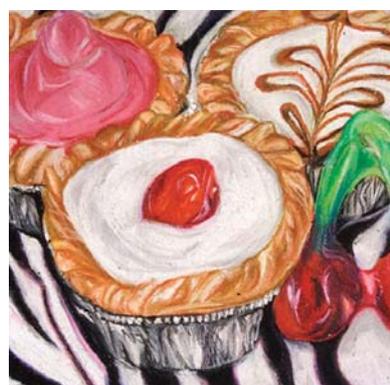
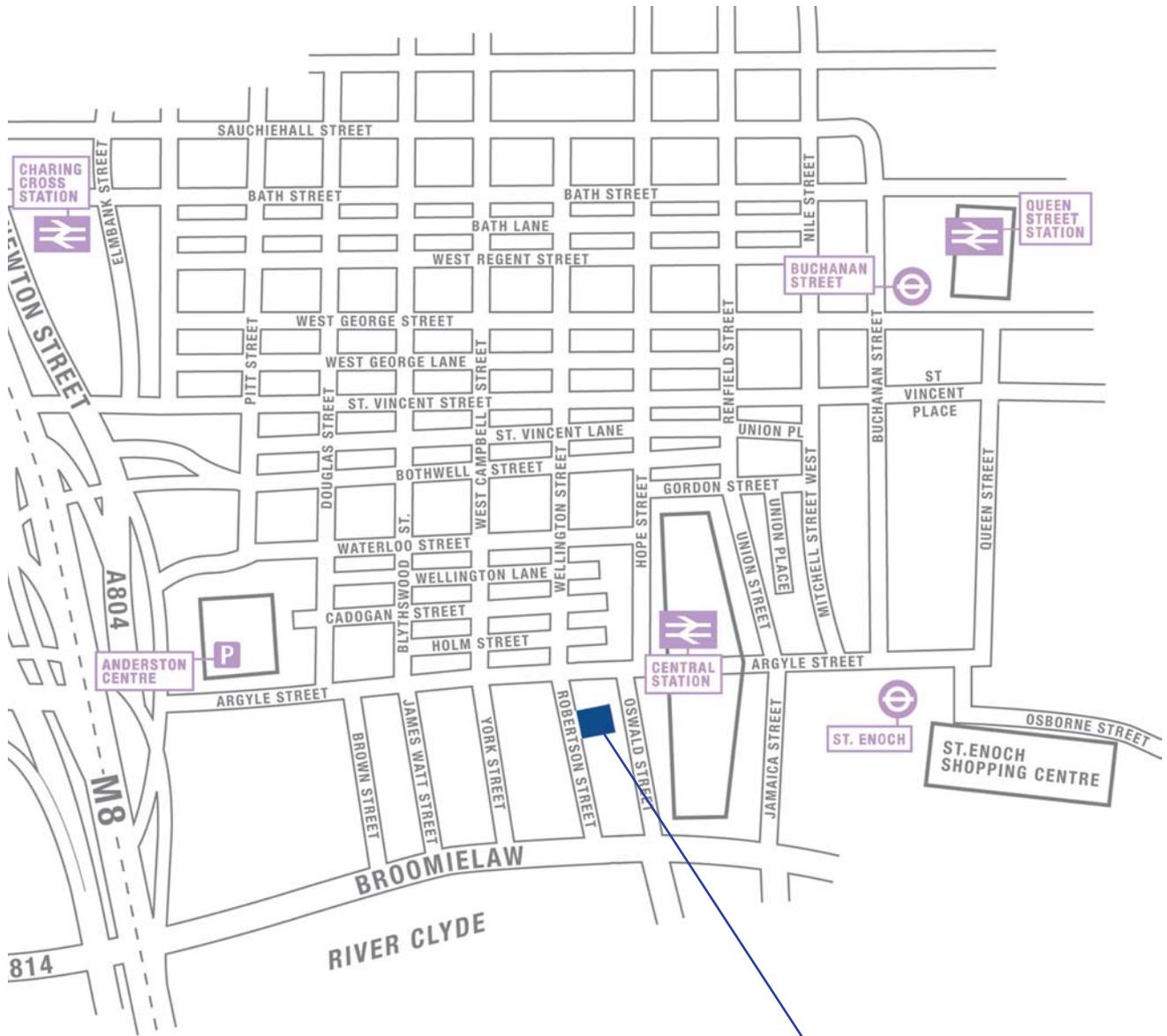


Welcome to SQA at the Optima Building



Glasgow Street Map




The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

T: 0345 279 1000
E: customer@sqa.org.uk

Visiting SQA at the Optima Building, Glasgow

This guide will help you plan your travel and help you get the most out of your visit to SQA's Glasgow offices at the Optima Building.

