The Committee agreed to undertake a variety of engagements and visits with the four public bodies that are the subject of the Committee’s pre-budget scrutiny.

On 16 November 2016, Fulton MacGregor MSP and Ross Thomson MSP visited the Scottish Qualifications Authority (SQA) offices in Glasgow.

The Members met with Janet Brown and a number of senior officials from the SQA. Members had a wide ranging discussion with officials from the SQA covering:

- Functions of the SQA;
- Development of awards and qualifications;
- Standards and Quality Assurance;
- Operational improvement;
- Measuring and monitoring performance; and
- Financial management.

Members then met staff who worked in the customer-facing part of the SQA and discussed customer management and how the SQA is seeking to improve the customer experience.