

# QQI Quality Business System

## Step by Step Training Manual

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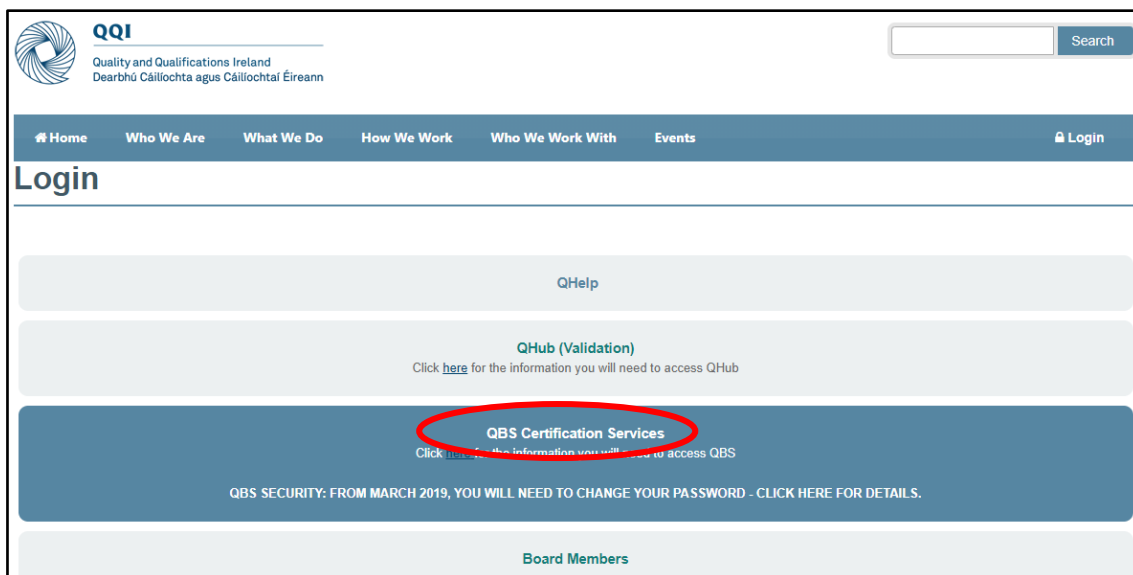
## Step 1: Initial Login

Visit [www.qqi.ie](http://www.qqi.ie)

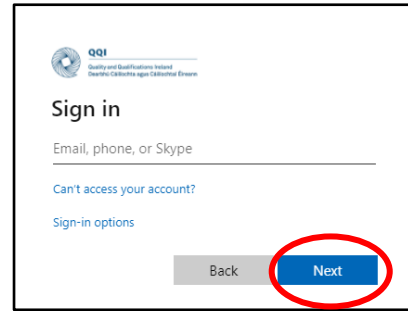
Click on the **Login** Link



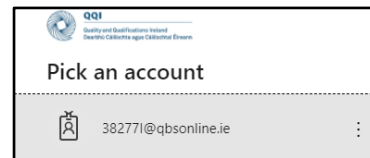
Click on **QBS Certification Services**



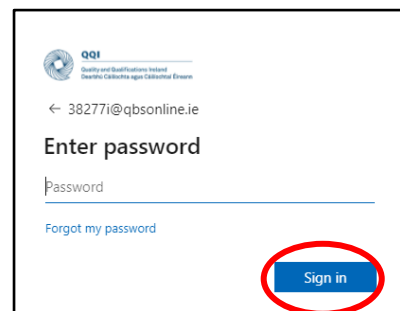
If it is your first time using the system, you will need to **“Use another account”** and then **Sign In** with your QQI username/email address, click on **Next**



Alternatively, you can access the QBS by clicking directly on the account if it is available to you



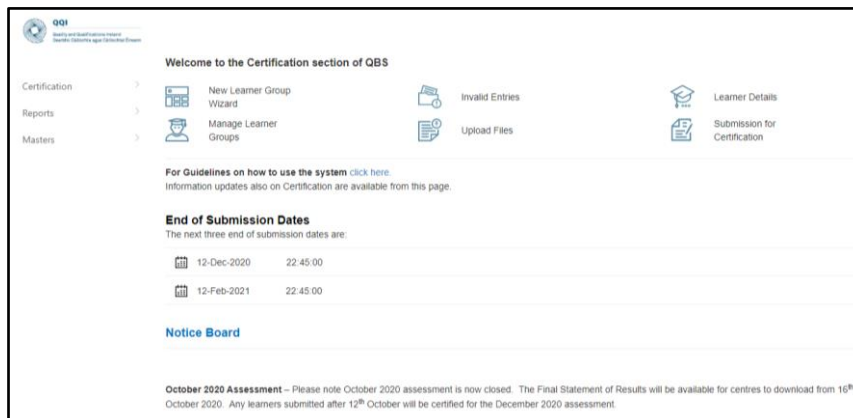
Enter your **password** and click on **Sign in**



You will then receive a text message(from Microsoft) with a verification code, enter in the space provided and click on **Verify**

