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*Waterford and Wexford  
Education and Training Board*

# **Guide to QBS Upload Files Process using QQI Awards XML Action in PLSS**

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## Scope

This guide is developed to assist with the upload of learner and target/component award details on a per course basis from the PLSS System to the QBS Certification Request System. Please note that this process uploads learner and award details in preparation for entering certification results in support of making QQI certification requests.

It is assumed that the reader is familiar with the use and navigation of the PLSS - National Course Calendar, PLSS - National Learner Database, QBS System and email. If you are not, please do not hesitate to contact your PLSS coordinator for the PLSS system and your Quality Assurance contact for QBS System queries.

## Pre-requisite Requirements

### QBS System Access

You will need login credentials to access the QBS website. This entails a login username and associated password for your centre ID and access to the registered landline or mobile phone.

- I.e., you will need to login using the QQI username and password and then you will receive a call with specific instructions to follow or a verification code to enter, depending on what options were selected during QBS setup, to complete the login authentication process.

### QBS Coordinator

When a file upload takes place, an email is automatically sent from the QBS system to the designated QBS Coordinator for your centre. The email provides confirmation of the number of learners uploaded and details of any 'Invalid Entries'. Make sure that you know who this colleague is as access to this email may assist in completing the certification request process.

### PLSS - National Learner Database Access

You will need access to PLSS - National Learner Database in order to export an XML file for upload.

- PLSS will automatically assign a learner group name and export the centre QQI code, target certification and component award codes and required learner details.
- **Important: ensure that all modules to be delivered for the course are selected on PLSS in advance of creating the export file so that all component details are uploaded.**

### Email Access

You will need access to the email account used when registering on PLSS. An email is sent with a password to allow the extraction of a compressed (zipped) folder containing the export XML file.

- For most users, this is your '@wwetb.ie' email account.

### Advance Planning

The QBS upload process is intended to assist in automating the upload of award and learner details from PLSS in support of requesting QQI certification for learners. As such, it eliminates a level of duplication in manual data entry and resulting errors. The QBS upload file processing and verification process takes some time to report back that all has succeeded, or otherwise, before actual learner results can be entered. This can take up to 24 hours. However, this delay can easily be overcome with some advance planning. Plan to upload all learner groups at least a few days in advance of when your results are due to become available and ensure that any 'Invalid Entries' arising are resolved.

'Invalid Entries' may arise due to a mismatch between data stored on the QBS System and that stored in PLSS. **It is important that all learner details are correct on PLSS before exporting.** Once uploaded to QBS the learner details can't be edited by the user. A ticket must be submitted to Q-Help to edit learner details.

## Procedure

### PLSS System - File Export Process (XML)

1. Logon to PLSS – National Course Calendar (NCC) in order to export the XML upload file.
2. Navigate to Calendar | List Scheduled Courses and search for a course with learners to be exported (i.e., to be uploaded to QBS).
3. Select the Modules tab and ensure that all QQI modules to be delivered for this course have been selected, and that no additional QQI modules are inadvertently selected.
  - a. Take care as selected modules may extend to more than one page.
  - b. Hybrid (non-QQI modules) can be selected and will not be included in the export file.

This Scheduled Course is Locked  
 There are referrals for this Scheduled Course.  
 It must be unlocked in order to make changes.  
[Search Applications](#) [Learners Started On Course \(2\)](#) [Learners \(6\)](#)

[Click here to Unlock it](#)

## 201728 Early Childhood Care and Education - Year 1 CS

Details	Scheduling	Venue	Programme	Modules	Map	Unlocks
Assign Modules to the Course						
<input type="text" value="Search"/> <a href="#">advanced search</a>						
Module	Body	Credits	Assessed	Version		
★ CHILD DEVELOPMENT - 5N1764 (006693)	QQI-FE (5N1764)	15	Yes	1.00	<input checked="" type="checkbox"/>	
★ MANUAL HANDLING FOR WORKPLACE (006805)		0		1.00	<input checked="" type="checkbox"/>	
★ CAREER PLANNING & JOB SEEKING SKILLS (005047)		0		1.00	<input checked="" type="checkbox"/>	
★ EARLY CARE & EDUCATION PRACTICE - 5N1770 (006704)	QQI-FE (5N1770)	15	Yes	1.00	<input checked="" type="checkbox"/>	
★ COMMUNICATIONS 5N0690 (006799)	QQI-FE (5N0690)	15	Yes	1.00	<input checked="" type="checkbox"/>	
★ CHILD HEALTH AND WELL BEING - 5N1765 (006682)	QQI-FE (5N1765)	15	Yes	1.00	<input checked="" type="checkbox"/>	
★ EARLY CHILDHOOD EDUCATION & PLAY - 5N1773 (006691)	QQI-FE (5N1773)	15	Yes	1.00	<input checked="" type="checkbox"/>	
★ WORK PRACTICE-EARLY CHILDHOOD CARE & EDUCATION 5N1433b (006908)	QQI-FE (5N1433)	15	Yes	1.01	<input checked="" type="checkbox"/>	
OCCUPATIONAL FIRST AID - 5N1207 (006804)	QQI-FE (5N1207)	5	Yes	1.00	<input type="checkbox"/>	

