**SVQ Customer Service Event**

**Tuesday 6 February 2018**

**Crowne Plaza, Glasgow**

**AGENDA**

09.30 Registration

10.00 Welcome, aims of the day & SQA update Elaine Snell, SQA

10.10 Verification update Andrew Calder, SEV

10.30 Demonstration of SQA’s Solar Materials Carolyn O’Reilly

 Derek McFarlane

 Assessment Development

 & Delivery Team, SQA

11.00 Social Media and the Changing Face of SQA

 Customer Service

11.30 Coffee break and break into Discussion Groups, eg.

* Social Media
* Maintaining Standards and Enhancing Delivery
* Knowledge Requirements

12.45 Feedback and Plenary

13.00 Close and buffet lunch