

QQI Quality Business System

Step by Step Training Manual

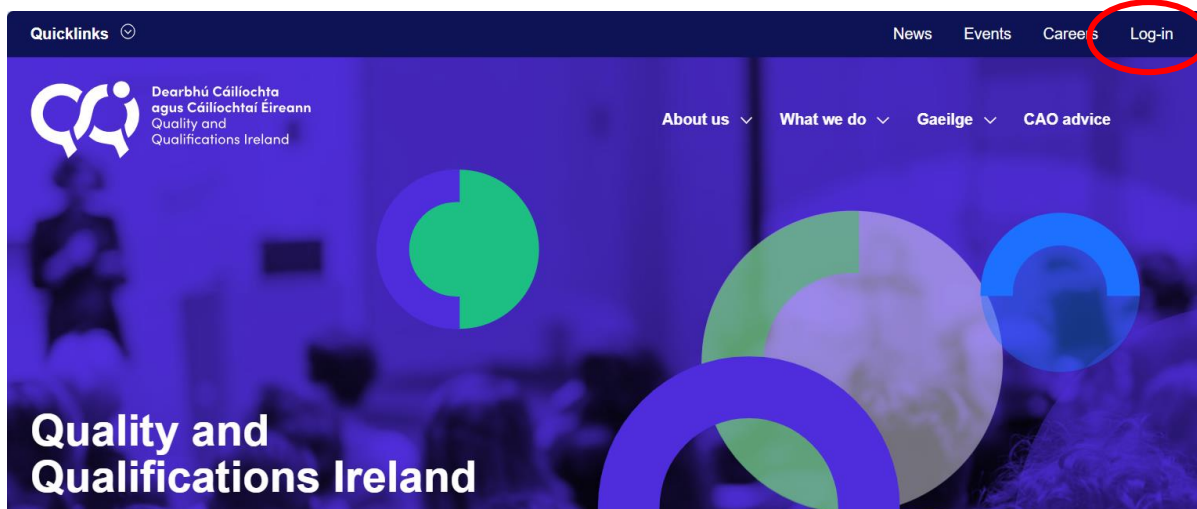
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Step 1: Initial Login

Visit www.qqi.ie

Click on the **Login** link on the top right-hand corner of the screen.



Click on **QBS Certification Services** and again click on **QBS Certification Services** at the bottom of the section.



QBS certification services

The QBS certification platform allows education and training providers submit certification data to QQI.

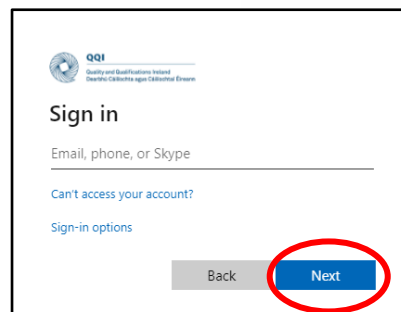
QBS has a number of helpful features:

- An 'easy find' facility for class groups.
- A direct link to the programmes you have validated by QQI and what you are certifying is available for centres that manually inputs data to QBS. This does not yet apply to file uploads.
- A facility to copy in your learner details from an Excel spread sheet to QBS that will avoid direct data entry - 20 at a time. This will increase in the coming months.
- A Learner Details tab showing all the components completed within your centre - history of learner further education components.

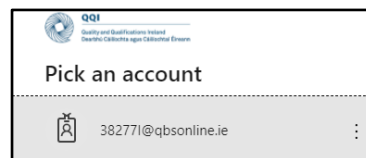
For first time users, **this guide** will help you understand our QBS certification services. You should also read our **multi-factor authentication (MFA) guide** to help you set up your account.

Log-in here to access our **QBS certification services**.

