

Table of Contents

1. Background.....	2
1.1 Purpose of this guide	2
1.2 Relevant documentation	2
2. Overview of Re-Engagement Process.....	3
2.1 Principles of the process	3
2.2 QQL's responsibility.	3
2.3 Provider's responsibility	3
3. Process Outline.....	4
3.1 Full Process	4
3.2 How will the pilot process differ?	5
4. Outcomes of Re-Engagement Process	6
4.1 Successful outcome - Approval	6
4.2 Unsuccessful outcome - Non approval, with recommendations	6
4.3 Unsuccessful outcome - Refusal to approve	6
5. Timelines	7
6. Submitting an Application.....	7
A. The Application Form	7
B. Self-Assessment Report	14
C. Draft Quality Assurance Procedures	17
D. Payment of Fees	18
E. Process Flowchart	189

1. Background

Quality and Qualifications Ireland (QQI) has a comprehensive range of responsibilities for external quality assurance (QA) and for qualifications in Irish further and higher education and training.

QQI's predecessor agencies (the Further Education and Training Awards Council (FETAC), the Higher Education and Training Awards Council (HETAC), the National Qualifications Authority of Ireland (NQA) and the Irish Universities Quality Board (IUQB)) engaged with a wide range and type of providers of education and training. Section 84 of the [Qualifications and Quality Assurance \(Education and Training\) Act 2012](#) provides for the continuity of quality assurance services and awards for these legacy providers.

Re-engagement for each provider will be a one-off process to establish:

- (i) QA procedures approved by QQI in accordance with either Section 29 or 30 of the 2012 Act and
- (ii) its scope of provision i.e. the range of programmes for which its quality assurance procedures and organisational capacity are deemed appropriate and within which future applications for programme validation can be made.

QQI will, through re-engagement, recognise the work done in developing and implementing QA processes in the past while ensuring a sound statutory basis for future QA development and enhancement.

1.1 Purpose of this guide

This guide to the application process will give providers of education and training who already have programmes validated by QQI, HETAC or FETAC, information on the process that will be used by QQI to evaluate their quality assurance procedures in regard to QQI Guidelines and the provider's own organisational capacity.

Part 1 of the guide gives an overview of the process.

Part 2 of the guide is to assist applicants to:

- prepare and present draft Quality Assurance procedures
- carry out and report on a self-assessment of organisational capacity and quality assurance procedures
- complete the application form

1.2 Relevant documentation

A range of essential and supporting documentation is available to providers - policies and guidelines that will support applicants to meet the requirements of QQI.

Providers currently offering programmes leading to *further education and training awards* at NFQ Levels 1-6 should use the following set of documents to self-assess their capacity to meet QQI criteria, develop their quality assurance system in line with current QQI guidelines. The documents can be downloaded from the QQI website at [What we Do, Review Providers of Education and Training\Reengagement with Legacy Providers](#).

- Reengagement Application Guide (this document)
- [Core Quality Assurance Guidelines](#)
- Application Form
- Self-Assessment Checklist
- Self-Assessment Report

2. Overview of Re-Engagement Process

This overview of the reengagement process includes information on the role and responsibilities of QQI and of an applicant and timelines for completing the process.

2.1 Principles of the process

The process is underpinned by the following principles:

- **Value:** it is intended that providers will find that the process is of value and assistance to them in the further development of their quality assurance capacity.
- **Context and proportionality** – provider applications will be considered in light of their scale and current scope of provision. A one size fits all paradigm will not apply.
- **Fairness and Consistency:** the process will be subject to QQI's governance processes.
- **Confidentiality** - QQI will treat all the information provided by an applicant as confidential in accordance with its Data Protection policy.

Note - QQI is subject to Freedom of Information legislation

2.2 QQI's responsibility.

QQI will

- provide briefings and will publish information and guidance on the reengagement process.
- notify providers of timelines with which they must make application to re-engage.
- use information available regarding a provider's validated programmes and will make this information available to the provider to use in its application.
- reserve the right to seek additional information from applicants that it considers relevant to an application.
- take account of the variety of education and training providers and their many operating contexts. The approach of QQI to evaluation of each application will be proportionate to the provider's operating context.
- Use experienced persons to carry out site visits and produce reports.
- Seek feedback from providers on their experience with a view to process improvement.

