Certification on QBS

- A Quick Guide-
Updated August
2018

www.QQI.ie

Contents

1.   Introduction

QQI Business System (QBS) is the online service provided by QQI to facilitate the making of awards to learners incorporates all awards made by QQI and operates at all 10 levels of the NFQ. Some general points about QBS

- QBS is a secure **on-line** system which authorised providers and centres can log into. As with all such systems, security of access and accuracy of data are crucial.

- QBS provides opportunities for certification every two months – i.e. six times per year. This schedule is tightly controlled by the system and adherence to published deadlines is required. See Key Dates document published every September, setting out dates for the following year. www.qqi.ie

- The basic model for QBS is as follows: Providers enter learner, programme and result data into the QBS workspace and, when it has been fully quality assured as valid and accurate, submit it for certification by QQI with the online declaration. For FET learners, QQI determines the award achieved based on the rules for each award and including the relevant learner history. For HET learners, QQI creates certificates from the complete data submitted and the details of validated programmes held in the system

- Every provider has a code which is also the username allowing access to QBS.

- Providers can enter / edit data at any time. Data can be entered into QBS in two ways:
  - By data file upload, where the provider's own IT system can generate the data file in a specified file format. See https://qhelp.qqi.ie/providers/certification-queries/uploading-certification-data-files-to-qbs/
  - Direct data entry using the QBS user interface and/or copy and paste from Excel

  Even where a file upload is used the editing, reporting and submission for certification will be done using the QBS interface.

- When all or part of the data in the Certification Workspace has been authorised following the completion of a provider's results approval processes/ exam board meeting, the provider submits its learners using the **Submission for Certification** command – a menu item in QBS. This tells the system to include that provider's submitted data in the next two monthly certificate run. Data which has been entered by the provider but not submitted for certification will stay in the system workspace for the provider to edit as required.

- N.B. **Broadsheets/Provisional Results Reports and other such reports must be generated and saved before the Submission for Certification is done, as they will not be available afterwards.**

- Only that data which is successfully submitted before the deadline for the current certification period, usually the 12th of every second month, will be certified. Anything not submitted, intentionally or through error, will remain in the workspace and can be submitted in a future certification period.

- When submitted for certification, the data is no longer editable by the provider and is now the responsibility of QQI. It is only visible to the provider in History screens and some reports.

- **It is essential that a provider check what remains in the workspace to ensure that all data intended to have been submitted for certification, has in fact been submitted.**

- QBS will generate invoices for providers based on awards made according to a published fee schedule. https://www.qqi.ie/Downloads/Revised%20Schedule%20of%20Fees%202018.pdf
The invoice will be issued at the same time as the certificates in each period.

As the programmes and awards of HET are different from FET. The system behaves differently for **HET providers**

- For HET providers, every <u>programme</u> which a provider has had validated by QQI has a unique code.
- For HET providers, Programme Codes are generated by QBS and identify the level and type of the programme.

  For example:

- **8M**2876 is the code of a Level **8** programme leading to a **M**ajor award
- **7S**7654 is the code of a Level **7** programme leading to a **S**pecial purpose award
- **8N**2890 is the code of a Level 8 subject attached to a programme.
- **7H3**867 is the code of a Level 7 **HET** Minor Award

- Minor awards are structured and understood differently in FET and HET. In FET minor awards (components) are used in the same manner as subjects in HET. i.e. they are the building blocks of programmes leading to major and special purpose awards.
  In HET a minor award has quite a different make up, and has its own subjects while also being linked to a major award.
  In order to reflect this difference, QBS has an award type called *HE Minor* which is the HET model, as well as the *Minor* award type which was already in use in the FET system.

  For recently validated programmes, Provider's will have a generic code xxxxx with the title "See Validation Report". This code must be entered on QBS to generate the certificate.
- **Results**

  For each learner in a learner group, the following result data must be entered:

  - **Programme Achievement and Grade**. The

    Achievement is one of

    1. **Awarded**, meaning the programme has been successfully completed and the intended certificate can be issued to this learner. If Awarded, then the **Grade** achieved in the programme is to be entered also. The Grade is the overall result for the learner on the programme – different types of programmes have different grading schemes

    2. **Component,** meaning that the learner can be given a single subject certificate that includes those subjects successfully passed. Single subject certificates can be issued by Providers, QQI will stop issuing in the near future.

