

# QQI LEARNER INFORMATION SHEET

As you have decided to undertake a Quality and Qualifications Ireland (QQI) course, we are providing you with information around QQI process and procedures which will help you to understand the certification process and the supports around completing a QQI course.

**Over the next few pages, we will cover the following:**

- Access, Transfer and Progression including Recognition of Prior Learning (RPL)
- Expectations for Learners
- Timeline for Submissions
- Contact Details & Support
- Requesting an Assignment Extension
- Appeals Process
- Invalid Learners Process
- QQI Certificate Timelines
- Data Sharing
- Feedback

## Access, Transfer and Progression (ATP)

The Cpl Institute aims to provide a quality further education training service that is accessible to all and allows for the acquisition and development of skills and knowledge at all levels. Learners' needs are accommodated, and The Cpl Institute assist them to gain entry to a programme of education and training, to be granted credit or exemptions and / or receive a QQI award by recognising the knowledge, skills and competencies they already have acquired.

The Cpl Institute recognises that it is not in the interest of an applicant to be admitted into a programme of study on which they are unlikely to be successful because of a lack of English language competency or lack of necessary skillset. If English is not the applicants first language, then they may be required to submit evidence of English proficiency.

All learners wishing to enrol on a programme at The Cpl Institute must have achieved at least the minimum requirement for entry onto the programme or can use the Recognition of Prior Learning (RPL) route, based on prior certified or experimental learning.

Recognition of Prior Learning is where an applicant has already been awarded a qualification for a formal programme or module taken with another provider or training organisation. This prior learning can be recognised on the National Framework of Qualifications and may entitle the applicant to:

- Admission to a programme or course of study
- Exemptions from some components of a programme
- Exemptions from some components of a programme which duplicate the learning an individual has already acquired
- Credits towards a qualification

Where prior learning is the basis for RPL, applicants are required to provide the relevant portfolio to support the application including syllabus and a transcript of results and QQI certificate. Portfolios allow a learner to document and demonstrate their knowledge of a given subject area.

The Cpl Institute reserves the right to seek supporting evidence from the training provider/education institution referred to, in the application and where appropriate seek other supporting reference documentation from an employer or referee.

Progression requires a full Level 5 or Level 6 Major Award, with **at least 120 credits**. In some instances, progression is based on specific Level 5 or 6 Major Awards.

## Expectations for Learners

- **Attendance** – 100% attendance is required on all QQI courses. If you are absent for any part of the course, you may not be able to sit examinations or submit assignments.
- **Timekeeping** – You are expected to be on time for training each day and if unable to do so, contact your tutor or The Cpl Institute as soon as possible.
- **Assessment Criteria** – You are required to comply with all assessment requirements and regulations. Submit assignments and projects for correction by submission dates identified and ensure that references are made in projects and assignments for work that is not their own.
- **Support Provided** – Learner support will be provided throughout the training duration. Any additional learner support required should be discussed with the trainer directly or emailed to [support@theclinstitute.ie](mailto:support@theclinstitute.ie)
- **Video Recording of Assessments** – As part of some of the assessments on QQI programmes, it is seen as best practice to record skills demonstrations to camera as evidence of completion of the demonstration and to facilitate External Authentication and the Peer Review process.

**PLAGIARISM WILL NOT BE ACCEPTED.**

## Timeline for Submissions

All assignments and projects must be submitted by email to [submissions@theclinstitute.ie](mailto:submissions@theclinstitute.ie) or be sent by post two-weeks after the last day of the course unless otherwise specified.

Preferably your assignment should be typed and legible and must include the details requested on the assignment template provided to you in your confirmation email. Assignments should be sent to us in PDF or Microsoft Word format and should be dated.

If course assignments are posted, they must be sent **by registered post** and proof of postage must be retained.

## Contact Details & Support

**Support & Extension Request Email Address:** [support@theclinstitute.ie](mailto:support@theclinstitute.ie)

**Assignment Submission:** [submissions@theclinstitute.ie](mailto:submissions@theclinstitute.ie)

**Postal Address:** The Cpl Institute, 1<sup>st</sup> Floor, 5 St. Fintan's, North Street, Swords, Co. Dublin

## Requesting an Assignment Extension

If you require an extension on your assignment / project, you must contact [support@theclinstitute.ie](mailto:support@theclinstitute.ie) prior to the submission date. You must outline the reasons for the required extension. One of the team will then reply to you with the decision and the new submission deadline if applicable.

If you do not request an extension in writing prior to the submission date of your assignment / project, it will be treated as a **non-submission**, and you will receive zero marks.

## Appeals Process

All provisional results will be issued by email after submission to QQI. You will then have 7 days to appeal your result. To appeal you must submit the request in writing to [support@theclinstitute.ie](mailto:support@theclinstitute.ie).

Your appeal will be reviewed by an independent Instructor, and you will be contacted with updates.

## Invalid Learners Process

In order for The Cpl Institute to submit your details for certification with QQI, your name, date of birth and PPS number are required for the QQI upload system. Please note:

- If you have completed QQI courses before, your information provided to us must be exactly the same as previously submitted details to QQI in order to get certified.
- If the information is incorrect, you are noted as invalid on the system.
- If you are invalid certain documents are required to correct the information on the QQI system.
- For an incorrect name or date of birth we require an ID noting the correct name and date of birth, for example a passport, a driver's licence or social security card.
- For an incorrect PPS number an ID noting the PPS number and name is required.

The Cpl Institute will contact you or the person who booked you on the course prior to the QQI assessment period for the required information if not previously provided. If the details are not received in time, you will not receive certification for that assessment period.

We will try to contact you or the person who booked you on the course for two more assessment periods, if we are unable to obtain the information, you will be taken off the QQI system.

## QQI Certificate Timelines

QQI only allow organisations to upload courses every two months – February, April, June, August, October and December. After we upload to QQI, it is then a number of weeks before we receive the certificates back from QQI.

Please note that depending on when your assignments have been submitted, corrected and internally verified it may be a few months before you will receive your Quality and Qualifications Ireland (QQI) certificate.

PLEASE NOTE: If you are in receipt of Social Welfare or are a Medical Card holder you may be entitled to a waiver on your QQI Certificate fee. For further information please email [support@theclinstitute.ie](mailto:support@theclinstitute.ie).

## QQI Data Sharing

In order for us to provide our services to you, we are required to share your personal data with QQI when a course is undertaken under their accreditation.

Under GDPR your personal data may be processed under the following articles: Necessity – Article 6(1)(b) – Personal data may be processed when necessary for the performance of the contract to which the data subject is a party. In this instance your data is required for the purpose of completing the training course and issuing certificates.

QQI will maintain and retain this data indefinitely for the purpose of verification and confirmation of your QQI award, for example to employers, to other training providers and to yourself should you require access and copies of your awards.

Data that may be shared includes:

- PPS number
- Access ID Number
- Gender
- Date of birth
- First name(s)
- Family name(s)
- Programme name
- Programme code
- Award name
- Award code
- Result for award (as appropriate)
- Grade for award (as appropriate)
- Address
- County
- Eircode
- Certification Fee status- Exempt/Not Exempt
- Have my Skills Demo's videoed or recorded at part of the QQI Assessments

## Feedback

Should you have any issues completing the course, wish to provide extra feedback or would like to make a confidential complaint, please don't hesitate to contact us at [support@theclinstitute.ie](mailto:support@theclinstitute.ie).

For general course feedback please complete our Learner Feedback form which can be accessed through the QR code at the end of your course.