2.3 Provider's responsibility

The provider will

- submit an application form together with (i) supporting evidence of organisational capacity and (ii) statistical data on currently validated programmes.
- Conduct a gap analysis between existing QA procedures and systems against current QQI guidelines.
- Using the findings of the gap analysis, develop / amend QA procedures as required.
- submit a self-assessment report.
- submit draft quality assurance procedures which have been developed to have regard to QQI's [Core Quality Assurance Guidelines](#) and [Sector-specific Guidelines for Independent and Private Providers](#).
- participate in a panel meeting.
- provide feedback to QQI on the process and how it may be improved.

3. Process Outline

3.1 Full Process

The following are the steps for the process: (Ref. Process Flowchart on page 19)

1. The provider will review its quality assurance structures and procedures against current QQI guidelines and will amend / develop the systems and documentation as required and appropriate.
2. A provider will be invited or may volunteer to make an application to re-engage. The date of a site visit will be agreed with the provider so as to allow a reasonable time for preparation.
3. QQI will send the provider
 - a. electronic reports relating to the validation and certification of its programmes.
 - b. A spreadsheet listing the provider's validated programmes. The provider is asked use the spreadsheet to provide statistical data on each programme to be submitted with the application form.
4. Using this guide and the QQI application form, the provider will compile and document the evidence required to demonstrate its continued capacity to deliver QQI validated programmes.
5. The provider will carry out a self-assessment of its application documentation and quality assurance procedures using the checklist and report templates provided.
6. The provider will make an application to QQI comprising:
 - a. Completed Application Form
 - b. Supporting documentation and programmes statistics
 - c. Self-Assessment Report
 - d. Draft Quality Assurance Procedures
 - e. Fee
7. QQI will acknowledge and record receipt of the application and will screen it for completeness.
8. QQI will confirm a date for the panel meeting with the provider. It is expected that the majority of such meetings will be at the provider base.
9. A panel meeting will be carried out by experienced QQI executive staff and / or independent expert(s). This site visit will entail a discussion between the panel and senior provider staff about the documentation supplied. The aim of the discussion will be to evaluate the appropriateness of the provider's draft quality assurance procedures with reference to:
 - a. QQI QA Guidelines
 - b. Provider context and capacity
 - c. Provider validated programmes
10. Following the site visit, the panel will produce a report which will have one of the following possible recommendations:
 - a. Approval of QA procedures together with a specified scope of provision.
 - b. Non Approval of QA Procedures but with recommendations.
 - c. Non Approval of QA Procedures.(for details of what these outcomes mean in practice, see section 4 below)
11. The Report will be sent to the provider for a factual accuracy check and observations.
12. The Report will be brought to QQI's Programmes and Awards Executive Committee (PAEC) for decision. This committee is part of QQI's corporate governance.

13. QQI will notify the provider of the PAEC's decision.
14. A provider may appeal a PAEC decision not to approve the provider's quality assurance procedures using the statutory appeal process.
15. QQI will publish the PAEC's decisions and the associated reports.
16. Providers whose quality assurance procedures are approved will publish the procedures.

3.2 How will the pilot process differ?

The pilot process will differ from the full process in a significant number of areas:

- There will be no fee
- QQI staff, rather than invited experts, will do the majority of site visits
- While the report will go to the PAEC for consideration, the PAEC will not take a final decision on approval.
- The process and instruments used in the pilot may be revised for the full process.
- Participating providers will have priority when the full process is opened.

4. Outcomes of Re-Engagement Process

The possible outcomes of the process are determined by the 2012 Act.

2012 Act para.30 deals with the outcome of the evaluation of QA procedures as follows:

(2) Upon consideration of the proposed procedures submitted to it under subsection (1), the Authority may

(a) approve the proposed procedures,

(b) refuse to approve the proposed procedures but make such recommendations to the provider as it thinks appropriate,

or

(c) in accordance with section 31, refuse to approve the proposed procedures.

4.1 Successful outcome - Approval

If the provider's QA Procedures are approved as part of the re-engagement process, it may continue to submit programmes for validation within the limits of its approved scope of provision.

4.2 Unsuccessful outcome - Non approval, with recommendations

Applicants who are refused approval but with recommendations made by QQI, may resubmit their revised QA policies and procedures and additional evidence requested to demonstrate their capacity to meet the QA criteria by a date specified by QQI after the outcome has been notified to them. All the recommendations of QQI must be implemented in the resubmission. There is no fee charged for a resubmission. Where practicable the same panel which carried out the original evaluation will evaluate the resubmission and make a recommendation to QQI. The outcome of that evaluation will be final i.e. Approval or Non Approval.

