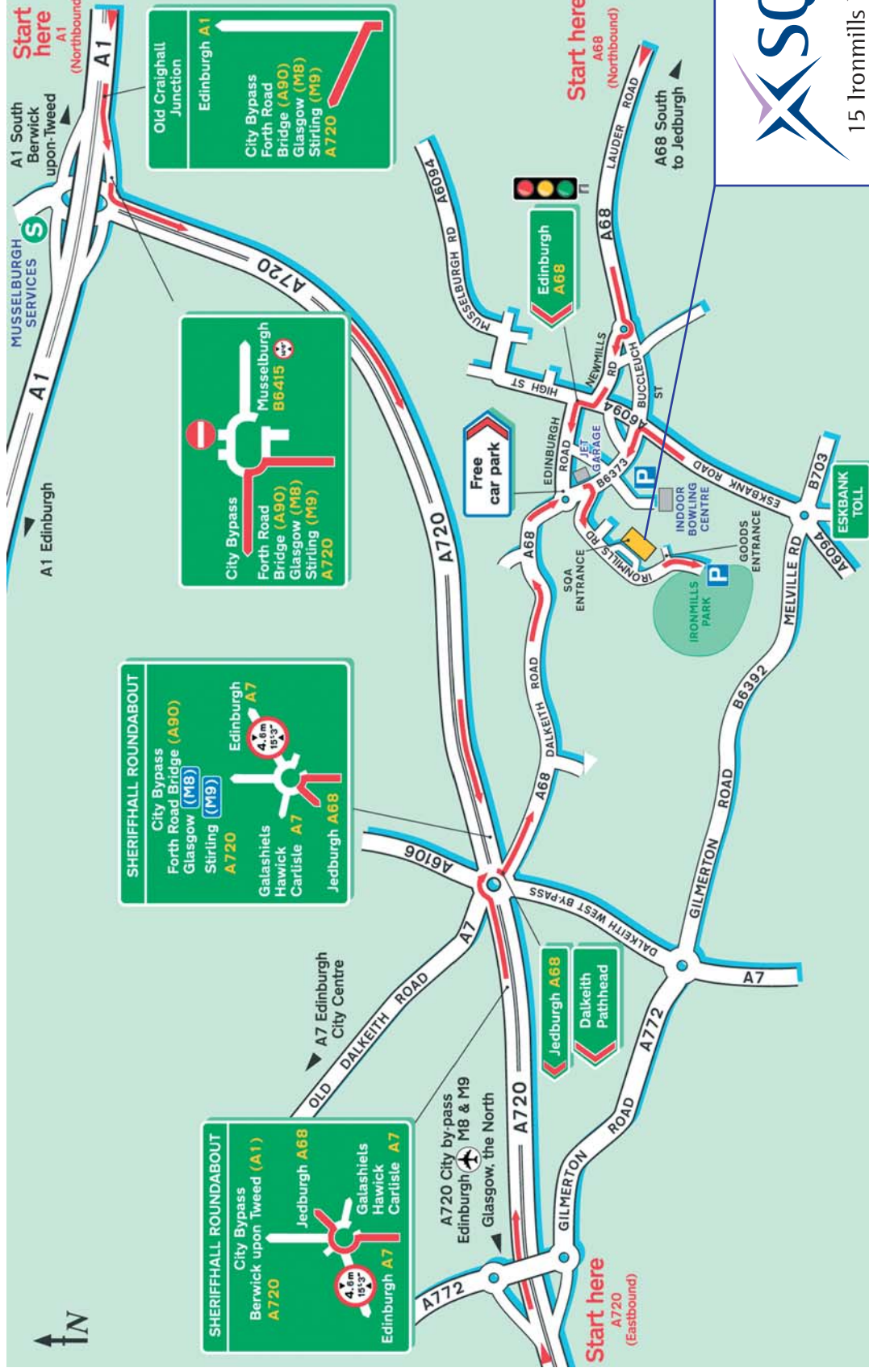


Welcome to SQA at Dalkeith



Dalkeith Street Map



15 Ironmills Road
Dalkeith
EH22 1LE

T: 0845 279 1000
E: customer@sqa.org.uk

Visiting SQA at Ironmills Road, Dalkeith

This guide will help you plan your travel and help you get the most out of your visit to SQA's Dalkeith office.

We will do our best to extend a warm welcome when you arrive. Please tell us if you are dissatisfied with any aspect of our service or have ideas and suggestions on how we can improve. We really do value your feedback – there is a feedback form inserted into this guide.

The Dalkeith office is located at:
15 Ironmills Road
Dalkeith, EH22 1LE

This is in the outskirts of the town and is within easy walking distance of public transport.



Dianne Haig - Receptionist

Travelling to the Dalkeith office

SQA is committed to the reduction of greenhouse gas emissions and pollution. As part of our Travel Plan we actively encourage all visitors, where feasible, to choose public transport as their preferred travel option.

On foot

The Dalkeith office is located in a well maintained and lit street. Access on foot from other public transport options is easy.

By bike

We provide cycle racks for visitors. To reserve a cycle space call our Dalkeith reception **0131-561 6885** at least a day before you visit and we will be happy to organise this. Shower and changing facilities are also available on request.

By bus

Major bus operators run services from Edinburgh city centre to Dalkeith. The relevant services are:

Lothian Buses - **3, 3A** and **49**

FirstGroup - **86, 86A** and **X86**

All services take approximately 30 minutes and operate via North Bridge.

You can check routes and bus times at:

www.lothianbuses.com

www.firstgroup.com

Buses arrive at Edinburgh Bus Station from all major Scottish and UK cities. It is a two minute walk from the Bus Station to North Bridge for a connecting bus to Dalkeith as detailed above. You can get further details by e-mailing: bus.station@edinburgh.gov.uk.

