

Professional Development Directory

2005–2006

Calendar of Dates and Locations

Professional Development Workshops

Workshop Title	Glasgow	Dalkeith	Edinburgh
Preparing for Candidate Queries about the Revised 2006 Scottish Qualifications Certificate (SQC)	14 June 2006	22 June 2006	
Delivering Work Based Core Skills	9 May 2006		
School–Centre Partnerships Offering SQA Provision	28 February 2006	7 February 2006	
Managing an SVQ Programme	22 June 2006	1 February 2006	
Assessment and Portfolio Building in an SVQ Programme	6 September 2006	21 March 2006	
Quality Assurance for Schools	26 January 2006 16 November 2006	19 January 2006 1 November 2006	
A User's Guide to Grade Boundary Meetings	13 September 2006	27 September 2006	
Meeting the Requirements of A1	25 January 2006	16 May 2006	
Meeting the Requirements of V1	2 February 2006	13 June 2006	
An Insight into National Courses	25 October 2006	27 October 2006	
Certificating National Courses in an Academic Year	5 September 2006	31 August 2006	
Appeals Exemplification in Higher English	15 March 2006		
Critical Essay in Higher English	4 March 2006		22 February 2006
Standard Grade English	16 September 2006		
National Qualifications: Understanding Standards – Art and Design Higher – Computing Higher – French Intermediate 1 and 2 – Mathematics Advanced Higher – Media Studies Intermediate 1 and 2	21 January 2006 3 December 2005 28 January 2006 4 February 2006		3 December 2005

Quality Networks

NQ Accounting	3 February 2006		
NQ Administration	3 March 2006		

Welcome by Anton Colella



I am delighted to welcome you to our first Professional Development Directory detailing workshops and events for all our customers.

We are building on a successful programme of Professional Development Workshops and customer events held over several years now. We have listened to your comments and suggestions from the previous programmes and now present a range of events which we believe will meet your needs.

You are invited to make full use of this current range of Professional Development Workshops and customer events detailed in the Directory. All our events will be led by subject specialists who are looking forward to welcoming you to their workshops.

I trust you will find our range of workshops and events meets your business needs.

A handwritten signature in black ink, appearing to read 'A Colella'.

Anton Colella
Chief Executive

Contents

Contents

Professional Development Workshops

Quality Networks

Customer Events

Customised Services

Booking Arrangements

Professional Development Workshops

Provide quality staff training for continuous professional development

Preparing for Candidate Queries about the Revised 2006 Scottish Qualifications Certificate (SQC)

Aim of workshop

SQA's Scottish Qualifications Certificate (SQC) is changing in 2006. This workshop will give delegates the opportunity to interpret and explain the content of the SQC, along with any data reports sent to centres from SQA for August 2006 certification.

Audience

This workshop is recommended for any member of staff within an SQA approved centre who has responsibility for communicating with candidates about their results as detailed on the SQA's Scottish Qualifications Certificate. This workshop would be particularly relevant for all Business Managers within an education authority; administrative staff within a school; MIS or lecturing staff within a college; or those with an advisory and career guidance remit.

Learning objectives

By the end of this workshop, delegates will be able to:

- understand the components of a National Qualification Course

- interpret correctly the content of SQA's Scottish Qualifications Certificate to help respond to candidate queries about their results
- explain candidate achievement for the Core Skills Profile
- describe the purpose of the Scottish Credit and Qualifications Framework
- explain SQA's appeals process including timelines to help candidates forward plan for the next academic session
- provide information to candidates and parents about the purpose of SQA's centre, candidate advice lines and website information available
- produce a Centre Action Plan for successful communication with candidates throughout SQA's 2006 August certification

There will also be interactive demonstrations of SQA's website and SQA.net.

Preparing for Candidate Queries about the Revised 2006 Scottish Qualifications Certificate (SQC) (continued)

Format

- presentations by SQA's Customer Relations and Marketing, and Data Management Departments
- interactive workshops

Duration Full day

Introductory offer price £30

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

14 June 2006 in Glasgow

22 June 2006 in Dalkeith

Delivering Work Based Core Skills

Aim of workshop

This event will give delegates the opportunity to explore current delivery and assessment issues for the five work based Core Skills and share best practice with each other.

