



I am ...

a learner



a provider



an employer



an international
visitor



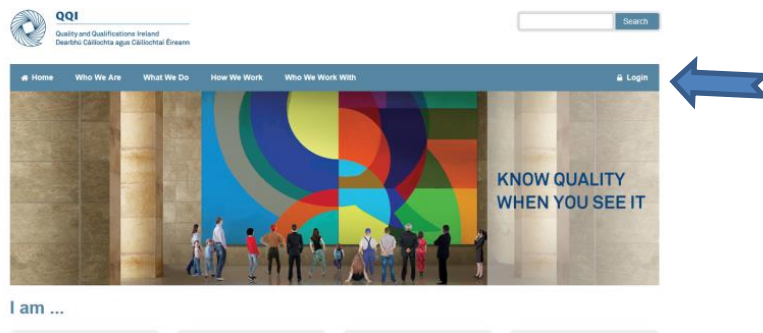
Using QSearch and QHelp Facilities on QQI Website

A Quick Guide for Providers

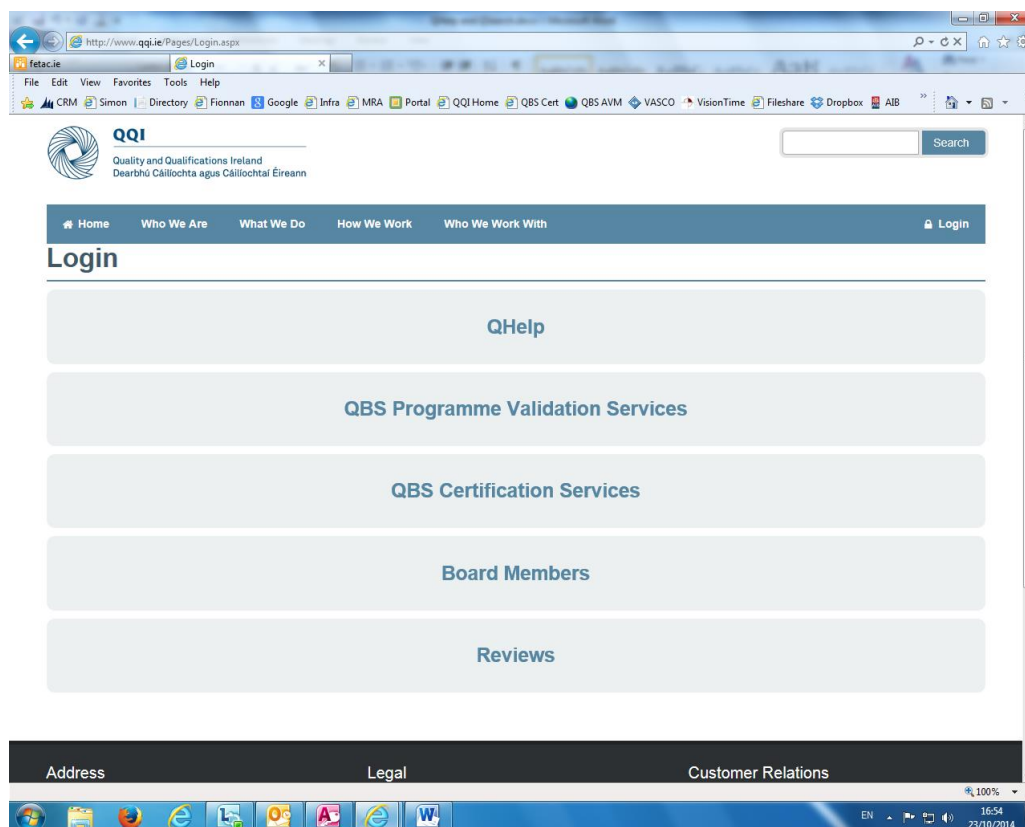
The QQI website now provides a common portal to both QBS (certification and validation services) and to a range of information services. This guide is for users of the two new information services i.e. **QHelp** and **QSearch**.

