



QQI Learner Handbook



QQI AWARD

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Dear Learner,

I would like to take this opportunity to thank you for booking with Professional Development on a QQI certified course.

This course is eligible for a QQI award. The purpose of this handbook is to provide you with a comprehensive reference tool to assist with all aspects of the course including the procedures for submitting your assessment for grading, the notification of your grade, the appeals process, etc.

I would strongly recommend that you take some time to study this document carefully ahead of your course. By attending a QQI certified course delivered by Professional Development (in whole or in part), you are expressly acknowledging acceptance and adherence to all the procedures outlined in this handbook.

If you have any questions in relation to any aspect of this handbook, please feel free to contact your customer service representative who will be happy to help.

I wish you every success in your course and your future career, and I thank you for choosing Professional Development for your training needs.

A handwritten signature in black ink, appearing to read "Patrick Hogan". The signature is stylized with a large, looped initial "P" and a trailing flourish.

Patrick Hogan

Managing Director

1.0 ABOUT PROFESSIONAL DEVELOPMENT

Professional Development is a QQI quality assured course provider. All QQI branded courses run by Professional Development are eligible for certification for a QQI award recognised under the National Framework of Qualifications (NFQ).

Professional Development has been in business for 32 years and has offered QQI (formerly FETAC) accredited courses since 2006.

Professional Development's QQI Centre Number is: **38038N**.

2.0 ABOUT QQI

QQI stands for Quality and Qualifications Ireland. QQI was established in November 2012 as a new integrated agency replacing the Further Education & Training Awards Council (FETAC), the Higher Education & Training Awards Council (HETAC), and the National Qualifications Authority of Ireland (NQAI). FETAC, HETAC and NQAI are now dissolved.

QQI is responsible for the external quality assurance of further and higher education and training (including English language provision). It validates programmes and makes awards for certain providers in these sectors. Awards and qualifications formerly made by FETAC continue to be recognised, because they are on the National Framework of Qualifications.

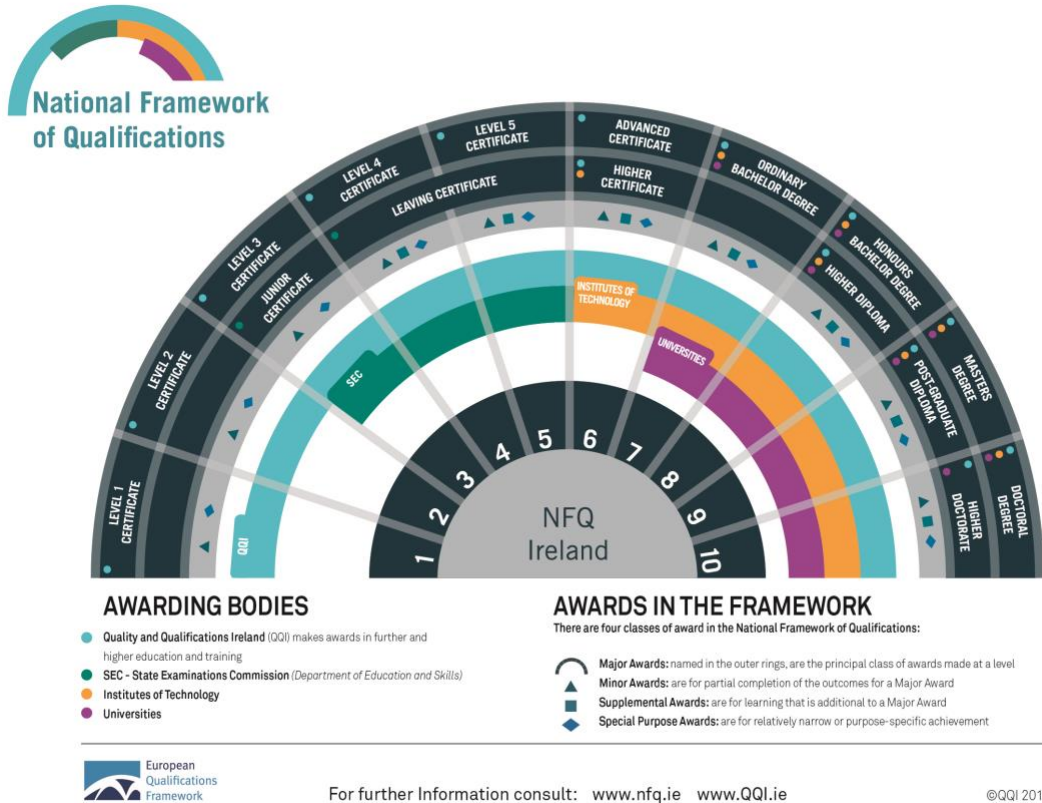
2.1 WHAT IS THE NFQ?