By train

Trains arrive at Edinburgh Waverley Station from all major cities in Scotland and the UK. It is a two minute walk from Waverley Station to North Bridge for a connecting bus to Dalkeith as detailed in the Bus section. During the working day a shuttle service operates between Edinburgh and Glasgow every 15 minutes. For further information please call **08457 48 49 50** or go to www.nationalrail.co.uk

By SQA vehicle

A pick-up service is available between the Dalkeith office and Edinburgh Waverley Station at the following times: 8.45 am and 9.30 am, Monday to Friday. Please book using the Transport Form at <http://www.sqa.org.uk/sqa/34988.html>

Note: In the unusual event of a pick-up run being cancelled, please use public transport and where applicable claim reimbursement using an expense claim form. Taxis should only be used as a last resort and a receipt will be required to claim reimbursement via an expense claim form.

In your car

We would really prefer you to use your car as a last resort in travelling to the Dalkeith office, but we are realistic and do appreciate that at times driving is the most convenient option.

Whether you are travelling from the east or west, you should leave the Edinburgh City Bypass at the Sherrifhall roundabout and follow the signs for Dalkeith. At the mini roundabout go right, and then take the first right again. Car parks are located at the nearby Ironmills Park and Indoor Bowling Club – all within easy walking distance of the Dalkeith office. At peak times the Edinburgh City Bypass can be very congested and public transport is more likely to offer you a less stressful visit!

We do have very limited parking at the Dalkeith office for registered disabled drivers who possess an appropriate permit. To check the availability of a space please call Dalkeith reception on **0131-561 6885**.

By motorcycle

There are uncovered parking spaces for motorcycles at the rear of the building available on a first come, first served basis.

By air

Edinburgh International Airport is 30 minutes drive from the Dalkeith office - traffic conditions permitting. Buses from Edinburgh International Airport are also frequent and operate to Waverley Bridge. It is a two minute walk from Waverley Bridge to North Bridge for a connecting bus to Dalkeith as detailed in the Bus section.

Arriving at the Dalkeith office

SQA's reception is at the main entrance. Please report to reception and sign in. Our Receptionist will be happy to provide assistance and support during your visit. Any questions? Please just ask!

Our latest publications are on display here. Please feel free to take copies.

Security and safety

We have to make essential security and safety checks to enhance your visit, but these are very straightforward and take seconds to complete.

Our Receptionist will issue you with a security pass. You must wear the pass prominently at all times, and you must return it to reception when you leave. All SQA staff wear security badges showing their name and picture. Please feel free to approach any member of staff if you have a question or problem.

If you see anything suspicious during your visit, please alert the Receptionist who will contact our security staff.

First aid

For first aid or emergency assistance, please contact the Receptionist. We have trained first-aiders who can provide immediate assistance and seek emergency help. A defibrillator is also available in the event of a heart attack.

Fire and emergency procedures

A continuously-ringing bell indicates that there is an emergency and the building needs to be evacuated. If you hear this bell, you must leave the building immediately. Your SQA meeting host will direct you to the nearest emergency exit. These are clearly indicated. Do not use the lifts.

Once outside the Dalkeith office follow your SQA meeting host to the assembly point which is located at the end of Ironmills Road in Ironmills Park.



Refreshments

SQA is a Fair Trade supporter and the tea/coffee provided to staff and visitors is sourced from Fair Trade providers.

A light sandwich lunch, if provided, will normally be served in your meeting room. A vegetarian option is always available. Please contact your meeting host a few days prior to your visit if you have any special dietary requirements. This will give us time to meet your needs.

Information for disabled visitors

There is a dedicated disabled lift for access to upper floors.

Disabled toilets are located on the ground floor.

A Hearing Loop is available.

General information

There are 20 meeting rooms on two levels. Smart boards and video conferencing facilities are also available.



Smoking is not permitted in any part of the Dalkeith office or surrounding areas. A smoking shelter is situated in the East Garden.

Toilets are located on each level.

The staff restaurant on the ground floor is open daily from 9.30 am – 10.30 am for breakfast, 12.00 pm – 1.30 pm for lunch, and 2.30 pm – 3.00 pm for sale of snacks and coffee.

You are welcome to visit the restaurant.

We are committed to recycling and sustaining our environment and natural resources. There are recycling bins in all meeting rooms. Papers you no longer require can be deposited in the bins for recycling.

Art @ SQA Dalkeith

SQA displays a wide range of artwork produced by Scottish artists completing National Courses in Art and Design.

How are we doing?

We hope you have an enjoyable and productive visit to SQA at the Dalkeith office. Our aim is to provide you with the highest quality service. We appreciate any comments that you may have, so as you leave, please complete this Report Card so that we do even better next time you visit. Please grade us using the scale from 'A' for excellent to 'F' for failure.

1.	The Welcome Guide	A	B	C	D	F
2.	Travel directions	A	B	C	D	F
3.	Welcome greeting	A	B	C	D	F
4.	Appearance of reception area	A	B	C	D	F
5.	Appearance of Receptionist	A	B	C	D	F
6.	Layout of meeting room	A	B	C	D	F
7.	Cleanliness of meeting room	A	B	C	D	F
8.	Quality of food provided	A	B	C	D	F
9.	Presentation of food	A	B	C	D	F
10.	Cleanliness of toilets	A	B	C	D	F
11.	Overall how do you rate us?	A	B	C	D	F

If any of our staff were exceptionally courteous, we would like to know their names.

Additional comments

Thank you for taking time to complete this form, please return the completed form to reception.



Customer Contact Centre

T: 0845 279 1000 E: customer@sqa.org.uk W: www.sqa.org.uk

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June 2009