4. Now click on the 'Learners Started on Course' link at the top of the course screen to navigate to the 'On-Course' tab in the Manage Course Applications section.

Gorey Community School | National Course Calendar | Welcome Training Nine | Settings | Sign Out

Home | Calendar | Learner | Notifications | Provider

### Manage Applicants

Applicants **On Course** "Early Childhood Care and Education - Year 1 CS" (Ref: [201728](#)) (Code: S98)

Applicants On Course "Early Childhood Care and Education - Year 1 CS".  
 The Course is scheduled to run from **29/08/2022** to **26/05/2023** and the contact is **john browne**.  
 Mobile: 0871234567 EMail: [test@test.ie](mailto:test@test.ie) Venue: **Gorey, Co. Wexford, Ireland**

Reports

Waitlist

CSS Handled

Referrals

In Progress

Call for Course

ON COURSE

Finished







All

Notifications

Map

C201728 (CC)

Search

Student No.	Applicant	Support	Applied	Started	Class	
PLC05812210004	Paul, John	  	29/08/2022	29/08/2022	C201728	<input type="checkbox"/>
PLC05812210005	Dav, Holly	  	29/08/2022	29/08/2022	C201728	<input type="checkbox"/>

Page Size

10

20

30

40

50

De-Select All

Select All

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1

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5. The 'QQI Awards XML' action is only available from the 'On-Course' and 'Finished' tabs.
  - a. You may need to upload from both of these tabs if you are uploading learners in preparation for certification results entry before a course has finished. I.e., where some learners remain on course and where other learners have either partially finished the course or left early.
6. The following example exports from the 'on-Course' tab.
  - a. The same procedure applies from the 'Finished' tab.
7. Select all learners using 'Select All' option located below the right most column (checkboxes).
  - a. Take care where multiple pages exist to ensure that all learners are selected.
  - b. It is important that all learner details are correct. Once uploaded to QBS the learner details can't be edited by the user. A ticket must be submitted to Q-Help.
8. Click the 'QQI Awards XML' action from the drop-down list of actions available to create an export file.