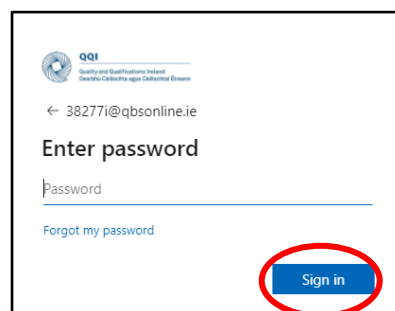
If it is your first time using the system, you will need to **“Use another account”** and then **Sign In** with your QQI username/email address, click on **Next**



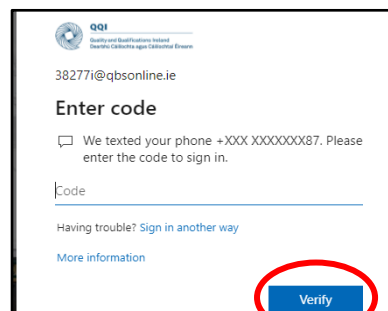
Alternatively, you can access the QBS by clicking directly on the account if it is available to you



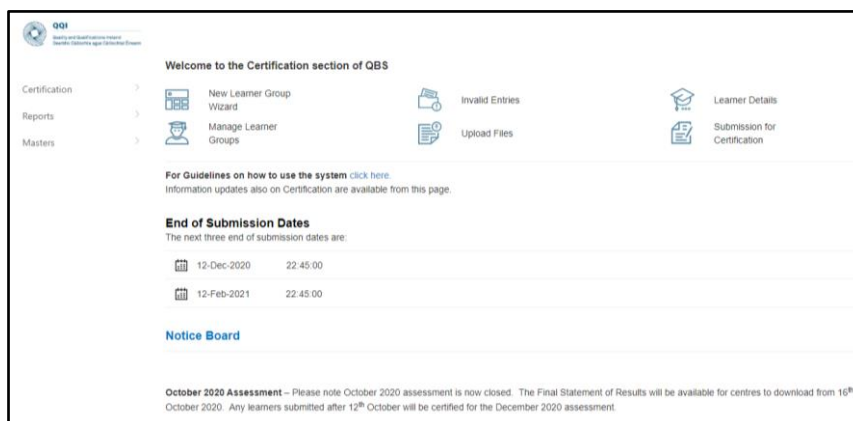
Enter your **password** and click on **Sign in**



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

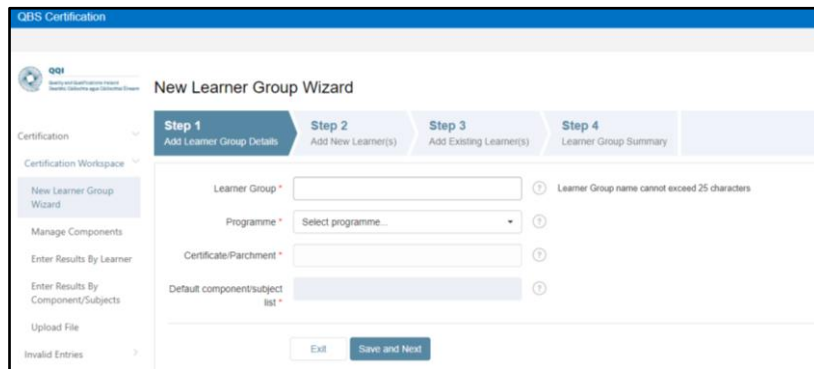
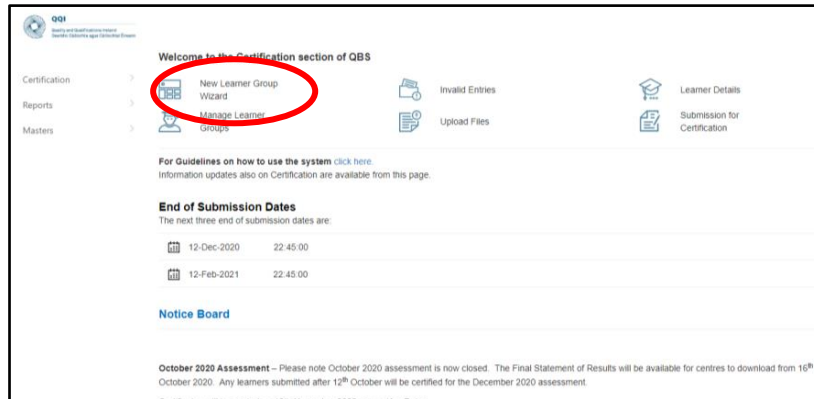