The National Framework of Qualifications (NFQ) provides a way to compare qualifications, and to ensure that they are quality assured and recognised at home and abroad. QQI is also responsible for the maintenance, development and review of the National Framework of Qualifications (NFQ). The NFQ is based on ten (10) levels.

Each level is based on nationally agreed standards of knowledge, skill and competence i.e., what a person is expected to know, understand and be able to do following successful completion of a course.

School qualifications awarded by the State Examinations Commission, further education and training qualifications formerly awarded by FETAC, and higher education and training qualifications awarded by HETAC, DIT, other Institutes of Technology and the Universities are all included in the Framework.

2.2 What do the 10 levels relate to in practice?



- Level 1 is the lowest level and level 10 is the highest.
- Level 10 would equate to a PhD or Doctorate Degree from a University.
- Level 3 is equivalent to the Junior Cert.
- Levels 4 & 5 are equivalent to the Leaving Cert.
- The old FETAC qualifications run from Level 1 to Level 6.
- All of our courses are either Level 5 or 6 under the NFQ.

2.3 Who is the awarding body? Is it QQI or FETAC?

- The awarding body is now QQI for Professional Development courses.
- FETAC was previously the awarding body, but FETAC has now been amalgamated with QQI (since Nov 2012).

2.4 Are QQI qualifications quality assured?

Quality Assurance is central to the National Framework of Qualifications. Quality assurance means that your education and training programme, and the organisation providing it (Professional Development), are reviewed on a regular basis.

Professional Development is a QQI (formerly FETAC) quality assured training provider since 2006.

2.5 Are my QQI qualifications recognised internationally?

All qualifications in the NFQ are recognised at home and abroad. Quality assurance procedures in use in Ireland follow European guidelines and recommendations. There are two qualifications frameworks at European level.

1. 'Bologna framework', which deals with higher education (NFQ Levels 6 to 10)
2. European Qualifications Framework (EQF), which deals with all levels of the NFQ including schools, further education and training, and higher education and training.

The full name of the 'Bologna framework' is the Framework for Qualifications of the European Higher Education Area. The full name of the EQF is the European Qualifications Framework for Lifelong Learning. The two European frameworks are compatible with each other.

The NFQ was referenced to the 'Bologna framework' in 2006 and was referenced to the EQF in June 2009.

This means that qualifications in the NFQ can be looked at to decide how they compare to those of other countries. Qualifications in the NFQ are thus more widely recognised and easily understood abroad.

3.0 PRIVACY POLICY

We are committed to safeguarding your privacy at all times, and in compliance with GDPR (EU General Data Protection Regulation).

This Privacy Policy statement details what information we collect, when we collect it, why we collect it, and how we treat your information. It also outlines the conditions under which we may disclose it to others.

This Privacy Statement applies to our sales, marketing and customer care activities. It was updated and published on April 30th, 2018.

3.1 Covered in this Privacy Policy:

1. [Personal Data Collection](#)
2. [Personal Data Use](#)
3. [Personal Data Sharing](#)
4. [Your Website Visits \(Cookies and Beacons\)](#)
5. [Security](#)
6. [Links](#)
7. [Your Rights to Your Personal Data](#)
8. [Contacting Us](#)
9. [Privacy Policy Changes and Updates](#)

You can read a full copy of this policy online at www.professionaldevelopment.ie/privacy-policy.

3.2 Requirement for Personal Details

QQI require that all grades being submitted for certification include the following personal information:

1. Full Name (the name you used to apply for your PPSN)
2. Date of birth
3. PPSN
4. Gender

Therefore, we are required to collect this information from you. If you choose not to disclose this information, we cannot submit your grade to QQI, and you will not be eligible to receive a certificate.

3.2 continued on next page...

Please note that the information is collected solely for the purpose outlined above and is stored securely on-site at our offices in Dublin. This information is never disclosed to any third parties (other than QQI).

Please refer to a separate information document prepared by us for Learners entitled “Data Protection FAQ”. This will provide you with further detail on; the Data Protection Acts (“the Acts”), how it affects you, your rights and our obligations under the Acts, and the requirement for us to collect, store and share Personal Data provided by you.

