



I am ...

a learner



a provider



an employer



an international
visitor



Using QSearch and QHelp Facilities on QQI Website

A Quick Guide

Accessing Information and Submitting Requests via new QQI Website

The QQI website now has two features designed to help members of the public to access information and submit queries / requests to QQI. These are **QSearch** and **QHelp** and there are guidelines below on how to use each.

QSearch

To start QSearch, click on the icon on the bottom right of the www.QQI.ie home page.

QSearch is a search facility which allows website users to find details on the nine types of information, listed below, which are stored on QQI's database.

Awards:	FET awards at Levels 1 to 6 on NFQ. This has replaced the Award Directory previously available on the FETAC website. It is possible to find a single award using the code or to browse a selection of awards using one or more of award type, NFQ Level, domain of learning and award title.
Providers:	Providers offering validated programmes leading to awards at Level 1 to level 10 of the NFQ. This list is searchable by all or part of the provider name and / or by location i.e. city / county. Under each provider will be listed its centre(s), contact details and a list of validated programmes.
Programmes:	Validated programmes leading to awards at Levels 1 to 9. This list is searchable by all or part of programme title and / or domain of learning. The details about each programme returned include provider, programme profile and award(s) available.
Reviews:	Reports of Institutional Reviews carried out by QQI on providers.
Policies:	A listing of new QQI policies. Each one is a pdf document which can be downloaded or printed
Publications:	Other QQI publications. Searchable by one or more of the following: title, type, year published and keyword.
Statistics:	Information on numbers of awards made each year for each of the QQI FET awards. Searchable by code, title, level and type
NARIC:	International Qualifications Recognition listing. Searchable by country and type of education (school, further, higher and professional)
Exemptions:	This is a list of non QQI FET awards which can be used for exemptions against QQI components. These can only be claimed by learners when requesting <u>a major award</u> through the QBS. The information returned on any non QQI award will include the QQI component(s) which can be claimed by exemption by a holder of that award.

Searching

In each of the above search types, the screen is divided in two sections. On the left is where you can specify the **Search Parameters** and on the right are the **Search Results**.

Search parameters will vary according to the type of information being sought. For example, in the Awards area you can specify an award code (e.g. 5N5055) or a combination of one or more of title, type, level and domain.

When you have entered the search parameters, just hit the **Search** button and the record(s) which match the search parameters will be listed on the right hand side of the screen. The number of results is displayed and up to 20 records are listed. If there are more than 20 results, the **Next** button at the bottom will move to the next page of results. Clicking on any of the search results will display the full details of that record.

Searching for Awards

If you have searched for **major** awards at **level 5** that have **Health** as part of the title, you will see the screen below. Note that there are 3 matching records.

The screenshot shows a web browser window displaying the QSearch website. The URL is <http://qsearch.qqi.ie/WebPart/Search?searchtype=awards>. The page title is "Awards - QSearch". The browser shows a "500 - Internal server error" message. The website header includes the QQI logo and navigation links: Home, QSearch, Publications, Policies, Reviews, Programmes, Awards, Providers, NARIC, Exemptions, Statistics. The main heading is "Awards". A message states: "The QSearch service on this website provides information about awards made by QQI. Most of the awards are in the further education sector with some in higher education. QSearch is constantly updated with new courses, programmes, providers and awards." On the left is a search filter panel with fields for Code, Title (containing "health"), Type (Major), Level (5), and Domain (-All-). On the right, there are 3 awards containing "health" of type Major level 5. The awards are: "Community Health Services" (Code: 5M4468, Level: 5, Type: Major, Domain: Community Care and Social Work), "Health Service Skills" (Code: 5M3782, Level: 5, Type: Major, Domain: Health Care Support), and "Healthcare Support" (Code: 5M4232, Level: 5, Type: Major, Domain: Health Care Support). A blue arrow points to the "Healthcare Support" award. Navigation buttons "Previous" and "Next" are visible below the list. The Windows taskbar at the bottom shows the date 22/10/2014 and time 14:30.

Clicking on the Healthcare Support award on the right hand side will return the screen shown below.

The QSearch service on this website provides information about awards made by QQI. Most of the awards are in the further education sector with some in higher education. QSearch is constantly updated with new courses, programmes, providers and awards.