Audience

This workshop is recommended for all professionals involved in the delivery of a work based Core Skills training programme for candidates.

Learning objectives

By the end of this workshop, delegates will be able to:

- interpret the requirements of the Unit specifications
- plan for assessment for a variety of candidate situations
- understand the Core Skills profile to determine existing candidate attainment
- discover and use the latest on-screen support

Format

- presentations by SQA's Qualifications Division, Quality Assurance, and Customer Relations and Marketing Departments
- interactive workshops
- there will also be a presentation from a representative of Asset Skills Scotland

Duration Half day

Price £75

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Date and location

9 May 2006 in Glasgow

School–Centre Partnerships Offering SQA Provision

Aim of workshop

This workshop is aimed at all staff involved in operating partnership arrangements.

Audience

This workshop is recommended, in particular, for staff concerned with the planning and review stages of any partnership arrangement and who are based in:

- schools
- local authorities
- colleges
- employers and training providers

Learning objectives

By the end of the workshop delegates will be able to:

- understand the reasons for and benefits of partnerships
- recognise the importance of having partnership agreements in place for pre- and post-16-year-old school pupils

- identify roles and responsibilities of all partners
- define lines of communication
- develop and implement a partnership agreement

Format

- presentations by SQA's Quality Assurance, and Customer Relations and Marketing Departments
- interactive workshops

Duration Half day

Price £75

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

7 February 2006 in Dalkeith

28 February 2006 in Glasgow

Managing an SVQ Programme

Aim of workshop

This workshop is aimed at employers, training providers and colleges involved in the management of an SVQ programme.

Audience

This workshop is recommended for all professionals involved with the management of SVQs and for employers, training providers and colleges thinking of offering SVQs.

Learning objectives

By the end of the workshop delegates will be able to:

- identify the models for delivering and assessing SVQs within an organisation
- define the roles and responsibilities of the key players involved
- set up a system for inducting assessors and candidates to the programme
- identify ways of tracking candidates' progress
- allocate and manage resources within the programme
- produce a personalised action plan for their SVQ programme

Format

- presentations by SQA's Quality Assurance, and Customer Relations and Marketing Departments
- interactive workshops

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

1 February 2006 in Dalkeith
22 June 2006 in Glasgow

Assessment and Portfolio Building in an SVQ Programme

Aim of workshop

This workshop is aimed at those who are directly involved in the assessment process, have some responsibility for developing assessment materials and support candidates in the collection and presentation of evidence using a portfolio approach.

Audience

This workshop is recommended for all professionals involved in the delivery of SVQs, and for employers, training providers and colleges thinking of offering SVQs.

Learning objectives

By the end of the workshop delegates will be able to:

- confirm SQA's Quality Assurance Framework
- explain the assessment process
- describe appropriate models for assessing and supporting SVQ candidates
- advise candidates for SVQ assessment

- identify a variety of assessment materials
- define documentation to structure a candidate's portfolio
- apply SQA's guidance on the use of e-assessment and e-portfolio
- determine best practice for assessment and portfolio building
- produce an action plan for SVQ assessment

Format

- presentations by SQA's Quality Assurance, and Customer Relations and Marketing Departments
- interactive workshops

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

21 March 2006 in Dalkeith

6 September 2006 in Glasgow

Quality Assurance for Schools

Aim of workshop

This workshop is aimed at teaching professionals. The workshop content will be generic in nature and will be of particular benefit to those wishing to gain a greater insight into the operation and management of internal and external quality assurance processes as they relate to SQA qualifications.

Audience

The workshop is recommended for all staff assessing school candidates, including:

- new Principal Teachers
- teachers
- lecturers

Learning objectives

By the end of the workshop delegates will be able to:

- understand the reasons for and benefits of internal moderation and standardisation
- identify roles and responsibilities of all parties involved in internal and external quality assurance processes

- apply mechanisms for internal moderation
- understand the reasons for and by what means SQA externally moderates National Qualifications
- prepare for external moderation

Format

- presentations by SQA's External Moderators, Quality Assurance staff, and Customer Relations and Marketing Departments
- interactive workshops

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

19 January 2006 in Dalkeith

26 January 2006 in Glasgow

1 November 2006 in Dalkeith

16 November 2006 in Glasgow

A User's Guide to Grade Boundary Meetings

Aim of workshop

To explain how SQA maintains the standards of National Qualifications by the meetings which set the grade boundaries for each subject's external assessment.