3.3 Requirement for a PPSN

In order to be eligible for a QQI award you must be in possession of a valid Personal Public Service Number (PPSN). A Personal Public Service Number (PPSN) is a unique reference number that is to be used by you in all dealings with Public Service Agencies and Government Departments.

The Department of Social Protection (DSP) allocates all PPSNs. More detailed information in relation to PPSNs, including whether a PPSN has already been issued to you, where you might find your PPSN, how to apply for one if you are moving to Ireland etc. is available on the Department of Social Protection website (<http://www.welfare.ie>).

Our “Data Protection FAQ” document also addresses why we collect PPSN details from Learners, how we are authorised to do so under the Social Welfare Acts, and how we store and share PPSN details with QQI.

If you have any specific questions in relation to this matter, please contact our office and we will be happy to discuss these with you.

If you are a UK citizen with a valid National Insurance Number (UK PPSN equivalent) you are eligible to apply for a QQI award. Other EU citizens are not eligible to apply for a QQI award (unless they are already in possession of a valid PPSN).

3.4 Communication by email

All communication from Professional Development with learners is by way of email. You must provide a valid email address for all correspondence in relation to your QQI course. It is your responsibility to check this inbox regularly to ensure that any time sensitive emails from us are brought to your attention as soon as possible. In particular, this applies to communications regarding you grade and / or assessments. We cannot be held liable by your failure to respond within set deadlines for appeal of grades or re-submission of assessments.

If you cannot provide a secure personal email address, you will not be eligible for certification, as we will have no means of communicating with you. If the email address used by you to submit your assessments for grading is different from that on file in your learner record, your record will be updated with this most recent email address. **For the avoidance of doubt, this email address will be used for all future correspondence with you regarding your assessment and / or grade.**

Please note that personal, confidential information regarding your assessment will be emailed to you at whatever email address you provide to us. Please bear this in mind when deciding which email to provide.

3.5 Changes to your contact details

It is your responsibility to inform us promptly of any changes to your contact details; postal address, email address, phone number as soon as possible to ensure our records are kept up to date.

4.0 CUSTOMER SERVICE

As part of our customer service focus, we are committed to ensuring that you have a positive experience with Professional Development. If you have any questions or concerns, please contact your customer service representative.

4.1 Complaints

We welcome all feedback both positive and negative as it facilitates us to continuously improve our offering to our customers.

If you wish to make a complaint about any aspect of our service, please let us know. As you will appreciate, in order for us to attend to a complaint appropriately, we must have the complaint in writing. An email from you will suffice. Please send any complaints directly to your customer service representative. We will endeavour to revert to you as soon as possible.

4.2 Grades and Appeals

If you are not satisfied with your grade you have the right to appeal. Please refer to Section 11.0 regarding Appeals.

5.0 COURSE ATTENDANCE

You must attend the entire course to be eligible for certification. If you only partially attend the course, you will be ineligible for certification.

If you need to attend subsequent additional days on another date of the course to complete the training requirements, this will be charged on a pro-rata basis.

6.0 WRITTEN ASSESSMENTS

6.1 Self-Directed Learning

An important part of the QQI certification process is that you undertake self-directed learning, post completion of the course. This takes the form of various written assessments that are completed by you to demonstrate you have met the learning outcomes required for QQI certification. It also involves additional reading and research, applying the learning from the course, reflection time and study time.

The level of work required depends on the level of the certification under the NFQ (see Section 2.1), but it will invariably involve some time commitment from you after completing the course, and in cases where a Skills Demonstration is part of the assessment, on evenings during the course. Please ensure that you plan for this.

In order to optimise your chance of achieving the best possible results, we recommend that your assessments be completed as soon as possible after the course. While some unforeseen circumstances may warrant an Extension (“Extension”) to your assessment deadline, this cannot be guaranteed and will be dealt with on a case-by-case basis (please refer to Section 6.6 – Requests for an Extension).

6.2 Assessments Procedures

You will be required to submit a written assessment for grading as part of certification process.

Upon beginning your course, we will provide you with a detailed assessment brief. This will include specific guidance in relation to:

1. Assessment submission guidelines
2. Assessment and marking criteria
3. Acceptable file format
4. Adherence to word count
5. Referencing including use of bibliographies

Your assessments must be your own work. You cannot borrow or copy work from other sources on the Internet, books or journals (refer to plagiarism in section 6.3 below), work colleagues or family members. If you use content rightly attributable to a third party (academic, scholar or Author etc.) you must give full credit using a footnote or bibliography. Please refer to your Assessment Brief for further details.