Award Details

Title	Healthcare Support
Code	5M4339
Level	5
Type	Major
Domain	6. Education, Health and Welfare > 2. Health/ Welfare > 7. Health Care Support
Credit Value	120
Activation Date	26-07-2012
Publication Date	26-07-2012
Review Date	26-07-2016
Deactivation Date	
Status	Active
Certificate Specification	Healthcare Support
Certificate Supplements	English
Validation Information	Validation

Certificate Requirements

This award was developed through the Common Award System. Any providers who wish to offer this award must have their programme validated by FETAC before it can be delivered to learners. The provider should check the certificate specification for this award (see above) and its associated minor awards for validation requirements. The total credit value required for this certificate is 120. This will be achieved by completing:

Awards	Code	Title	Level	Credit Value
All of the following component(s)				
	5N0758	Care Support	5	15
	5N1794	Safety and Health at Work	5	15
	5N2770	Care Skills	5	15
A minimum credit value of 15 from the following component(s)				
	5N0690	Communications	5	15
	5N0972	Customer Service	5	15
	5N1367	Teamworking	5	15
	5N1390	Personal Effectiveness	5	15
A minimum credit value of 15 from the following component(s)				
	5N1356	Work Experience	5	15
	5N1433	Work Practice	5	15
A minimum credit value of 30 from the following component(s)				
	5N0749	Anatomy and Physiology	5	15
	5N1207	Occupational First Aid	5	5

In full screen this will list the award requirements in terms of components (aka modules) and credit values. If you want to see the detail of what has to be learned to achieve one of the components, click on the link (see arrow to 5N1367 Team-working) and you can download the specification from the component's own webpage.

You can of course go directly to a component's record from the QSearch screen using the component's code as the sole search parameter or by specifying Minor as the award type with all or part of the component name in the Title field.

You can search for **Providers** using all or part of the provider name and / or with location i.e. county or city where that provider is head quartered. Once you choose a provider, you can see a list of its **Programmes**. Each programme will in turn list which award(s) can be achieved by learners completing the programme.

QHelp

QHelp is a facility designed to

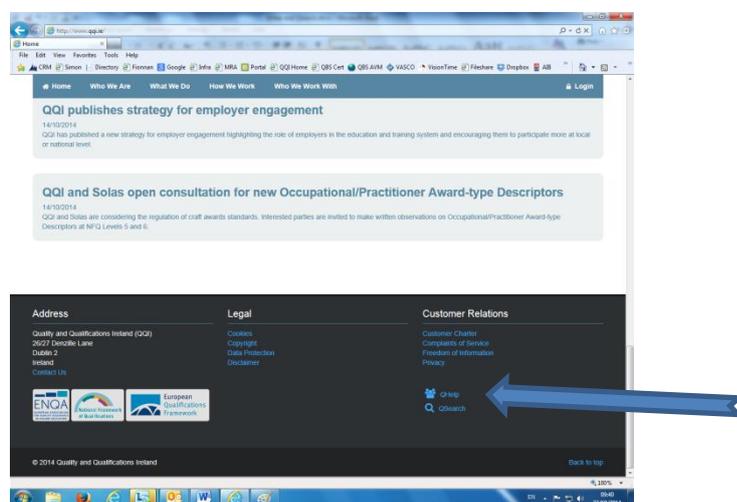
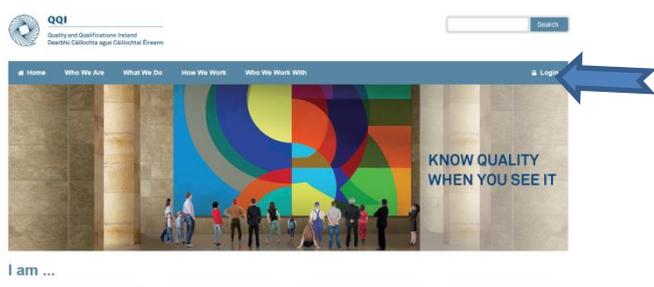
- (i) Proactively provide answers to frequently asked questions through a knowledge base
- (ii) Allow website users to submit queries or requests which are not already addressed in the knowledge base

Most occasional visitors to the QQI website seeking information on policies or access to services should be able to find this information either in the website page content or by using QHelp to search the knowledge base.