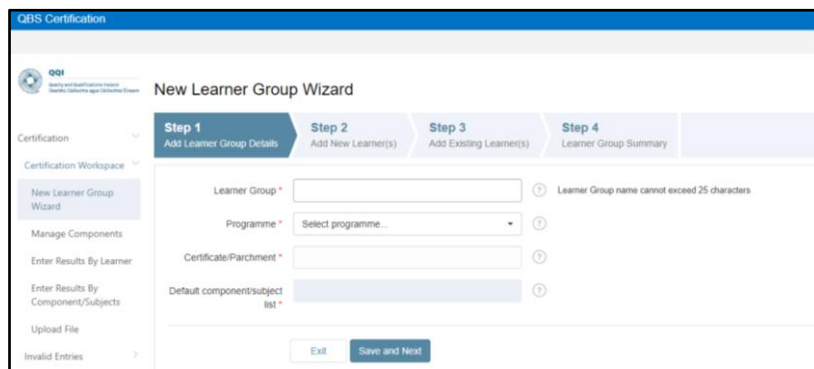
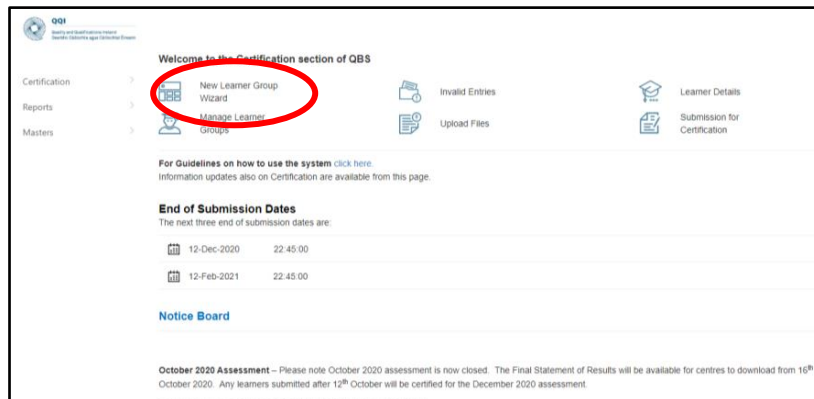


You are now logged into the **QBS Certification Site**



## Step 2: Add Learner Group Details

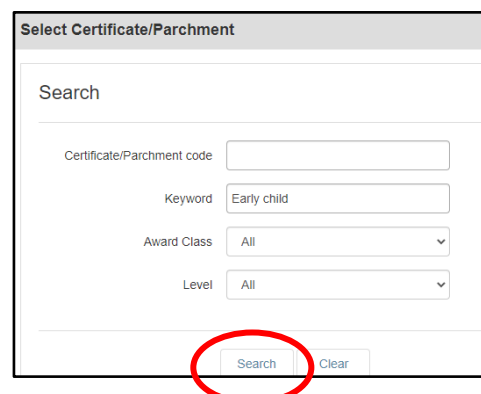
To begin the process, you must create a New Learner Group and you can do so by clicking on the New Learner Group Wizard and it will guide you through the steps



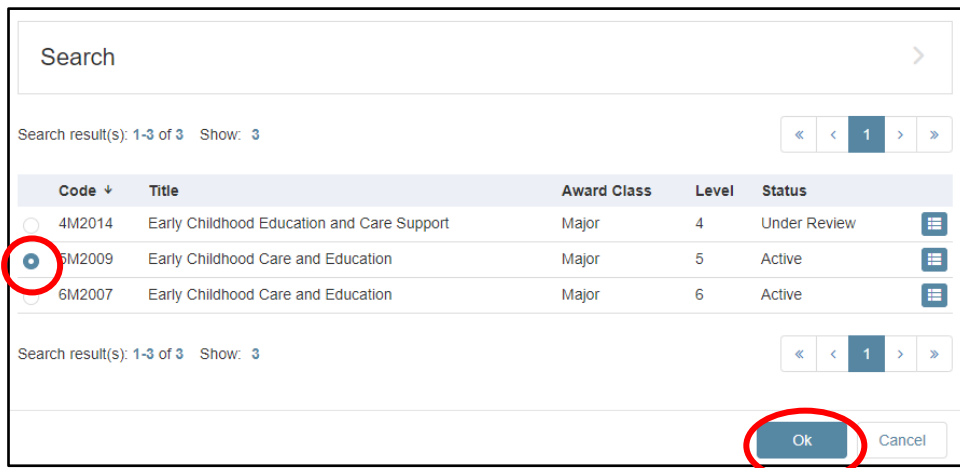
- Enter a **Learner Group** name (cannot exceed 25 characters)
  - Suggested naming convention: 20-Dec-ECCE-324324  
(year-submission period-name of group-PLSS code)
- Choose a Validated **Programme** from the drop-down list – if you are unsure of the code for the programme you are searching for, please contact the QA department.
- Choose the **Certificate/Parchment** (Major Award) via the **Search Certificate/Parchment** link

Certificate/Parchment \*  [Select Certificate/Parchment](#)

- Enter your search criteria and click on **Search**



- Click on the radio button next to the Major award you require and click on **OK**



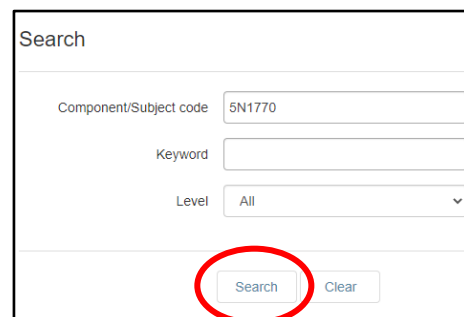
Code	Title	Award Class	Level	Status
<input type="radio"/> 4M2014	Early Childhood Education and Care Support	Major	4	Under Review
<input checked="" type="radio"/> 6M2009	Early Childhood Care and Education	Major	5	Active
<input type="radio"/> 6M2007	Early Childhood Care and Education	Major	6	Active