6.3 Tips and Feedback from Your Trainer on Assessment Work

If you receive advice, tips, or feedback from your trainer about your assessment work, it should be considered as a guideline only.

The QQI assessor will grade your assessment work fairly, and in-line with the marking criteria you have been given. Their mark is final (subject to appeal. Please see the Section 11.0 for more information on appeals).

6.4 Reasonable Accommodation

At Professional Development, our aim is to create supportive learning and assessment conditions for all students. This includes reasonable accommodation for any special requirements with regard to learning, assessment work, and course attendance.

Special requirements can include, but are not limited to:

- Mobility issues (involving the use of a wheelchair)
- Dietary requirements including gluten and lactose intolerance
- Dyslexia
- Dyspraxia
- Vocalisation issues
- Shyness and anxiety in group situations
- Difficulty hearing
- Visual impairment

If there is anything that could impact your course or assessment work that you would like us to be aware of, please let us know before your course begins.

In order to take your requirements into consideration when marking your assessment work, we must have received notification of any special requirements before you submit your assessment work.

The fastest way to let us know about any requirements you have is to contact your customer service representative by email or phone.

Your customer service representative will record your request and ensure that the course tutor and your QQI assessor is made aware of the requirement.

As requirements differ, your customer service representative will advise on how we can accommodate your specific request.

6.4 continued on next page...

At any time during your training and assessment process with us, you can contact your customer service representative with questions about your request relating to your time on our training course.

Following training, if you have any questions regarding your request that relate to your assessment, please contact our Assessments Team via email at assessments@professionaldevelopment.ie.

Although we make every reasonable effort to accommodate each request, we cannot guarantee the facilitation of a request until we have reviewed the requirements and assessed whether we can provide adequate support.

A full outline of this policy is publicly available on the Professional Development website.

<https://www.professionaldevelopment.ie/reasonable-accommodation-policy>

6.5 Plagiarism

Plagiarism is unacceptable and must be avoided. If you are in any doubt as to what constitutes Plagiarism please consult the Professional Development guidance note on referencing entitled “Guidelines for Referencing and Bibliography”, which is made available to all Learners.

Your assessment(s) will be either severely marked down or receive no marks if there is reasonable evidence to suspect that you have plagiarised third party content and passed it off as your own.

6.6 Deadline for submission of assessments

You will be given clear instructions as to the deadline for submission of your written assessment.

Failure to adhere to this deadline may result in delays in receiving your QQI certificate and / or could result in your assessment being rejected for grading if an extension is not granted (please refer 6.6 below).

6.7 Skills Demonstration Video

As part of your assessment procedure, you may be required to complete a skills demonstration that will be recorded using a video camcorder. The video is solely to provide documentary evidence to justify your grade. It is required by QQI as part of their quality assurance and authentication process.

Your trainer will mark your Skills Demonstration, which will then go through our Grading Process (refer 7.0 Grading Process).

By attending the course, you are giving us your consent to record you on video. Please note that if you subsequently withdraw your consent you will not be eligible for certification and we cannot submit your grade to QQI.

We will securely hold your skills demonstration video and once your grade has been finalised and you are certified by QQI (if successful) we will arrange upon request for an electronic copy of your video to be shared with you securely using a secure Dropbox folder.

For operational reasons we cannot arrange for it to be couriered or sent through registered post. If you wish you can arrange to collect a CD of your video from our Head Office.

6.8 Requests for an Extension

An extension of your deadline for submitting your written assessments (“Extension”) will only be given in extenuating circumstances (family bereavement, illness) and at the discretion of Professional Development. Any Extension to your deadline must be adhered to.

We reserve the right, at our absolute discretion, to request documentary proof (letter from a G.P. or Consultant) of the need for an Extension.

Any request for an extension of deadline must be made in writing by email to assessments@professionaldevelopment.ie. Only one Extension can be requested, and failure to submit your assessments on or before the Extension deadline will result in you being ineligible for certification.

6.9 Submission of Assessment Work

All assessment work must be submitted in electronic format only. All assessments must be submitted by email to assessments@professionaldevelopment.ie (refer to 6.10).

We cannot accept assessments in hard copy format. Please do not post your assessment to us. Any assessments received in hard copy format will be returned to you ungraded.

6.10 Withdrawal of Assessment Work

It is your responsibility to ensure that the correct / final version of your assessment work is submitted for grading. The version of the assessment submitted by you will be the one we grade. You cannot subsequently change the assessment work unless the assessment work has not yet been graded, and the deadline for submission has not expired at the time of your request to replace / upgrade your assessment with an updated version.

