and least deprived SIMD bandings over the same periods. We have also engaged with the Scottish Government to undertake further statistical analysis on protected characteristics, the data for which is held by them.

To conclude, this has been a very challenging year for everyone involved in Scottish education. I am very grateful to schools and colleges across Scotland who have worked with us in the most difficult circumstances to deliver for learners. Without teacher and lecturer estimates, we would not have been able to certificate this year.

I am also grateful for the patience of Scotland's learners who, together with their families, have been worried about what the cancellation of exams might mean. The results young people across Scotland receive today should reflect their achievements and allow them to progress to further study or employment.

Finally, I must thank SQA staff who have worked so hard to deliver. I believe we have:

- ◆ Delivered fairness to learners, through a consistent, evidence-based approach to awarding, supported by an Equalities Impact Assessment and a Child Rights and Wellbeing Impact Assessment.
- ◆ Ensured safe and secure certification of our qualifications, taking difficult decisions when needed, following public health advice.
- ◆ Maintained the integrity and credibility of our qualifications system, ensuring that standards are maintained over time, in the interests of learners, through judicious moderation of grades.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Fiona Robertson', written in a cursive style.

Fiona Robertson

Chief Executive and Scotland's Chief Examining Officer

Enclosure 24.2 – SQA Methodology Report

[Redact s25(1) –

https://www.sqa.org.uk/sqa/files_ccc/SQAAwardingMethodology2020Report.pdf]

Enclosure 25 – Email from SQA to Scottish Government officials

From: [Redact s38(1)(b)]@sqa.org.uk>

Sent: 05 August 2020 15:00

To: [Redact s38(1)(b)]@bigpartnership.co.uk>; [Redact s38(1)(b)]@gov.scot>; [Redact s38(1)(b)]@gov.scot>; [Redact s38(1)(b)]@educationscotland.gov.scot>

Subject: CPG - 6th August

Hi folks, attached please find papers for tomorrow's meeting:

[Redact s38(1)(b)]

Enclosure 26 – Note of SQA CPG

From: [Redact s38(1)(b)]@educationscotland.gov.scot>
Sent: 06 August 2020 10:18
To: Sewell J (Jonathan) (ECON) <Jonathan.Sewell@gov.scot>; [Redact s38(1)(b)]@gov.scot>
Cc: Pentland MK (Malcolm) <Malcolm.Pentland@gov.scot>
Subject: SQA CPG - notes from today's meeting 6 Aug

Morning all

A few notes from this morning's CPG. [Redact s30(b)(ii)]. They are pushing for clarity on 2021 so they can start planning for it.

- The PCR appeal service opened on Tuesday. As of this morning, 54 priority appeals had been received and 783 standard ones.
- Appointees to carry out the appeals are in the final stages of appointment and all looks fine.
- Some universities are going direct to candidates and reducing their offer to what the candidate has. The SQA appeal process checks that the candidate still needs revised grades before all the priority work is done.
- The SQA is seeking clarification from UCAS on dates. Some Scottish unis are working to a 31 Aug deadline but SQA not transferring appeal results to UCAS for clearing until 2 Sept (file transfer date).
- The candidate advice line this year has taken 70 fewer calls overall so far, with an increase in email. (This reflects my previous experience at ES – generally people are moving from phone to email). There were 40 more calls on Tuesday than last year. Additional digital activity used this year looks positive. This has included 2.5k queries fielded by a Chatbot which seems to be working well.
- There has been a significant volume of media queries, [Redact s30(b)(ii)], and is expected to continue.
- [Redact s30(b)(ii)] SQA with appeals, not least for the impact that this would also have on schools as well as the SQA's current handling plans.
- Temps are being brought in to fill shifts at Lowden to manage the paperwork related to the reviews. Shifts are in operation due to public health requirements.
- There are discussions with digital provider RM which aim to increase the level of digital evidence handling/marking that can be done in future.
- There was a [Redact s30(b)(ii)] comment to me on behalf of SG that they could do with clarity on the 2021 diet as they need to schedule work/establish key dates etc and start to work towards next year's diet.

