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*Cork Education and  
Training Board*

# QUALITY ASSURANCE

## QA 6.17 RETURN OF CERTIFICATION DATA TO QCI PROCEDURE

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## PURPOSE

The purpose of this procedure is to outline the mechanisms that are in place to return certification data to QQI. QQI provides opportunities for certification every two months (six times per year) in accordance with the schedule published by QQI on their website. Certification data is returned to QQI using the QQI Business System (QBS). QBS is the secure online service provided by QQI to facilitate the making of awards to learners. It incorporates all awards made by QQI and operates at all ten levels of the National Framework of Qualifications (NFQ).

## SCOPE

This procedure applies to all further education and training provision provided by Cork ETB campuses and centres or by organisations funded by Cork ETB to provide further education and training, whether accredited or unaccredited.

## RESPONSIBILITIES

### **Responsibilities of the principal/campus/centre manager:**

- to nominate a designated staff member(s) to be responsible for maintaining the security of the QBS access
- to ensure all learner results entered into QBS are quality assured as per the agreed Cork ETB quality assurance procedures
- to ensure all learner details and all learner results are accurately entered on the QBS system
- to submit learner results to QQI via QBS accompanied by the online declaration

### **Responsibilities of the Cork ETB Quality Assurance Unit:**

- to update the QBS system following a successful learner appeal

## PROCEDURE

The campus/centre will decide on the management of the processing and handling of certification data taking due regard to the resources and nature of the campus/centre. Access to the QBS system is completed using a system of Multi Factor Authentication (MFA). Details on how to register and operate this system are available on the QQI Website and QBS information [Quality and Qualifications Ireland \(qqi.ie\)](http://www.qqi.ie) [Updated QBS - Basic Portal \(qqi.ie\)](#).

### 6.17.1 When learners register on a programme

- The centre will create learner group in QBS and populate with learner and programme data (in the case of the Cork College of FET Bishopstown campus data will also be entered into RCCRS)
- The centre will conduct in house checks to ensure all required learner data is inputted accurately
- The centre will validate any learners who have data issues, which are typically issues that arise around name, date of birth, PPS numbers for learners who have a previous award history

### 6.17.2 When learners present for certification

- The campus/centre will decide on the management of result entry to ensure accurate results are entered for each learner prior to internal verification and external authentication
- The campus/centre will use the reports function to facilitate the verification of data during internal verification and external authentication. The required report is authentication report by learner group by minor award results sheet (where RCCRS is not being used)

- After the completion of the internal verification and external authentication process the campus/centre will convene a results approval meeting as per [QA 6.19 Results Approval Procedure](#)
- The results approval panel may authorise corrective action to learner results, based on the report of external authenticators
- The final approved results authorised by the results approval panel are the basis on which QQI will issue certificates
- The campus/centre should save a copy of the authentication reports and store before proceeding as it will not be possible to access them after submitting the data to QQI
- The campus/centre should check all required data has been submitted to QQI. Any data that has not been submitted will not be certified. This data will remain in the workspace and can be submitted in a future certification period

#### 6.17.3 Following the Results Approval Meeting

- The principal/campus/centre manager or designated person should submit learner results for certification to QQI via QBS using the **Submission for Certification** command and accompanied by the online declaration that all agreed quality assurance procedures have been adhered to
- Once data has been submitted to QQI it will be included for the next scheduled certificate run
- Data is no longer editable by the provider following submission to QQI, after submission all data is the responsibility of QQI

#### 6.17.4 In the case of Learner Appeals

- Learners are entitled to appeal their grades as outlined in [QA 6.18 QQI External Appeals Process Procedure](#)

- Campuses/centres must notify QQI of any learner appeals that are in process. QQI will not issue certificates for these learners until the outcome of the appeal is known
- As per [QA 6.18 QQI External Appeals Process Procedure](#) the Cork ETB QA unit will update the QBS system with the learner's final result following the result of the appeal

## DOCUMENT DETAILS

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