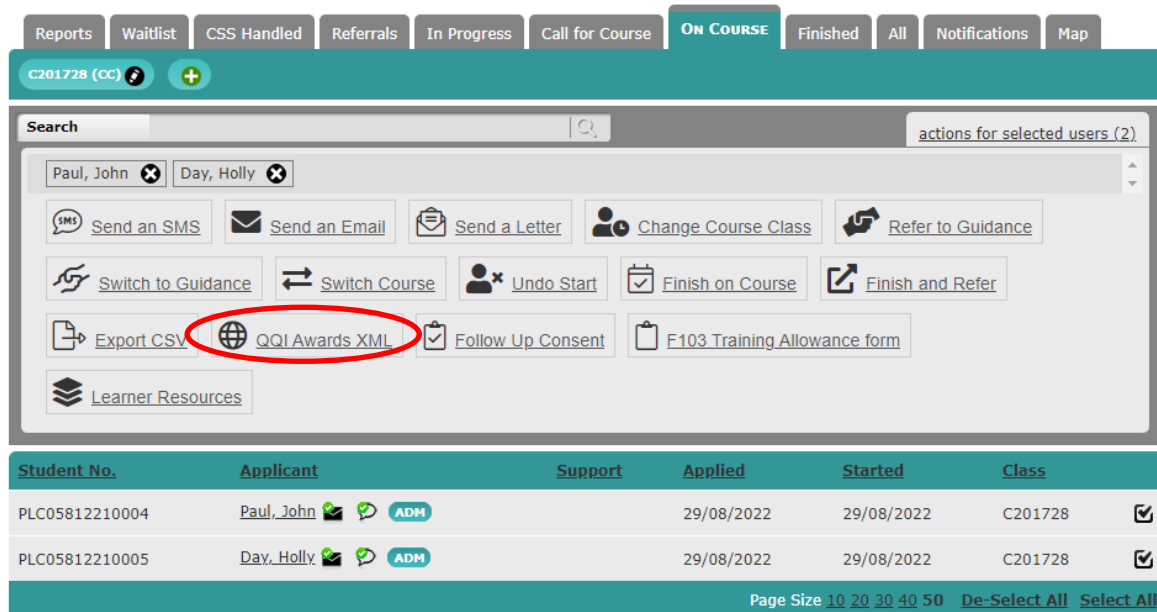
## Manage Applicants

Applicants **On Course** "Early Childhood Care and Education - Year 1 CS" (Ref: [201728](#)) (Code: S98)

Applicants On Course "Early Childhood Care and Education - Year 1 CS".

The Course is scheduled to run from **29/08/2022** to **26/05/2023** and the contact is **john browne**.

Mobile: **0871234567** Email: **test@test.ie** Venue: **Gorey, Co. Wexford, Ireland**



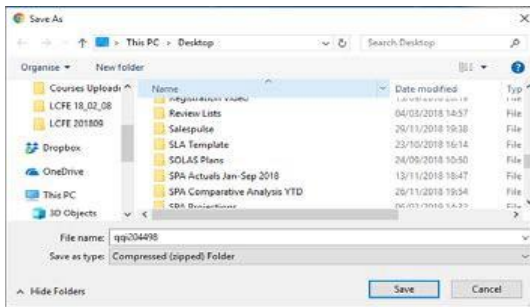
The screenshot shows the PLSS system interface for course C201728 (CC). The 'On Course' tab is selected. Below the tabs, there is a search bar and a list of actions for selected users (2). The 'QQI Awards XML' action is highlighted with a red circle. Below the actions, there is a table of applicants.

Student No.	Applicant	Support	Applied	Started	Class	
PLC05812210004	Paul, John	ADM	29/08/2022	29/08/2022	C201728	<input checked="" type="checkbox"/>
PLC05812210005	Day, Holly	ADM	29/08/2022	29/08/2022	C201728	<input checked="" type="checkbox"/>

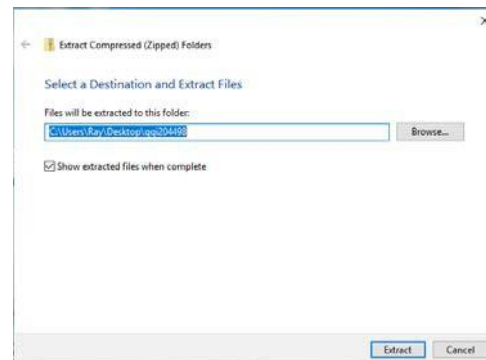
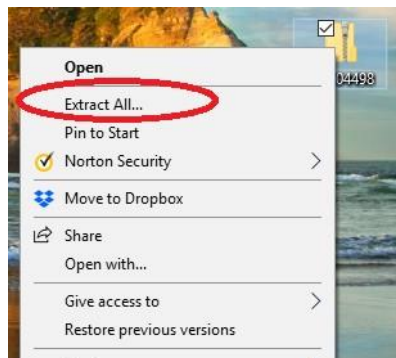
Page Size [10](#) [20](#) [30](#) [40](#) [50](#) [De-Select All](#) [Select All](#)

9. The upload XML file required is now contained within a compressed (zipped) folder and you will be asked to save this zipped folder to a known location.
  - a. Save to your desktop or to a known location.