Login to QQI Services

The common login to a range of QQI Services is available from the home page as shown:



Clicking on Login will present you with a range of options as shown below:



Providers will primarily be using the first three options. Note that QBS usernames and passwords and modes of operation remain unchanged.

NB Since many users from one centre can register with QHelp, each will have a separate username and password. Therefore QHelp has different usernames and passwords to QBS.

Accessing Information and Submitting Requests via new QQI Website

The QQI website now has two features designed to help providers and other users 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

This 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(s), 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 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.

For example, 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 QQI QSearch website. The browser's address bar shows the URL: <http://qsearch.qqi.ie/WebPart/Search?searchtype=awards>. The website header includes the QQI logo and the text "Quality and Qualifications Ireland / Dearbhú Cáilíochta agus Cáilíochtaí Éireann". A navigation menu contains links: Home, QSearch, Publications, Policies, Reviews, Programmes, Awards (selected), Providers, NARIC, Exemptions, and Statistics.

Awards

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.

Search

Code

Title

Type

Level

Domain

3 Awards containing **health** of type **Major** level **5**

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
Healthcare Support	
Code: 5M4339	Level: 5 Type: Major Domain: Health Care Support

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

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)			
SN0758	Care Support	5	15
SN1794	Safety and Health at Work	5	15
SN2770	Care Skills	5	15
A minimum credit value of 15 from the following component(s)			
SN0690	Communications	5	15
SN0972	Customer Service	5	15
SN1367	Teamworking	5	15
SN1390	Personal Effectiveness	5	15
A minimum credit value of 15 from the following component(s)			
SN1356	Work Experience	5	15
SN1433	Work Practice	5	15
A minimum credit value of 30 from the following component(s)			
SN0749	Anatomy and Physiology	5	15
SN1207	Occupational First Aid	5	5

In full screen this will list the award requirements in terms of components and credits. As with the Award Directory in the old FETAC website, you can navigate to components from here and download the component specifications if required.

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.

For those of you who like Quick Links or shortcuts, I recommend that you set up Favourites on your browser toolbar e.g. if you wish to have a quick link to the Award Directory, set up a Favourite with the url <http://qsearch.qqi.ie/WebPart/Search?searchtype=awards>

This will take you straight into QSearch for Awards. You can use a similar approach for the other search types.

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

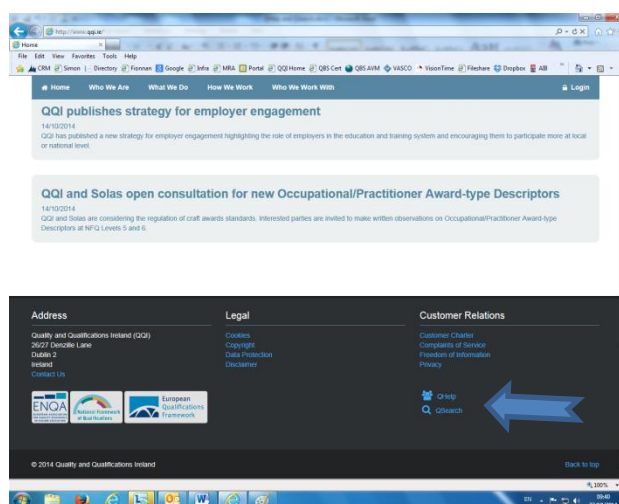
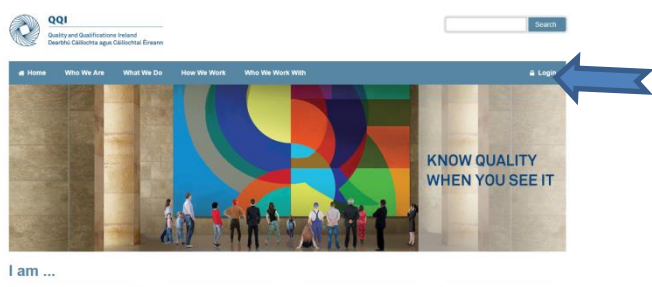
Most occasional visitors to the QQI website seeking information on policies or access to services should be able to find this information either in the website page content or by using QHelp to search the knowledge base.