    3. **Not Awarded,** meaning that the learner is not to receive any certificate

Update of QBS

In September 2017, QQI completed an update of QBS. The first point to make is that very little has changed-
- The process of entering learners, submitting for certification etc. is the same
- The language is the same

What is different is a more straightforward screen layout, less buttons and a couple of specific features that should be useful-
- An 'easy find' facility for class groups as trying to find a class group the way they are currently displayed is tricky as you know- particularly for centres with many class groups
- A direct link to the programmes you have validated by QQI and what you are certifying. This will be there for any of you that manually input your data. This does not yet apply to file uploads.
- A capacity to copy in your learner details from an Excel spread sheet that will avoid direct data entry- 20 at a time and will increase in the coming months
- A new tab in Learner Details showing all the components completed within your centre…history of learner further education components.

We have also changed the way a provider accesses QBS. The VASCO token/fob is being phased out.

You will access the system now using Multi Factor Authentication (MFA) through the login on

www.qqi.ie

For details of the how to access the system see **para 3.2 Logging into QBS.**

QQI try to improve the operation of QBS on an ongoing basis. In September 2018 an enhanced file upload facility has been added.

2. Terminology

There are some terms that all users of QBS will need to be familiar with. This is especially so as both FET and HET users use the system. Below is a glossary of the most important terms with, where necessary, a 'translation' for both sectors.

QBS Term	FET Understanding	HET Understanding
Certificate / Parchment	Major, Special Purpose or Supplemental Award	Validated Programme
Component / Subject	Component i.e. minor award	Subject – part of a validated programme
Learner Group	Learner Group	Exam Intake
Component Certificate	Component Certificate	Record of Credit
Transcript	Transcript – issued by QQI with the certificate	Transcript – issued by the provider

3.   Using the QBS

3.1   Process Overview

3.1.1. Learner Groups

The menus in QBS require an understanding of the basic data construct of the **Learner Group**. This construct reflects the real-life entity of a 'class' i.e. a group of learners who, in the main, are pursuing
a single programme i.e. a course of study leading to an award upon successful completion. The
award, usually a major, will comprise a group of components / subjects which most of the group will study,
although there may be individual variation based on choice of electives etc.
A learner group may be a one off or may be the construct for different cohorts of learners who follow the
same programme over years. Providers who plan their learner groups well and use them well can save
themselves a lot of effort and error.

3.1.2.   General Workflow

a.   Design and set up learner group i.e. input
- Name for the group (limited to 20 characters)
- Default Certificate / Parchment i.e. the code of the major / special purpose/HE minor award which is the default for everyone in the group
- Default components / subjects i.e. the codes of the components / subjects which all or most learners will take
- Details of new learners i.e. learners who are being entered by the provider for the first time
- Details of existing learners i.e. learners who have previously been submitted to QBS being entered again by the provider and whose details are already in the system

b.   Validate any learners who have data issues

- These issues are generally around, PPSN, name or date of birth of the learner you are submitting. They arise if the learner has previous award history.

- See 3.7 'Dealing with Invalid Entries' below

c.   Enter results for each learner

- Each learner will have component / subject results which arise following assessment. These can be entered at any time once the learner group is established. The focus of results entry can be by component / subject or by learner.

- For FET learners, the system generates the overall certificate outcome and grade for a learner based on his / her subject results. This does not happen for HET learners as the programme rules are considerably more variable. **In HET the provider must enter the overall Achievement and Programme Grade (where applicable) for each learner.**

d.   Use Reports to support quality assurance of data

- QBS provides a variety of reports to facilitate verification of data. These are termed Authentication Reports and should feed into the various processes carried out by providers to quality assure assessment. Some reports are for HET, some for FET and some for either. Reports can be saved in pdf format for audit purposes.

e.   Complete Submission for Certification

- Steps a - d are in what is called the **Certification Workspace**. This is the part of the system reserved for providers to enter, examine, edit and report on their data. When the data is fully approved by the provider as valid and ready for certification, the provider does a submission for certification step to move the data from the Workspace over to QQI. The data is then used to generate the certificates on the next certification date. Data not submitted – intentionally or through omission, will remain in the Workspace and will not be certified.

3.1.3. System Rules

There are a number of fundamental rules which apply to learners in the QBS.

o **Each learner can only be in one Learner Group for one provider at a time. i.e. only one cert per provider will issue to a learner in any one certification period.** This generally will not be an issue for HET learners who tend to be on one programme only. It is sometimes an issue for FET learners who may be on more than one short programme simultaneously.

o Awards (certificates and components /subjects) are identified by unique codes **– it is the responsibility of the centre to ensure that the correct award is identified**. Some awards have the same titles as others. It is essential that the learner is entered using the correct *code*. If you do not know the code, the QBS allows a user to first search for an award by a combination of type, level and title. Please ensure the award code is correct before being confirmed.

o **Learners can only have one certificate outcome determined by the system in each period. (FET Only)**