You are now logged into the **QBS Certification Site**



Step 2: Add Learner Group Details

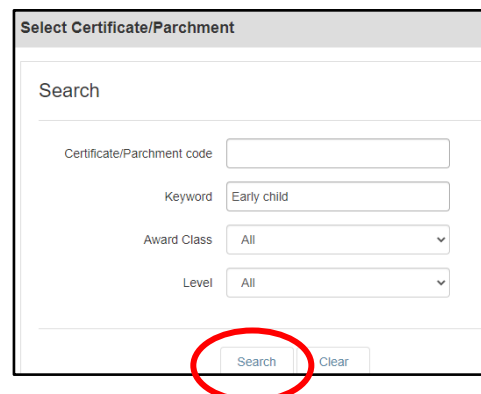
To begin the process, you must create a **New Learner Group** and you can do so by clicking on the New Learner Group Wizard and it will guide you through the steps



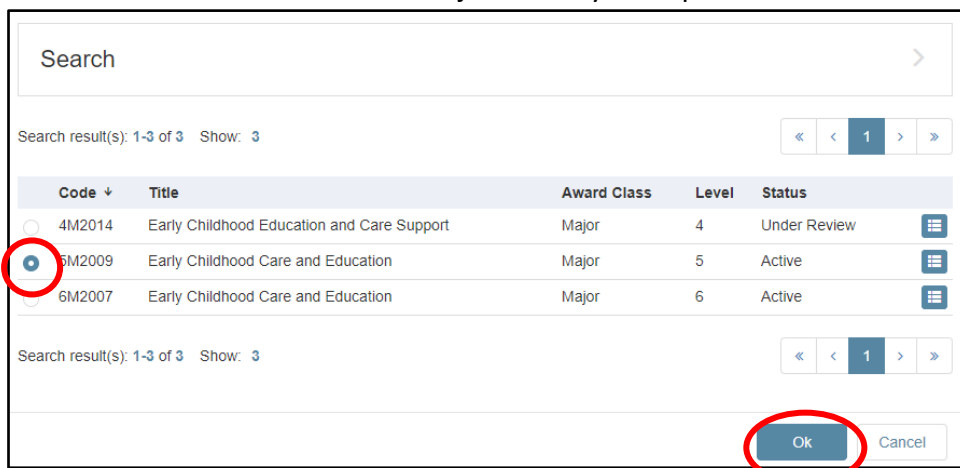
- Enter a **Learner Group** name (cannot exceed 25 characters)
 - Suggested naming convention: 22-Aug-ECCE-324324
(year-submission period-name of group-PLSS code)
- Choose a Validated **Programme** from the drop-down list – if you are unsure of the code for the programme you are searching for, please 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**



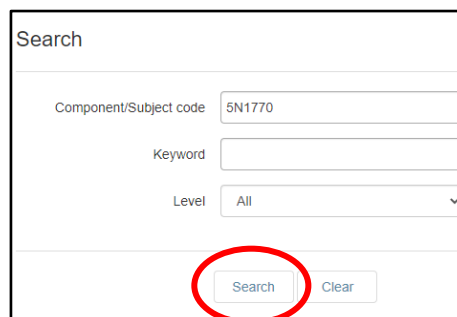
| Code | Title | Award Class | Level | Status |
|---|--|-------------|-------|--------------|
| <input type="radio"/> 4M2014 | Early Childhood Education and Care Support | Major | 4 | Under Review |
| <input checked="" type="radio"/> 6M2009 | Early Childhood Care and Education | Major | 5 | Active |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