For providers and other 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 files attached (max size of 5Mb per file). So this is now the way that providers / learners will submit application forms (e.g. for records of awards or duplicate parchments) or data files (e.g. invalid entry data) to QQI business units like Awards & Certification staff for resolution. **The old method of emailing to certification@qqi.ie or other QQI business addresses is no longer available.**

Once a query is submitted it is logged on QQI's CRM system and will be handled by the relevant staff. Communication will be maintained with the registered user.

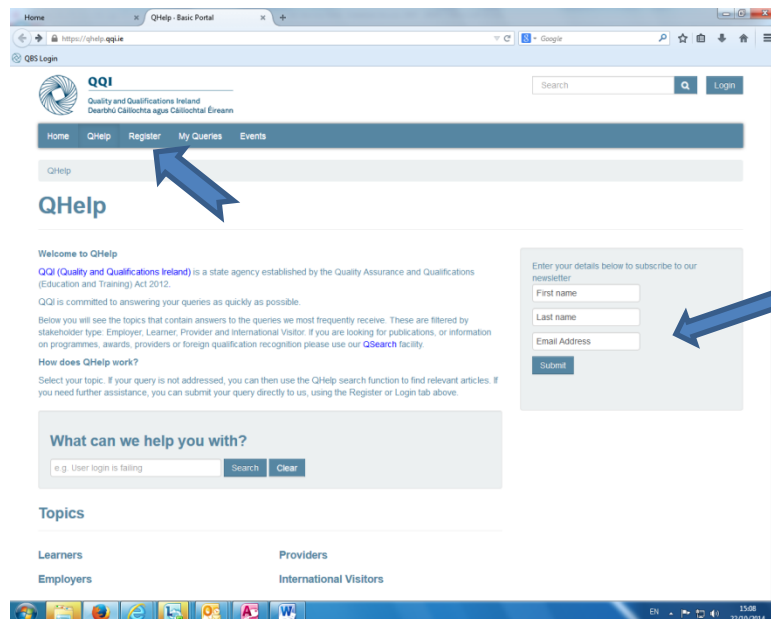
NB: registering as a QHelp user is not to be confused with login details for QBS. QBS login details and mode of operation is not changed in any way by the introduction of QHelp.

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.



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. As a provider, you should choose the former. Note that a number of people from the same provider may register individually with QHelp, so long as their email addresses are different.

To register as a provider representative, you need to give your name, email address and select which **centre** you work for. To do the latter you first need to select the county and then select the relevant centre from the drop down list. 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

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.

Here are some of the topics already in the knowledge base.

What can we help you with?

Topics

[International Education Mark](#)

[Institutional Reviews](#)

[Common Award System Exemptions](#)

[QQI Certificates](#)

[Becoming a Provider of QQI Awards](#)

[QSearch](#)

[Validation Queries](#)

[Internationalisation Register Information](#)

[QQI Award Brand](#)

[National Framework of Qualifications](#)

[Provider Reengagement](#)