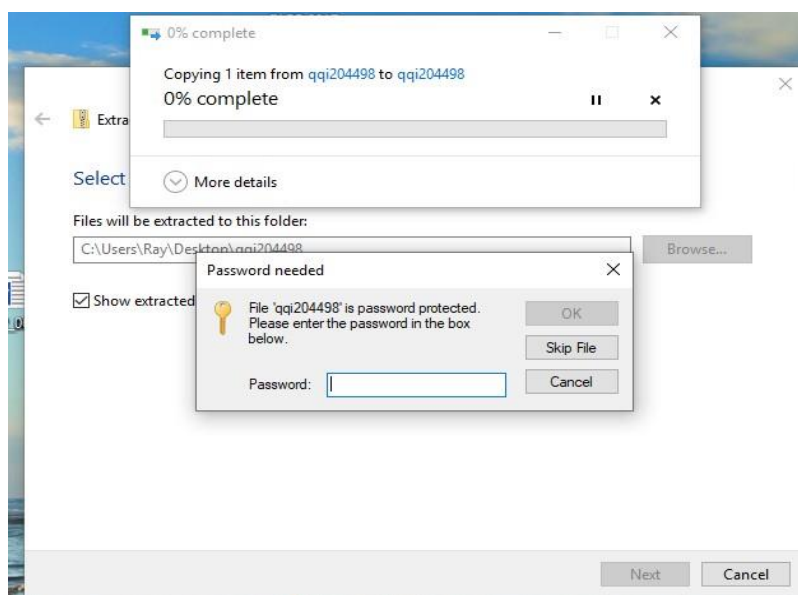
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- b. The zipped folder is automatically labelled with a 'qqi' prefix followed by the PLSS course reference number.
- c. The saved zipped folder must now be uncompressed. Locate the zipped folder on your desktop (or other location used) and right-click on the folder icon to select 'Extract All' from the pop-up menu list.

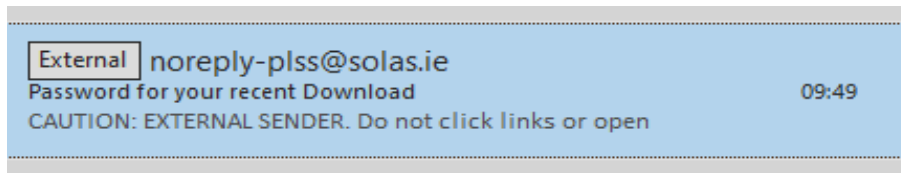


- d. Accept or change the destination folder location where the zipped file is to be extracted to and note the saved location for later. I.e., click the 'Extract' button to save the extracted file to a known location.
10. During the extract process you will be asked to supply a password as the zipped folder contains an XML file with personal data. A password is required to complete the extraction process in order to view the contents.

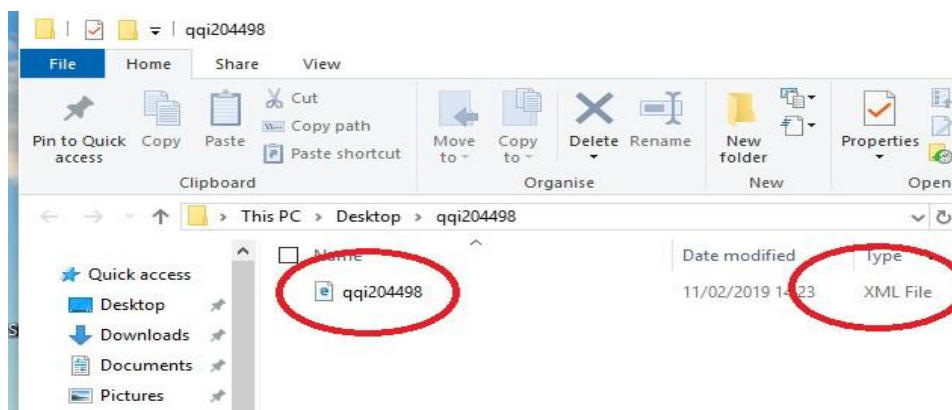


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11. The required password is automatically sent to your PLSS registered email account after the 'QQI Awards XML' action was clicked in Step 8 above. It should arrive within a few minutes of clicking this action.
  - a. Enter the password received using copy and paste into the 'Password' textbox.



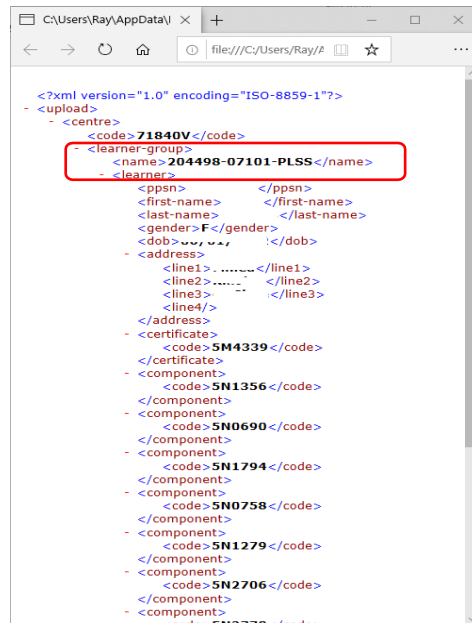
12. The extract process now stores the XML file in a standard (uncompressed) folder with the same name as the zipped folder. The XML file for upload is contained within this new folder.