Audience

This workshop is recommended for all teaching professionals involved in the delivery of National Courses and Standard Grade within any type of SQA approved centre.

Learning objectives

By the end of the workshop delegates will be able to:

- understand the important role played by grade boundary meetings
- exemplify the rigour with which each grade boundary meeting is conducted
- describe the function of grade boundary meetings with regard to their role in the maintenance of national standards
- identify who's who at the meetings and their roles and responsibilities

- prepare for a grade boundary meeting with regard to the collection and collation of data
- determine how decisions are reached during a grade boundary meeting

Format

- presentations by SQA's Research and Information Services, and Customer Relations and Marketing Departments
- interactive workshops, using training materials developed for Principal Assessors

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

13 September 2006 in Glasgow

27 September 2006 in Dalkeith

Meeting the Requirements of A1

Aim of workshop

This event will give delegates the opportunity to explore the standard, Evidence Requirements and assessment strategy requirements for the A1 Unit. Delegates will also have the opportunity to consider various models of delivering assessor training and consider the role of professional discussion in the assessment of A1 candidates.

Audience

This workshop is suitable for those:

- responsible for developing and/or assessing assessors to enable them to achieve A1
- previously qualified assessors who wish to gain knowledge of the A1 standard (CPD)

Learning objectives

By the end of this workshop, delegates will be able to:

- recognise various models of developing assessor competence and identify sources of support
- identify the evidence requirements (linking to the A1 standard) and assessment strategy requirements for A1, gaining the opportunity to clarify any 'grey areas'

- weigh up the advantages/disadvantages of using professional discussion and recognise where within the A1 standard it can be used
- identify the role of the Internal Verifier/Moderator in supporting assessor development and their contribution to the evidence required for A1
- identify the factors that inhibit and promote best practice in assessment and ways of influencing organisational change

Format

- presentations by SQA's Quality Assurance, and Customer Relations and Marketing Departments.
- interactive workshops

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

25 January 2006 in Glasgow

16 May 2006 in Dalkeith

Meeting the Requirements of V1

Aim of workshop

This event will give delegates an opportunity to explore the standard, Evidence Requirements and assessment strategy requirements for the V1 Unit. Delegates will have the opportunity to consider what the job of the Internal Verifier/Moderator now entails and the impact this may have on existing organisational procedures. There will also be an opportunity for delegates to discuss the role of professional discussion in the assessment of V1 candidates.

Audience

This workshop is suitable for those:

- responsible for developing and/or assessing Internal Verifiers/Moderators to enable them to achieve V1
- who have a role in internally quality assuring SVQs and work based awards and wish to gain a greater understanding of V1
- previously qualified Internal Verifiers/Moderators who wish to gain knowledge of the V1 Standard (CPD)

Learning objectives

By the end of this workshop, delegates will be able to:

- recognise the key functions Internal Verifiers/Moderators must perform to enable them to fully meet V1 requirements
- identify the evidence requirements (linking to the V1 standard) and assessment strategy requirements for V1, gaining the opportunity to clarify any 'grey areas'
- state the reasons for developing an internal verification/moderation strategy and identify its use in providing evidence for specific parts of the V1 standard and evidence requirements
- identify how to structure a professional discussion and recognise where within the V1 standard this method of assessment can be used
- recognise the key internal organisational changes that may be necessary to enable the achievement of the V1 standard

Meeting the Requirements of V1 (continued)

Format

- presentations by SQA's Quality Assurance, and Customer Relations and Marketing Departments
- interactive workshops

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

2 February 2006 in Glasgow

13 June 2006 in Dalkeith

An Insight into National Courses

Aim of workshop

This workshop is aimed at our new teaching professionals who want to know more about Scotland's National Courses and SQA's role in delivering and quality assuring the National examination system.