Many FET learners may attend two providers simultaneously for short programmes. Each may enter the learner for a different major award. Whichever submission is made first will be the primary one and will set the certificate code to be used by the system to determine the outcome for the learner in that period. This can lead to learners achieving component certificates, and not the Major award they achieved.

o **Only results submitted on / before the deadline will be included in a certification run in any certification period.** The deadline for every certification period is published in the Key Dates document and on the QBS homepage and must be adhered to by providers. Data not submitted before the deadline must remain in the workspace till the next period.

o **Data submitted after the deadline (usually the 12th of the certifying month) automatically goes to the next published certification date.**

o **HET learners entered for a validated programme will only be certified for subjects which were validated as part of that programme.** i.e. subjects from other programmes validated for that provider cannot be attached to the learner.

o **Every request for certification must include at least one component / subject result.** It is not possible to request the certificate / parchment alone.

o **A HET award can only be made to a learner once** i.e. it is not possible to submit a learner more than once for the same programme as Awarded.

3.2. Logging into QBS

QBS works best with Internet Explorer, Edge or Mozilla Firefox. <u>Avoid</u> Chrome as some of the screens can appear a little different to what you expect.

When accessing QQI's QBS system for the first time, you will be requested to select an option for additional security. This additional security replaces the physical Vasco token security you will have used previously and allows the use of either an office, mobile phone or mobile app as part of the authentication process.

Details of how to set up the secure authentication for QBS , can be viewed **here**:

If you have any log in issues, please submit a query to QQI through QHelp.

We prioritise all queries on the use of QBS.

3.3. Certification Home Page

Check

Next submission date – ref Key Dates document

To Do list – reminder of number of invalid entries, results to be finalised

Notice board – watch out for messages from Awards & Certification

To get back to this home page if you are in other parts of QBS just click onto the QQI icon on the top left. The icons on the home page are quick links to various links

3.4. Certification Workspace Operations

3.4.1. New Learner Group Wizard

This is used to set up learner groups for those providers who enter data directly into the system rather than use a data file upload. Click on the Certification tab – click on Certification Workspace – click on New Learner Group Wizard.

Before starting the wizard, have all the following data to hand i.e.

- o **Learner Group Name** (Can be anything but use something logical e.g. **L6 Engineering, Childcare June 17**)

- o **Programme that is associated with your centre**

- o **Certificate** / Parchment Code (**FET** and HET) This major / special purpose /HE minor award (i.e. the higher ed. **Programme**) will automatically be attached to any learner subsequently added to the group

- o **Default Component** / Subject Codes (**FET** and HET) The components / subjects chosen here will be attached automatically to any learner subsequently added to the group

- o Learner's name, date of birth, ppsn and fees (payable or exempt)

Select the Programme from the drop-down list that is associated with your centre. Then selecting the award (Certificate / Programme and Component /Subject) can be done using the **Picker** i.e. a search screen which allows you to search by code, type, level, keyword or a combination. **It is always preferable to use the code.** Then click on save and next.

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

Centre * CNTR01 QQI test   Select Centre

Learner Group * [   ] (?)

Programme * Select programme... ▼ (?)

Certificate/Parchment * [   ] (?)

Default component/subject list * [   ] (?)

Exit   Save and Next

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

Learner Group * TEST (?)

Programme * PG10454 Culinary Skills ▼ (?)

Certificate/Parchment * 5M2009 (?)   Select Certificate/Parchment

Default component/subject list * Add Default Components/Subjects (?)

Please select at least one Component

Exit   Save and Next

The following information is required to enter in Learner's data
- PPS number
- Full name
- Date of Birth
- Gender
- QQI Certification Fees status – Payable or Exempt.

You can either manually enter in learner's details as follows and click on save and next.

Or you can copy and paste up to 20 learner's details from an excel spreadsheet as follows: Select up to 20 learners from your spreadsheet. In your spreadsheet have the format the same as in learner group wizard. PPSN – First Name – Last Name – Date of Birth – Gender - Fees

Click into the first cell of the ppsn then right-click and paste.

These 20 learners will then be entered into the New Learner Group Wizard in seconds. Then click save and next.