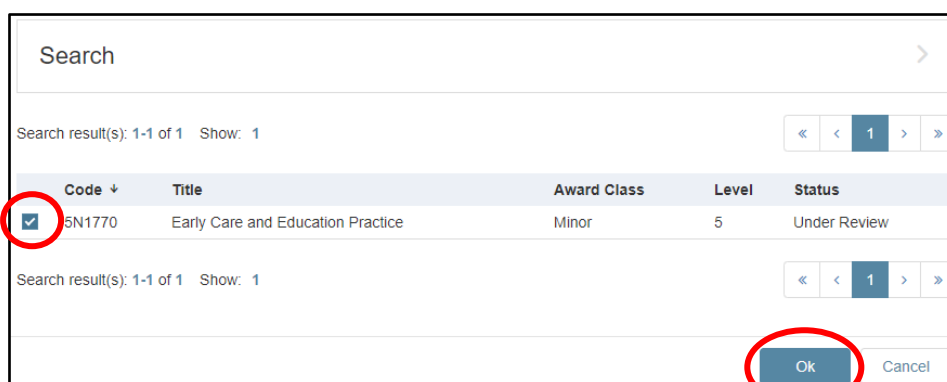
Default component/subject list *

[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

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 |

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

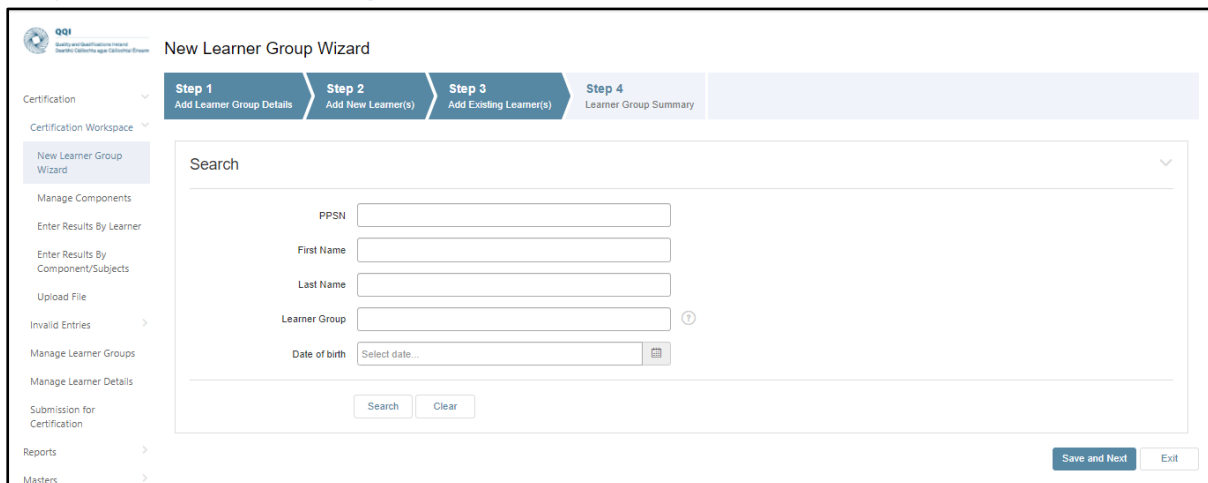
Excel example:

| | | | | | |
|----------|----------|-------|------------|--------|--------|
| 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.