For users who will be regularly interacting with QQI on, e.g. certification or validation queries, it is possible to **register** as a QHelp user. A registered user can login, submit a query and monitor the status of that query. Any query submitted in this way can have a file(s) attached.

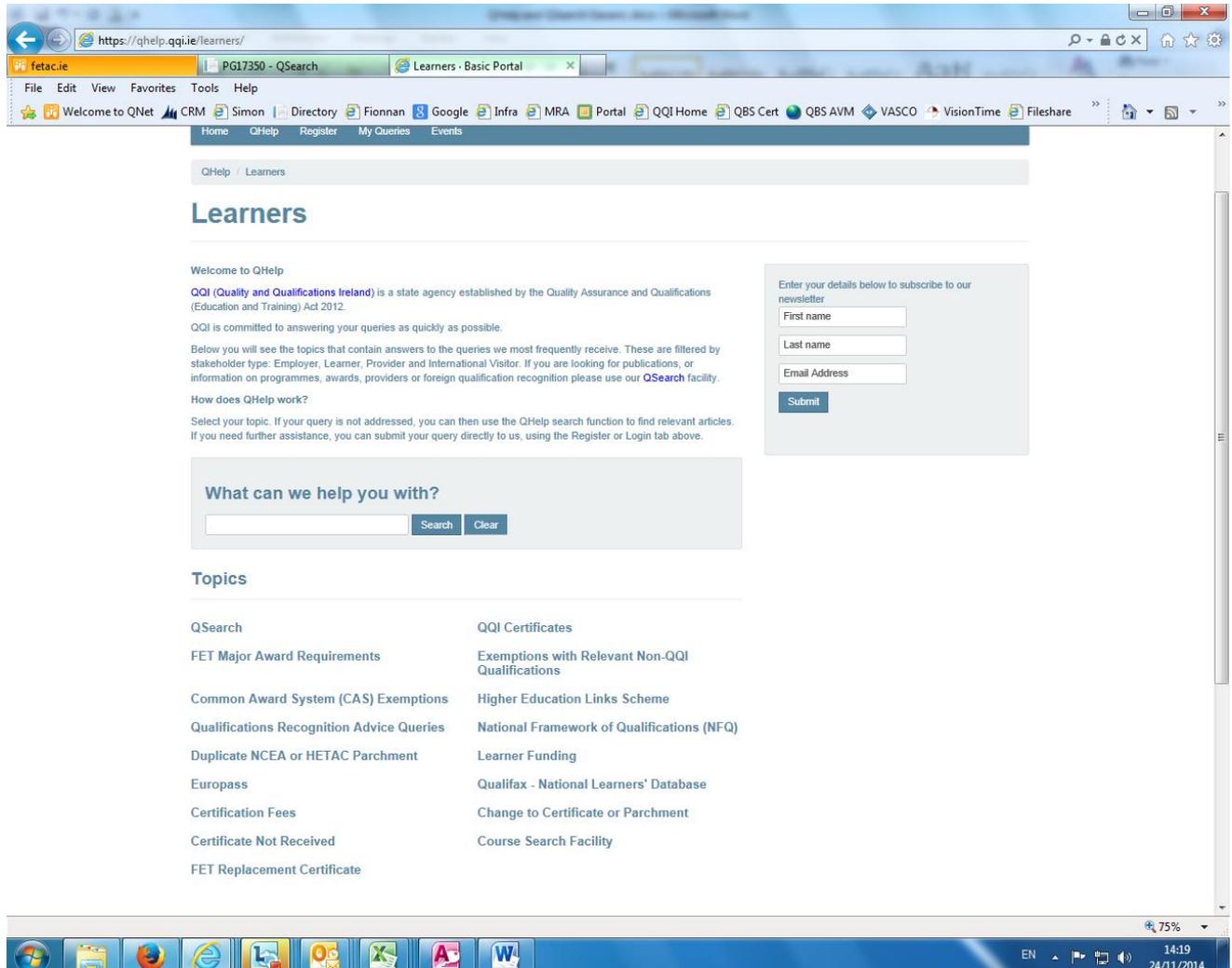
This is now the way that a learner will submit application forms (e.g. for records of awards or duplicate parchments) to QQI business units for resolution. Once a query is submitted it is logged on QQI's CRM system and an acknowledgement email with a reference number will be sent. As the request is process by QQI staff, communication will be maintained with the sender.