Pending a resubmission, the provider may continue to offer its currently validated programmes but should not submit for new validation beyond its existing scope of provision.

4.3 Unsuccessful outcome - Refusal to approve

Providers who are refused approval of their draft QA procedures and who fail to demonstrate their capacity to meet the QA criteria will be notified in writing and the reasons given for the refusal. Such providers may not make any further applications for validation.

A decision to refuse to approve quality assurance procedures may be appealed by the provider.

The implications of a decision to refuse approval of a provider's quality assurance procedures are as follows:

- the provider will not be able to submit new programmes for validation
- the provider would be subject to a review of the effectiveness of its quality assurance procedures. This is a separate process to an evaluation of its draft procedures.

5. Timelines

Providers will be given a date by which an application for re-engagement should be made.

It is anticipated that Reengagement will take a maximum of 25 weeks from the date a complete application is received.

6. Submitting an Application

9.1 What makes up an application?

A completed application is made up of the following:

- A Completed Application Form together with the documentation required to support the questions asked in the application form.
- B Draft Quality Assurance Procedures.
- C Self-Assessment Report.
- D Payment of the appropriate fee.

All four elements listed above are required for an application to be deemed complete.

A. The Application Form

The guide should be read in conjunction with the Application Form, which is in 5 Sections:

- Section 1 Applicant Details
- Section 2 Ownership, management structure and control of the entity
- Section 3 Financial viability and resources
- Section 4 Details and quality assurance of current validated programmes
- Section 5 Statutory Declaration

The application form should be completed electronically.

Section 1 Applicant Details

1.1 Name of legal entity applying

Note that the name of the legal entity may differ from the trading name(s).

1.2 Type of Legal Entity

The applicant shall be a clearly identifiable legal entity having rights and responsibilities under law, whether as a company, sole trader, partnership etc. properly constituted and registered, where appropriate, in accordance with the requirements of the Registrar of Companies, the Irish Revenue Commissioners and other relevant regulatory authorities.

Common types of legal entities are listed in the table below. Applicants must submit the appropriate evidence requested in the table below.

(Please note that further information/documents may be required in any given case).

Type of legal entity	<p>Documentation that must be attached to all Application Forms</p> <ul style="list-style-type: none"> • Evidence of Registration with the National Vetting Bureau of An Garda Síochána (if applicable) • Evidence of Registration of Business Name(s) (RBN1s) for each trading name intended to be used by the applicant. <p>Please note that all documents must be certified by the issuing Authority or certified as a true copy by the Applicant's solicitor/accountant.</p>
Limited company	<p>Copy of Certificate of Incorporation Current Memorandum and Articles of Association Current Company Printout from Companies Registration Office Ireland (CRO)</p>
Sole trader	<p>Copy of passport</p>
Partnership	<p>Copy of Partnership Agreement Certified list of all current partners</p>
Other	<p>If none of the above, please supply full details of the legal status of the applicant entity with copies of supporting documentation.</p>

1.3 Company Registration Number (CRO)

- This is a unique number given to all companies registered with the Irish Companies Registration Office.

1.4 Registered business/trading name(s)

- An entity may have more than one registered business/trading name(s). List all registered business/trading name(s) the entity intends using. Indicate the business/trading name(s) that will be used when offering specific programmes leading to QQI awards.

1.5 List of registered domain name(s) and website addresses

- List all registered internet domain name(s) and website addresses.

1.6 Address of applicant's parent company/organisation, if appropriate

- Address and details of parent company/organisation to include a contact at that location.

1.7 Principal place of business of applicant (if different from parent company address)

- Some applicants will have other locations from where business is conducted apart from the head office. If there are a number of locations, please amend the form to reflect additional locations.

1.8 Existing operations *within* Ireland

- QQI requires information about whether an applicant has business operations within Ireland and a brief description of the nature of those operations.

1.9 Existing operations *outside* Ireland

- QQI requires information about whether an applicant has business operations outside Ireland and a brief description of the nature of those operations and in what countries.

1.10 Education and training as a principal function

- QQI's criteria for access to programme validation requires applicants to have education and training as a principal function. Education and training is carried out in a range of contexts - there are providers whose sole purpose it is and there are others who have education and training as a key part of their operations e.g. hospitals.
- Many employers provide training for their staff. In some cases, they outsource the delivery of that training because it is not a principal function. In other cases, they consider that training and education is a principal function.
- QQI will determine an applicant's principal function based on the evidence that is publically available (website, advertising material, strategic plan, annual reports). If applicants believe that what is publically available to meet this criterion is not sufficient, they should submit relevant documentation in support of their position.