Once your assessment work has been submitted for grading you cannot decide to withdraw the assessment. By submitting your assessment(s) you accept to be bound by the grade, subject to any appeal (refer 11.0 regarding Appeals).

If your assessment grade results in your receiving a fail grade, you will be notified and given the option to resubmit (refer 9.0 regarding fail grades). You will be given a deadline within which you must either resubmit your work or request an appeal otherwise your fail grade will automatically be deemed final. If you receive a fail grade and decide neither to appeal your grade nor to re-submit your assessment (if you fail), your fail grade will be deemed final. We do not submit fail grades to QQI.

6.11 File Format of Assessments

Your assessment work must be prepared in electronic format and must be saved as an Adobe Acrobat file (PDF file). We will accept one file per assessment technique (Learner Record, Project, Assignment etc.).

Please include your Delegate number (D-xxxx) along with your assessment so that we can ensure your delegate record is updated in a timely manner.

6.11 continued on next page...

Your assessment file must include all appendices, bibliographies etc. as a single file. Failure to adhere to this format may result in your assessment work being rejected. We cannot accept assessments in any other format (handwritten, traditional typed scripts, or Audio files such as Dictaphone).

Please do not include your PPSN or date of birth along with your assessment, either in the body of the assessment submitted by you or in the covering email.

If you do, we will have to reject the assessment for Data Protection reasons. PPSN and date of birth details should be submitted to us separately. Storage and access to this Personal Data is strictly controlled in accordance with our Data Protection Policy.

6.12 Partial Submission of Assessment Work

You must submit all elements of the written assessment work. If you do not submit all written assessments, you will be ineligible for certification.

This is also the case if you are unsuccessful in your initial attempt and have been asked to re-submit your assessment. You must re-submit all elements of the assessments at the same time, whether or not you have made any changes to either part. Failure to submit all elements will deem you ineligible for grading and your initial fail grade will stand.

6.13 Cut-off for Submission of Assessment Work

There are cut-off dates in place for 2021 / 2022 for submission of assessment work for grading and subsequent submission of grades for certification. Please refer to Appendix 2 for further details.

7.0 GRADING PROCESS

Once all written assessment work has been received, it will be sent forward for grading by a QOI Assessor retained by us.

The Assessor will grade your written assessment, and all assessment work (written assessments and skills demonstration where applicable) will go through the following authentication process before the grade is deemed final (subject to appeal):

1. Internal Verification (IV)
2. External Authentication (EA)
3. Results Approval Panel (RAP)

7.1 Internal Verification of Grades

All grades must go through an Internal Verification (IV) Process.

As part of this process, grades are sample checked using QOI approved procedures with particular attention to Learners with grades on the cusp (+/-5%) of a grade band. Once internally verified, they are sent forward.

Persons independent of grading process complete the IV. These individuals are employees of Professional Development and their role is primarily a quality assurance one. They are not involved in grading.

7.2 External Authentication

Once grades have been through IV, they may be reviewed by an External Authenticator (EA). An External Authenticator (EA) is appointed for some but not all certification periods in order to assure that there is independent, authoritative confirmation of fair and consistent assessment of Learners in accordance with national standards.

The EA sample checks the grades being put forward for certification and similar to the IV, sample checks a number (based on QOI guidelines) to ensure grading is consistent and fair. This review will involve a review of all documentation submitted by the Learner that was marked in arriving at their grade (Skills Demonstration, Projects, Assessments etc.).

The EA will pay particular attention to learners with grades on the cusp of a grade change (+/- 5%). The EA may recommend a grade change. The EA will then produce a report summarising their findings and this is made available to the Results Approval Panel who have ultimate authority to approve all grades before being submitted to QQI for certification.

You cannot request a copy of the EA report as it is for internal QA purposes only and may contain reference to other learners.

7.3 Results Approval Panel

Once the grades have been through the QA process (IV and EA where relevant), the Results Approval Panel (RAP) will meet to consider the finding of the EA and discuss any grade changes.

The RAP will approve the grades, which are considered final subject to any appeal (refer 11.0 below). Only when the results have been approved by the RAP can they be disclosed to Learners (refer 10.0 below for further details).

8.0 QQI GRADE BANDS

The following grade bands apply to all QQI validated courses.