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 Optima Building is at:
58 Robertson Street
Glasgow, G2 8DQ

This is in the Glasgow city centre financial district. Optima is within easy walking distance of public transport links.



Angela Smith - Receptionist

Travelling to the Optima Building

SQA is committed to the reduction of CO₂ emissions. 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 Optima Building is on a well maintained and well lit street. Access on foot from other public transport options is easy. There are pedestrian crossings at all busy road junctions.

By bike

Cycle racks are available for visitors. Upon arrival, please speak to a member of the building reception area staff who will be happy to assist with this. We have shower and changing facilities available upon request.

By bus

Major bus operators run services from all areas to Glasgow city centre. You can check routes and bus times at www.firstglasgow.co.uk.

Buchanan Bus Station is a 15 minute walk from the Optima Building. It serves all major Scottish and UK cities and outlying rural areas. You can get further details by telephoning **0141-333 3708** or visiting www.spt.co.uk/bus/bbs.

By train

Glasgow Central Station is a two minute walk from the Optima Building. Trains arrive at Glasgow Central from all major cities in the UK and locations in the West of Scotland.

Glasgow Queen Street is a ten minute walk from the Optima Building. During the working day a train shuttle service operates between Edinburgh and Glasgow every 15 minutes. Trains arrive at Glasgow Queen Street from towns across the North East of Scotland and Highlands.

For more information please call **0845 748 4950** or go to www.networkrail.co.uk.

On the Underground

The Glasgow Underground provides fast travel across the city centre, West End and South Side of the city. The nearest station to the Optima Building is St Enoch, which is a five minute walk away. There are 'park and ride' stations at Shields Road, Bridge Street and Kelvinbridge stations.

In your car

We would really prefer your car to be the last resort when you travel to the Optima Building, but we are realistic and do appreciate that at times it is the most convenient option.

Whether you head into the city from the east or the west, you should leave the M8 at Junction 19 and follow the signs for City Centre. There are car parks on Oswald Street, Waterloo Street and Cadogan Street – all within easy walking distance of the Optima Building. There is very limited on-street metered parking in the streets surrounding the Optima Building, but generally parking in Glasgow city centre is difficult, expensive and frustrating – public transport is likely to offer you a less stressful visit!

Disabled parking

Limited underground parking is available for visitors who possess an appropriate permit.

By air

Glasgow International Airport is a 20 minute drive from the Optima Building (traffic conditions permitting).

Buses from and to Glasgow International Airport are frequent. The required bus stop in Waterloo Street is a one minute walk from the Optima Building. Taxis are also available

When you arrive at the Optima Building

On arrival please take the lift or stairs to level 3.

Reception

SQA's reception area is on level 3, along with the majority of our conference and meeting rooms. 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.

Upon arrival you will be required to register at reception where you will be provided 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.

All working floors have sealed security access and visitors cannot access these floors unless accompanied by a member of SQA staff.

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.

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 Optima Building, follow your SQA meeting host to the assembly point, which is located at the end of Robertson Street at its junction with the Broomielaw. Our alarm systems are tested every Monday at 10 am.

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 entrance for disabled visitors adjacent to the main entrance and the lifts allow disabled access to all floors.

There are accessible toilets on levels 3 and 6.

A Hearing Loop is also available.

General information about the Optima Building

There are 12 purpose-built conference rooms on level 3. Our rooms include wireless connectivity – ask the Receptionist for a temporary password. Smart boards and video conferencing facilities are also available.

Smoking is not permitted in any part of the Optima Building or the surrounding areas.

There are toilets on each level opposite the lifts.

The Optima Café on level 7 is open daily from 8 am – 11 am and 11.30 am – 3.30 pm for sale of snacks and coffee. You are welcome to visit the Café.



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 @ Optima

SQA's reception area displays a wide range of artworks from young Scottish artists completing National Courses in Art and Design. Several commissioned pieces of artwork and a design gallery are also on show. Prints of the artwork are available – ask the Receptionist for details.

How are we doing?

We hope you have an enjoyable and productive visit to SQA at the Optima Building. 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
BA4920A June 2009