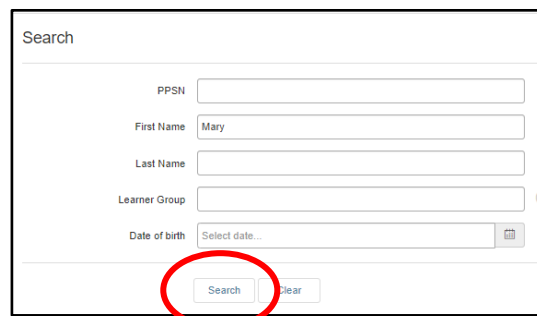
When complete (or if you have no New Learners to add), click **Save and Next**

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**

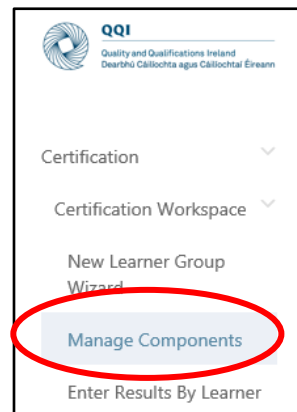
Save Cancel

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

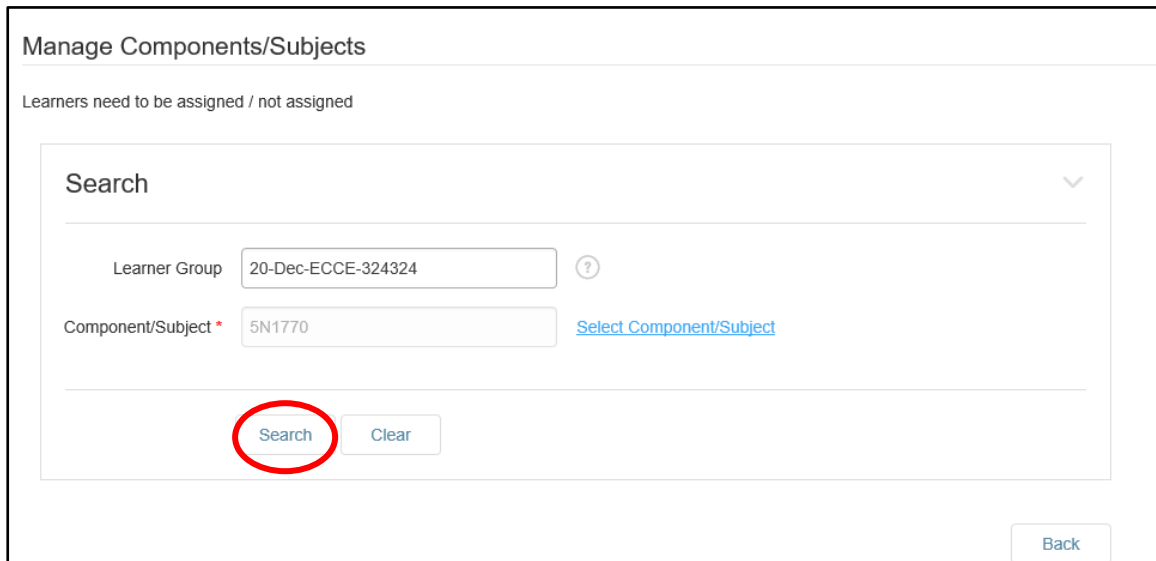
When the list is returned, click on radio button next to the relevant component and click on **OK**