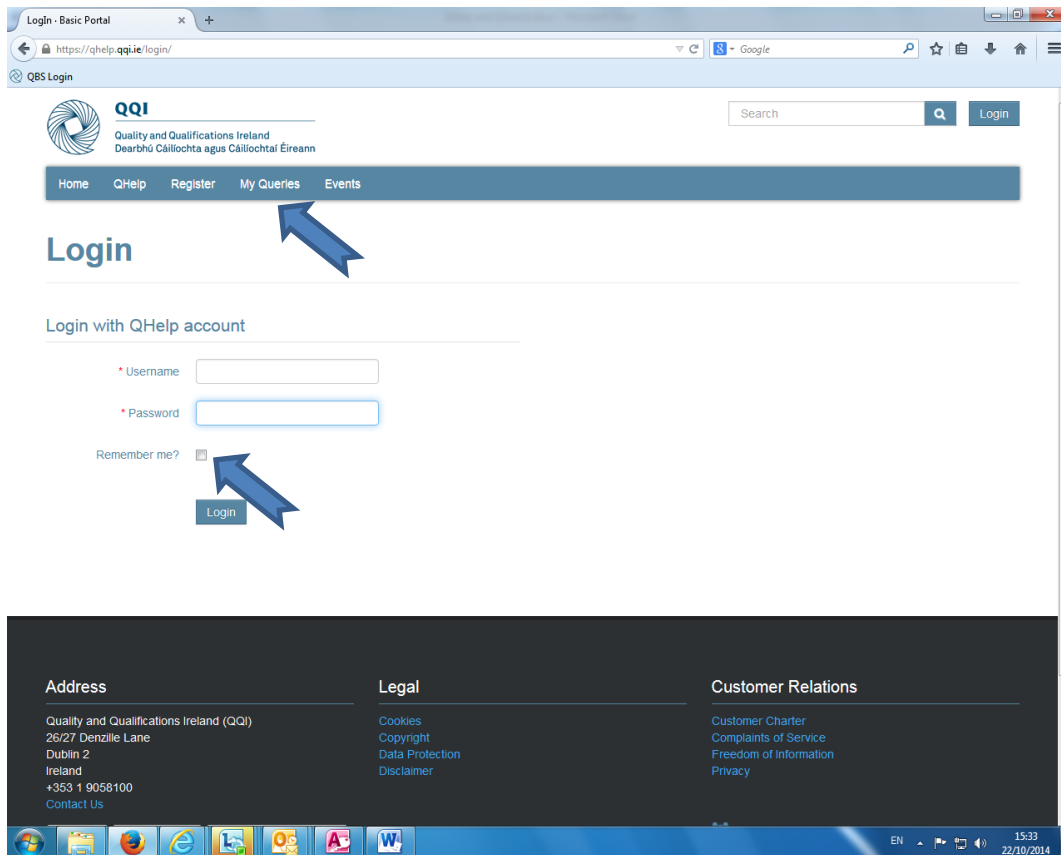
[Certification Queries](#)

[Monitoring](#)

[Award Standards](#)

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*

- enter a question into the knowledge base
- check the status of your existing queries
- Open a New Query

The screenshot shows the 'My Queries' section of the Quality and Qualifications Ireland (QQI) website. The browser address bar shows 'https://qhelp.qqi.ie/helpdesk/'. The page has a navigation bar with links: Home, QHelp, Register, My Queries, and Events. Below this is a search bar and a user profile 'Walter Balfe'. The main heading is 'My Queries'. A text block explains that users can search for relevant articles or contact the service if no response is found. Below this is a search box with the placeholder 'What can we help you with?' and a search button. A blue arrow points to the search box. Below the search box is a filter section with a dropdown menu set to 'My Queries' and a status dropdown set to 'Active'. A message below the filters says 'There are no cases for the selected filter'. A blue arrow points to the 'Open a New Query' button. The footer contains three columns: 'Address' (Quality and Qualifications Ireland (QQI), 26/27 Denzile Lane, Dublin 2, Ireland), 'Legal' (Cookies, Copyright, Data Protection, Disclaimer), and 'Customer Relations' (Customer Charter, Complaints of Service, Freedom of Information, Privacy). The Windows taskbar at the bottom shows the date and time as 15:41 on 22/10/2014.

Home My Queries - Basic Portal

Q8S Login

QQI
Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Search Walter Balfe

Home QHelp Register My Queries Events

QHelp / My Queries

My Queries

Type in your query below and you will be presented with any relevant articles matching your search. If you do not find a response in these articles you can contact us by opening a new query. Your request will be dealt with as soon as possible.