- You must now select at least one component by clicking on the **Add Default Components/Subjects link**

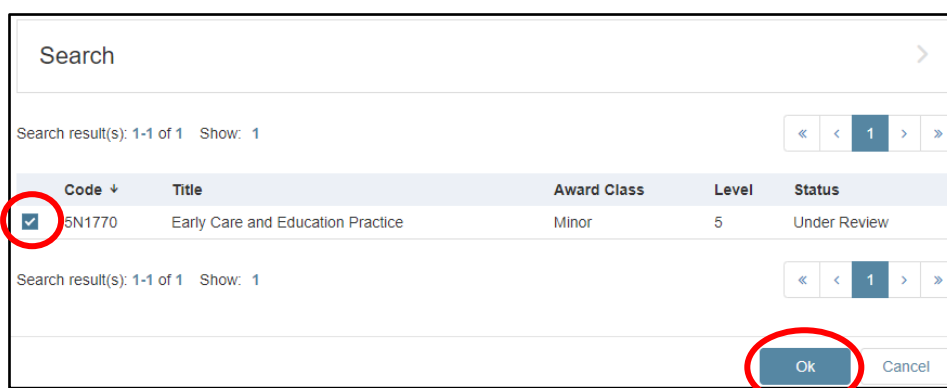
Default component/subject list \*

[Add Default Components/Subjects](#)

- Again, enter your search criteria and click on **Search**



- Click on the radio button next to the Component/Subject award you require and click on **OK**



Code	Title	Award Class	Level	Status
<input checked="" type="checkbox"/> 5N1770	Early Care and Education Practice	Minor	5	Under Review

Continue to add relevant components to this group and then click on **Save and Next**.

All components added will be subsequently associated with the Learners that you will be adding in the following steps.

### Step 3: Add New Learners

**New Learner Group Wizard**

Step 1  
Add Learner Group Details
Step 2  
Add New Learner(s)
Step 3  
Add Existing Learner(s)
Step 4  
Learner Group Summary

i NOTE: Please ensure that First and Last name are entered correctly. This is how they will appear on Statements, Certificates and Transcript of Awards.

PPSN	First Name	Last Name	Date Of Birth	Gender	Fees
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select date...	Select	Payable

Clear Add more Save and Next Exit

The following information is required to enter a Learner:

- PPSN
- First Name
- Last Name
- Date of Birth
- Gender
- Fees (Exempt or Payable)

You can manually enter the information or alternatively, you can copy and paste up to 20 learners’ details from an excel spreadsheet as long as the format is the same as the wizard

PPSN – First Name – Last Name – Date of Birth – Gender – Fees

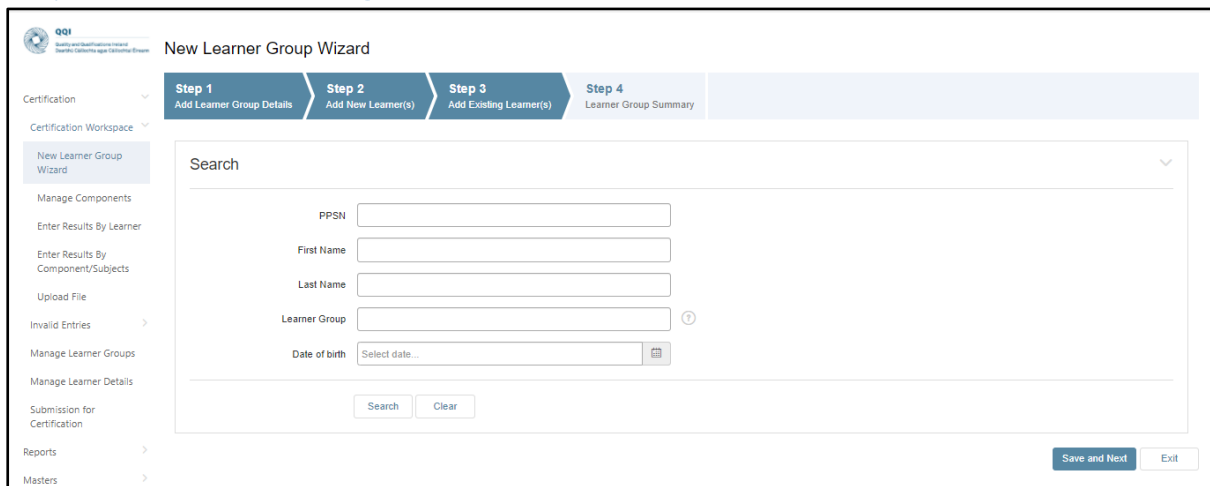
**Excel example:**

1287365F	Maria	Smith	11/08/1967	Female	Exempt
9876548K	Jane	Kelly	04/08/1980	Female	Exempt
2738176L	Michael	Moore	09/07/1964	Male	Exempt
3627189U	Jennifer	Walsh	03/08/1978	Female	Exempt

If you have more than 20 learners you can click on the **Add More** option and continue to add new learners.