13. The file of interest for upload is the XML file shown above. The file will be attached and submitted to the QBS 'Upload files' facility in the next section (see QBS System – File Upload Process section).
  - a. The XML file will need to be dragged into the 'Upload Files' facility, on the QQI website.
  - a. Do not inadvertently try to drag the containing folder or the original zipped folder as these will not be accepted as attachments in the QBS file upload facility.
  - b. The XML file can be renamed, if required. The PLSS course reference should be retained in any new filename. E.g., 'qqi204498\_oncourse', 'qqi204498\_finished', etc.
    - i. Take care not to change the file type extension '.xml', when renaming.
    - ii. Changing the XML file name does not change the 'Learner Group Name' assigned by PLSS within the XML file content.
  - c. The 'Learner Group Name' is structured as follows:
    - i. '[PLSS\_Course\_Reference]-[Local\_Code\_entered\_in\_PLSS]-PLSS'
    - ii. E.g., '204498-07101-PLSS'
    - iii. The local code is derived from the award code but can be modified in PLSS.
  - d. The 'Learner Group Name' as shown in the screen grab below will be displayed in the QBS System. This can be edited, if required.
  - e. The XML file contents can be viewed by opening it with either Internet Explorer or Edge browser. The contents often show as blank when using the Chrome browser.
  - f. Learner details are removed in the image below for data protection purposes.



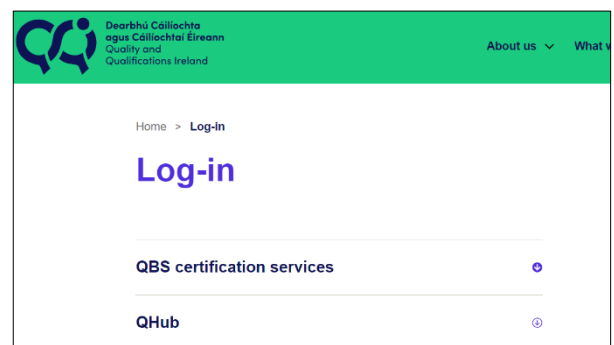
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14. If you are new to the QBS 'Upload Files' process than it might be best to try uploading a single export file from PLSS and processing this completely on the QBS system, so as to become familiar with the entire export and upload process and in resolving any issues arising.
15. The QBS 'Upload Files' facility allows for up to 10 files/documents to be uploaded at a time.
  - a. When you are familiar with the entire file upload process you can consider batch processing, i.e., the uploading of multiple learner group files.
16. You are now ready to proceed to the QBS 'Upload Files' process in the next section.

