



International Travel Guidance for SQA Appointees

Publication date: April 2017
Publication code: FF7419

Published by the Scottish Qualifications Authority
The Optima Building, 58 Robertson Street, Glasgow G2 8DQ Lowden, 24 Wester Shawfair,
Dalkeith, EH22 1FD

www.sqa.org.uk

The information in this publication may be reproduced in support of SQA qualifications. If it is reproduced, SQA should be clearly acknowledged as the source. If it is to be used for any other purpose, written permission must be obtained from the Editorial Team at SQA. It must not be reproduced for trade or commercial purposes.

© 2017 Scottish Qualifications Authority

Contents

Introduction	1
Purpose of procedure	1
Review of procedure	1
Before travel — travel planning	2
Travel information	2
Where will I find the international travel forms?	2
Risk assessments	3
Country risk assessment and health and safety	3
Useful hint	4
Retention periods for risk assessments	4
Booking travel	5
Travel service provider	5
Travel profile	5
How to book travel	5
Class of travel	5
Rest day	5
Passports	5
Visas	6
Arranging visas	6
Hotel bookings	6
Buildings and hotel safety	6
Payment of a hotel	6
IT equipment	7
Keeping in touch	8
Emergency contact details	8
Central database	8
Medical information	9
Vaccinations	9
Existing medical conditions	9
Existing medication	9
Other travel information	10
Travel insurance	10
Personal safety	10
Making a claim	10
When to contact the embassy	11
Useful hint	11

Cash credit and debit cards	12
Debit cards	12
China	12
Foreign currency	12
Travel planning tips	12
While you are there — personal safety and security	13
Contact on arrival at destination	13
Taxi and hotel transfers	13
In the event of an incident	13
Your safe return	14
Duty of care	15
Personal care	Error! Bookmark not defined.
Reporting of incidents	15
Rest/recovery days	15
Return from overseas	16
Expenses	16
Claiming expenses	16
Incidental expenses and subsistence	16
Foreign currency	17
Expenses which are reimbursable	17
Expenses which are not reimbursable	17
Monitoring and review	18
Appendix 1: Recommended websites	19
Appendix 2: Overseas travel	20
Travel planning tips	20
Medical information	22
Appendix 3: IT equipment	24
SQA's International Travel Information	24
Appendix 4: Contact procedure	27
Appendix 5: Useful telephone numbers	28

Introduction

SQA's strategy for growth means that an increasing number of people are being asked to travel and work outside the UK as SQA strives to build its business in international markets.

SQA has a duty of care to ensure, as far as it is reasonably practicable, the health, safety and welfare of everyone travelling on SQA business overseas.

All travellers have an individual duty to take reasonable care of their own health and safety, including fitness to travel.

SQA will undertake to provide adequate information and instruction to those working overseas.

SQA will also provide transport, where possible, that has already been sourced and checked by SQA's travel provider to ensure safety for all travellers. Some centres may provide transportation.

Purpose of procedure

This procedure outlines the steps which should be taken for the safe management of activities when preparing to travel overseas on SQA business. It also provides guidelines and support for safe working whilst overseas.

This procedure applies to any representatives of SQA who travel outside of the United Kingdom for business purposes. It applies to people travelling on their own or with colleagues.

The procedure has been divided into three sub-sections:

- ◆ Before travel — travel planning
- ◆ While you are there
- ◆ Return from travel

Review of procedure

This procedure will be reviewed every two years or earlier if required, but will be superseded by any relevant changes in law.

Before travel — travel planning

TO BE READ BEFORE TRAVELLING

Travel information

When an overseas trip has been identified you need to arrange many things prior to travel. You may also have a number of questions to consider.

Some of these questions may be:

- ◆ Who books my travel? (See page 5)
- ◆ Which hotel will be booked? (See page 6)
- ◆ Is a visa required? (See page 6)
- ◆ Do I need to take IT equipment? (See page 7)
- ◆ Do I need vaccinations? (See page 9)
- ◆ Will I be safe? (See pages 8, 10, 13 and 14)
- ◆ Will I be insured? (See page 10)
- ◆ What currency is required? (See page 12)
- ◆ Are there any contact procedures in place should an incident occur where I am working? (See page 8)

To allow you to be adequately equipped, this procedure has been prepared to guide you with travel arrangements and many other issues relating to travelling to represent SQA overseas.

There are also a number of forms to complete to ensure you have all the necessary information. The forms ensure that SQA follows health and safety regulations and meets its obligations and duty of care to all travellers.

This procedure should be followed and adhered to at all times.

Where will I find the international travel forms?

All the relevant forms will be sent to you by an SQA Officer requesting you to undertake the international activity.

The form that will be used is:

INT1 Form

Part A: Country risk assessment

Part B: Health and safety form

Part C–E: Overall risk assessment and authorisation

Risk assessments

Risk assessments are mandatory for all travellers.

It is important that the SQA officer (your SQA officer) responsible for your activities and yourself have fully considered the risks, are making an informed judgement on whether or not to travel, and are aware of the steps to be taken in an emergency.

A risk assessment only covers you for one trip.

If you have previously completed a risk assessment for a country you are revisiting, you will need to complete a new assessment, taking into account the up-to-date advice available on the recommended websites.