Best wishes

[Redact s38(1)(b)]

[Redact s38(1)(b)]

Curriculum, Qualifications and Gaelic Division | email: [Redact s38(1)(b)]@gov.scot | tel:+44(0) 131 244 [Redact s38(1)(b)] 07[Redact s38(1)(b)]

Learning Directorate | Area 2B North | Victoria Quay | Edinburgh | EH6 6QQ

Buidheann-Stiùiridh an Ionnsachaidh | Raon 2B Tuath | Cidhe Bhictòria | Dùn Èideann | EH6 6QQ

Enclosure 27 – Email from SQA to Scottish Government officials

From: [Redact s38(1)(b)]@sqa.org.uk>

Sent: 06 August 2020 10:34

To: [Redact s38(1)(b)]@bigpartnership.co.uk>; Sewell J (Jonathan) (ECON)
<Jonathan.Sewell@gov.scot>; [Redact s38(1)(b)]@gov.scot>; [Redact
s38(1)(b)]@educationscotland.gov.scot>

Subject: CPG - 6th August

Hi folks, attached please find updated scorecard following this morning's meeting:

[Redact s38(1)(b)]

Enclosure 28 – Emails between Scottish Government officials and SQA

From: [Redact s38(1)(b)]@sqa.org.uk>
Sent: 07 August 2020 10:03
To: Macdonald R (Roddy) <Roddy.Macdonald@gov.scot>; Jean Blair <Jean.Blair@sqa.org.uk>; Director of Advanced Learning and Science <DirectorofAdvancedLearningandScience@gov.scot>
Subject: RE: Your assistance please - SQA priority appeals and UCAS deadline

Roddy,

Thanks, and this time suits Jean well.

Jean can be contacted on 07[Redact s38(1)(b)].

Regards, [Redact s38(1)(b)]

From: Roddy.Macdonald@gov.scot <Roddy.Macdonald@gov.scot>
Sent: 07 August 2020 08:52
To: Jean Blair <Jean.Blair@sqa.org.uk>; DirectorofAdvancedLearningandScience@gov.scot
Cc: [Redact s38(1)(b)]@sqa.org.uk>
Subject: RE: Your assistance please - SQA priority appeals and UCAS deadline

Jean is 12.15 OK?

I am waiting for Universities Scotland to provide a line this morning on appeals as the Minister (Richard Lochhead) was keen we said something positive to reassure students, we can discuss later

Roddy

Dr Roddy Macdonald
Head of Higher Education and Science Division
Scottish Government Advanced Learning and Science Directorate
5 Atlantic Quay
Glasgow G2 8LU

0300 244 6765 07[Redact s38(1)(b)]

PA/Divisonal Admin: [Redact s38(1)(b)]



From: Jean Blair <Jean.Blair@sqa.org.uk>
Sent: 07 August 2020 07:54
To: Director of Advanced Learning and Science
<DirectorofAdvancedLearningandScience@gov.scot>
Cc: [Redact s38(1)(b)]@sqa.org.uk>; Macdonald R (Roddy) <Roddy.Macdonald@gov.scot>
Subject: RE: Your assistance please - SQA priority appeals and UCAS deadline

Good morning [Redact s38(1)(b)],

Thanks very much for getting in touch to advise that Lorna is on leave. I see that Roddy will pick this up in Lorna's absence.

I will be in meetings until 11am. If possible can we chat then?

Regards

Jean

Jean Blair
Director of Operations

t: 0345 213 6799 | **e:** jean.blair@sqa.org.uk | **w:** <http://www.sqa.org.uk>
Scottish Qualifications Authority
24 Wester Shawfair, Lowden, Dalkeith, Midlothian EH22 1FD

From: [Redact s38(1)(b)]@gov.scot> **On Behalf Of**
DirectorofAdvancedLearningandScience@gov.scot
Sent: 06 August 2020 17:20
To: Jean Blair <Jean.Blair@sqa.org.uk>
Cc: [Redact s38(1)(b)]@sqa.org.uk>; DirectorofAdvancedLearningandScience@gov.scot;
Roddy.Macdonald@gov.scot
Subject: RE: Your assistance please - SQA priority appeals and UCAS deadline

Good afternoon Jean

I am sorry you were not able to get hold of Lorna earlier but she is on leave this week.