QHelp is accessible in a number of ways from the www.QQI.ie home page. For regular users, it is probably quickest to use the QHelp icon on the bottom right of the home page or using the Login link on the right hand side of the home page.



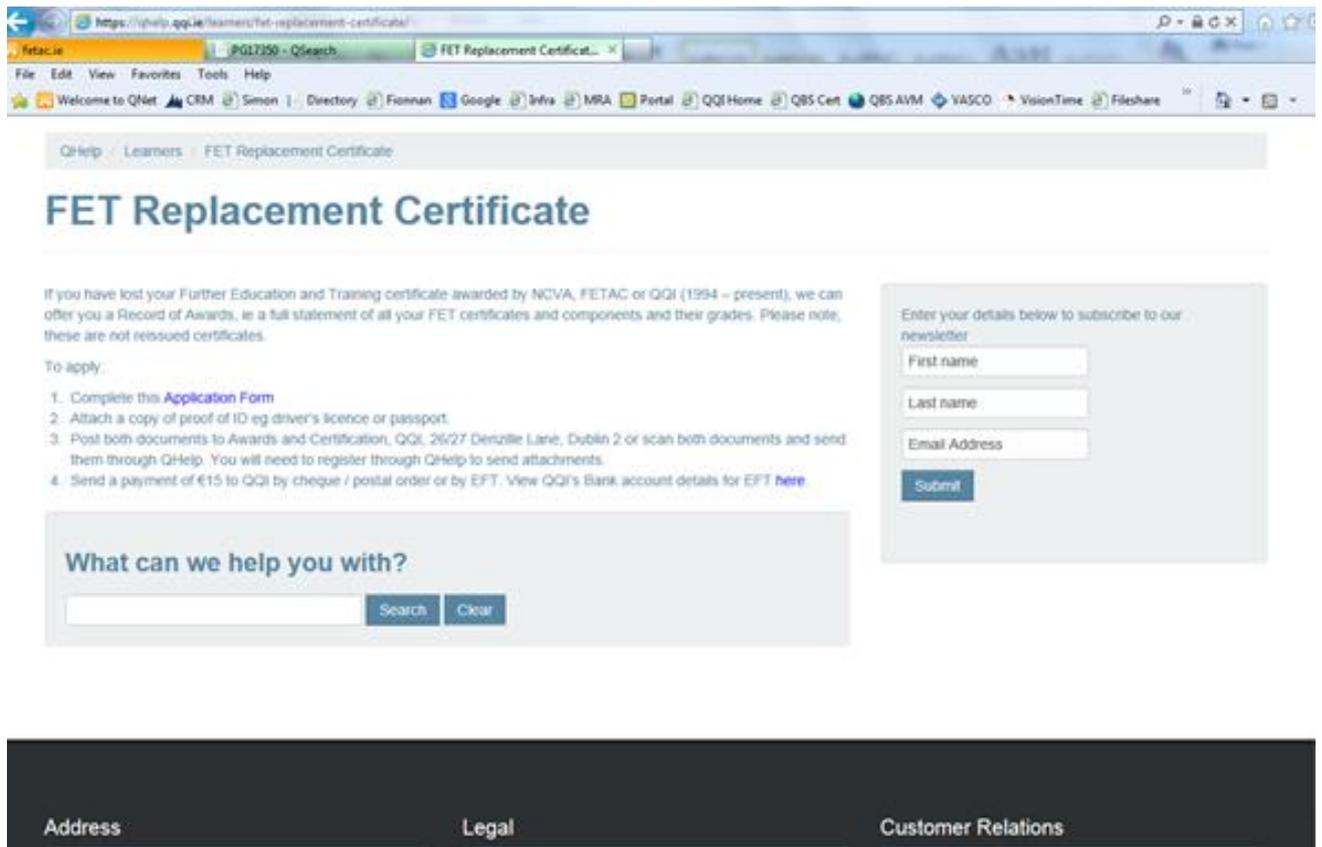
Using the Knowledge Base

When you enter QHelp first, you will have already identified yourself as a learner, employer, provider or visitor. The Topics presented to you will vary accordingly. The screenshot below shows what someone identifying themselves as a *learner* will see.