Country risk assessment and health and safety

The form you **must** complete is Country and Health and Safety Risk Assessment Form INT1.

This risk assessment form has several parts to it.

Part A is the country risk assessment — Completed by SQA

This form will include information about the country you propose to travel to and this can be used when deciding whether to travel to the country or not.

The form will be e-mailed to you by your SQA officer.

(SQA officer: If a group is travelling to the same destination, please send one risk assessment form for completion to the International Team's administrator. You should then copy and paste the information for all travellers.)

Part B is a health and safety form and Part C is a personal risk assessment

Once you have received this form with Part A completed, you should read all the country information and then consider your own personal risks by travelling to that country.

Complete **Part B** and **Part C** and return the form to your SQA officer.

Part C requires you to type your name as your signature. This is an indication you understand the contents of the risk assessment form.

Part D is the SQA officer's discussion notes

If you have any concerns regarding your travel, please discuss these with your SQA officer and these details will be recorded in this section.

If required, your SQA officer can escalate any concerns to the Appointee Management Team.

Part E is your agreement to travel and declaration

Once the risk assessment has been completed and reviewed, and any concerns discussed, you should type your name as an indication that you agree to travel.

Please note: It is your responsibility to ensure that the risk assessment is as up-to-date as possible. If this risk assessment is carried out more than one month ahead of travel, it should be reviewed again just before travelling and any significant changes should be communicated to your SQA officer.

The authorised risk assessment form should then be sent to your SQA officer who will forward this to Facilities in Lowden to be held securely. SQA can then ensure that all risks have been considered and the business trip has been authorised.

The Foreign Office website must also be checked for further travel information using the link below:

<https://www.gov.uk/foreign-travel-advice>

Useful hint

It is also recommended that you register on the FCO website for travel alerts relating to the country you intend to travel to. This can provide useful and relevant information.

Retention periods for risk assessments

Each completed form will be held securely by Facilities for five years as stated on the form. At the end of the retention period the risk assessment form will be destroyed by Facilities using the confidential waste contract.

Booking travel

Travel service provider

SQA has an appointed travel and booking agent for all international travel and hotel accommodation.

SQA's travel provider ensures accountability for all travellers at all times, as well as obtaining the best price for travel and hotels. The travel provider will also provide support in the event of an evacuation or other emergency where SQA have representatives working overseas. The travel provider will contact the traveller and provide guidance and assistance on all evacuation procedures as well as reviewing their travel arrangements which could include arranging an earlier flight home.

Your SQA officer will make all the travel bookings for you.

Travel profile

If you travel outside the UK you **must** provide details of your passport to your SQA officer. This will ensure that your name is spelled correctly and matches your passport details. Please make your SQA officer aware of any changes to your details prior to each trip.

You **must** also provide details of your next of kin contact details.

How to book travel

An SQA officer will arrange travel in line with business requirements and availability.

Class of travel

All international travellers must travel by the lowest logical fare, which will be economy class flights where these are available.

Rest day

If your multi-leg or long-haul flight exceeds five hours and you have travelled economy class, you must have a rest day after your flight and before starting work.

This will ensure you have fully recovered from the long flight and the various time differences you have encountered travelling to your destination.

Passports

You are responsible for obtaining your own passport. Your passport must be valid for at least six months after return to the United Kingdom.

Visas

You must ensure your passport is available for your SQA officer to obtain a business visa for the appropriate country as required.

For specified countries you may be required to apply online and pay up-front costs for the business visa application. Where this is required, SQA will reimburse you for these costs. Receipts should be provided.

Arranging visas

SQA currently has an agent in London who arranges visas for specified countries. This is arranged through SQA on your behalf and your SQA officer will liaise with you regarding this.

Hotel bookings

Your SQA Officer will arrange appropriate hotel accommodation relating to the travel activity. Breakfast and dinner will be included wherever possible and you will be advised if this is not the case before travelling. Other meals can be claimed by normal receipted expenses.

Buildings and hotel safety

As an ongoing duty of care to all, SQA gathers information on all aspects of safety and security relating to hotels where travellers have previously stayed. Information such as:

- ◆ the standard of the hotel
- ◆ the safety aspects of the surroundings of the hotel
- ◆ removal of security within a compound
- ◆ general hotel feedback

SQA welcomes any feedback relating to the above and this should be sent to your SQA officer.

Payment of a hotel

Your hotel will be pre-booked and paid by SQA.

Cancellations

Please do not remove yourself from booked international long-haul flights due to delays. Contact an SQA officer to discuss an alternative which will be arranged through the travel provider on your behalf.

IT equipment

FOR INFORMATION ONLY

SQA employees and representatives travel to many countries. Some of the countries SQA representatives travel to do not permit the use of encrypted devices. The following country information will inform you if you are able to take encrypted devices to the country you intend to visit. If not, you will need to take unencrypted SQA devices.

There are three tables outlined in appendix 3.