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

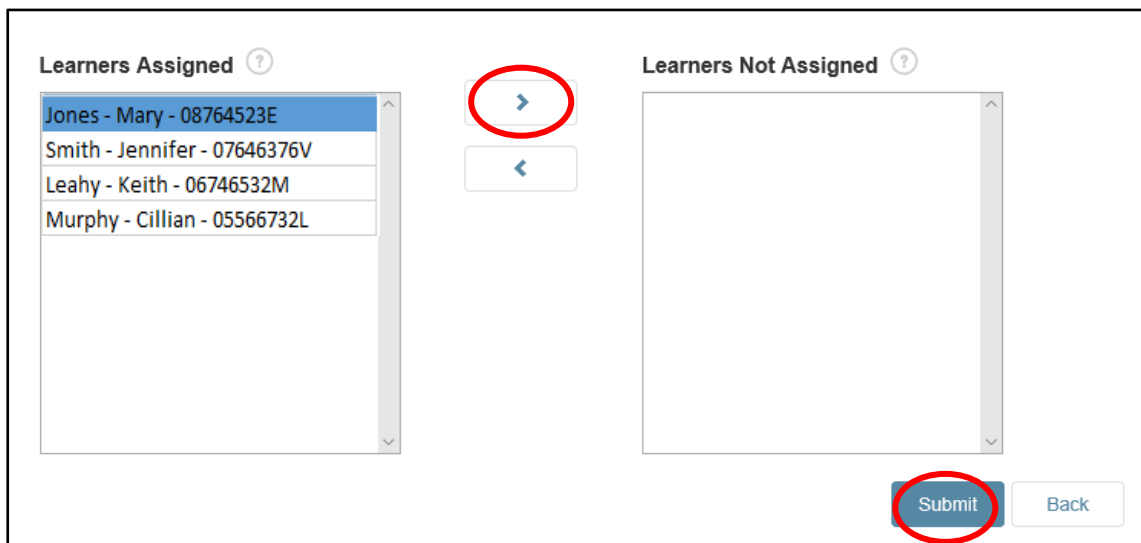
Search result(s): 1-1 of 1 Show: 1



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:

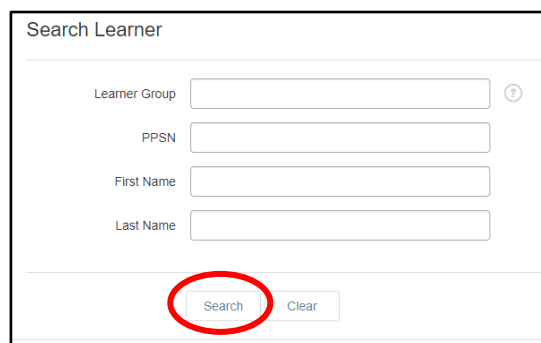
- Entering results by learner
- Entering results by component

Entering results by learner

Follow the links below:

- Certification
- Certification Workspace
- Enter Results by learner

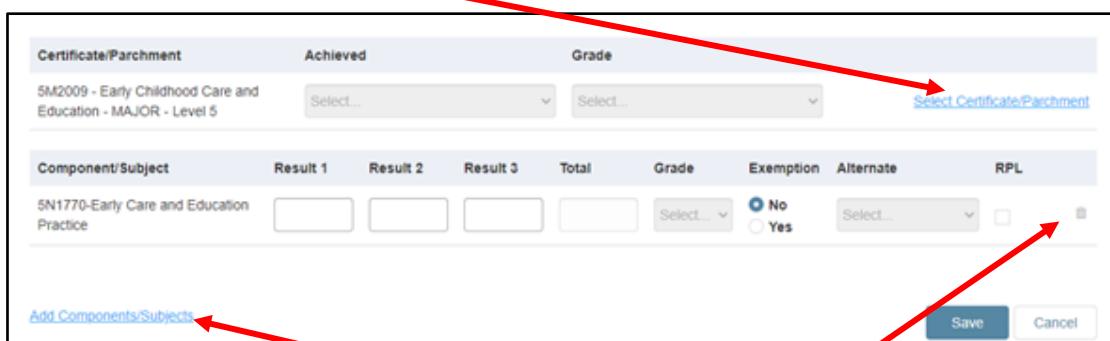
Using the Search Learner screen, enter your search criteria and click on **Search**.