Audience

This workshop is recommended for newly qualified teachers/lecturers or those returning to the profession after a career break.

Learning objectives

By the end of the workshop delegates will be able to:

- identify the added value to a National Course
- understand why and how we externally moderate National Qualifications
- explain the centre's role and responsibilities in the external moderation process

- prepare for external moderation
- define the centre's key areas of responsibility for external assessment and understand how these impact on SQA's quality assurance processes for external assessment

Format

- presentations by SQA's Quality Assurance, Assessment Logistics, Qualifications Development, and Customer Relations and Marketing Departments
- interactive workshops

Duration Half day

Price £75

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

25 October 2006 in Glasgow

27 October 2006 in Dalkeith

Certificating National Courses in an Academic Year

Aim of workshop

This workshop is aimed at all professionals who are involved in the operation and management of National Courses. Delegates will have the opportunity to gain a greater understanding of the roles and responsibilities necessary within a centre to meet SQA key deadlines, to ensure successful and accurate candidate August certification.

Audience

This workshop is recommended for all professionals involved with National Courses and Units, and who regularly refer to SQA's Operational Helpcentre — in particular new SQA Co-ordinators, Principal Teachers, Heads of College Departments, Curriculum Managers or those with a MIS or Quality Assurance remit.

Learning objectives

By the end of the workshop delegates will be able to:

- explain how to enter all candidate data accurately to meet SQA key deadlines for National Units, National Courses, internal assessment marks and coursework results

- identify and interpret the content of all SQA reports sent to centres for August 2006 certification
- understand the centre's role and responsibilities in the external moderation process
- prepare for external moderation
- understand and explain the procedures for nominating and working closely with your invigilators
- understand the planning needed and follow procedures during the examination period
- describe the procedure for requesting assessment arrangements for candidates with additional support needs
- identify clearly the documentation and evidence required for the submission of appeals requests

Format

- presentations by SQA's Assessment Logistics, Quality Assurance, and Customer Relations and Marketing Departments.
- interactive workshops

Certificating National Courses in an Academic Year (continued)

Duration Full day

Price £150

Included in price — workshop pack,
CPD attendance certificate, lunch
and refreshments

Dates and locations

31 August 2006 in Dalkeith

5 September 2006 in Glasgow

Appeals Exemplification in Higher English

Aim of workshop

The aim of this workshop is to provide:

- the opportunity for subject specialist leaders to see successful and unsuccessful appeals evidence in Higher English
- the opportunity to clarify the process and the thinking behind decisions

Audience

This workshop is recommended for subject specialist leaders in English.

Format

- presentation by SQA's Principal Assessor
- practical workshops using candidate material

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Date and location

15 March 2006 in Glasgow

Critical Essay in Higher English

Aim of workshop

The aim of the workshop is to:

- inform delegates of the issues affecting performance of candidates in Critical Essays at Higher level
- consider points for action which may help delegates improve performance of candidates
- provide opportunity for delegates to focus on points for action, to identify existing best practice and to clarify issues

Audience

This workshop is recommended for teachers/lecturers who present or hope to present candidates in Higher English.

Format

- presentation by SQA's Principal Assessor
- practical workshops using candidate material (this material will be different from 2005 workshop material)

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Dates and locations

22 February 2006 in Edinburgh

4 March 2006 in Glasgow

Standard Grade English

Aim of workshop

The aim of this workshop is to provide the opportunity to:

- clarify the Course requirements in Standard Grade English
- clarify the requirements of the final assessment in Standard Grade English
- consider and mark candidate responses to the assessable elements

Audience

This workshop is recommended for newly qualified/probationer teachers of English.

Format

- presentation by SQA's Principal Assessor
- practical workshops using candidate material

Duration Full day

Price £150

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments.

Date and location

16 September 2006 in Glasgow

National Qualifications: Understanding Standards

Aim of workshop

The aims of these workshops are to:

- inform delegates of the issues affecting performance of candidates in the 2005 examination
- consider points for action which may help delegates improve the performance of candidates
- provide opportunity for delegates to focus on the points of action, to identify existing best practice and to clarify issues

Audience

Teachers and lecturers who teach and present candidates for National Courses.