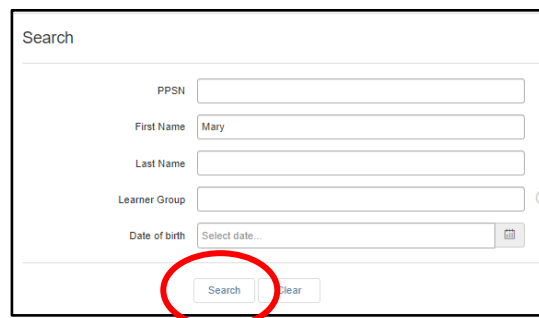
When complete (or if you have no New Learners to add), click **Save and Next**

## Step 4: Add Existing Learners



**Existing learners** are learners who have been certified by the provider on a previous occasion and whose details are already in the system.

Similar to previous search screens, enter the Search criteria and click on **Search**



When the list is returned, click on radio button next to the relevant learner and click the **Add** button (**Do not click on the Save button just yet**)

Centre code	Centre name	PPSN	First Name	Last Name	Date Of Birth	Gender	Fees	Last certification date	Learner Group	
<input checked="" type="checkbox"/>	45367U	Waterford Centre	08782347E	Mary	Jones	23/03/1978	F	Exempt	15/04/2019	19-Apr-ECCE-432342
<input type="checkbox"/>	45367U	Waterford Centre	06723487F	Mary	Smith	31/03/1989	F	Exempt	18/08/2015	18-Jun-ECCE-123432
<input type="checkbox"/>	45367U	Waterford Centre	09123213G	Mary	Kelly	20/07/1990	F	Exempt	10/06/2011	19-Jun-BA-782347
<input type="checkbox"/>	45367U	Waterford Centre	09247823H	Mary	Murphy	12/12/1968	F	Exempt	31/05/2009	20-Apr-OS-321432

Add

Click on the **Search** link at the top of the screen and continue to add Existing Learners until all have been added.

[Search](#)

When all learners have been added, click on Save

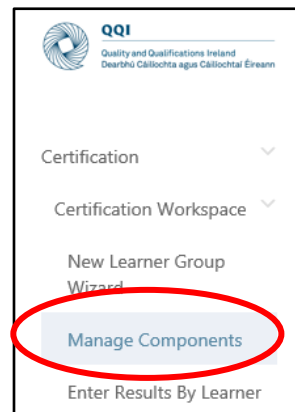


## Step 5: Manage Components

Once the group is set up and prior to entering results, you may wish to add or remove a learner from a component.

You can do this by clicking on the following links:

- Certification
- Certification Workspace
- Manage Components



Choose the Component by clicking on the **Select Component/Subject** link – this field is mandatory.

### Search

Learner Group

Component/Subject \*  [Select Component/Subject](#)

Enter the Component/Subject code or a keyword and click on Search.

Component/Subject code

Keyword

Level

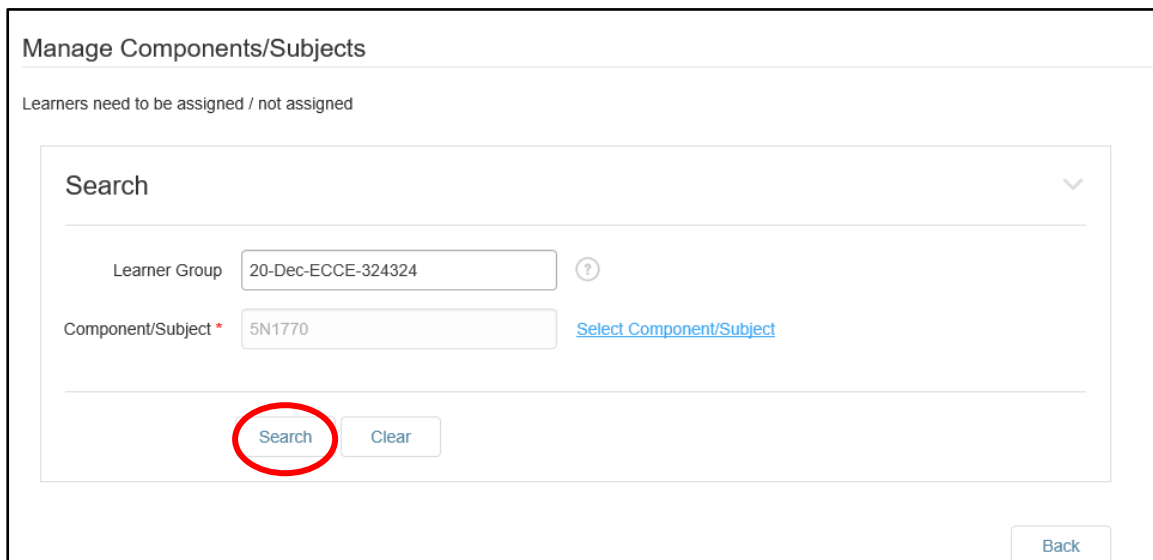
When the list is returned, click on radio button next to the relevant component and click on **OK**

Code ↓	Title	Award Class	Level	Status
<input checked="" type="radio"/> 5N1770	Early Care and Education Practice	Minor	5	Under Review