GRADE	% MARKS
Fail	Less than 50%
Pass	From 50% to 64% inclusive
Merit	From 65% to 79% inclusive
Distinction	80% or more

Once your grade is final, your QQI certificate (once printed) will record your grade. It will not refer to your % marks.

We do not submit fail grades for notification. If you achieve an initial fail grade, you will receive a notification from us and you will be allowed one further opportunity to re-submit your assessment(s) for grading subject to certain strict conditions (refer 9.0 below for further details).

9.0 FAIL GRADES

If, during the grading process, we become aware that you have not achieved a minimum of pass grade (i.e. you have failed), you will be notified by email from assessments@professionaldevelopment.ie (“Initial Fail Grade Notification”). You will receive an official letter from us by email notifying you of your grade. You will not be notified by either phone call or text as we must be consistent in the information provided to all Learners.

As per clause 3.4 above, please ensure you actively monitor your email for any communications from us regarding you grade and/or assessments. Please deal with these emails promptly to ensure you do not miss any deadlines for re-submission, appeal etc.

We do not submit fail grades to QQI.

9.1 Feedback for Fail Grades

As part of your Fail Grade Notification, you will receive high level feedback on where you lost marks and general areas for improvement.

This feedback is intended to help you identify areas where you can focus your efforts to improve your grade and achieve a pass. You will also receive a breakdown of your marks for each assessment technique and a copy of your completed marking sheet.

9.2 Fail Grades - Deadline for Resubmitting Assessments

If you have achieved an initial fail grade and choose to re-submit your assessment, you will be given a deadline of 28 days (4 weeks) from the date that the fail grade notification email is sent to you.

If you do not re-submit (to assessments@professionaldevelopment.ie) within this deadline we reserve the right, at our absolute discretion, to refuse to accept the resubmitted assessment for re-grading.

It is your responsibility to ensure you adhere to this deadline. You will not be prompted by phone, text, or email before, on, or after the expiry of this deadline.

9.3 Re-submitting Assessments

All elements of the re-submitted written assessment work must be submitted by you in order to be assessed fully and given a grade by the assessor. This applies whether or not you have made any changes to any of the written assessments. We strongly urge you to take the opportunity to review and amend all written assessments, taking into consideration the feedback provided. This will maximise your chances of being successful in your resubmission.

9.4 Appeal of Fail Grades

If you receive a Fail Grade Notification, either for your initial assessment or your re-submitted assessment, you may if you wish appeal the grade. Please refer to 11.0 below for further detail on appeals.

Please note that if your appeal is unsuccessful, you cannot re-submit your assessment and you cannot re-appeal.

9.5 Grade on Re-submission & Appeals

If you choose to re-submit, please note, the maximum grade you can achieve is a Pass. There is, therefore, no benefit to you in appealing a Pass grade on re-submission.

If after you re-submit your assessments, you do not achieve a minimum of 50% (i.e., a Pass), you will receive a further Fail Grade Notification by email ("Resubmit Fail Grade Notification"). As outlined in 9.0 above you will not be notified by either phone call or text.

You may appeal your Re-submit Fail Grade (refer to Section 11.0 Appeals). Please note however, you cannot re-submit written assessments if you have already received a Re-submit Fail Grade Notification.

10.0 NOTIFICATION OF RESULTS

10.1 Provisional Notification of Results

Once the grades have been through the authentication process and have been approved by the RAP (refer 7.3 above) you will receive Provisional Notification of Results Letter by email. The letter will be sent as an email attachment from assessments@professionaldevelopment.ie. The letter will inform you of your provisional results. This will provide you with:

1. Your total % marks
2. Your grade (Distinction, Merit, or Pass) refer 8.0 above for further detail on QQI grade bands).

You will also receive a breakdown of your % marks by assessment technique (Learner Record, Written Assignment, Skills Demonstration etc.). You may appeal your grade subject to certain conditions. Please refer 11.0 below for further detail on the Appeals process.

10.2 Confirmation of details to be printed on Certificate

When we send you your Provisional Notification of Results letter (as an attachment via email), we will include your name as it appears on our records. Please check to ensure there are no spelling errors and / or the name as printed is what you would like to appear on your QQI certificate.

If we don't hear from you within 7 days of the date we send you your Provisional Grade Notification, we will assume the name is correct and this is what will be submitted to QQI for printing.

Please note there is a charge of €15 for any reprinting of certificates once they have been received by us from QQI (refer 12.0 below for further details). The postal address that appears on the letter will be the address that your certificate will be posted to. Please notify us immediately if any of the personal details we have on file for you have changed.