Format

- presentation by the Principal Assessor and/or Examining Team member
- practical workshops using selected candidate material from the 2005 examination

Practical workshops will use examples of candidates' work from the 2005 examination diet to develop delegates' understanding of national standards.

Duration Full day

Price £150 per workshop

Included in price — workshop pack, CPD attendance certificate, lunch and refreshments

Dates and locations

Subject and Level	Location	
	Glasgow	Edinburgh
Art and Design Higher		3 December 2005
Computing Higher	21 January 2006	
French Intermediate 1 and 2	3 December 2005	
Mathematics Advanced Higher	28 January 2006	
Media Studies Intermediate 1 and 2	4 February 2006	

All workshop dates are **Saturdays**

Quality Networks

Support the professionals who
deliver our qualifications

Quality Networks

Aim

Quality Networks provide a forum for centres to come together and:

- share ideas
- discuss common issues relating to the assessment of qualifications
- access help and guidance from SQA
- improve the quality of SQA provision

Quality Networks help to make delivery and assessment consistent, and reassure practitioners that they are on the right track.

Audience

Delegates should be involved in the day-to-day delivery of the qualification covered by the Network meeting.

Format

- presentations by SQA's Quality Assurance Department
- interactive tasks

Duration Full day

Price £30 per Quality Network event

Included in price — delegate pack, attendance certificate, lunch and refreshments.

Dates and locations

Subject and Level	Location
NQ Accounting	Glasgow 3 February 2006
NQ Administration	3 March 2006

Customer Events

Provide up-to-date relevant information on SQA's policy and procedures

Coming soon ...

School Head Teachers and College Principals are key influencers in our strategic engagement plans. During mid-2006 we will be holding two strategic-level conferences for Scotland's Head Teachers and Principals of Scotland's colleges.

The broad aims of the conferences will be to present, discuss and get feedback on a range of strategic issues facing SQA, schools and colleges. Look out for further details in March.

Customised Services

In-house delivery to meet your
specific business needs

Customised Services

Many of our Professional Development Workshops can be delivered 'in-house' to groups of your own staff. Our Customised Service is aimed to meet your specific business needs.

Please contact our Corporate Events Team in the first instance to discuss your requests.

We will then work with you to arrange the following:

- date/s
- venue
- number of delegates
- content
- costs

If you think this format of delivery of Professional Development Workshops would meet your requirements, please contact our Corporate Events Team on 0845 279 1000 or e-mail: **customer@sqa.org.uk**.

Booking Arrangements

Booking Arrangements

Booking

To reserve a delegate place, please complete and return the attached registration form. Please note that places at each event are limited. Book early to avoid disappointment.

Completed registration forms should be sent to:

Corporate Events Team

Scottish Qualifications Authority
Hanover House
24 Douglas Street
Glasgow
G2 7NQ

Alternatively, you can fax to:

Corporate Events Team on
0141-242 2219.

Please ensure you fax both sides of the registration form – you may find it easier to photocopy the registration form first.

Acknowledgement/confirmation

An invoice will be issued within 10 working days of receipt of your booking. This invoice is confirmation of your place on the forthcoming workshop. Full workshop material including joining instructions, map and venue details will be issued one week prior to the event.

Enquiries

All general enquiries about our Professional Development Directory 2005-2006 should be made to 0845 279 1000 or e-mail: customer@sqa.org.uk.

Cancellations and booking terms

If you need to cancel, please do so in writing to the Corporate Events Team, SQA, Hanover House, 24 Douglas Street, Glasgow, G2 7NQ. Please note that cancellations are subject to the following terms:

- cancellation six weeks prior to the event — no charge
- less than six weeks — no refund
- failure to attend — no refund

Delegate substitutions are welcome at no extra charge.

Payment must be received within 30 days of invoice date to secure your delegate booking. SQA reserves the right to cancel or amend events without prior notice. Suitable alternatives may be offered. In the event of an alternative being unavailable or unsuitable, a full refund will be made.

As of 20 February 2006 please contact our Customer Contact Centre on 0845 279 1000 to confirm our postal address and fax number.