To get more information on any single topic, click on the relevant link e.g. many people contact QQI to seek a replacement for a certificate they have lost. There are two relevant topics above – one for former NCEA / HETAC certificates and one for former FETAC Certificates.

The screenshot below is what is displayed when the user clicks on **FET Replacement Certificate** topic.



This screen gives you information on what is available and a link to an application form to use should you want to proceed.

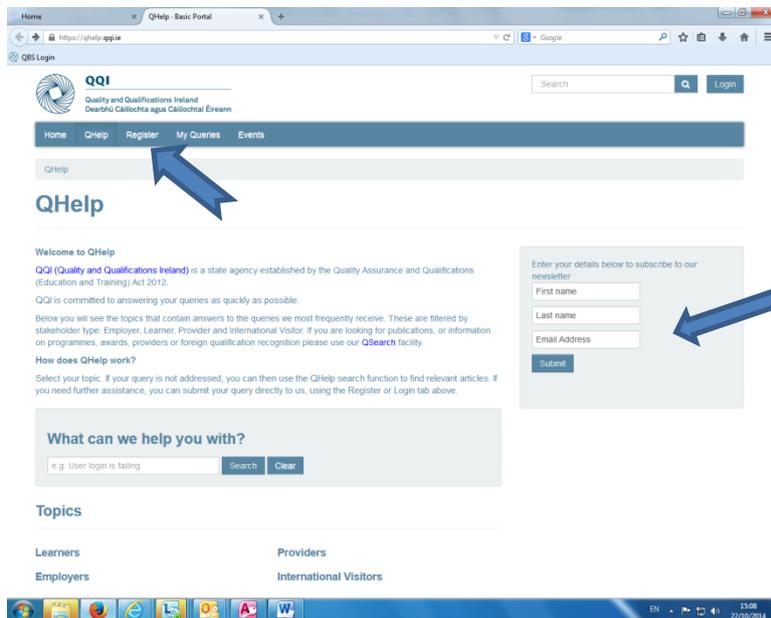
What if my question is not in the list of Topics?

If your particular question does not seem to come under any of the topics listed, you can always type a keyword into the '**What can we help you with?**' box and then hit Search. This will give you a list of articles which contain that keyword.

If you still can't find what you are looking for then you need to register with QHelp and send in your specific query.

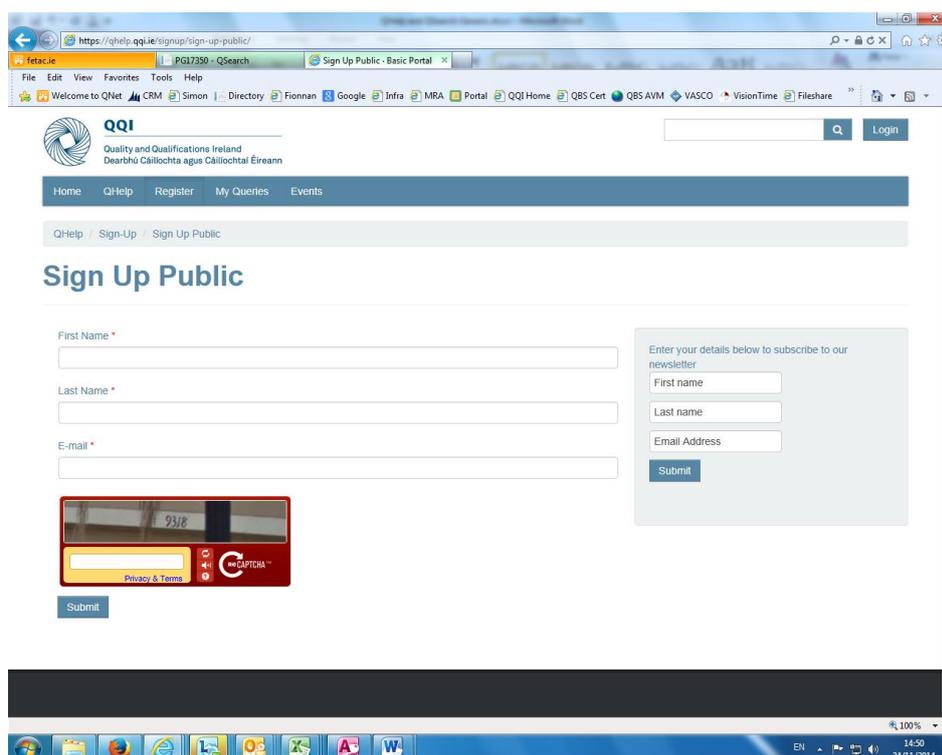
Registering with QHelp

When you first go into QHelp you will see the **Register** option on the top banner of the screen.