11.0 APPEALS

Once you receive your Provisional Notification of Results by email you may if you wish, have an opportunity to formally appeal your result. Any formal appeal must be made in writing and sent to assessments@professionaldevelopment.ie.

You cannot appeal your grade directly to QQI. They will redirect you back to Professional Development (your Provider) who is responsible for carrying out all appeals in accordance with its QQI approved quality assurance process.

11.1 Deadline for receipt of an Appeal

Any request for an appeal must be made in writing, by email, within the deadline set out in the Provisional Notification of Results, or Initial and Resubmit Fail Grade Notification.

Appeal requests must be sent to assessments@professionaldevelopment.ie.

11.2 Cost of an Appeal

The cost of a formal appeal is €125 (Appeal Fee) and must be paid at the time of submitting a formal written appeal request. The Appeal Fee may be paid by cheque, postal order, or credit / debit card over the phone.

11.3 Conduct of Appeal

We will arrange for a QQI approved External Authenticator (EA) to carry out the appeal. This individual will be appointed by us (at our absolute discretion) from a panel of QQI approved EAs. The EA will be independent of the original grading process.

The EA will conduct a full review of all documentation in relation to your grade (including relevant IV, EA, and RAP reports). They will then determine whether a re-grade is warranted. The re-grade on appeal will be final and cannot be further appealed.

11.4 Withdrawing a Request for an Appeal

Once you have submitted your request for an appeal you may, up until the appeal has been carried out, withdraw your request for an appeal.

If you choose to withdraw your request for an appeal however, your Appeal Fee will not be refunded to you.

11.5 Risk of Grade being reduced on Appeal

There is a risk that on appeal your grade will be reduced. It may also remain unchanged.

11.6 Feedback after Appeal

The EA who conducts your appeal will provide you with a copy of their report outlining the results of the appeal and their rationale. You will also be provided with a copy of your completed marking sheet.

You cannot appeal the decision of the EA on appeal. You may, however, request that QQI conduct a review of our Appeals procedures. This will not result in any change to your grade.

12.0 YOUR QQI CERTIFICATE

12.1 Certification Period

All grades (once final) are submitted to QQI for printing. We enter all grades onto the QQI certification system (QBS – Quality Based System). Every two months, QQI will lock the QBS and all grades on the system at this date will be sent forward for printing.

Please refer to **Appendix 2** for further details on important dates in 2021 / 2022 regarding the printing of certificates by QQI.

12.2 Printing of Certificates

QQI will arrange for the printing of certificates beginning the week after the close of the QBS system for grades (i.e., the week beginning after the 15th of the month.) It can take up to two weeks for all certificates to be printed.

12.3 Delivery of Certificates to Professional Development

Certificates are then couriered to our head office in Dublin on the first week of the month following.

12.4 Postage of Certificates

Certificates will only be sent by standard post through the An Post network to the postal address we have on file for you.

For operational reasons we cannot arrange for certificates to be couriered or sent through registered post.

12.5 Change of Postal Address

As per 3.5 above, it is your responsibility to ensure that we have the correct and most up to date postal address on file for you. Please notify us immediately if your postal address has changed.

12.6 Delivery of Certificates for In-Company Training

Where your employer has funded your course, either as a public course or through In-Company (on-site) training, your Employer may request that certificates are delivered directly to them. If this arrangement is in place, you will be notified by us in advance.

12.7 Risk of Loss or Damage to Certificate during Postage

All certificates are posted using special protective envelopes to minimise any damage to the certificate during postage.

All envelopes also include a return-to-sender address in the event that An Post cannot deliver the certificate to you. However, as you will appreciate, we cannot guarantee that your certificate will be delivered to you undamaged by An Post and / or returned safely to us should the envelope be undeliverable by them.

12.8 Replacement Certificates

Please note that in the event of your certificate being lost or damaged in transit it cannot be re-issued by QQI. Please refer to 12.10 below regarding obtaining a QQI Transcript of Results.

12.9 Certificate Change Request

If on receipt of your QQI certificate you identify an error with your name (for example a spelling error or your married name being used instead of your maiden surname or vice versa), please notify us immediately. You have until 7 working days after receipt of your certificate to notify us in writing of any errors. An email to assessments@professionaldevelopment.ie will suffice.

Thereafter, you will be charged a fee of €15 for a Certificate Change Request. You will need to arrange to return your certificate to us (at your expense) in order for us to arrange a new certificate to be printed with the correct details.