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
F10214555 *PPSN not valid*	December	One	01-Jan-2006	Female	Payable
F10245114 *PPSN not valid*	December	Two	02-Feb-2006	Male	Payable
F4514784 *PPSN not valid*	December	Thre	03-Mar-2006	Male	Payable
F5658989 *PPSN not valid*	December	Four	04-Apr-2006	Male	Payable
F6565645 *PPSN not valid*	December	Five	05-May-2006	Female	Payable
F1236547 *PPSN not valid*	December	Six	06-Jun-2006	Female	Payable
F8989874 *PPSN not valid*	November	Nine	07-Jul-2006	Female	Payable
F4567541 *PPSN not valid*	November	Tex	08-Aug-2006	Female	Payable
F1457896 *PPSN not valid*	November	Twelve	09-Sep-2006	Female	Payable
F1478526 *PPSN not valid*	October	One	10-Oct-2006	Female	Payable

It is also possible to <u>Add Existing Learners</u> to a group i.e. learners who have been certified through the provider on a previous occasion and whose details are already in the system, accessible using [PPSN](#) and / or learner group name.

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 |

Search

PPSN	
First Name	
Last Name	
Learner Group	(?)
Date of birth	Select date...

Search   Clear

At the end of the Wizard, note the number of valid / invalid entries detected. Print off the summary.

New Learner Group Wizard

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

(i) NOTE! The setup of your new Learner Group is complete; below is a summary of the data you have entered. Go to Manage Learner Groups to view or edit this data. Individual learner details can be viewed from Learner Details

Learner Group Information

Centre code	Centre Name	Learner Group	Programme
		Testing	Legal Studies

Certificate/Parchment

Code	Title	Type	Level
5M0828	eBusiness	Major	Level 5

Component(s)/Subject(s)

Code	Title	Type	Level
5N0690	Communications	Minor	Level 5
5N1297	Management Committee Skills	Minor	Level 5
5N1740	Community Inclusion	Minor	Level 5

Learner Summary

Valid learners: 0
Invalid learners: 19

Learners

First Name	Last Name	PPSN	Date Of Birth	Gender	Fees	Status
December	One	F10214555	01-01-2006	F	Payable	INVALID
December	Two	F10245114	02-02-2006	M	Payable	INVALID
December	Six	F1236547	06-06-2006	F	Payable	INVALID
November	Twelve	F1457896	09-09-2006	F	Payable	INVALID

3.4.2. Manage Learner Groups

This is used to

   a. Create a new learner group i.e. an alternative to the Wizard or amend an existing learner group.

   b. View / edit details of a current or past learner group. e.g. if you need to add a learner or remove a learner from a current learner group, you will use this menu.

   c. Review cohorts of learners who were part of this learner group in past certification periods

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Manage Learner Groups

Certification

Certification Workspace

Invalid Entries

Manage Learner Groups

Manage Learner Details

Submission for Certification

Reports

Masters

Search Learner Group

Learner Group		(?)
Programme	Select programme... ▾	(?)
Certificate/Parchment		(?) Select Certificate/Parchment (?)

Search   Clear

Learner Group: test 3
Belongs to ~~[redacted]~~

Details	Current Learner List	Learner Group History

ⓘ NOTE! Certificates/Parchments the learner is entered for in this certification period are displayed below.

Current Learner List

Learner Group: test 3
Programme: Learning for Everyday Life

Learners shown: **1-10** of **15**   Show: **10** | 15

	PPSN ↓	First Name	Last Name	Date Of Birth	Gender	Fees	Certificate/Parchment	Last certification d
☐	F1033223Q	Joe	Blogs	01-01-1995	F	Payable	5M2102 - Business Studies - MAJOR - Level 5	Component
☐	F1032958O	February	Eight	01-08-2000	F	Payable	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032955I	February	Six	06-01-2000	M	Payable	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032954G	February	Five	04-01-2001	F	Exempt	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032953E	February	Four	04-01-2000	M	Payable	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032952C	February	Three	03-01-2000	F	Exempt	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032951A	February	Two	02-01-2000	M	Payable	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032896S	December	Nine	09-09-2006	M	Exempt	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032894O	December	Seven	07-07-2006	M	Exempt	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component
☐	F1032893M	December	Six	12-07-1968	F	Payable	5M2009 - Early Childhood Care and Education - MAJOR - Level 5	Component

3.4.3.   Invalid Entries

If a new learner is not showing up in a learner group into which you entered him / her using the wizard, file upload or Manage Learner Groups screens, then the data has not disappeared – it may just be in the **Invalid area**. This will happen if you enter learner data which has a mismatch in any of the following fields (first name, surname, dob, gender) with data already stored on QBS for that PPSN. This does not necessarily mean that your data is incorrect. It just means that it does not exactly match with data already stored by another centre. ***Once the mismatch is fixed, the data will automatically re-join the learner group. Do not enter the learner data again.***

For details on how to deal with Invalid Entries see Section 3.7 below

3.4.4. Data File Upload

Providers whose own database systems can generate files using the specifications provided by QQI (xml format) can upload these files directly to the Workspace using the Upload File menu item.