- ◆ Table 1 lists all of the permitted countries covered by the Wassenaar Arrangement meaning **IT IS SAFE TO TAKE ENCRYPTED DEVICES.**
- ◆ Table 2 contains details about countries where SQA has representatives travelling and there are known issues with encrypted devices. **DO NOT TAKE ENCRYPTED DEVICES.**
- ◆ Table 3 contains details about countries where SQA has representatives travelling and this is what was found on the sites listed. This information can change and travellers must always check these sites to find out the current situation. **DO NOT TAKE ENCRYPTED DEVICES.**

Keeping in touch

Emergency contact details

In the event of an incident, SQA has a duty of care to communicate with your emergency contact to keep them informed of any information relating to the incident, rather than hearing information through social media and other media avenues.

You **must** therefore ensure that your contact and next of kin details are up to date on SQA's traveller profile so SQA can contact your family in case of emergency.

The emergency contact information has restricted access.

Central database

Information will be stored on a central database and limited personnel will be able to access this. The records will be stored in accordance with the Data Protection Act.

Information stored will include:

- ◆ Your name
- ◆ Mobile telephone number
- ◆ E-mail address
- ◆ Outbound flight date and time
- ◆ Departure airport
- ◆ Arrival date and time
- ◆ Arrival airport
- ◆ Flight details
- ◆ Hotel name and check in date
- ◆ Hotel address
- ◆ Hotel check out date
- ◆ Dietary requirements
- ◆ Nature of visit
- ◆ Check in every two days with an SQA officer (an e-mail will suffice)
- ◆ Next of kin contact name
- ◆ Next of kin contact telephone number
- ◆ Date of birth
- ◆ Passport number
- ◆ Date of issue
- ◆ Date of expiry
- ◆ Place of issue
- ◆ Passport type
- ◆ Nationality

Please advise your SQA officer of any changes to the above information.

Medical information

Vaccinations

Travelling to different climates and environments can expose you to disease and health risks. You should visit your GP in the first instance to check whether any vaccinations or other preventative measures are required. Vaccinations should normally be carried out by your GP or an appropriate travel clinic. Vaccination costs can be claimed via the expenses system.

Advice on vaccinations varies from one country to another. Further information is available from these websites:

www.fco.gov.uk

<http://www.fitfortravel.scot.nhs.uk/home.aspx>

www.gov.uk/government/organisations/department-of-health

If you knowingly refuse medical advice, SQA cannot be held responsible should an incident occur.

Existing medical conditions

If you have medical needs, you should arrange to meet with your GP to ensure you are medically fit to travel and work overseas. This visit should take place prior to completing your personal risk assessment.

Existing medication

It is recommended that you keep a written record on your person of any medical condition affecting you and the names of any medication you are taking. If you need prescribed medication for a health condition, talk to your doctor or practice nurse about your travel plans as they can tell you if you need to make any special arrangements.

You may need to check the rules for all the countries you are going to, including countries that you are just passing through. Different countries have different rules and regulations about:

- ◆ the types of medicine and medical equipment they allow to be taken into the country, and
- ◆ the maximum quantity you can take in

Some medicines available over the counter in the UK may be controlled in other countries and *vice versa*. Countries such as India, Pakistan, Japan and Turkey have lists of medicines that they will not allow into the country. Contact the embassy of the country you're visiting for advice. The UK FCO website has a full list of foreign embassies in the UK who will be able to help.

Other travel information

Travel insurance

SQA provides only business insurance travel cover for all travellers. The policy will apply to all business trips provided the insured person is:

- ◆ not travelling against medical advice
- ◆ not travelling to obtain medical treatment

There are no exclusions about pre-existing medical conditions provided you are compliant with the two requirements above.

The policy does not cover anyone over 75 travelling for more than 30 days.

It is recommended that you take a copy of this policy with you.

If there are any queries relating to the insurance policy, you should contact the insurance company direct as follows:

Travel Insurance Company	ACE European Group Limited
Policyholder	Scottish Qualifications Authority
Telephone number	+44 (0) 20 7173 7796 (<i>businessclass</i> Assistance)
Insurance policy number	UKBBBO03874115

This is a 24-hour service.

You may call *businessclass* Assistance for a number of reasons including counselling, advice and information services.

When *businessclass* Assistance is called the following information will be needed:

- ◆ the policy holder is SQA
- ◆ the contact number and address where the caller can be reached
- ◆ the nature of assistance required

Personal safety

You should observe security and safety announcements, and avoid exposure to any undue risk. Deliberate exposure to danger is not covered by SQA's travel insurance.

Making a claim

If you are unfortunate to lose personal items due to theft this must be reported to the local police. You should obtain a police statement about the loss as you will need to claim on SQA's insurance policy.

The policy also covers for loss of luggage, cash and other travel documents.

The policy contains essential details necessary for any potential claim including contact details.

When to contact the embassy

You must [report a lost or stolen passport](#) as soon as possible. Please contact the embassy in the city/country you are visiting.

The addresses of worldwide British embassies, high commissions or consulates can be found on the following website:

<https://www.gov.uk/government/world/embassies>

The contact details for the nearest British embassy of the country you are travelling to can be found on your risk assessment form INT1.