1.11 Contact details for enquiries on the application for re-engagement

- QQI requires contact details of a person who has the authority to liaise with QQI throughout the application process. The nominated person should be familiar with the application submitted and be in a position to respond to requests for clarification and/or information.

1.12 Compliance Statement

- QQI requires applicants to comply with all applicable law and regulation in Ireland. This is also a requirement if an applicant is operating in other jurisdictions. Examples include (but are not limited to) relevant legislation relating to financial management, equal opportunities, employment and health and safety.

Section 2 Ownership, Management Structure and Control of the Entity

2.1 Details of all persons who own/are the legal entity applying for initial validation of QQI awards

QQI requires full disclosure of all persons who own/have a shareholding or a significant interest in the entity. These details should align with the details available from the Companies Registration Office. QQI is also seeking information on the extent of the involvement/role of the owner in relation to education and training provision.

The owner may, in some cases, be one of the key personnel/executive and responsible for many aspects of the entity's operations. In other cases, the owner(s) takes no part.

If there are more than three owners/shareholders, additional sections may be added. The purpose of this section is to provide QQI with accurate information regarding the ownership and management profile of the applicant provider.

2.2 Details of influential non-owners of the legal entity applying for initial validation

QQI is using the expression 'influential non owners' to reflect the variety of roles that could exist in an entity that will influence aspects of the education and training provision.

Key personnel/executive, such as chief executive/director of studies/senior trainer/registrar, should be detailed here as should consultants working with the applicant.

If there are more than three influential persons within the organisation, please add his/her/their details.

2.3 Organisation Chart

Attach an organisation chart for the entity. The chart must show the organisation structure, hierarchy of key personnel/executive (including names of current incumbents) and reporting relationships.

2.4 Declaration

The applicant entity should satisfy itself that it is in a position to give confirmation in respect of all owners or influential non owners.

2.5 Details of 3rd party collaborations and partnerships

QQI requires details on any relevant 3rd party collaborations and partnerships that will impact on any element of the education and training provided by the applicant. For example, another provider with specific technical expertise/equipment may be contracted to provide elements of a programme.

Section 3 Financial Viability and Resources

3.1 Financial Resources

Applicants proposing to offer education and training programmes that QQI will validate must provide assurances to QQI that it has the necessary financial resources to sustain the programme delivery it is proposing. Financial resources can come from private or public sources. In some cases, it can be a mixture of both.

Applicants are required to provide sufficient documentation to QQI to establish their financial viability. One of the following should be submitted:

- Letter from the applicant provider's auditors, who must be members of and in addition be authorised to act as auditors under the Companies Acts by one of the Recognised Accountancy bodies that have been granted recognition for the purposes of section 187 of the Companies Act, 1990 (i.e. recognition to bodies of accountants for audit purposes) by the Irish Auditing and Accounting Supervisory Authority (IAASA), confirming that the applicant has audited accounts signed off for the last three financial years and is in conformance with Irish company law.
QQI reserves the right to request copies of the last three years audited accounts where it is deemed appropriate.
- Applicants not in a position to have three years accounts available, e.g. a new entity, must furnish whatever audited financial statements it has in place along with a letter of confirmation from its auditors.
- Confirmation from funding organisation(s) giving details of the funding arrangements.

If funding provided is from a public source for example, an ETB, SOLAS, the Department of Justice, Enterprise Ireland and others, QQI may engage with the relevant funding authority in the context of the provider's application.

3.2 Public Liability Insurance Details

QQI require that providers have in place adequate public liability insurance in respect of their operations. A copy of the policy must be provided.

3.3 Current Tax Clearance Certificate

Please attach copy of current certificate. Applications from applicants that cannot produce a current tax clearance certificate will not be processed.

Section 4 Current Validated programmes – Scope of Provision

4.1. Quality Assurance System

In this section of the application form, you are asked to provide a description of what you understand the purpose of your quality assurance system to be and to summarise, in text and with supporting diagram, how it works as an overall system.

4.2 Current Validated Programmes leading to QQI awards

The scope of provision currently validated for a provider determines the boundary within which the approval of quality assurance will apply and future applications for programme validation may be made. The education and training sector has a wide variety of providers whose scope of provision ranges from, for example, a number of component awards at Level 4 in one field of learning to a provider offering a number of award classes across Levels 5 to 9.