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... | Select Certificate/Parchment | | | | | | | |
| 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"/> | <input type="checkbox"/> | |
| Add Components/Subjects | | | | | | | | | | |
| | | | | | | | | | <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 | Enter Results |
| 20-Dec-ECCE-324324 | Child Health and Well Being | 5N1765 | 5 | Enter Results |
| 20-Dec-ECCE-324324 | Early Care and Education Practice | 5N1770 | 5 | Enter Results |

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

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

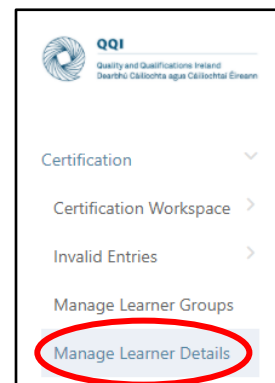
| PPSN | First name | Last name | Result 1 | Result 2 | Result 3 | Total | Grade | Exemption | Alternate | RPL |
|-----------|------------|-----------|----------------------|----------------------|----------------------|----------------------|-------------|---|-------------|--------------------------|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

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:



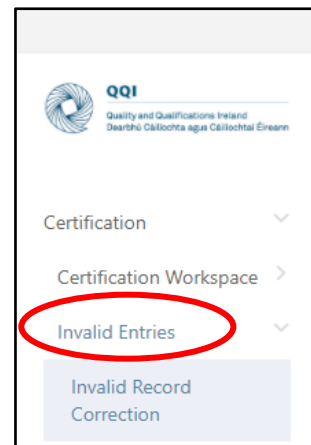
- **Learner Details**
 The Learner Details displays the Learner’s personal information such as PPSN, Date of Birth, First Name, Last name, Gender and also additional information which includes Fees.
- **Certificate/Parchment Pending**
 This displays the Major award the learner is entered for this certification 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

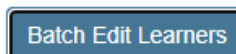
When adding new learners to a group, it is possible that the information entered may be incorrect or the details previously entered (by another provider) for a learner is incorrect.

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.

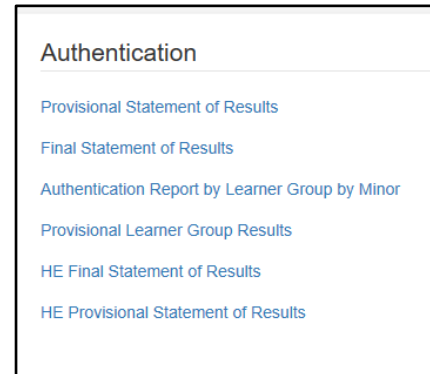
| Details | |
|------------------|---------------------------------------|
| Invalid Reason: | Invalid Master Reference - First Name |
| Learner Group: * | 20-Dec-ECCE-324324 |
| PPSN: * | 08782347E |
| First Name: * | Mary |
| Last Name: * | Jones |
| Date Of Birth: * | 23/03/1978 |
| Gender: * | Female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

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

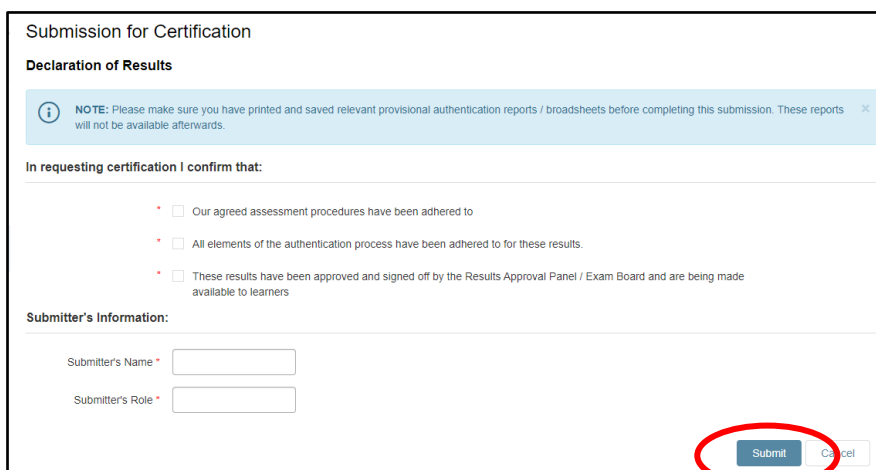
| <input checked="" type="checkbox"/> | Learner group | Status |
|-------------------------------------|---------------|---|
| <input checked="" type="checkbox"/> | TestGroup | ● ☰ |

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.