They will be able to assist you to:

- ◆ understand local police and legal procedures
- ◆ find an English-speaking lawyer or translator
- ◆ find medical treatment or an English-speaking doctor
- ◆ contact your relatives and friends to let them know something has happened to you (the last page of your passport should be completed with the next of kin details)

They won't be able to:

- ◆ give you legal advice
- ◆ collect evidence or investigate crimes
- ◆ influence the outcome of any trial
- ◆ give you financial help, eg for travel costs to a trial overseas or to replace stolen property
- ◆ accept any lost or recovered stolen property, except for passports (which are cancelled and returned to HM Passport Office) and driving licenses (which are returned to DVLA)

Useful hint

It is good to retain a copy of your passport at home so details are available if required. It is also useful to take a copy of your passport and visa with you.

It is recommended that you always carry personal identification with you at all times during your business trip.

Cash credit and debit cards

Debit cards

The use of credit and debit cards varies from country to country.

Information about using cash, credit and debit cards in these countries can be found on the following website:

www.gov.uk

China

SQA has regular travellers to China.

Debit cards are not widely accepted in China especially for hotel bookings.

China remains largely a cash economy. Outside major cities, credit cards are not always accepted and the availability of ATMs is limited. It is not possible to exchange Scottish or Northern Irish bank notes.

Foreign currency

You are responsible for arranging your own foreign currency prior to your journey.

Travel planning tips

See appendix 2 for useful planning tips.

While you are there — personal safety and security

Contact on arrival at destination

You are required to contact your SQA officer (by telephone, text message or e-mail) after arriving at your destination. This contact should be made at a suitable time during UK office hours.

In the event of no contact, SQA will attempt to make contact with you using available telephone numbers, hotel receptions and other useful contacts.

Taxi and hotel transfers

It is important, for safety reasons, you only use either hotel transfers or registered taxis when overseas. This includes travel to and from the airport. The travel provider can book transfers for you, alternatively if you use a registered taxi please ensure you are vigilant and aware of personal safety at all times.

It should also be noted, that in some countries taxis are not advisable and only hotel transfers should be used. Hilton Hotel Group and Radisson Hotel Group currently offer a hotel transfer service. These can be booked by your SQA officer and the cost of this is charged to the booking.

In the event of an incident

SQA has introduced a new contact procedure to ensure all travellers are accounted for at all times. The procedure will be used for the following risk levels outlined below:

Definition of risk levels:

- ◆ **No contact** — this is when the traveller fails to make contact at a time agreed with their SQA Officer on arrival.
- ◆ **An incident** — is when an incident occurs in the country where we have representatives currently working or travelling to and SQA needs to ensure their safety.
- ◆ **A major incident** — a major incident is when the Foreign Office advice is to evacuate all British nationals from the country.

Your SQA officer/manager will be responsible for initially attempting to contact you before informing the head of service. This would mean fulfilling the procedure during office hours and out of hours. IMT (SQA's Incident Management Team) could be invoked if SQA fails to make contact with a traveller during an incident or if the traveller fails to make contact with their SQA officer/manager at an agreed time. If a major incident occurs, the travel provider and IMT will manage the situation together.

A 24-hour telephone number and e-mail address is also available in appendix 5. This number should be used to contact the travel provider if you need to rearrange your travel booking due to an incident.

The 24-hour telephone number can also be used if you have an emergency such as being detained by the police or some other incident whilst working overseas and you need to rearrange your travel or hotel booking.

This number can be used by all SQA representatives.

If you are involved in an incident that does not require rearrangements to your travel or hotel booking you could contact the local UK embassy for assistance. The contact details for the nearest British embassy of the country you are travelling to can be found on your risk assessment form INT1.

They will be able to assist you to:

- ◆ understand local police and legal procedures
- ◆ find an English-speaking lawyer or translator
- ◆ find medical treatment or an English-speaking doctor
- ◆ contact your relatives and friends to let them know something has happened to you

Your safe return

The travel provider will notify SQA if there is a major incident overseas including whilst you are in transit or whilst you are present at the time of the notified incident.

If there is a major incident (or a red alert from the government) whilst you are overseas the travel provider will attempt to contact you to discuss the following options.

This could include:

- ◆ an alternative flight home
- ◆ remaining in the hotel
- ◆ moving to the UK embassy where you are currently located

If you need to contact the travel provider on the 24-hour helpline telephone number outlined in appendix 5 you can discuss various options to evacuate you from the area.

If the mobile networks are not available every effort should be made to contact both the travel provider and your SQA officer.

SQA will contact the registered next of kin (details are held on your travel profile) to update them on the options that are being considered. SQA will continue to offer duty of care to you and continually communicate with the nominated next of kin throughout this period of uncertainty.

In the event of an emergency, an SQA authorised employee (eg your SQA officer/IMT member) may contact the travel provider to get an update of your amended travel itinerary.

Duty of care

Whilst you are working overseas a regular e-mail should be sent to your SQA officer to ensure there is 'keeping in touch' whilst working overseas.

This is subject to the availability of wi-fi /signals in the hotel and meeting place.

In the event of no contact after a few days, your SQA officer will attempt to make contact with you using available telephone numbers, hotel receptions and other useful contacts.

Reporting of incidents

If you are unfortunate to experience an incident or illness whilst working overseas, this must be reported to your SQA officer as soon as possible.