However I have been in contact with Roddy Macdonald, one of our deputy directors and he has advised that he will call you first thing tomorrow morning.

I hope this is suitable for you.

[Redact s38(1)(b)]
Advanced Learning and Science Directorate

From: Jean Blair <Jean.Blair@sqa.org.uk>
Sent: 06 August 2020 16:27
To: Director of Advanced Learning and Science
<DirectorofAdvancedLearningandScience@gov.scot>
Cc: [Redact s38(1)(b)]@sqa.org.uk>
Subject: Your assistance please - SQA priority appeals and UCAS deadline

Good afternoon Lorna,

I tried to call you so apologies for this lengthy email.

Fiona has suggested I get in touch with you to let you know that we are being notified by schools of earlier university admissions clearance dates than our published date of 4 September for reviewing urgent appeals. Our appeals service went live on 4 August and we are being advised of this through our PCR support teams.

The 4 September date was agreed following negotiation with UCAS to delay the final clearance date from end August to allow more time for the Post-certification Review (appeals) process being implemented this year. This process will take a little more time and require the submission and assessment of candidate evidence, unlike our usual Post -results service which involves a marking review of the exam scripts. UCAS will be transferring the results files to HEIs on 2 September and we will be advising candidates and their centres of appeals outcomes on 4 September.

As you know, fairness to learners has been at the heart of our alternative certification model and the appeals process is the last stage of this model. We have always had a priority review service for those candidates awarded grades lower than their conditional offers and I am aware that at least one university has set a date of 19 August which is well before the deadline we would have been working to under normal arrangements.

Can you please advise how we ensure that Scottish candidates do not miss out on places this year in these circumstances? We have also heard of entrance being deferred for a year should their appeal outcome be successful.

It will not be possible for us to advise on outcome before this date.

Might we be able to talk tomorrow? I can be reached on 07[Redact s38(1)(b)].

Kind regards

Jean

Jean Blair
Director of Operations

t: 0345 213 6799 | **e:** jean.blair@sqa.org.uk | **w:** <http://www.sqa.org.uk>
Scottish Qualifications Authority
24 Wester Shawfair, Lowden, Dalkeith, Midlothian EH22 1FD

Enclosure 29 – Emails between SQA and Deputy First Minister's private office

From: [Redact s38(1)(b)]@sqa.org.uk>
Sent: 10 August 2020 10:19
To: Deputy First Minister and Cabinet Secretary for Education and Skills
<DFMCSE@gov.scot>
Subject: RE: Call with the First Minister and Chair and Chief Executive of SQA

Morning [Redact s38(1)(b)]

I can confirm Fiona and David are able to accommodate a 1630 call with DFM. Look forward to receiving dial in details in due course.

Kind regards
[Redact s38(1)(b)]

From: [Redact s38(1)(b)]@gov.scot> **On Behalf Of** DFMCSE@gov.scot
Sent: 10 August 2020 08:36
To: [Redact s38(1)(b)]@sqa.org.uk>
Cc: DFMCSE@gov.scot
Subject: Call with the First Minister and Chair and Chief Executive of SQA

Good Morning [Redact s38(1)(b)],

Hope you are well. The First Minister has requested to have a call with the Chair and Chief Executive of SQA this afternoon at 1630. Can you confirm availability and I will send you on dial in details etc. Let me know if you need to discuss anything.

Thanks
[Redact s38(1)(b)]

[Redact s38(1)(b)] | Deputy First Minister of Scotland and Cabinet Secretary for Education & Skills | Scottish Government | St Andrew's House | Edinburgh | EH1 3DG |Tel: 07557197360 | E: DFMCSE@gov.scot

Enclosure 30 – Emails between SQA and First Minister's private office

From: [Redact s38(1)(b)]@sqa.org.uk>
Sent: 10 August 2020 18:33
To: First Minister <firstminister@gov.scot>; Fiona Robertson <fiona.robertson@sqa.org.uk>; [Redact s38(1)(b)]@gov.scot>
Cc: [Redact s38(1)(b)]@sqa.org.uk>; Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>; [Redact s38(1)(b)]@gov.scot>
Subject: RE: Follow-up to today's call with First Minister - 10th August

[Redact s38(1)(b)], good to hear from you and nice to be introduced to you.