Professional Development Directory 2005–2006 Registration Form

Name	<input style="width: 100%;" type="text"/>
Centre	<input style="width: 100%;" type="text"/>

Professional Development Workshops

Please indicate workshop(s) you wish to attend by placing a tick in the appropriate box.

Workshop Title	Glasgow	Dalkeith	Edinburgh
Preparing for Candidate Queries about the Revised 2006 Scottish Qualifications Certificate (SQC)	<input type="checkbox"/> 14 June 2006	<input type="checkbox"/> 22 June 2006	
Delivering Work Based Core Skills	<input type="checkbox"/> 9 May 2006		
School-Centre Partnerships Offering SQA Provision	<input type="checkbox"/> 28 February 2006	<input type="checkbox"/> 7 February 2006	
Managing an SVQ Programme	<input type="checkbox"/> 22 June 2006	<input type="checkbox"/> 1 February 2006	
Assessment and Portfolio Building in an SVQ Programme	<input type="checkbox"/> 6 September 2006	<input type="checkbox"/> 21 March 2006	
Quality Assurance for Schools	<input type="checkbox"/> 26 January 2006 <input type="checkbox"/> 16 November 2006	<input type="checkbox"/> 19 January 2006 <input type="checkbox"/> 1 November 2006	
A User's Guide to Grade Boundary Meetings	<input type="checkbox"/> 13 September 2006	<input type="checkbox"/> 27 September 2006	
Meeting the Requirements of A1	<input type="checkbox"/> 25 January 2006	<input type="checkbox"/> 16 May 2006	
Meeting the Requirements of V1	<input type="checkbox"/> 2 February 2006	<input type="checkbox"/> 13 June 2006	
An Insight into National Courses	<input type="checkbox"/> 25 October 2006	<input type="checkbox"/> 27 October 2006	
Certificating National Courses in an Academic Year	<input type="checkbox"/> 5 September 2006	<input type="checkbox"/> 31 August 2006	
Appeals Exemplification in Higher English	<input type="checkbox"/> 15 March 2006		
Critical Essay in Higher English	<input type="checkbox"/> 4 March 2006		<input type="checkbox"/> 22 February 2006
Standard Grade English	<input type="checkbox"/> 16 September 2006		
National Qualifications: Understanding Standards			<input type="checkbox"/> 3 December 2005
– Art and Design Higher			
– Computing Higher	<input type="checkbox"/> 21 January 2006		
– French Intermediate 1 and 2	<input type="checkbox"/> 3 December 2005		
– Mathematics Advanced Higher	<input type="checkbox"/> 28 January 2006		
– Media Studies Intermediate 1 and 2	<input type="checkbox"/> 4 February 2006		

Quality Networks

Glasgow

- | | |
|-------------------|--|
| NO Accounting | <input type="checkbox"/> 3 February 2006 |
| NO Administration | <input type="checkbox"/> 3 March 2006 |

Professional Development Directory 2005–2006 Registration Form

First name

Surname

Title

Mr Mrs Ms Dr Other

Your job title

Centre name

Centre no

You must provide your centre number if you wish to be invoiced for payment

Business address

 Postcode

Telephone no

E-mail address

please print clearly

I agree to the cancellations and booking terms.

(You must tick this box in order for your booking to be processed.)

Please advise us of any access, dietary or other requirements to enable us to help you make the most of your day.

Payment method (please tick one box)

Please note that payment must be received on receipt of invoice to guarantee your place.

Cheque made payable to 'Scottish Qualifications Authority'
Do not send cash.

Invoice prior to payment.

We can only invoice to SQA Approved Centres. Please provide your centre number above.

Purchase order number

(For invoice payments only. We cannot process your application if this box is left blank).

For Events use only

Action	Date	Action by
Received		
Phone call by SQA (date of first call)		
Problem/enquiry solved		
Process on EMS		
Filed		



Hanover House Ironmills Road
24 Douglas Street Dalkeith
Glasgow Midlothian
G2 7NQ EH22 1LE

Customer Contact Centre
Tel: 0845 279 1000
Fax: 0141-242 2244
e-mail: customer@sqa.org.uk

website: www.sqa.org.uk