Examples might be threatening behaviour, ill health, or poor standards of accommodation. The travel provider 24-hour helpline is available for emergency medical assistance or to facilitate repatriation in the event of a security incident.

Rest/recovery days

If your multi-leg or long-haul flight exceeds five hours and you have travelled economy class, you must have a rest day after your flight and before starting work.

This will ensure you have fully recovered from the long flight and the various time differences you have encountered travelling to your destination.

Return from overseas

Expenses

Incidental expenses and subsistence can be claimed on the expenses form available from the appointee website. Other information relating to expenses can also be found there.

Further details relating to the following can also be found there:

- ◆ lost or excess baggage
- ◆ lost or stolen tickets
- ◆ corporate hospitality

Following the booking procedures set out in the previous sections will mean that most large items of travel expenditure are invoiced directly to SQA. There will, however, be some items of expenditure, which you will be required to pay and claim back on expenses.

Receipts are required to claim expenses.

Reasonable receipted costs will be reimbursed for meals, however SQA will not reimburse payments made for alcoholic drinks and these should be removed from the receipt. Where the bill is shared between two or more appointees, each appointee should submit a copy of the receipt and highlight their individual cost.

As it is custom and practice in many countries to add a service charge you should, where reasonably possible, ensure this is reflected in the receipt.

Claiming expenses

All claims for expenses incurred on SQA business should be submitted to your SQA officer five working days before the last working day of the month to meet the deadline process date.

Incidental expenses and subsistence

You can claim £10 per night for overseas travel subsistence to cover non-business expenses incurred while travelling and working on business overseas in line with HMRC guidelines.

Examples of incidental expenses include:

- ◆ buying newspapers
- ◆ paying for laundry (for trips of longer than 7 days duration)
- ◆ reasonable phone calls home

If expenditure needs to be incurred it should be supported by receipts.

Incidental expenses and subsistence can be claimed on the expenses form available from the appointee website.

Foreign currency

Where expenditure has been made in a foreign currency, the value to be claimed must be the Sterling equivalent based on the actual exchange rate if known, and evidence provided, otherwise use the exchange rate quoted by HMRC at

<https://www.gov.uk/government/collections/exchange-rates-for-customs-and-vat>

Expenses which are reimbursable

When incurred on SQA business the following expenditure can be claimed through the expenses system:

Car parking costs	Actual cost reimbursed
Bridge tolls	Actual cost reimbursed
Public transport	Actual cost reimbursed
Taxi costs (excluding tips)	Where contract taxi service not available
Second passport cost	Applicable only to those who frequently travel overseas as part of their normal duties
Vaccinations	Where recommended
Excess baggage charges	Only if due you carrying SQA equipment or materials
Accommodation costs	Only applicable where payment cannot be made by the travel provider
Internet access	Reimbursable for business use only
Car hire	Overseas only
Telephone calls on personal phone	Actual cost provided calls are business related, individually listed and costed

Expenses which are not reimbursable

The following expenses will not be reimbursed by SQA. This is not an exhaustive list.

Passport renewal (except 2nd passports)	Clothing/clothes purchase/hire
Parking fines	Car washing and valeting
Childcare costs	Vehicle maintenance or repair
Flowers or gifts for reward or absence	Dry cleaning or laundry (for trips less than 7 days duration)
Tips of any kind*	Personal credit card fees or interest
Office/IT equipment or supplies	Personal grooming
Car hire in the UK	Bus tours/sightseeing
Promotional supplies/prizes	Souvenirs
Home phone or broadband costs	Costs relating to corporate events

*As it is custom and practice in many countries to add a service charge the employee should, where reasonably possible, ensure this is reflected in the receipt.

Monitoring and review

Effective management of working overseas requires review and feedback. It is important to learn from experiences and SQA would welcome your feedback upon return.

Appendix 1: Recommended websites

The following websites must be referred to when completing the Risk Assessment forms INT1.

Foreign and Commonwealth Office travel web pages:

<http://www.fco.gov.uk/en/travel-and-living-overseas/>

World Health Organisation:

<http://www.who.int/en/>

Health & Safety Executive (HSE):

<http://www.hse.gov.uk/>

Travel Health Advice (detailed advice on various travel related issues):

<http://www.travelhealth.co.uk/advice/index.html>

NHS Fit to Travel:

<http://www.fitfortravel.nhs.uk/home.aspx>

NHS Choices — Can I take my medicine abroad?

<http://www.nhs.uk/chq/Pages/1074.aspx>

NHS Health Care Overseas:

<http://www.nhs.uk/nhsengland/Healthcareoverseas/pages/Healthcareoverseas.aspx>

DirectGov — Airport and airline services for disabled travellers

http://www.direct.gov.uk/en/DisabledPeople/TravelHolidaysAndBreaks/GettingThere/DG_4017242

Appendix 2: Overseas travel

Travel planning tips

Check whether there are any special occasions, such as public holidays, local elections, political conferences or major sporting events, at your destinations when you are travelling. As well as affecting prices, hotel availability and traffic, security may be heightened and the likelihood of terrorist attacks can increase.

Make three copies of your itinerary, passport and visa. Pack one copy separately from the originals; leave one with your line manager and one with your emergency contact person. Please note: many countries will require you to carry your passport/id at all times. Having another copy in your luggage will help if your originals are lost, stolen or confiscated.