You can view any open or closed queries that you have raised with us, check their status or provide additional information if you so wish.

What can we help you with?

Invalid Entries Search Clear

My Queries Active

Active

Closed

There are no cases for the selected filter

Open a New Query

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

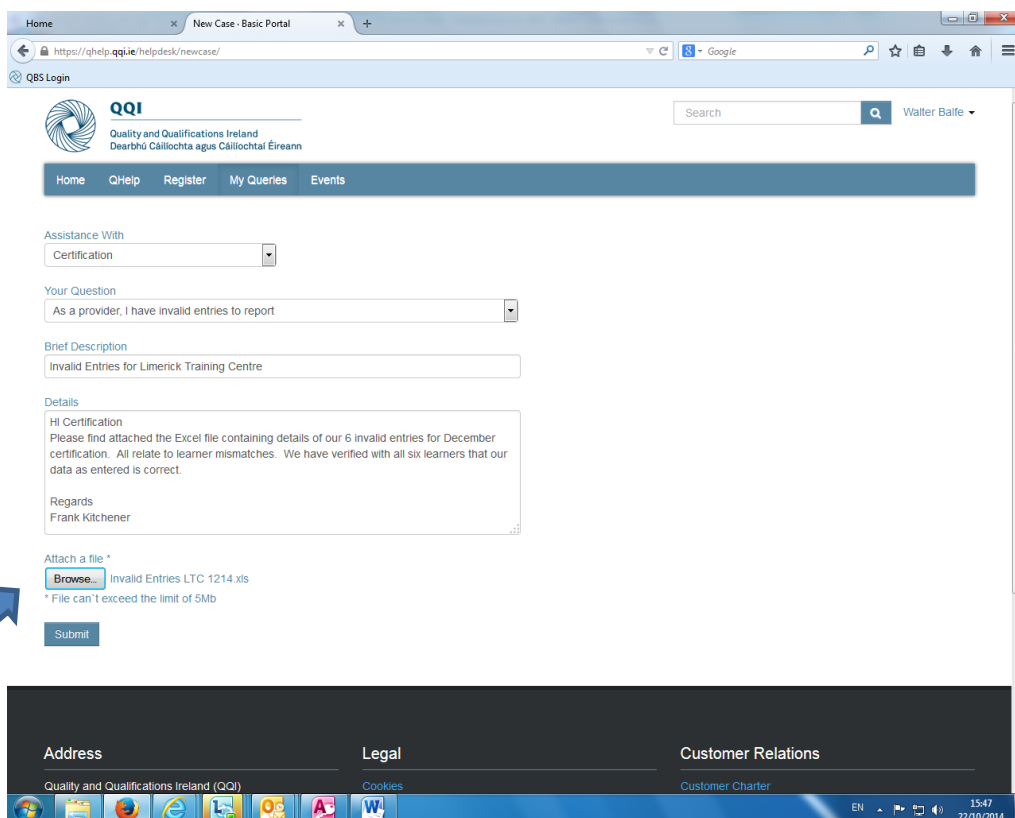
Legal
Cookies
Copyright
Data Protection
Disclaimer

Customer Relations
Customer Charter
Complaints of Service
Freedom of Information
Privacy

EN 15:41 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.



The screenshot shows the 'New Case - Basic Portal' for QQI (Quality and Qualifications Ireland). The form includes the following sections:

- Assistance With:** A dropdown menu with 'Certification' selected.
- Your Question:** A dropdown menu with 'As a provider, I have invalid entries to report' selected.
- Brief Description:** A text box containing 'Invalid Entries for Limerick Training Centre'.
- Details:** A text box containing:
Hi Certification
Please find attached the Excel file containing details of our 6 invalid entries for December certification. All relate to learner mismatches. We have verified with all six learners that our data as entered is correct.
Regards
Frank Kitchener
- Attach a file:** A section with a 'Browse...' button (highlighted by a blue arrow), the filename 'Invalid Entries LTC 1214.xls', and a note '* File can't exceed the limit of 5Mb'. Below this is a 'Submit' button.

