Frequently Asked Questions

Applying

How do I apply to become an Approved Training Partner (ATP)?

If you are currently a training provider delivering either CQI courses or IRCA courses, you must submit a new signed partnership agreement. This document is an agreement that you will comply with the new criteria set by the ATP model and will submit all necessary data as required. Please contact us for further guidance.

Delivering Certified courses

How do I deliver a certified course?

When you have received Approved Training Partner status, you can then apply for course certification. Firstly, you will need to request the specification(s) of the course(s) you would like to deliver. Secondly, you will need to design the course materials based on the specification(s) and provide a delivery plan for the chosen course(s). Thirdly, you should submit required materials, which the CQI will review. The CQI and IRCA may additionally carry out an on-site observation of the course, if it is deemed necessary. Please contact us for the course certification criteria.

How long are the CQI and IRCA Certified courses?

Foundation courses are 8–16 hours in duration. Practitioner courses are 16–24 hours, and Professional courses are 24–40 hours. Please note that this is an indication of duration and actual lengths may depend on the method of delivery.

How much do the new CQI and IRCA Certified Courses cost to deliver?

Once you have received Approved Training Partner status there is no cost for having a course certified. Once you have started delivering the course, there is a small levy fee per delegate, and an annual fee per course, which will vary depending on the course level. Please refer to the fees section for more information.

What types of courses and topics can I offer?

The new CQI and IRCA Certified courses are offered on three different levels: Foundation; Practitioner and Professional. These three levels are designed to cater for all roles within organisations, including those for whom quality is not their main function. There are a wide range of topics covered in these courses that relate to all aspects of the quality profession, including audit. Please refer to our website for more information about each level.

When can I start to deliver the new CQI and IRCA Certified Courses?

Foundation and Practitioner level course specifications have been released and Professional level course specifications are due to be released in October 2016. You can start to deliver any available CQI and IRCA Certified course(s) as soon as you have received Approved Training Partner status and have received course certification. Please contact us for the course certification criteria and specifications.

Delegate data

Why does the CQI request delegate data?

Under the new partnership agreement, the CQI requests delegate data for assurance, administration, to support the levy process and for marketing purposes.

Assurance: To support the ongoing assurance of course certification, the CQI will collect delegate feedback directly from individuals who have completed a certified course.

Levy process: The CQI will invoice an ATP monthly for levy fees based on the delegate data reports.

Administration: To provide each delegate with a unique ID number and this will appear on any certificate associated with a CQI and IRCA Certified course run by an ATP.

Marketing: The only instance where the CQI will use delegate data for marketing purposes is when the CQI has obtained their consent to do so via the opt-in selection on the delegate feedback form.

What delegate data does the CQI request?

The CQI requests a number of details regarding each delegate. For the full list of data requirements, please contact us or refer to the guide, transferring to the new CQI and IRCA training model.

When do I send the delegate data?

You will be required to meet certain deadlines, depending on the delivery method of the certified course:
- **Classroom based courses** – submission of the required delegates' data within five days of the final date of the course
- **Distance learning** – submission of the required delegates' data within five working days of the delegates starting the distance learning course

How do I need to send delegate data?

You will be required to upload delegate data via the ATP portal in accordance with the agreed deadlines. This data should be uploaded to the ATP portal as an Excel CSV file.

How is the delegate data stored?

Delegate data is submitted electronically by the approved company administrator selected by the ATP via the ATP portal and stored against the ATPs record in the CQI's database. This data can only be accessed by approved company administrators and approved CQI personnel.

How do delegates give their permission to share their data with the CQI?

It is the responsibility of the ATP to ensure that their terms and conditions for delegates undertaking a CQI and IRCA certified course include notification that their details will be shared with the CQI for assurance purposes. If you would like more information on this, please contact us.

Do delegates have the option to opt-in or opt-out of communications other than mandatory course feedback?

Yes, delegates will be given the opportunity to opt-in to communications from the CQI via the delegate feedback form. If delegates choose to opt-in, they are thereby giving their permission for the CQI to contact them in relation to CQI products and services.

ATP Portal

What is the ATP portal?

The ATP portal is a system that was designed solely for the use of Approved Training Partners, that is easy to navigate and user friendly. It will enable ATPs to access files, download documents and upload information onto the CQI's database. The portal is accessible through login details that the CQI will supply when an ATP receives Approved Training Partner status. If assistance is required on using the portal, please contact us and the CQI will arrange a demonstration.

What do I use the ATP portal for?

There are a number of features on the ATP portal. Primarily it is designed as a solution to enable communication and information to flow between you and the CQI. The portal can be used to:
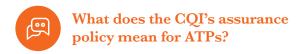
- Communicate information about your organisation:
  - » As an ATP you can add a bio about your organisation and insert URL's to your course website pages. This information will then be linked to the CQI's course directory, enabling individuals to find your courses more efficiently.
- Download documents:
  - » The portal provides you with the opportunity to access resources for the certified course(s) being delivered. These resources include course certificates, marketing collateral and course statistics.
- Upload information:
  - » The portal enables you to upload information such as delegate data onto the database. The database securely stores all information uploaded.

Assurance

What is the CQI's assurance policy?

The CQI's policy has moved to a risk-based, outcome-focused assurance policy. There is no longer a reliance on the on-site surveillance of courses; this will relieve the large costs associated with this activity. The focus is on inputs such as course design and tutor competence and outputs, including the effectiveness of course delivery and delegate satisfaction.

What does the CQI's assurance policy mean for ATPs?

For ATPs the CQI's assurance policy means that new courses will be subject to a desktop review carried out by experienced assessors, with an on-site observation required only if it is felt the level of risk requires it. For example, if it is the first course that a new training partner has submitted for certification.

In order to maintain approval, ATPs will be required to submit an annual self-assessment focusing on their management system. This will then be reviewed by assessors, with any areas of concern highlighted to the ATP, with requests for further information or corrective actions.

What does the CQI's assurance policy mean for course delegates?

For course delegates the assurance policy means the CQI will contact those individuals who have completed a certified course directly and collect their feedback. This feedback will be reviewed in conjunction with exam pass marks for the Practitioner and Professional level courses.

Fees

How do I calculate the payments with the new fee structure?

The CQI have streamlined the fee system to make it as easy as possible for you to pay. As part of this, you will be required to pay a levy fee per delegate on a monthly basis.

Annual course fees have also been streamlined; this is a single fee regardless of how many versions of a course you present and this is calculated depending on the level of the course you have chosen to run.

Fees for course certification			
	Foundation	Practitioner	Professional
Levy Fee (per delegate)	£20	£25	£30
Annual Fee (per course)	£200	£250	£300

Example

An ATP is approved to deliver the following courses:

- **Foundation level:** Introduction to problem solving
- **Practitioner level:** Managing problem solving
- **Practitioner level:** Managing quality planning

If they deliver each course three times, with 10 delegates per course they will pay the following fees:

Fees payable		
	Foundation	Practitioner
Levy Fee (total per level)	£600	£1500
Annual Fee (total per level)	£200	£500
TOTAL FEES Payable	**£2800**	

For more information on CQI and IRCA certified courses please contact trainingpartners@thecqi.org