Use hotels you know and trust. Reputable four and five star hotels are not just for comfort, they have higher security standards and good medical emergency procedures.

Ensure you have more than one source of funds. Do not rely on a single credit card; always has a reasonable amount of local currency with you. If you are travelling to a country you have not been to before — do some research. While you may have been to a neighbouring country, there will be differences and country-specific issues to consider. Visit the [FCO website](#) and also talk to the travel provider who can advise you further.

Consider your arrival time if you have not been to a city or country before. Will it be after dark? How far out of the city centre is the airport? Make sure you arrange an airport pickup through your hotel or travel booker.

Always use SQA's nominated travel agent. They can arrange all travel, hotel and visa requirements.

If you wear glasses or contact lenses, pack an extra pair.

Charge your mobile phone frequently. You don't want the battery to run out in an emergency or when you are on a long journey in-country. Program the numbers of local contacts and emergency contacts into your phone. New airport regulations require all electronic devices to have power, so make sure you charge your phone/tablet/laptop before departing for the airport and keep your chargers in your hand luggage.

Take a photo of your luggage with your mobile phone camera. If it goes missing you can show the image to the baggage desk staff at the airport, making it easier to find.

If you do not need to use or take your computer, leave it in the office or at home. In some countries, your computing devices may be confiscated and out of your sight and control. There have been instances where software was installed or enabled on devices in foreign countries without the owner's permission or knowledge. If you do not need the device, leave it in the office or at home. In some countries, encrypted devices are not allowed into the country and will be confiscated.

Know the laws of the country you will be visiting. Certain countries may have laws regarding arriving or leaving with technology, or the use of technology while in the country. Make sure you understand the laws in the country you are visiting.

There may be instances where a country that is not classified as high risk becomes high risk very quickly.

Don't invite people back to your hotel room — don't invite clients back to your hotel room or conduct face-to-face business in your room.

Consider theft:

- ◆ Leave your valuables and spare cash in the hotel safe or other secure place.
- ◆ Consider carrying two wallets: one should be prepared as a 'dummy' to be thrown down if threatened. It could contain around £20, some local currency, a few old receipts and expired credit cards.
- ◆ Never resist violent theft.
- ◆ If your money, passport or anything else is stolen, report it immediately to the local police.
- ◆ Phone your bank at home to transfer money or to cancel your credit card using the relevant 24-hour emergency number.

Cultural awareness is important:

- ◆ Get a good guidebook, this will tell you about the country you are visiting and help inform you about local laws, customs and culture.
- ◆ Take a phrase book and try speaking the local language.
- ◆ Respect local customs and dress codes, particularly if visiting religious sites, markets and rural communities — think about what you wear and how you fit in.
- ◆ Particular care should be taken not to offend cultural codes of dress and behaviour with regard to sexual relations, alcohol and drugs.
- ◆ Be discreet about your views on cultural, political or religious differences.
- ◆ Always ask an individual's permission before you take a photograph and respect their reply. In some cultures you should not attempt to photograph women, planes, roads or railway tracks.
- ◆ Do not haggle too aggressively. In most countries where haggling is the norm, it is done with good humour and not for too long. Although prices are usually inflated for tourists, it's also important to remember that the discount you are haggling over could be a few pence for you but a significant means of income for a seller.
- ◆ It is always best to err on the side of caution. Behaviour that would be regarded as innocuous elsewhere can lead to serious trouble.

If you feel threatened:

- ◆ Stay calm, and try to be firm and direct.
- ◆ Remember that you always have the right to say 'no' at any point. Never feel that you have to go further than you feel comfortable with.
- ◆ If you feel pressured, get out of the situation. Never assume that it won't happen to you.
- ◆ Get away from the person you are with and go to a safe place.
- ◆ If you feel uncomfortable or in danger, do not be afraid to draw attention to yourself. Shout, make a fuss and make people aware that you feel threatened.

You should consider taking a small basic first aid kit with you for personal use.

Medical information

Travelling to Europe — European Health Insurance Card (EHIC)

To obtain medical treatment within the European Economic area (EEA) or Switzerland, you will need to provide the overseas medical authority with a European Health Insurance Card (EHIC). European Health Insurance cards are free and last up to five years. Details on how to apply for, or renew, a card can be found at:

www.ehic.org.uk/Internet/home.do

There is further guidance on medical treatment overseas on the Department of Health website:

www.gov.uk/government/organisations/department-of-health

Travelling to China

Medical care is generally good in major cities. Healthcare is not provided free of charge in China and medical bills can be high. SQA's comprehensive business travel insurance provides cover for healthcare for the duration of your stay, excluding any periods of annual leave whilst you are in China.

Travelling to other countries (not Europe or China)

If you are travelling to other countries, not listed above, information relating to healthcare can be found on the Department of Health website at:

www.gov.uk/government/organisations/department-of-health

Other useful telephone numbers/and e-mail addresses for all travellers

Make sure you know where to find the UK embassy contact details for each country of your visit:

<https://www.gov.uk/government/world>

Disabled travellers

Please inform the travel provider of any special requirements when booking travel or hotel accommodation.