The evaluation of a provider's capacity and QA procedures by QQI will relate to the context of each provider. The scope of the provision held by a provider is a critical element in determining QQI's approach.

A provider that in the future wishes to validate programmes in a different field of learning or at a different level will be required to submit evidence of its capacity to do so.

The details listed below relating to each programme already validated by QQI should be given using the spreadsheet supplied by QQI:

- **Minimum number of learners** required to run the programme.
- **Maximum number of learners** to start the programme at one time.
- **Number of Intakes per Year:** i.e. Maximum number of instances of the programme offered per year.
- **Total learner enrolment** to date: total number of learners who started the programme since validation.
- **Completion rate for the programme** i.e. percentage of total learner enrolment which have achieved the target QQI award for the programme.
- **Non-completion rate** for the programme i.e. percentage of total learner enrolment which did not complete the programme or did not achieve any QQI award from the programme.
- **Progression Rate Y1, Y2, Y3:** for programmes greater than one year in length, indicate the percentage of students who progress from one year to the next.

You are then asked to comment on the last statistics relating to completion and, if relevant, progression. You should address:

- Are these figures available to you?
- Are there lessons to be learnt from these figures?
- Are the findings of your monitoring and evaluation processes useful and do they align with the statistics?

4.3 Validated Programmes not being delivered

- List the programmes which you have had validated which you have not offered or which you no longer offer.

4.4 Sites where programmes will be provided

Many providers offer programmes from their own premises (owned or leased). In other cases, programmes are delivered in client sites, leased locations, remotely, on-line etc.

In cases where applicants do not provide programmes in their own or leased premises, it may not be possible to provide specific site details. In these cases, applicants are expected to have criteria that are used to assess the appropriateness of suitable sites e.g. size, facilities, safety standards etc.

4.5 Other Awards

In this section you are asked to give information on your programmes, if any, which are accredited by other awarding bodies.

Section 5 Statutory Declaration

QQI requires all applicants to complete a statutory declaration confirming that all the information supplied in the application form is accurate.

B. Self-Assessment Report

Introduction

This section provides guidelines on preparing a provider self-assessment as part of an application under [“Policy and Criteria for Provider Access to Initial Validation of Programmes Leading to QQI Awards 2013”](#).

Before starting its self-assessment, an applicant must ensure that it understands the requirements of QQI policy together with applicable policies and guidelines. The core documentation to reference when preparing a self-assessment for the provision of further and higher education and training awards is set out in paragraph 1.2 of this Guide.

Careful consideration of all policies and criteria (including - programme validation policy and criteria associated with stage 2) will enable applicants to prepare and present their self-assessment successfully.

The self-assessment will be used to assess the capacity of each applicant to offer the programmes it wishes to validate. This will form part of the discussion with the Quality and Capacity Evaluation Panel meeting with the applicant.

The Self-assessment process

What is a self-assessment?

A self-assessment is an analysis/review by the provider of its documentation in order to assess

- (i) how well the provider meets and/or plans to meet the QQI criteria.
- (ii) the quality assurance procedures relative to the relevant QQI quality assurance guidelines.

In order to assure itself of the readiness of the documentation, a provider is advised to complete a self-assessment checklist in advance of making an application. This does not have to be submitted to QQI and is to be used by the provider for its own purposes. It contains questions which are not meant to replace the guidelines but are intended to prompt the provider to think about what does the guideline mean in practice.

When the provider has satisfied itself that its application is ready, it is required to complete a self-assessment report to be included as part of the application. The self-assessment report is a key part of the provider submission for evaluation.

Why is it needed?

The purpose of the self-assessment report is to enable the provider to clarify their background, plans and context and to demonstrate that it can meet QQI criteria. The self-assessment report must indicate to QQI that the applicant has the capacity to be a sustainable provider of programmes leading to QQI awards and that its quality assurance procedures can be approved.

In addition, it should confirm for QQI screening purposes that the relevant QQI Guidelines have been incorporated into the provider's quality assurance procedures. It also provides an opportunity for the provider to summarise how these procedures will work in practice.

How does the applicant prepare a self-assessment report?

A report template is provided. It has separate sections addressing the capacity criteria and the quality assurance procedures.

One purpose of the information provided is to enable QQI to screen the documentation provided to ensure all that is required is supplied and can be identified.

The other purpose is to enable the provider to explain for the panel and others the context in which it is operating and how the criteria and procedures are relevant or not to that context.

What are the expectations of QQI for the self-assessment report?

- Every self-assessment report will be unique.