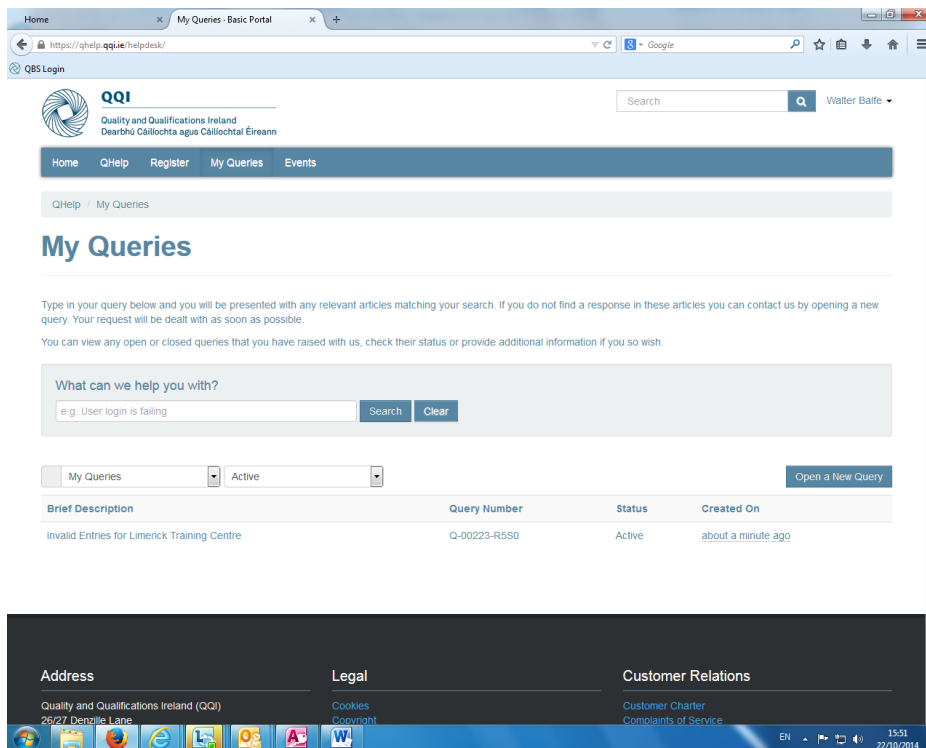
The footer contains links for Address, Legal, and Customer Relations, along with the QQI logo, Cookies link, Customer Charter, and a Windows taskbar at the bottom showing the date 22/10/2014 and time 15:47.

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**

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 **MyQueries**.



The screenshot shows a web browser window with the URL <https://qhelp.qqi.ie/helpdesk/>. The page is titled "My Queries" and features a search bar with the text "What can we help you with?". Below the search bar, there is a table with the following columns: "Brief Description", "Query Number", "Status", and "Created On". The table contains one entry: "Invalid Entries for Limerick Training Centre" with query number "Q-00223-R590", status "Active", and created on "about a minute ago".

QHelp / My Queries

My Queries

Type in your query below and you will be presented with any relevant articles matching your search. If you do not find a response in these articles you can contact us by opening a new query. Your request will be dealt with as soon as possible.

You can view any open or closed queries that you have raised with us, check their status or provide additional information if you so wish.

What can we help you with?

e.g. User login is failing

My Queries

Brief Description	Query Number	Status	Created On
Invalid Entries for Limerick Training Centre	Q-00223-R590	Active	about a minute ago

Address
Quality and Qualifications Ireland (QQI)
26/27 Denzil Lane

Legal
[Cookies](#)
[Copyright](#)

Customer Relations
[Customer Charter](#)
[Complaints of Service](#)

EN 15:51 22/10/2014