Further information for disabled travellers can be found in on the Foreign Office's website using the link below:

<https://www.gov.uk/guidance/foreign-travel-for-disabled-people>

Women travelling alone

Further information can be found in the using the link below:

<http://www.fco.gov.uk/en/travelling-and-living-overseas/ta-relevant-to-you/women-employees>

Lone working

It is recognised that in many situations it is not reasonably practicable to avoid lone working whilst overseas. If you are working alone, take care to establish safe procedures with respect to your working environment.

Reducing the risk of deep vein thrombosis (DVT) during travel

Prolonged immobility on long journeys, whether by plane, train or car, can lead to deep vein thrombosis (DVT) — a blood clot in the leg. To help reduce the risk, move your feet around, or get up and walk around regularly if you can, and avoid dehydration by taking non-alcoholic drinks regularly.

Appendix 3: IT equipment

SQA’s International Travel Information

SQA currently travels to about 40 countries. Of these, 18 are generally considered safe to take encrypted devices as the countries have signed up to the Wassenaar Arrangement which permits the personal use of encrypted devices. For the remaining countries where SQA has staff travelling, research was carried out with particular reference to two sites.

Table 1 lists all of the permitted countries covered by the Wassenaar Arrangement meaning **IT IS SAFE TO TAKE ENCRYPTED DEVICES.**

Table 2 contains details about countries where SQA has staff travelling and **there is known issues with encrypted devices. DO NOT TAKE ENCRYPTED DEVICES.**

Table 3 contains details about countries where SQA has staff travelling and this is what was found on the sites listed. This information can change and travellers must always check these sites to find out the current situation. **DO NOT TAKE ENCRYPTED DEVICES.**

TABLE 1 — Permitted countries where it is safe to take encrypted devices.

Argentina	Finland	Luxembourg	Slovenia
Australia	France	Malta	South Africa
Austria	Germany	Netherlands	Spain
Belgium	Greece	New Zealand	Sweden
Bulgaria	Hungary	Norway	Switzerland
Canada	Ireland	Poland	Turkey
Croatia	Italy	Portugal	United Kingdom
Czech Republic	Japan	Republic of Korea	United States
Denmark	Latvia	Romania	
Estonia	Lithuania	Slovakia	

**TABLE 2 — Countries where there are known issues.
DO NOT TAKE ENCRYPTED DEVICES**

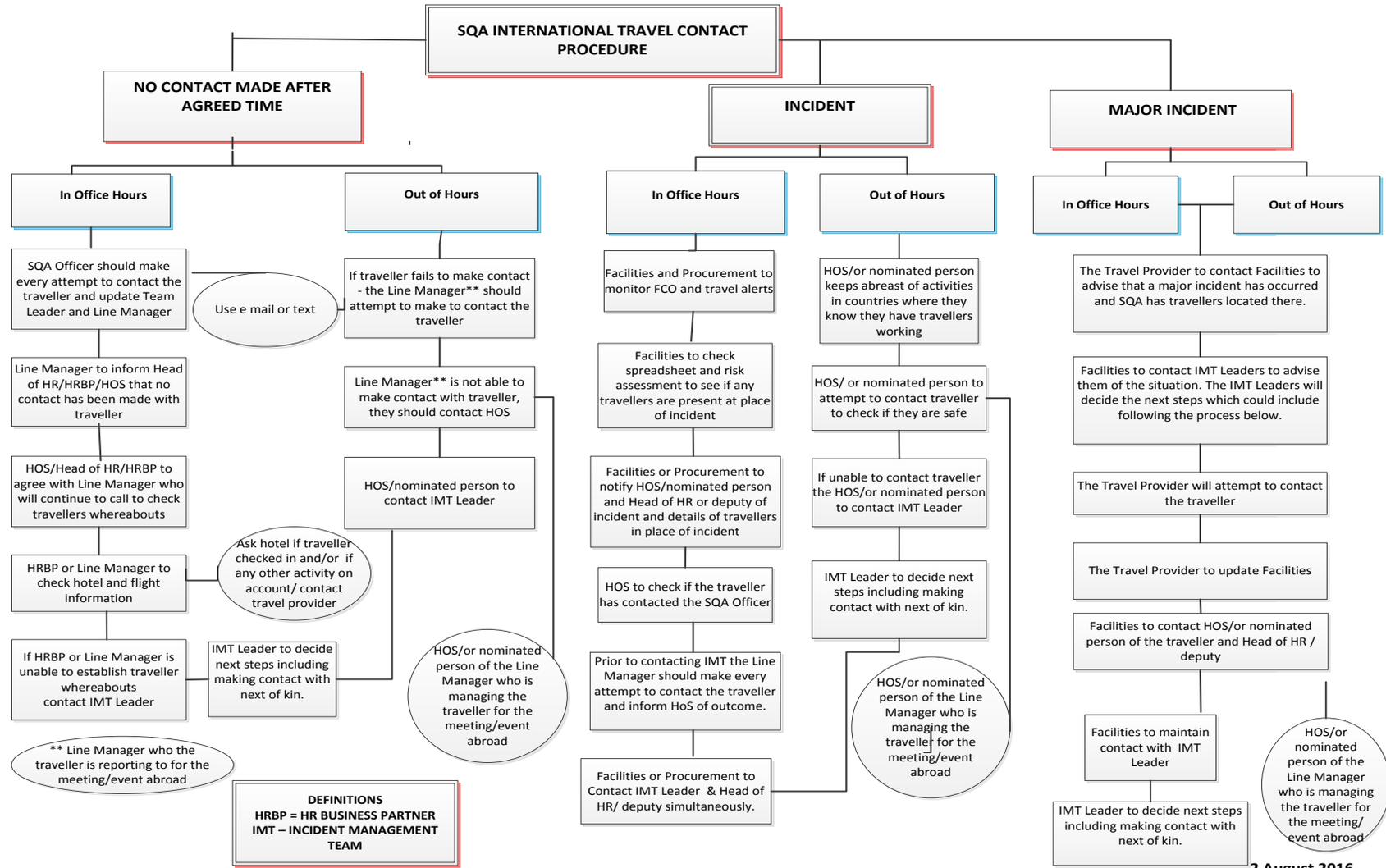
Country	https://www.gov.uk/government/collections/overseas-business-risk	http://www.cryptolaw.org/
China Last government update 10/07/2015	Read Sections 6 (Protective Security Advice) and 7 (Cyber Security) on the UK Government website	Unable to obtain licenses easily and looks as if they need to be applied for in China
Kazakhstan No details available	Country listed but Cyber Security section not included in contents so position is not clear	Licence required but this regulation is not enforced for travellers with cryptographic software on laptops
Myanmar (Burma) No details available	Country listed but Cyber Security section not included in contents so position is not clear	Licences are required but unable to obtain licences as documentation is not available
Saudi Arabia Last government update 10/07/2015	Read Section 7 (Cyber Security) on the UK Government website	Prohibits use of encryption