A file upload may be **complete** i.e. all data including all results, or **partial** e.g. all learner and award data but no results data. Any data not in the file can subsequently be added / edited through the QBS user interface as set out below.

On the Certification Homepage, you will see an option Upload File, you can use the link on the left or the icon top centre.
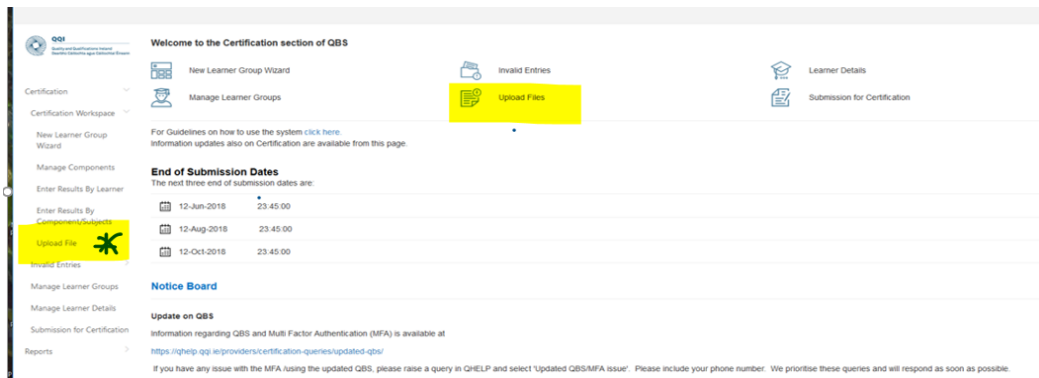
When you click on the Upload File, the next page opens with an option to "Drag and Drop an xml file" or browse to your file. You can drag and drop multiple files. If using browse option, just double click on the file you want.
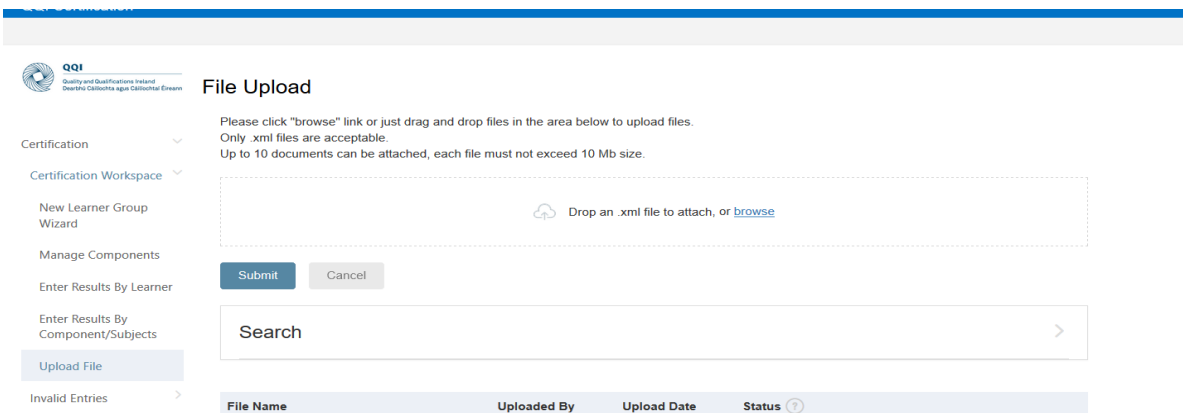
Your selected file/s will populate into an onscreen list. Click the Submit button (only if you are sure you have the correct file/s in your list).

If your file is accepted, you will receive the following message in the status column.
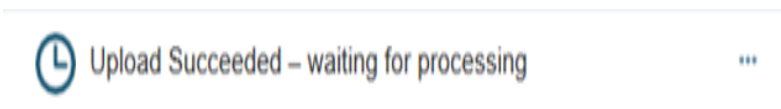
If your file is trouble free you will receive the following message in the status column (after 24hrs). You will receive an email with a summary of your file and links to information for invalid entries and certification key dates.
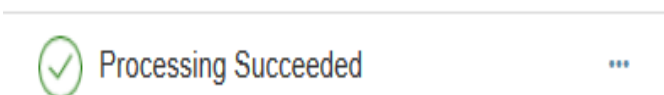
If your file/s requires attention, you will receive the following message in the status column.

⚠ Upload Warning – action required   ⋯
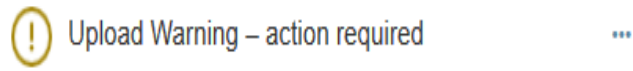
If the upload failed, you will receive the following message in the status column.