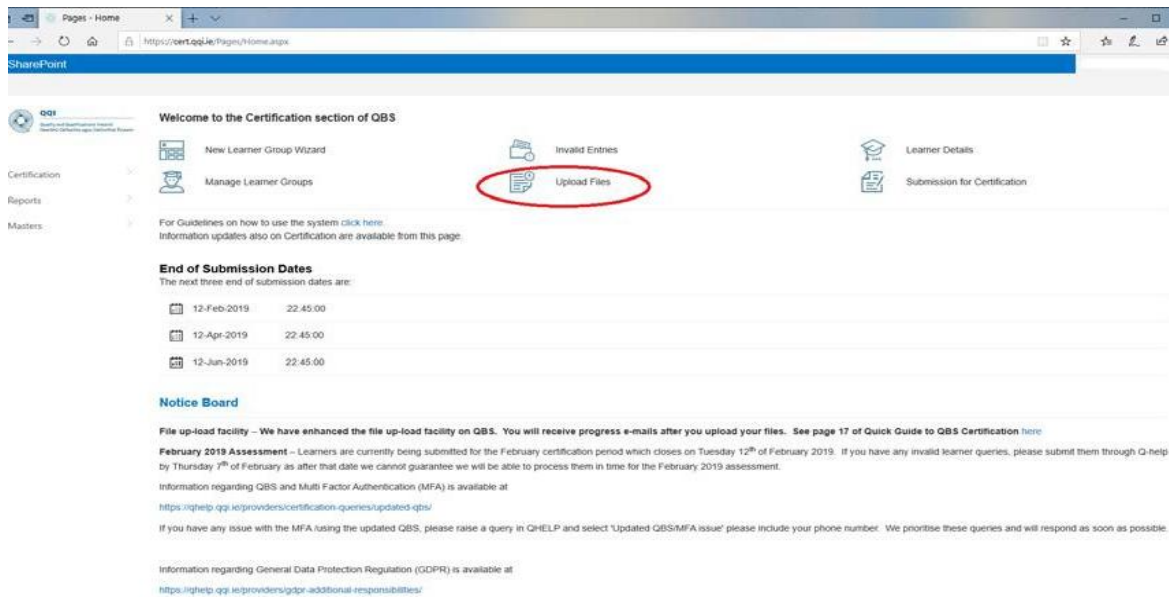
### QBS System - Upload Files Process

1. Note: as stated from the outset, advance planning is important as the QBS System takes some time to process uploaded files. This can take up to 24 hours after the file upload process has been completed. I.e., before learner certification results can be entered for that course group.
2. Go to the [www.qqi.ie](http://www.qqi.ie) website using the Internet Explorer or Edge browser.
  - a. The QQI guide recommends avoiding the use of the Chrome browser as some of the screens appear differently and there are some reports that the file drag-and-drop facility and other aspects do not appear to function correctly.
3. Click on the **Log-in** link on the top right. This takes you to the two login options shown here. Click on the '**QBS Certification Services**' link to proceed.
4. This presents you another couple of options and again choose the link **QBS certification services**.



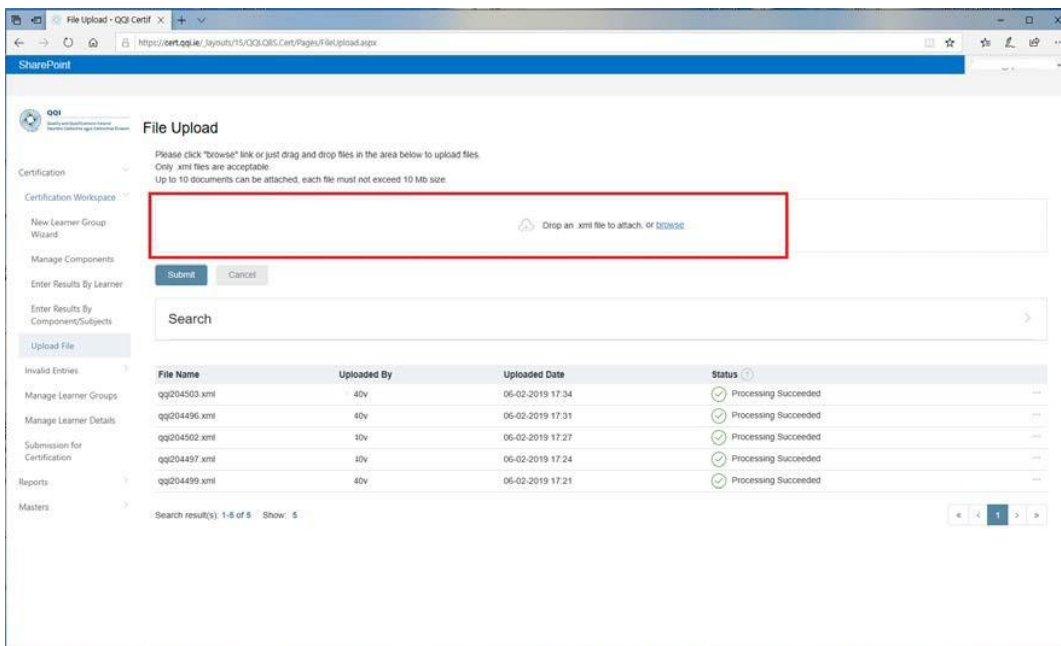
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5. You will need your QBS login credentials at this stage.
  - a. Enter your QBS username and password.
  - b. You will then need to choose one of the following to complete the login process:
    - a text message (from Microsoft) with a verification code and enter in the space provided
    - or alternatively a phone call (press # key after listening to instructions)
6. Once you are logged in, you are now ready to commence the file upload process. Click on the 'Upload Files' link.