12.10 QQI Transcript of Results

If you have misplaced your original certificate (including those who failed to receive them safely in the post) you may if you wish, arrange for QQI to issue you with an official record (transcript) of all QQI certificates and components achieved by you to date including grades, (“Record of Awards”). Please note this is not a replacement certificate(s).

You will need to contact QQI directly to arrange this. We have included a copy of the application form in Appendix 1 of this handbook. QQI will charge you a fee of €15. **You will also need to include a copy of your proof of ID (driver’s license or passport)**. The fee must be by way of cheque or postal order / money order and made payable to QQI. Do not send cash. All applications must be made in writing and must include the appropriate fee.

On receipt of a completed application and payment of the appropriate fee QQI will arrange for a hard copy of your statement of results to be posted to you. Please note that in filling out the application in Appendix 1, our “Centre Name” is Professional Development, and our “Centre Number” is 38038N.

Alternatively, you may contact us, and we can arrange for the transcript of results on your behalf. You do not need to provide us with proof of ID, but you will need to provide us with your PPS number and date of birth. Although you may have provided us with this information in the past, we do not retain this information once you have been submitted to QQI and you have received your certificate.

We will arrange for either a soft copy of your Statement of Results to be emailed to you, or for a hard copy to be posted to you. You will still need to pay the fee, but it will be payable to Professional Development in lieu of QQI. Please contact our office for further details.

13.0 Appendix 1 – Application Form for Record of Awards



QQI
Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cálíochtaí Éireann

APPLICATION FORM FOR RECORD OF AWARDS

This form may be used for learners who have misplaced their original certificate. It is important to note that QQI will not reissue the certificate but an official record (transcript) of all FET awards achieved by the learner to date.

Please complete and return to the address listed below with a cheque / postal order / money order for €15.00 made payable to QQI. (Please do not send cash)

Forename:	
Surname:	
Date of Birth:	
PPS Number or Exam Number	
Address:	
Contact Number:	
Email address	
Centre / College where course completed: (if known)	
Centre Number: (if known)	
Call Reference No. (if relevant)	

Completed forms with fee to be posted to:

**Record of Awards
Awards & Certification
QQI
26-27 Denzille Lane
Dublin 2**

Office Use only:

Date Received:	
Fee Received (Y/N)?	

A printable copy of this form can be downloaded from the QQI website:

<https://qhelp.qqi.ie/learners/fet-replacement-certificate/>

14.0 Appendix 2 – Important Cut-off Dates for 2023

QQI will only print certificates six times during 2020 in February, April, June, August, October, and December respectively (“QQI Certification Periods”).

To be eligible for inclusion in a QQI Certification Period all Learner assessments must be submitted, corrected, and must have been through the QQI quality assurance process (IV, EA and RAP - refer 7.0 above for further details). This process can take a number of weeks.

Therefore, the following cut-off dates will apply during 2023 / 2024. If an assessment is received before these dates, the overall grade (once the assessment is graded and a minimum of a pass grade achieved) will be put forward in the next QQI certification period. In order to be submitted to QQI for certification (assuming you are eligible) your assessment will need to be received by email (to assessments@professionaldevelopment.ie) before the following cut-off off dates.

Cut-off date for Receipt of Written Assessment(s)	QQI Certification Periods	Date of Receipt of Certificates from QQI
2 January 2023	12 February 2023	10 March 2023
2 March 2023	12 April 2023	10 May 2023
2 May 2023	12 June 2023	10 July 2023
2 July 2023	12 August 2023	10 September 2023
2 September 2023	12 October 2023	10 November 2023
2 November 2023	12 December 2023	10 January 2024

If your assessment is received after the above cut-off dates it will be submitted to QQI for certification in the subsequent certification period.

How does this work?

Example 1 – I submit my assessment on 14 February 2023. When can I expect to receive my certificate?

Answer 1 – Your assessment is received after the January cut-off, so it will not be submitted in the February period (12 February). The next QQI certification period is 12 April and the cut-off for receipt of assessments is 2 March. Therefore, (assuming you achieve a minimum of a pass grade) your grade will be submitted to QQI in the April period, and you should receive your QQI parchment in early May 2023.

Example 2 – I submit my assessment on 1 July 2023. When can I expect to receive my certificate?

Answer 2 – Your assessment is submitted just before the 2 July 2023 cut-off, so your grade (assuming it is a minimum of a pass) will be submitted to QQI in the August certification period in August. You should receive your QQI parchment in early September 2023.