Be aware that the shaded box on the right hand side of the screen is **not for QHelp** but is to subscribe to the QQI e-zine.

When you click on **Register**, you will be asked to register as a provider or as a member of the public. Unless you are a provider already offering QQI awards, you should choose 'Public Sign-Up'. To register, you need to give your name, email address as shown below. You then need to complete the Captcha. This is a necessary evil to prevent spammers registering. When you **submit**, an email will be sent by QHelp to your email address. **You must then access this email and click on the link provided to move to the next step of registering.** This will bring you back to QHelp to **choose a username and password**. When you do this you are a registered QHelp user.

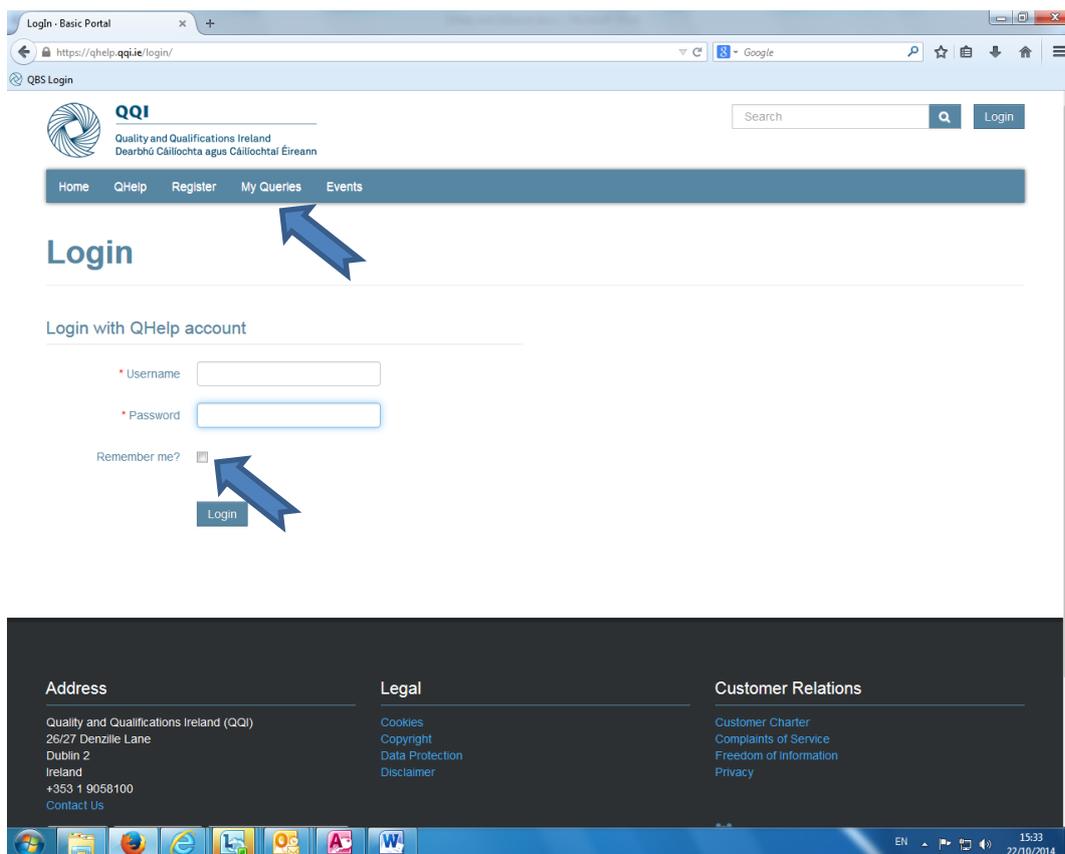


Using QHelp as a Registered User

Information Queries: Please use the knowledge base and QSearch to try and answer any questions you have before submitting an information request via QHelp. This may be all you need to do. We will be adding to the knowledge base over time to try and address as many of the common queries as we can.