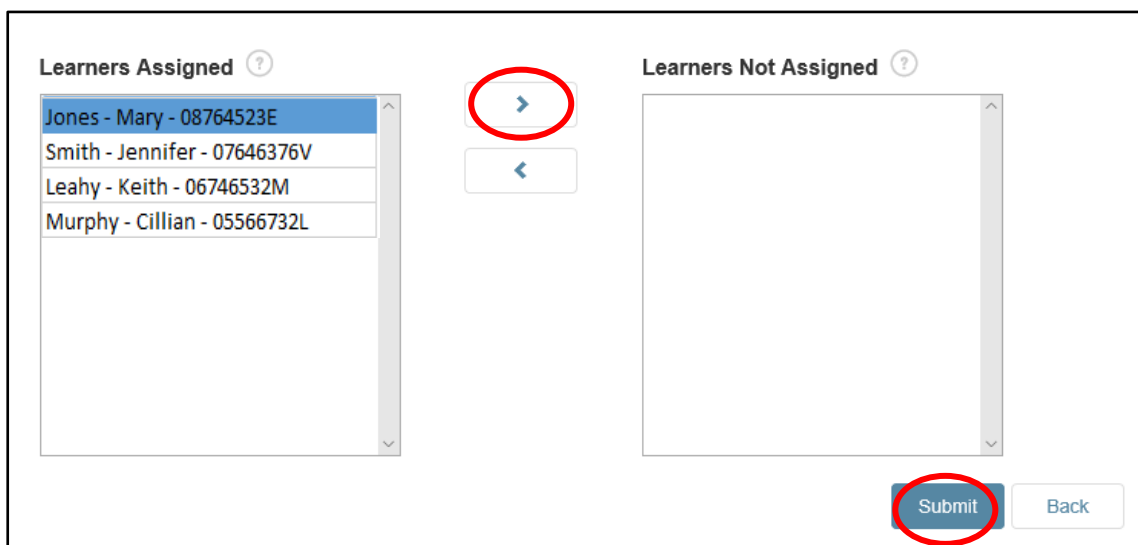
Search result(s): 1-1 of 1 Show: 1



If you have more than one group submitting results for that component, it is advisable to put in the Learner Group name before you complete the **Search**



Here you will see a list of learners who are currently assigned to that component. Use may wish to use the arrows to get the relevant learners into the Assigned or Not Assigned list for that component.



**Example above:** Mary Jones is not submitting for certification for this component, click on her name and choose the right arrow. Mary’s name will subsequently appear in the Learners Not Assigned box.

When you have assigned or unassigned the learners to the component, complete the process by clicking on the **Submit** button. Repeat this process for any other learners. You are now set up to enter results for the learners

## Step 6: Enter Results

You have two options when entering results. You can do so by:

- Entering results by learner
- Entering results by component

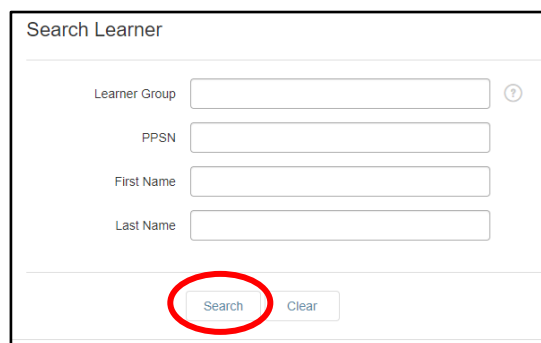
### Entering results by learner

Follow the links below:

- Certification
- Certification Workspace
- Enter Results by learner

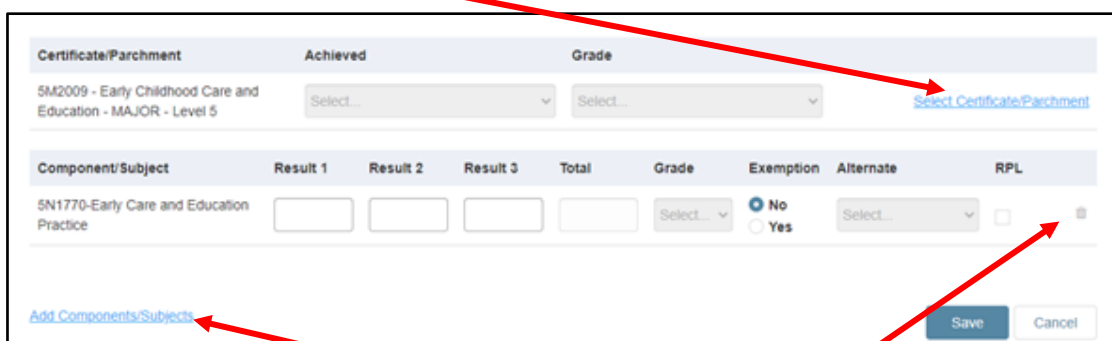
Using the Search Learner screen, enter your search criteria and click on **Search**.

Then click on the PPSN for the learner you wish to enter results for.



The screen listing their Major award and components will then be displayed

1. Verify the certificate / parchment is correct for the learner. You can use **Select Certificate /Parchment** to change if required.