⊗ Upload Failed – invalid file   ⋯

If you click on the three dots to the right of your status message you will see an option to view or download your file, if there is an anomaly with your file you will be able to view a message here.

3.4.5. Enter Results by Learner

This is the command used to enter / edit a number of results for one learner. Click on the Certification tab – click on Certification workspace and click on enter results by learner

- Select Learner Group or individual learner using search screen.
- Select Learner from list (PPSN is best)
- Verify the certificate / parchment is correct for the learner i.e. is this learner entered for the correct award? Use <u>Select Certificate /Parchment</u> to change if not.
- **For HET learners, it is necessary to enter the programme Achievement and Grade. Refer to page 4 above.**
- For each relevant component / subject listed enter a result
    - (FET) Levels 1 to 3 – Successful grade
    - (FET) Levels 4 to 6 – Percentage result for most components. Competency assessed components e.g. Text Production, will only accept a grade
    - (HET) Level s 6+ - Percentage result i.e. a mark between 0 and 100. In some cases, other result formats are available.
- Add additional components / subjects to the learner if necessary. Note that in HET, only subjects which are part of the programme can be submitted for certification.
- **Save** and **Finish**
- Repeat from (ii) for each learner in the group

3.4.6. Enter Results by Component

This is the command used when you want to enter / change results for a number of learners for one component / subject (batch update) Click on the Certification tab – click on Certification workspace and click on enter results by learner

- Select Learner Group
- Select component/subject (use code to be sure)
- For each learner enter a result
    - (FET) Levels 1 to 3 – Successful grade
    - (FET) Levels 4 to 6– Percentage result for most components. Competency assessed components e.g. Text Production, will only accept a grade
    - (HET) Level s 6+ - Percentage result i.e. a mark between 0 and 100. In some cases, other result formats are available.
- **Save** and **Finish**
- Repeat for each component / subject for which you are entering in results

3.4.7. Manage Learner Details

This is the command used to search for and see details of any of your current or past learners.

- **Search** by PPSN or combination of name and date of birth.
- **To View Details** click into the ppsn for the learner and this will display details for the learner under four heading.
- **Learner Details** – personal details. You can edit these if the learner has never previously been submitted on QBS. Otherwise, you will need to contact QQI to make a change to name, gender or date of birth.
- **Certificate Pending** – this will show what certificate / parchment details are ready for submission for this learner. This will also show whatever details are in the workspace which are potentially ready for certification i.e. where there is a target certificate / parchment and components / subjects identified. Here you can see the provisional outcome for the learner based on data in the workspace. This can be {P} Awarded or {P} Component. **NB** For FET awards whose outcome is determined by QBS this outcome is calculated overnight. It will not reflect the impact of additional / edited results until the day after.

To view the components for this learner in certificate pending click on the three dots beside fees exempt and click on components/subjects

- **Certificate/Parchment History** – this will show a listing of all certificate/s requests made by the user for this learner including certification date and the outcome.

Component/Subject History – this will show a listing of all components/subjects submitted by the user for this learner.

- Note that if you have already done the Submission for Certification for a learner for an upcoming certification date, the request will show in this list with a future certification date displayed and a provisional outcome in the Achieved column e.g. {P} Awarded or {P} Component.

3.5. Reports - Authentication

These reports are used to support the quality assurance of assessment. In the main they display data which is in the workspace and is still available to amendment where necessary. There are some reports which show historic data.

These reports are in pdf format and can be saved to provide historical evidence of assessment process. Click on Reports then click on Authentication and select the report you wish to run.
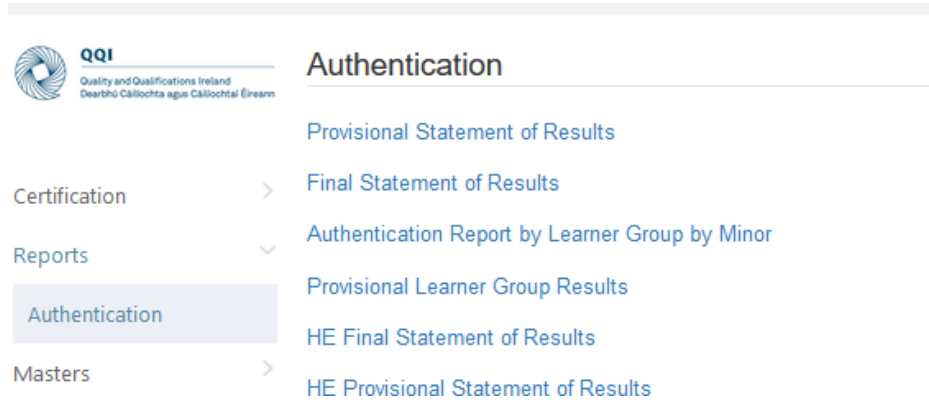
NB Any anomaly in data in a report (duplication/code) change your browser or update to current version.