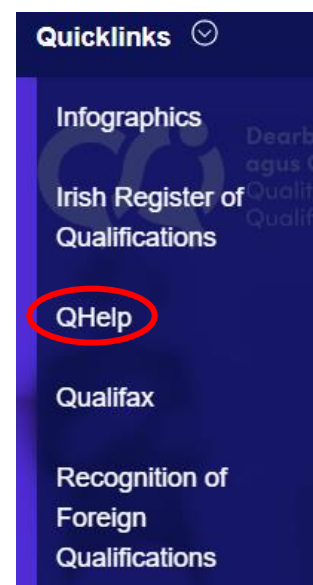
QQI will issue certificates for all the results received except those flagged as under appeal.

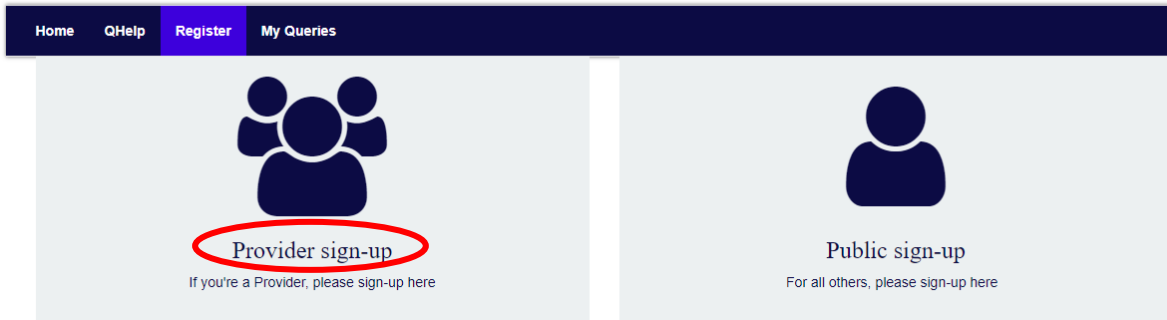
QHelp

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, move over the **Quicklinks** option on the top left 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

Login with QHelp account

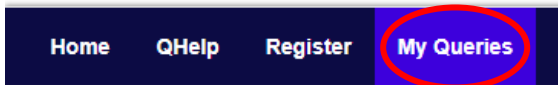
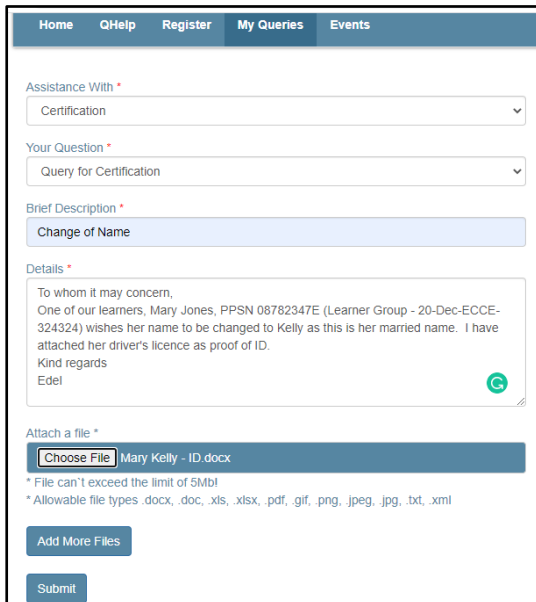
Username

Password

Remember me?

I'm not a robot 

Once logged in, you can **Open a New Query** via the “My Queries” link

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 QQI Help Desk <qqihelpdesk@qqi.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.