Certificate/Parchment	Achieved	Grade							
5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Select...	Select...	<a href="#">Select Certificate/Parchment</a>						
Component/Subject	Result 1	Result 2	Result 3	Total	Grade	Exemption	Alternate	RPL	
5N1770-Early Care and Education Practice	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select...	<input checked="" type="radio"/> No <input type="radio"/> Yes	Select...	<input type="checkbox"/>	
<a href="#">Add Components/Subjects</a>									
<input type="button" value="Save"/> <input type="button" value="Cancel"/>									

2. Enter the result for each component. You **Add** or **Delete** components for the learner if required.
3. Click on **Save**

## Entering results by Component

Follow the links below:

- Certification
- Certification Workspace
- Enter Results by Component/Subjects

1. Enter the Learner Group name and click on **Search**

Search

Title

Code

Learner Group  ⓘ

2. A list of the components associated with this Group will be displayed. Click on the **Enter Results** link for the relevant component.

Search result(s): 1-3 of 3 Show: 3

Learner Group +	Title +	Code	Level	
20-Dec-ECCE-324324	Child Development	5N1764	5	<a href="#">Enter Results</a>
20-Dec-ECCE-324324	Child Health and Well Being	5N1765	5	<a href="#">Enter Results</a>
20-Dec-ECCE-324324	Early Care and Education Practice	5N1770	5	<a href="#">Enter Results</a>

Search result(s): 1-3 of 3 Show: 3

3. Enter the results for each individual and click on **Save**

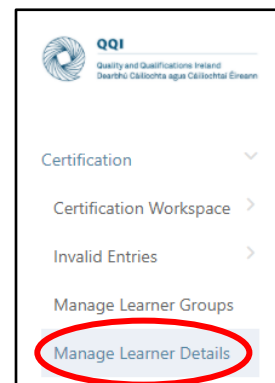
PPSN	First name	Last name	Result 1	Result 2	Result 3	Total	Grade	Exemption	Alternate	RPL
08782347E	Mary	Jones	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select... v	<input checked="" type="radio"/> No <input type="radio"/> Yes	Select... v	<input type="checkbox"/>
07646376V	Jennifer	Smith	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select... v	<input checked="" type="radio"/> No <input type="radio"/> Yes	Select... v	<input type="checkbox"/>
06746532M	Keith	Leahy	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select... v	<input checked="" type="radio"/> No <input type="radio"/> Yes	Select... v	<input type="checkbox"/>
05566732L	Cillian	Murphy	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select... v	<input checked="" type="radio"/> No <input type="radio"/> Yes	Select... v	<input type="checkbox"/>

4. Repeat for each Component/Subject

## Step 7: Manage Learner Details

The Manage Learner Details link allow you to search and see details of current or past learners.

You can search by any of the criteria listed below – the PPSN is the most efficient way of searching.



Search

PPSN

First Name

Last Name

Date of birth

Certificate number

The information returned is displayed under 4 different tabs:



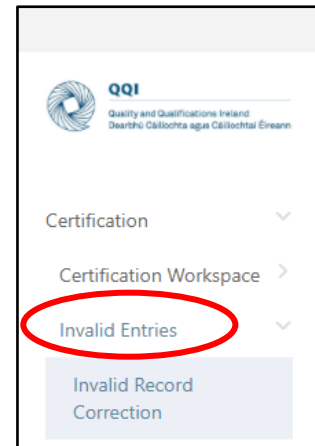
- **Learner Details**  
 The Learner Details displays the Learner’s personal information such as PPSN, Date of Birth, First Name, Last name, Gender and also additional information which includes Fees.
- **Certificate/Parchment Pending**  
 This displays the Major award the learner is entered for this certification period.
- **Certificate/Parchment History**  
 This displays the Major Award that the learner has undertaken previously.
- **Component/Subject History**  
 Previous components, grades and dates of certification are listed here.

It is important to remember that you will only see your provider information for that learner, e.g. the major awards and components they have completed in your centre.

## Step 8: Invalid Entries

When adding new learners to a group, it is possible that the information entered may be incorrect or the details previously entered (by another provider) for a learner is incorrect.

If a learner does not get added to the group, you will need to navigate to the invalid entries links as shown to investigate the reason why.



Similar to previous Search screens, you can search by Learner Group, PPSN or by invalid reason. You can also just click on the **Search** button without any criteria and the full list of invalid entries for your centre will be returned.

Tick the relevant invalid record(s) and click on



You will be brought to the Learner Details Screen where it will identify the “Invalid Reason”.

In the instance shown, the first name “Mary” is invalid. You will need to investigate by reviewing learner registration documentation or if you cannot resolve, log a query to QHelp.

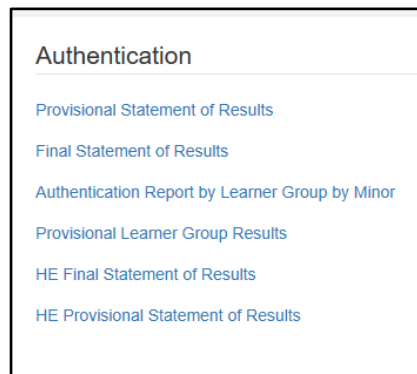
Details	
Invalid Reason:	Invalid Master Reference - First Name
Learner Group: *	20-Dec-ECCE-324324
PPSN: *	08782347E
First Name: *	Mary
Last Name: *	Jones
Date Of Birth: *	23/03/1978
Gender: *	Female

## Step 9: Reports

### Authentication Reports

The Authentication Reports display the information that has been entered by the provider for certification. It is important to note that the information can still be amended if needed up until the results are submitted. These reports support the quality assurance of assessment. The reports are in PDF format and should be saved/printed prior to submission of results.