Provisional Statement of Results (FET)

This report shows the current statement for each learner in the workspace. Each night it will update and do a provisional determination of whether a learner has achieved his / her target certificate. In doing this it will take history and the learner's work in other centres into account.

This report is primarily intended to be distributed to individual learners.

HE Provisional Statement of Results (HET)

This report shows the current statement for each learner in the workspace. As the system does not determine the outcome for HET learners, the report will always reflect what the provider has entered.

Authentication Report by Learner Group by Minor (FET only)

This report shows the results of each learner in a group for a component. If required, it will report all components being done by the learner group.

Provisional Learner Group Results (FET Only)

This shows the Achievement for each learner in a learner group. Print and verify against source data as part of internal verification
.

NB: All the workspace reports above should be printed and / or saved prior to a submission for certification being done. They will not be available afterwards

All Workspace reports are dynamic and will reflect all result updates. Note that system determination of FET award outcomes and grades is done overnight and so these outputs will only be reflected on reports the day after the most recent update.

Final Statement of Results and HE Final Statement of Results

These reports, primarily intended to be distributed to individual learners, show the final statement for each learner and are only available after the certification date for the period. The report will show the component / subject results and the achievement (Awarded / Component / Not Awarded) for the certificate.

It is necessary to select a certification date for this report. This will be the closest date *after* the submission date for the results in question.   Since it is a historical report, it can be used to generate statements for learners for historic certification periods.

Reports - Finance

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.

3.6. Submission for Certification

When data entry, quality assurance and data edits are complete for any group of learners, it is then possible to submit their results to QQI for certification. Once this is done, the data moves out of the workspace and it can no longer be edited except by QQI.

It will be processed by QQI on the next certification date and certificates will follow based on this data. The provider user can fine tune the submission – i.e. s/he can drill down to individual subjects to select what is to be submitted – see screenshot below. Alternatively, the user can do a single submission or all the learner group data. It is possible to do multiple submissions in a cert period e.g. if there were a number of exam board / results approval meetings, a submission of the approved data could be done after each one.

If you haven't already done so, print off / save a copy of the authentication reports and store them for safekeeping before you complete this step. You will not be able to access them afterwards. Also note that if you have large numbers of learner groups – after you submit, please always go back and check that all the learner groups have been submitted.

The final step of the submission process is to do a signoff / declaration that the data is ready for certification. The signoff should be done by someone with relevant responsibility i.e. manager / exams officer, registrar.

To do this click Certification – Submission for Certification. If you wish to view the learners in a particular learner group click on the tab beside the red button of that learner group. Also if you do not wish to submit a particular learner group just untick the box to the left of that learner group.

Once you are sure all the above steps are completed, tick all the relevant buttons and complete the boxes required and click submit.

QQI
Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Submission for Certification

Declaration of Results

- Certification
  - Certification Workspace
  - Invalid Entries
  - Manage Learner Groups
  - Manage Learner Details
  - Submission for Certification
- Reports
- Masters

(i) **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 * [   ]

3.7. Dealing with Invalid Entries

Learner Data

- You will see all the Invalid Entries for your centre by clicking on the **Invalid Entries** link on the left menu and then selecting **Invalid Record Correction**

- You will be presented with a search screen which will allow you to filter the records by learner group, by individual PPSN or by the reason for being invalid. Hitting **Search** without any filter will present the full set of invalid records for your centre

- Once you see the table of records, you can control the sort order by clicking on the relevant column heading and you can also control how many learner records are shown in the table.

- You can export the table to an Excel spreadsheet if you want to take the details to check elsewhere. See the **Export** icon above the table.

- You can select records by clicking on the tick box at the left-hand side of each row.

- You should then click on **Batch Edit Learners** at the bottom of the screen. This will allow you to look at each of the selected records in turn and will highlight the field which is different from what has already been stored on the QQI system.

- The highlighted field is showing *your* data and means that there is a difference between what you have entered and what is previously stored on QBS. It could be a typo or a real mismatch.

- There are a few common ones to watch out for e.g. if you have typed in '*Pat'* or '*Joe'* or '*Bill'*, you could try changing the data to *Patrick* or *Joseph* or *William*. If you have entered a middle name e.g. '*Sarah Mary'*, try just *Sarah*. There is a limit to how much of this guess work you can do however. You should focus your efforts on ensuring that what you have entered is aligned with your learner registration information and that it is as accurate as you can make it.