If you cannot find the information you want via the knowledge base or if you want to send a file to QQI then you will need to log in as a registered user.

Logging In: The login screen for QHelp is shown below:



Enter the username and password that you chose when you registered as a QHelp user. If you are using your regular PC, it may be worthwhile ticking the Remember Me box in which case you would not need to supply your username and password again unless you choose to Sign out.

When logged in, you can create your queries and/or check the status of previously logged queries using the **MyQueries** menu.

MyQueries

In MyQueries , you can *either*

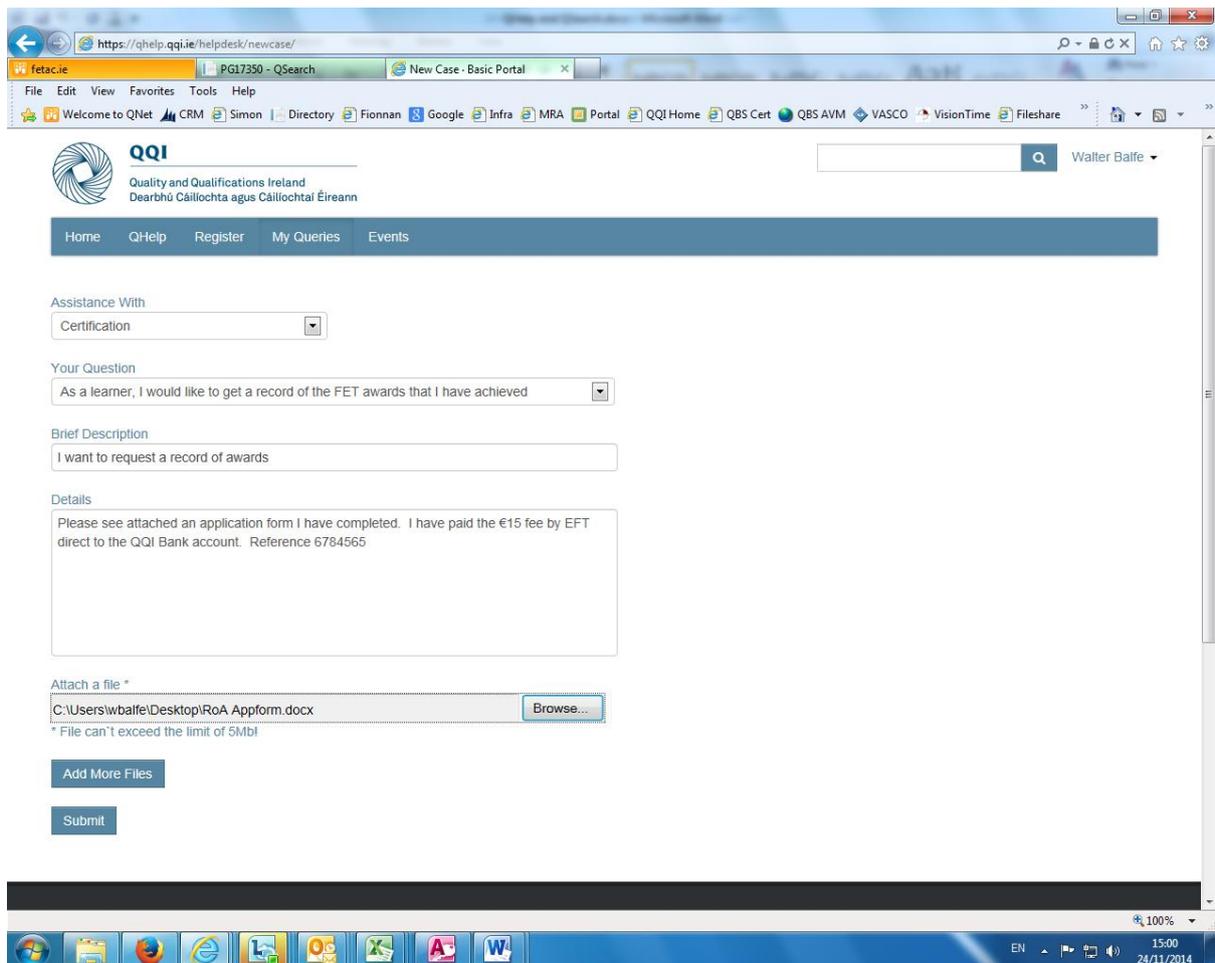
- Open a New Query – e.g. to send in an application form or request an answer to a query where the knowledge base was not sufficient.
- check the status of your existing queries