To access these reports, click on Reports and then Authentication where you will have your choice of reports.



Once the search criteria is entered, the **Provisional Statement of Results** displays the component, subject results and the achievement for each learner. The information gets updated each evening and will provide confirmation relating to the Achievement Outcome (Component/Awarded/Not Awarded) of the award as it takes into account certification that the learner may have achieved in other centres. This report can be distributed to each learner.

The **Authentication Report by Learner Group by Minor** report shows the results of each learner for each component. As part of the internal verification process, this report must be printed and used to validate the results presented. These reports will also be made available for external authentication.

For each learner group, the **Provisional Learner Group Results** report displays the achievement for each learner.

The **Final Statement of Results** reports show the final statement for each learner and are only available after the certification date for the period.

### Reminder:

***All the workspace reports highlighted above should be printed/saved prior to a submission for certification being done.***

### Finance Reports

These reports provide the detail of all learners and the certification fee charged. They can be used to confirm the Invoice you receive when certificates are issued.

## Step 10: Submission for Certification

Following on from the Results Approval Panel meeting and making any recommended amendments to results, it is then time to complete the process by submitting the results to QQI for certification. Once this is done, the data moves out of the workspace and it can no longer be edited by the provider. The information entered will be processed by QQI on the next certification date and certificates will subsequently be issued.

To access this section, click on:

- Certification
- Submission for Certification

Each group that you wish to submit is listed here and you can choose to tick those groups you wish to submit. You can also retrieve a **breakdown of learners and components**. If you are confident that you are ready to submit the results, click on **Next**



Submission for Certification  
Nearest certification run date 14-Dec-2020

Learner groups

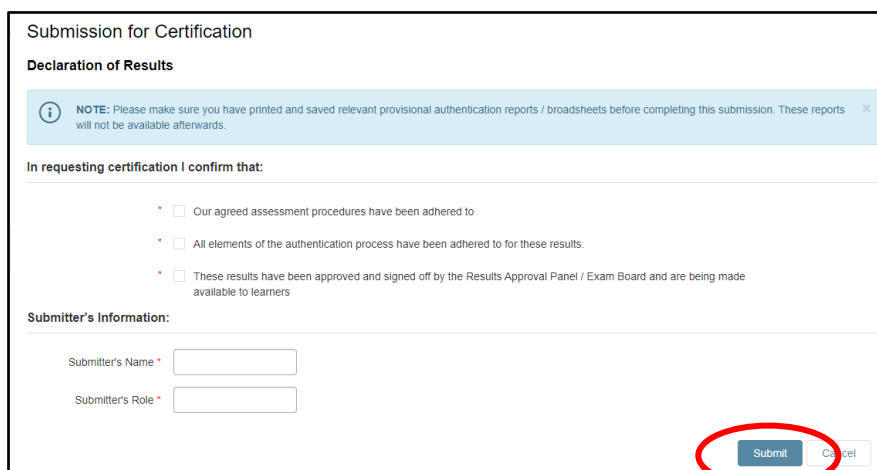
<input checked="" type="checkbox"/>	Learner group	Status
<input checked="" type="checkbox"/>	TestGroup	<span style="color: brown;">●</span> <span>☰</span>

Next Cancel

This is the **final stage** of the process.

As noted here and as mentioned previously, **save/print all reports prior to submission** as these cannot be accessed at a later date.

Once you have confirmed certain statements and essentially signed off on the information being entered, you can click on **Submit**. The information has now been transferred to QQI for certification.



Submission for Certification

**Declaration of Results**

**NOTE:** Please make sure you have printed and saved relevant provisional authentication reports / broadsheets before completing this submission. These reports will not be available afterwards.

In requesting certification I confirm that:

- Our agreed assessment procedures have been adhered to
- All elements of the authentication process have been adhered to for these results.
- These results have been approved and signed off by the Results Approval Panel / Exam Board and are being made available to learners

**Submitter's Information:**

Submitter's Name \*

Submitter's Role \*

Submit Cancel



## Appeals Process

Once the results are approved (following a meeting with the Results Approval Panel), they should be immediately

- a) made available to learners and
- b) submitted to QQI.

A Learner may appeal that result and/or the process to the Centre where the Learner attended the programme.