- Where you *can* correct the data in a highlighted field(s), do so and hit **Next** to move to the next record. If you have cleared the mismatch then the record will automatically move from invalid area to valid and will be available for results entry. If your correction does not clear the mismatch or a mismatch still exists in one of the fields then the record will stay in the invalid area.

- When you are happy that you have done all the checks and corrections that you can, you should export the remaining records to an Excel file. You can put any notes you wish in the spreadsheet against each record. **You should then email the spreadsheet as an attachment to a case logged via Q-Help**

- QQI will then seek to deal with the mismatches that remain. A proportion of the errors are always in the data previously stored, particularly dates of birth, and it is up to us here to clear the mismatch and allow your record to move out of the invalid area.

- Where there is a significant mismatch remaining however, especially one with identity implications, QQI will come back to you looking for proof that the details supplied to you by the learner are correct. We are obliged to do this before we make significant changes to the data held on our system.

Award Codes

- Providers, particularly those using data file uploads, may inadvertently enter learners using invalid award codes.

- These entries will be displayed in the invalid area and can be corrected individually or in batch.

Appendix:- Frequent Tasks in the QBS Workspace

1. To Add a learner to an existing Learner Group

If you have omitted a learner when setting up the learner group initially, you can add him / her at any time. Use the following:

- **Manage Learner Groups**

  Select the relevant group from the drop down.
- **Learner Group Details**
- **Current Learner List**
- **Add New Learner** (if the learner has not been in your centre before) **or**
- **Add Existing Learner** (if the learner has previously been certified by your centre,. Note: precede the PPSN with a zero if it does not have one already)
- Enter the learner details
- **Add**
- **Add to Learner Group**
- **Save**

Check the Current Learner List again to ensure the learner has been added. If not check in the Invalid Entries

2. To Delete a learner from a Learner Group

If a learner has left a group or has no results to be submitted, the quickest way to remove all his / her entries is to remove him / her from the learner group. To do so, use the following:

- **Manage Learner Groups**
- Select the relevant group from the drop down.
- **Learner Group Details**
- **Current Learner List**
- **Select the learner using the tickbox**
- **Delete** (click into the three dots on the right)

This removes all details about that learner from the workspace. It has no effect on previous history.
Repeat the last two steps as necessary for multiple learners

3. To Change the target certificate / parchment for a learner

If you have assigned the wrong certificate to a learner or you want to change it from the default for one or more learners, use the following:

- **Enter Results by Learner**

  Select learner using PPSN
- **Select Certificate**

  Use Search screen to find the correct certificate / parchment code
- **Save**
- **Finish**

4. To add a component / subject to a learner

If you need to assign an additional component to a learner other than the default components from the learner, use the following:

- **Certification Workspace**
- **Enter Results by Learner**

  Select learner using PPSN
- **Add Component**

  Use Search screen to find the correct component / subject code
- **Ok**
- **Save**
- **Finish**

5. To remove a component / subject from a learner

If you need to remove a component from a learner e.g. if a learner is not doing all the default components for the learner group, use the following:

- **Certification Workspace**
- **Enter Results by Learner**
- Select learner using PPSN
- **Delete** any unwanted components / subjects
- **Ok**
- **Save**
- **Finish**

If you want to remove *all* components from a learner it is better to remove the learner from the learner group. See above

6. To assign / unassign a component / subject to / from a group of learners

If you need to add a component to or remove a component from a group of learners use the following:

- **Certification Workspace**
- **Manage Components**
- Select learner group and component code
- Use the arrows to get the relevant learners into the **Assigned** or **Not Assigned** table for that component / subject
- **Submit**

7. To add the members of a previous Learner Group to a new Learner Group

If you have a learner group from a previous certification period, who are still together but are now to be entered for the current certification period but you don't want to add them all individually to a new learner group, use the following:

Manage Learner Groups

- Select the new learner group name from the drop down.

- **Learner Group Details**

- **Current Learner List**

- **Add Existing Learner**

   Select the old Learner Group name from the drop down

   Select the learners required

- **Add**

- **Add to Learner Group**

- **Save**

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8. To Change the Fees Exempt status of a learner

- **Manage Learner Groups**

- Select the relevant group from the drop down.

- **Learner Group Details**

- **Current Learner List**

- Select learner (tick box on left)

- **Edit Learner** (click into the three dots on the right)

- Change **Fees** field

- **Save**

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9. Export invalid entries to an excel spreadsheet and submit them with revelant ID through Q-help

PLEASE REGULARLY CHECK THE
NOTICE BOARD ON QBS CERTIFICATION PAGE
FOR UPDATES / INFORMATION

All queries on certification issues should be logged using Q-Help