As Fiona has said, we have been using Microsoft Teams 'Live Events' internally very successfully. They allow all colleagues in the organisation to join the call at the same time.

We have yet to try this with an external user joining the call as a 'presenter', so it would be great if we could try this out before to understand if the system works the way I hope it does.

Do you have some time for a call to discuss and we can arrange the test between us to confirm with Fiona it will work the way we hope it does?

I can do tonight or first thing in the morning from 7am onwards.

Thanks

[Redact s38(1)(b)]

From: [Redact s38(1)(b)]@gov.scot> **On Behalf Of** firstminister@gov.scot
Sent: 10 August 2020 18:18
To: Fiona Robertson <fiona.robertson@sqa.org.uk>; firstminister@gov.scot
Cc: [Redact s38(1)(b)]@sqa.org.uk>; DFMCSE@gov.scot; [Redact s38(1)(b)]@gov.scot; [Redact s38(1)(b)]@sqa.org.uk>
Subject: RE: Follow-up to today's call with First Minister - 10th August

Thanks, Fiona.

[Redact s38(1)(b)]/[Redact s38(1)(b)] – it would be good to have a chat tomorrow morning to discuss. I'm not fully up to speed on MS Live Events, so would be useful to discuss to mechanics of that, as well as suggested timings. On that, the First Minister will be in the chamber with the Deputy First Minister from around 2:45pm so – and if, as suggested by Fiona, we look to coordinate any discussion following the statement – we could look at timings between 3:15pm – 4:00pm? Happy to flex however.

Thanks,

[Redact s38(1)(b)]

[Redact s38(1)(b)]

Office of the First Minister

5th Floor | St Andrews House | Regent Road | Edinburgh | EH1 3DG | 0131 244 [Redact s38(1)(b)]



Office of the First Minister of Scotland

FirstMinister.gov.scot

Prìomh Mhinistear na h-Alba

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From: Fiona Robertson <fiona.robertson@sqa.org.uk>
Sent: 10 August 2020 18:07
To: First Minister <firstminister@gov.scot>
Cc: [Redact s38(1)(b)]@sqa.org.uk>; Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>; [Redact s38(1)(b)]@gov.scot>; [Redact s38(1)(b)]@sqa.org.uk>
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Hi [Redact s38(1)(b)]

I am copying in my colleague [Redact s38(1)(b)] who can assist with this.

It would be great if as many staff as possible could hear from the First Minister tomorrow. We have been doing MS Live Events more recently and they have worked really well.

[Redact s38(1)(b)] and [Redact s38(1)(b)] can discuss next steps.

Many thanks and best regards.

Fiona

Fiona Robertson
Chief Executive
Scottish Qualifications Authority

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From: [Redact s38(1)(b)]@gov.scot> **On Behalf Of** firstminister@gov.scot
Sent: 10 August 2020 17:42
To: Fiona Robertson <fiona.robertson@sqa.org.uk>
Cc: [Redact s38(1)(b)]@sqa.org.uk>; firstminister@gov.scot; DFMCSE@gov.scot; [Redact s38(1)(b)]@gov.scot
Subject: Follow-up to today's call with First Minister - 10th August

Hi Fiona,

I'm just following up on the recently finished call with the First Minister. I noted the suggestion of a call between your staff and the First Minister at a suitable point tomorrow, so just looking to flesh that out a little. In the first instance, can you provide a steer on how you see that playing out? i.e. would this be with a small group of your senior staff only, or do you

envision something broader with a larger group of SQA staff? I suppose this aspect will guide us on the most appropriate format for the call.

[Redact s38(1)(b)] in the Deputy first Minister's office provided contact details for [Redact s38(1)(b)], and I'm happy to liaise with [Redact s38(1)(b)] should that be easier. I'm copying in my colleague [Redact s38(1)(b)] who leads on diary arrangements for the First Minister, for info.

Happy to discuss with either yourself or [Redact s38(1)(b)] by phone, if easier.

Thanks,

[Redact s38(1)(b)]

[Redact s38(1)(b)] Office of the First Minister

5th Floor | St Andrews House | Regent Road | Edinburgh | EH1 3DG | 0131 244 [Redact s38(1)(b)]