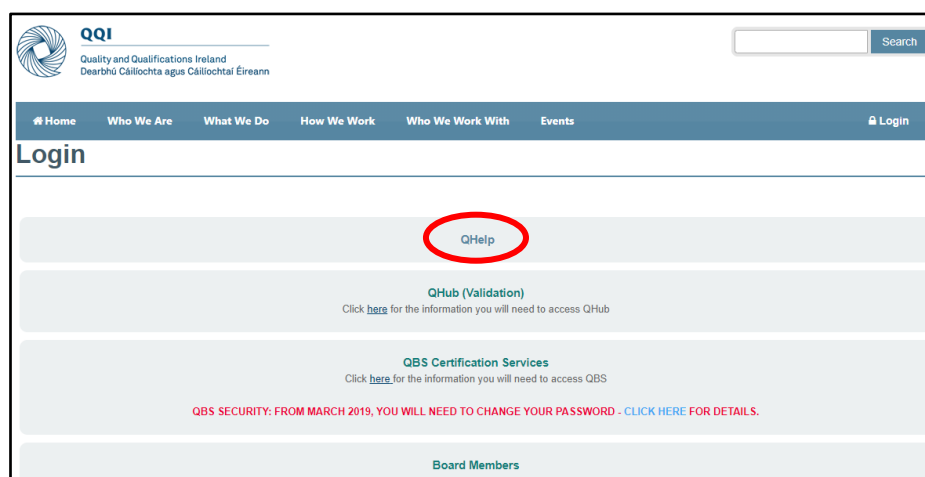
- Learners who wish to lodge an appeal may do so at a cost of €30 for each result/grade being appealed. This fee will be returned to the Learner if the appeal is successful.
- A Learner may appeal against the Assessment Process if the Learner perceives there to be irregularities/in equalities in the implementation of the process. If the process is being appealed against, the grounds for appeal should be clearly stated.
- Notice of an appeal should be submitted on an Appeals Application Form. The Learner will have a minimum of 14 calendar days (10 working days) from the date of the Statement of Results being issued by the Centre to lodge an appeal with the Centre. Any applications for appeal received after that date will not be processed.

QQI will issue certificates for all the results received except those flagged as under appeal.

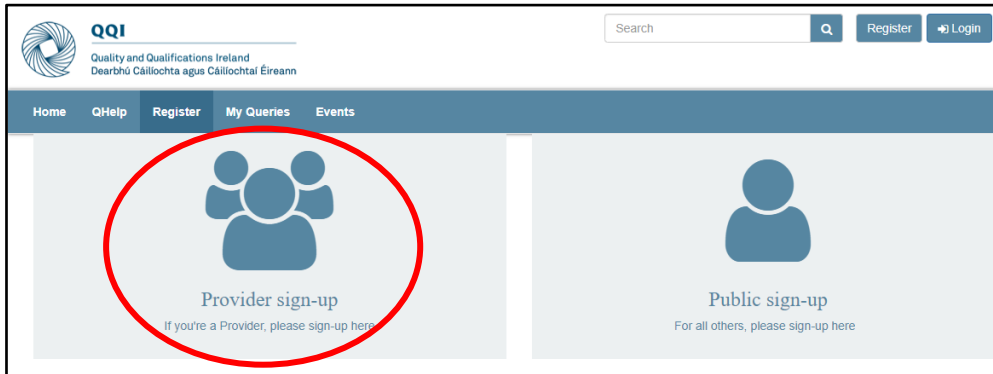
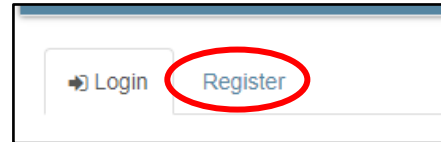
## QHelp

QHelp is a facility provided by QQI which answers queries that you may have. It provides a list of FAQs and also presents the opportunity to ask questions that may be more specific to your centre or a particular learner.

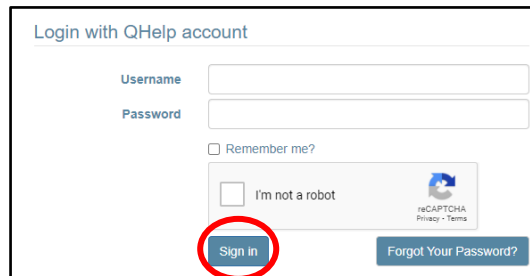
To access QHelp you can visit [www.qqi.ie](http://www.qqi.ie), click on the **Login** Link and then choose the QHelp link from the options displayed.



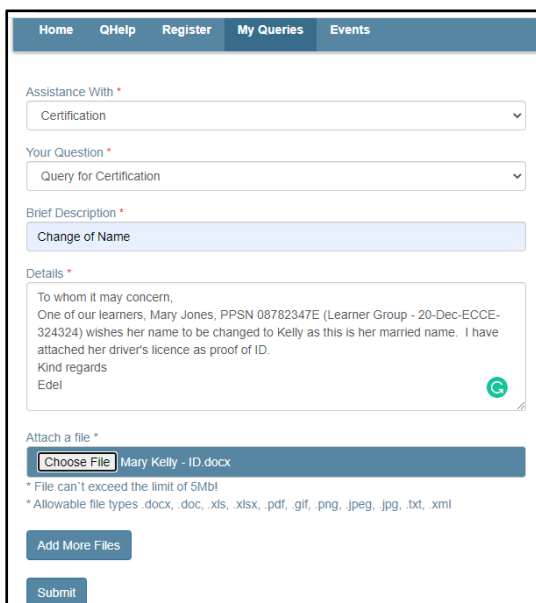
If it is your first time accessing QHelp, you will need to register as a provider. You will be asked for your name, email address, county and centre information.



Once you have received your username and password, you can log in to your QHelp account



From here you can Open a New Query



In general, the queries you may have would be in relation to certification. Once you have filled in the information (example shown here) and attached any relevant files, you can submit your query.

You will subsequently receive an email from **CRM QHI Help Desk <qhihelpdesk@qhi.ie>** stating that your QHelp query has been successfully created and you will be allocated a query number.

You can view the status of your query in the MyQueries section of QHelp.

QHelp will also keep a log of all queries raised, Active or Closed.