**TABLE 3 — Countries where cryptography rules are unknown/not clear.
DO NOT TAKE ENCRYPTED DEVICES.**

Country	https://www.gov.uk/government/collections/overseas-business-risk	http://www.cryptolaw.org/
Bahrain Last government update 09/07/2015	Country listed but Cyber Security section not included in contents so position is not clear	Information is not clear about cryptographic requirements
Bangladesh Last government update 08/07/2015	Country listed but Cyber Security section not included in contents so position is not clear	No controls on cryptography
Brazil Last government update 17/07/2015	Country listed but Cyber Security section not included in contents so position is not clear	No controls on cryptography
Brunei No details available	Country not listed	Country not listed
Dubai No details available	Country not listed	Country not listed

Hong Kong Last government update 13/08/2015	Country listed but Cyber Security section not included in contents so position is not clear	Link directed to China
India Last government update 23/04/2015	Country not listed	Information is not clear about cryptographic requirements.
Jordan No details available	Country not listed	Country not listed
Malaysia Last government update 20/10/2015	Country listed but Cyber Security section not included in contents so position is not clear	No controls on cryptography
Nepal Last government update 31/07/2015	Country listed but Cyber Security section not included in contents so position is not clear	No controls on cryptography
Oman No details available	Country not listed	Country not listed
Pakistan Last government update 16/07/2015	Country listed but Cyber Security section not included in contents so position is not clear	Approval required but unclear how approval is obtained
Singapore Last government update 13/08/2015	Country listed but Cyber Security section not included in contents so position is not clear	Information is not clear about cryptographic requirements
Sri Lanka Last government update 16/07/2015	Country listed but Cyber Security section not included in contents so position is not clear	Country not listed
Thailand Last government update 07/09/2015	Country listed but Cyber Security section not included in contents so position is not clear	No controls on cryptography
Qatar Last government update 10/08/2015	Country listed but Cyber Security section not included in contents so position is not clear	Country not listed
UAE Last government update 29/07/2015	Country listed but Cyber Security section not included in contents so position is not clear.	Country not listed

Appendix 4: Contact procedure



2 August 2016

Appendix 5: Useful telephone numbers

Ian Dickson Travel

The 24-hour contact number and e-mail address for Ian Dickson Travel is:

Telephone number	+00 44 (0) 131 556 6777
Fax number	+00 44 (0) 131 556 9065
E-mail	Julian@iandicksontravel.com
Local agent	Please check your voucher for these details

HRG (Hogg Robinson Group)

The 24-hour contact number and e-mail address for HRG is:

Telephone number	+00 44 (0) 203 829 5813
E-mail	sgtravel.uk@hrqworldwide.com

Insurance company

This is a 24-hour helpline.

Travel Insurance Company	ACE European Group Limited
Policyholder	Scottish Qualifications Authority
Telephone number	+44 (0) 20 7173 7796 (<i>businessclass Assistance</i>)
Insurance policy number	UKBBBO03874115

SQA Optima

The Optima Building	58 Robertson Street, Glasgow, G2 8DQ
Telephone number	+00 44 845 279 1000
E-mail	customer@sqa.org.uk

SQA Lowden

Lowden	24 Wester Shawfair, Dalkeith, EH22 1FD
Telephone number	+00 44 0845 279 1000
E-mail	customer@sqa.org.uk