The screenshot displays the 'My Queries' section of the Quality and Qualifications Ireland (QQI) website. At the top, there is a navigation menu with 'Home', 'QHelp', 'Register', 'My Queries', and 'Events'. Below this is a search bar and a user profile for 'Walter Balle'. The main heading is 'My Queries', followed by instructions on how to use the search and how to open a new query. A search box contains the text 'Invalid Entries' and has 'Search' and 'Clear' buttons. Below the search box is a dropdown menu for 'My Queries' with 'Active' selected, and a list of 'Active' and 'Closed' queries. A blue arrow points to the search box, and another blue arrow points to the 'Open a New Query' button. The footer contains three columns: 'Address' (Quality and Qualifications Ireland (QQI), 26/27 Denzille Lane, Dublin 2, Ireland), 'Legal' (Cookies, Copyright, Data Protection, Disclaimer), and 'Customer Relations' (Customer Charter, Complaints of Service, Freedom of Information, Privacy). The system tray at the bottom shows the date and time as 15:41 on 22/10/2014.

New Queries

If you choose to open a new query, you will be asked to classify what it relates to using a series of drop down boxes. This helps us to send the query to the business unit best equipped to deal with your question. **Please complete this screen as completely and carefully as possible.** It will be in all our interests if you do so.

In the example below see how to submit a completed application form for a Record of Awards previously downloaded from the relevant QHelp article.



The screenshot shows a web browser window displaying the 'New Case - Basic Portal' for QQI. The browser address bar shows 'https://qhelp.qqi.ie/helpdesk/newcase/'. The page header includes the QQI logo and navigation links: Home, QHelp, Register, My Queries, and Events. A search bar contains the name 'Walter Balfe'. The form fields are as follows:

- Assistance With:** Certification
- Your Question:** As a learner, I would like to get a record of the FET awards that I have achieved
- Brief Description:** I want to request a record of awards
- Details:** Please see attached an application form I have completed. I have paid the €15 fee by EFT direct to the QQI Bank account. Reference 6784565
- Attach a file:** C:\Users\wbalfe\Desktop\RoA Appform.docx (with a 'Browse...' button)
- Buttons:** Add More Files, Submit

The Windows taskbar at the bottom shows the system tray with the date 24/11/2014 and time 15:00.

To attach a file, use the **Browse** button to locate it on your PC. You can add more files if necessary using the Add More Files button. There is a max size of 5Mb per file.

File types allowed are **.gif .png .jpeg .jpg .docx .doc .xls .xlsx .pdf .txt .xml** and all are virus checked before being accepted. This may cause a short delay.

Click on **Submit** to send the query to QQI.

On receipt of the query, QHelp will send an email to you acknowledging receipt and giving you a reference number. You will also be now able to see the query in your list in **My Queries**. See screenshot below;

QHelp / My Queries

My Queries

Type in your query below and you will be presented with any relevant articles matching your search.

If your query is not addressed and you already have registered for a **QHelp account**, you can **login** using the tab above and view any open or closed queries that you have raised with us, check their status, provide additional information or open a new query if you so wish.

If you do not have a **QHelp account** you can create one by using the **Register** tab above.

What can we help you with?

[Search](#) [Clear](#)

My Queries

Brief Description	Query Number	Status	Created On
I want to request a record of awards	Q-01182-Y1B9	Active	less than a minute ago

Address
Quality and Qualifications Ireland (QQI)
26/27 Denzille Lane
Dublin 2
Ireland

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[Cookies](#)
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[Disclaimer](#)

Customer Relations
[Customer Charter](#)
[Complaints of Service](#)
[Freedom of Information](#)
[Privacy](#)

100% 15:07 24/11/2014