It is expected that each provider will have unique responses to the criteria and their own approach to quality assurance. Applicants should be candid about any perceived weaknesses or improvements required.

- Provider context is crucial.

Each application will be considered in the context of the provider scale and the scope of access sought and the application should reflect this.

- A self- assessment will analyse the strengths and weaknesses of a provider.

It is important to note that quality assurance requirements demand that applicants have the capacity to identify weaknesses, diagnose their causes and formulate improvement strategies.

The ability of the provider to monitor and identify improvements is core and the capacity of a provider to recognise and confront problems is essential for developing and maintaining high quality procedures.

What does the applicant do to prepare a self-assessment?

- Examine the criteria closely and prepare appropriate evidence of compliance.
- Develop / edit quality assurance procedures with reference to the QQI Guidelines. Procedures should be seen to be appropriate to the scale and context of the provider as well as the proposed scope of provision.
- Use the self-assessment checklist. This will involve asking a series of questions which the documentation should be able to answer and identifying what, if anything, needs to be added or improved before the application will be ready for submission. It can be useful to ask someone not involved in preparing the documentation to complete this checklist.
- Once the checklist provides confidence of the readiness of the documentation, then the self-assessment report should be completed. This will involve mapping the application documentation to (i) Capacity Criteria and (ii) QQI QA Guidelines. It will also require the provider to give a narrative overview of how the criteria are met and how the quality assurance system will work in the provider's specific context.

Providers are also advised to:

- Be precise and open.
- Be succinct and indicate what is in place using plain language to ensure third parties understand the particular context.
- Be clear about the current position; for example, describe what is in place and what is *planned* to be put in place.
- Proof read the documentation before submitting it.

How will QQI use the self-assessment in this process?

Each applicant's self-assessment report will be used to

- (i) screen the documentation.
- (ii) get a good understanding of the provider context and how its quality assurance procedures could work within that context.
- (iii) form the basis of the discussion when the provider meets the panel.

C. Evaluation by Peer Review

QQI wish to promote peer review among providers in the broad education and training sector and, after the pilot phase, will use experienced practitioners to carry out site visits and produce reports. Peer review in preparation for re-engagement i.e. in the gap analysis /self-assessment phase is also encouraged as a means of disseminating good practice.

QQI will invite and recognise voluntary participation by suitably experienced practitioners willing to share their expertise through the evaluation and reporting process.

QQI staff will take part in the pilot phase site visits with a view to refining the process and associated reporting tools.

Panel visits will take place on provider premises or in agreed alternative venues where more appropriate.

D. Draft Quality Assurance Procedures

Introduction

The 2012 Act requires QQI to approve a provider's draft Quality Assurance procedures which have been developed by a provider having had regard to QQI's guidelines.

This section provides guidance on preparing draft Quality Assurance Procedures for approval by QQI.

What has an applicant to do to present draft Quality Assurance Procedures?

An applicant must be able to demonstrate it has an effective quality assurance system, supported by comprehensive procedures, in place. This system should be documented so as to be **understood and used by the provider's staff and other stakeholders in the future**. It should be possible to map the provider's procedures to QQI's Guidelines and this should be done in the self-assessment report.

What are quality assurance policies and procedures?

In this context, a *policy* will be a statement or series of statements which set out a provider's position and commitment(s) on a particular area of education and training provision. It should show that a provider is aware of its obligations in the area and is committing to deliver on these obligations.

A *policy* will:

- be written for all stakeholders, internal and external, and will have the primary purpose of informing those who read it as to the position of the provider on a particular aspect of its role.
- set out broad parameters.
- be available to all stakeholders e.g. on a website.
- have the understanding and backing of senior management.
- inform learners of what they should expect from the provider.
- inform staff of what is expected of them.
- provide a protection and support to provider staff in carrying out their work.

A *procedure* will describe a process intended to deliver all or part of a policy commitment.

A *procedure* will:

- be written to be available and understood by the people who will be operating the process or engaging with it
- address the practicalities of the process – actions, forms, actors, timelines, information flows, records etc.
- be designed with the intention of delivering quality and consistency
- be capable of being monitored i.e. records and / or indicators will be generated which should show if the procedure is being followed and, crucially, if it is effective
- evolve over time as possible improvements are identified and implemented.

E. Payment of Fees

Applicants are required to pay the fee appropriate to their application. Full fees are the same as payable by new providers for QA Approval. Fees must be received by QQI, by electronic bank transfer only, before the assessment of the application will commence.

F. Process Flowchart