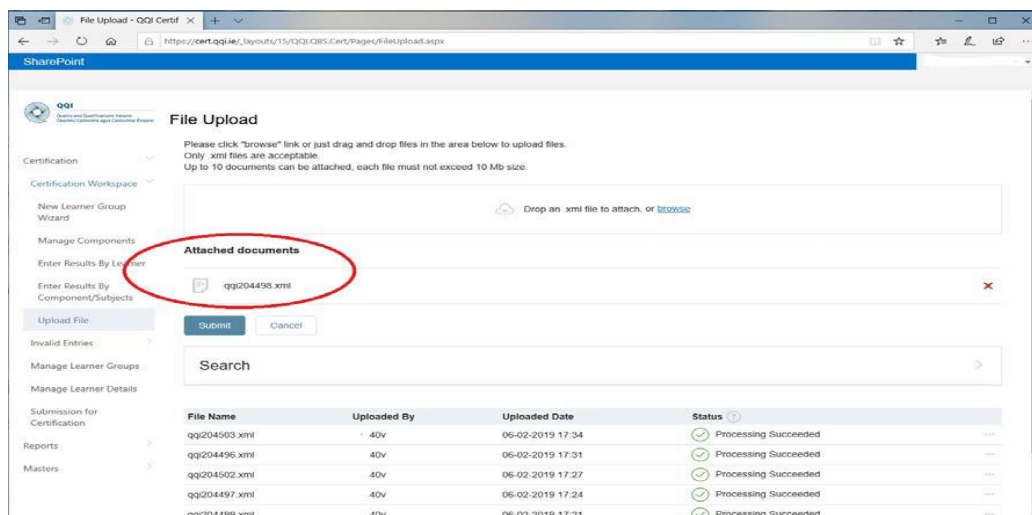


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- The QBS website now shows an area where files can be attached using the drag-and-drop method in preparation for uploading to the QBS System. Alternatively, you can use the Browse link.



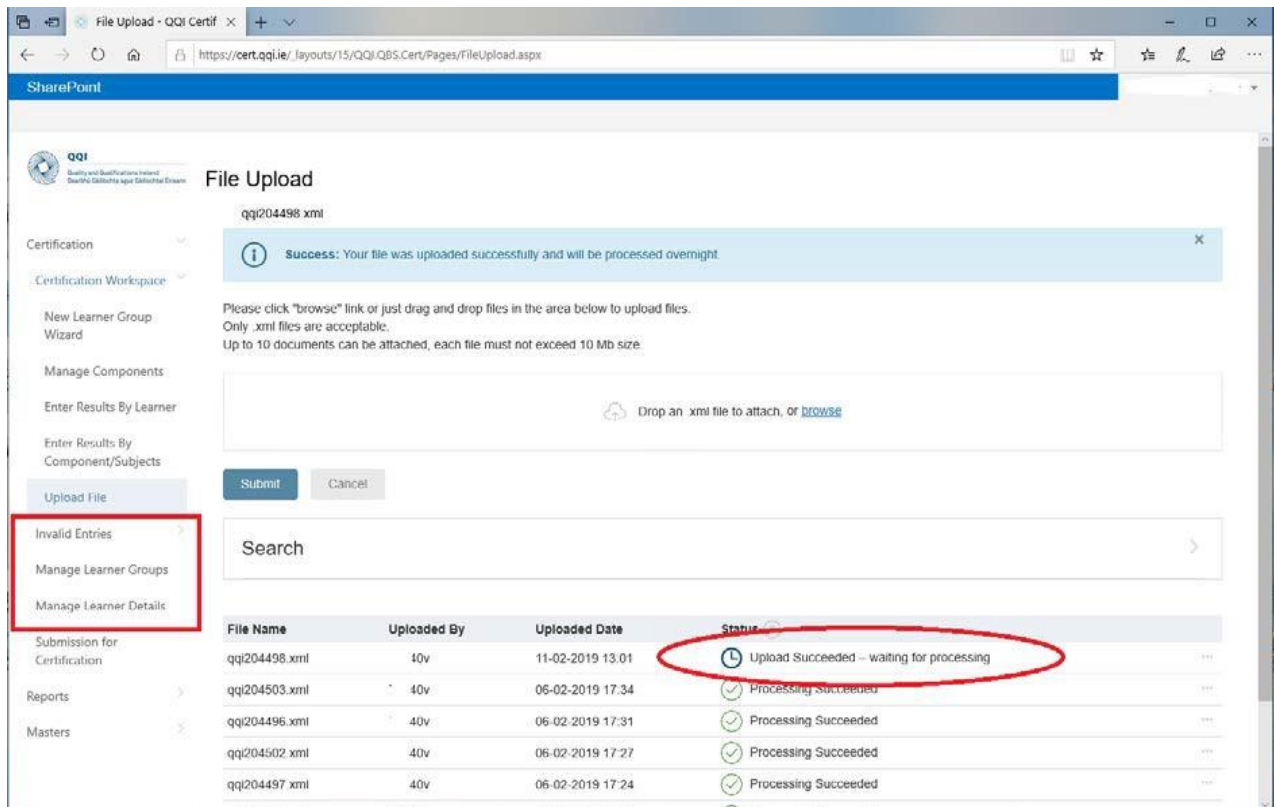
- While keeping the QBS website open, navigate to the location where you have saved the XML export file, noted earlier per Step 9.d in the PLSS File Export Process (XML) section, and drag the XML file to within the drop area highlighted above.
  - Alternatively browse to the file location to attach it.
- Release the mouse drag button to attach the file in preparation for submission/upload.
  - Confirm that the file has been attached and is displayed in the 'Attached Documents' section.



