



Date: 3rd July 2020

SQA Post Results Queries

Dear Parent/Carer,

As you will already be aware the SQA results will be released on Tues the 4th of August 2020. As part of our Post Results service, Mearns Academy will be operating a call back service if you have one of the following queries:

- I didn't get my certificate or MySQA text and need to know my results.
- I think something is wrong or missing from my certificate.
- One or more of my results looks wrong.

To receive a call back, pupils/parents will need to complete a Microsoft form which will be sent out to parents via groupcall. Parents will be able to access the form from 8am on Tuesday 4th August until 8am on Monday 10th August. Through completing the essential information on the Microsoft form, School staff will then be able to prioritise queries and get back to parents more efficiently than by receiving phone calls through the office.

The SQA operate a candidate advice line, available from 4th to the 7th August for help regarding your certificate. You can contact the SQA using any of the methods below:

- 0345 279 1000
- customer@sqa.org.uk
- Candidate enquiry form (<https://www.sqa.org.uk/sqa/38676.html>)
- Tweet to @sqasupport
- Facebook (<https://www.facebook.com/ScottishQualificationsAuthority/>)

Skills Development Scotland (SDS) also provide an Exam Results Helpline. The SDS Exam Results Helpline will be open from 8 am on results day, the number to call is 0808 100 8000. The helpline offers advice, information and guidance for young people and their parents and carers. The helpline's careers advisers have unique access to information on UCAS course vacancies at UK colleges and universities, Confirmation and Clearing, advice about Modern, Foundation and Graduate Apprenticeships and jobs or volunteering.

If you require any further information please contact the school through the following email address:
mearns.aca@aberdeenshire.gov.uk

Yours faithfully,

Brian Middleton
Depute Head Teacher