Date: 03 August 2020

Dear Parent/Carer

In June, I issued a letter detailing the SQA's Post Certification Review procedures (see link below).  This letter details the steps we will take if we are concerned about a candidate’s results or a group of candidates’ results.

Please find below information about the support available to pupils and parents on receipt of SQA results on Tuesday 4 August and thereafter.  I do have to make you aware that, due to GDPR, we are not allowed to provide the parents of pupils over 16 with school and SQA data.  We have been instructed that, if we do so, we will be in breach of GDPR.  To comply with GDPR and ensure we offer as much support to families as we can, I have written procedures as Frequently Asked Questions (FAQs) below.

**1)  How do I contact the school on 4 August?**

* By emailing the school office - [AberdeenGrammarSchool@aberdeencity.gov.uk](mailto:AberdeenGrammarSchool@aberdeencity.gov.uk).
* By telephoning the school office on 01224 642299.

*Due to COVID-19, all queries must be dealt with by email or by telephone.*

**2)  What will happen with any query I submit through email or by telephone?**

Office staff will note the query in the first instance.  The query will then be passed to the Senior Management Team (SMT).  Each query will be dealt with promptly and you will be provided with information on the steps we will take to address any concerns.

**3)  What do I do if my child has not received their SQA certificate by post on 4 August?**

Please email the school with your child's full name and full postal address.  We will then contact the SQA and check that the certificate has been issued to the correct address.

**4)  Will my child be contacted if the school is thinking about submitting a post certification review?**

The SQA will provide the school with a list of candidates eligible for post certification review on Tuesday 4 August.  The school cannot submit a review for any candidate who is not on this list.  We will contact pupils on an individual basis to discuss the submission of any post certification review.  It is important that we do this as any such review can lead to the grade going up, staying the same or going down.

**5)  Can my child request a course choice change?**

Yes. We will be issuing information about times when pupils can attend school to discuss any course choice changes.  This will be included in my letter detailing induction arrangements for week beginning 10 August.  This letter will be issued tomorrow.

**6)  Can I come into school and see a member of staff?**

No. Due to COVID 19, this is currently not permitted.  Any queries must be dealt with by telephone or email.

**7)  Can my child talk with a Careers Adviser?**

Yes.  Please email the school office and we will arrange for a virtual appointment or telephone conversation to take place.

I hope the above FAQs cover how to contact us and the supports available.

I will be in touch again on 4 August with more specific details regarding arrangements for week beginning 10 August.

Kind Regards

Ms Murison

Head Teacher