- Click the 'Submit' button when ready to upload the attached file/s.
- Note that up to 10 files can be uploaded at a time but the recommendation, at least initially, is that you should limit to single file uploads so that you can become familiar with the entire upload process and in resolving any issues arising before proceeding to a batch upload process for multiple files.

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12. All going well, the QBS website should now show that the file upload process has succeeded with the status shown as 'Upload Succeeded - waiting for processing'.
  - a. The subsequent QBS processing of the upload file/s can take up to 24 hours.
  - b. The QBS System will send an automatic email to the designated QBS coordinator confirming the number of learners uploaded and listing any invalid entries.
  - c. Resolve any 'Invalid Entries' and manage learner groups and details using the navigation links on the left of screen above. E.g., resolve PPSN, learner name, DOB, gender, etc. mismatches identified. Process learner results and exemption status, etc.
  - d. You may need to log an issue on Q-Help (<https://qhelp.qqi.ie/>) if it cannot be resolved locally and must be addressed by QQI.



The screenshot shows the 'File Upload' page in the QBS system. A success message at the top states: 'Success: Your file was uploaded successfully and will be processed overnight'. Below this, there is a 'Drop an .xml file to attach, or browse' area. On the left sidebar, the 'Invalid Entries', 'Manage Learner Groups', and 'Manage Learner Details' links are highlighted with a red box. The main table displays the upload history:

File Name	Uploaded By	Uploaded Date	Status
qqj204498.xml	40v	11-02-2019 13:01	Upload Succeeded - waiting for processing
qqj204503.xml	40v	06-02-2019 17:34	Processing Succeeded
qqj204496.xml	40v	06-02-2019 17:31	Processing Succeeded
qqj204502.xml	40v	06-02-2019 17:27	Processing Succeeded
qqj204497.xml	40v	06-02-2019 17:24	Processing Succeeded

13. When the subsequent QBS upload processing is successfully completed in the background you will see the status updated to 'Processing Succeeded', per some other entries above.
14. Users of the QBS certification system may be familiar with the type of error messages that can present and how these errors might be resolved. For others, the ['QBS Quick Guide to Certification.NET AUGUST 2018.pdf'](#) should be referenced in support.
  - a. E.g. the QBS Quick Guide should be referenced where the file upload process reports upload warnings and upload fails, per page 18.
  - b. Links to 'Manage Learner Groups', 'Manage Learner Details' and 'Invalid Entries' are highlighted above.

## Feedback Request

Please report any issues or feedback on the above procedure so that it can be maintained up to date to ensure that this export and upload process is more widely adopted in support of streamlining the process of requesting QQI certification for learners.

## Guide to QBS Upload Files Process using QQI Awards XML Action in PLSS

### Contact Details

PLSS Coordinator – [carriesmith@wwetb.ie](mailto:carriesmith@wwetb.ie)

PLSS Coordinator – [Jamesohanlon@wwetb.ie](mailto:Jamesohanlon@wwetb.ie)

Assistant Quality Assurance Officer – [edelwalsh@wwetb.ie](mailto:edelwalsh@wwetb.ie)

Quality Assurance Officer/AEO – [alanlarkin@wwetb.ie](mailto:alanlarkin@wwetb.ie)