

CQI Qualifications Learner guide



CQI Learner guide

These guidelines have been designed to keep learners informed of the assessment process and assist with their achievements with CQI.

1. LEARNER REGISTRATION	3
2. UNIT STRUCTURE.....	3
2.1 Assessment.....	3
2.2 Unit registration	3
2.3 Payments	4
3. ASSIGNMENT UNITS	4
3.1 Submission deadlines.....	4
3.2 Presentation of written work	4
3.3 Moderation.....	4
4. EXAMINATIONS.....	4
4.1 Preparing for your examination.....	4
4.2 Arriving for your examination	5
4.3 In the examination	5
4.4 Misconduct during an examination	5
4.5 Illness or other mitigating circumstances during an examination	6
4.6 Presentation of written work	6
5. CANCELLATION/ DEFERRAL POLICY.....	6
6. ASSESMENT RESULTS.....	7
6.1 Pass Grade Descriptor.....	7
6.2 Results issue.....	7
6.3 Results withdrawn	7
6.4 Result enquiries	7
7. IF YOU HAVE A DISABILITY	8
7.1 Special requirements.....	8
7.2 If you are not catered for adequately	8
8. IF YOUR FIRST LANGUAGE IS NOT ENGLISH.....	8
8.1 Welsh or Gaelic speaker	8
8.2 English as a second language.....	8
9. WITHDRAWING FROM STUDIES	8
10. CONTACTS	8
APPENDIX 1	9

1. LEARNER REGISTRATION

In order to start studying with the CQI, you need to register as a member. You will be requested to pay an annual membership fee for every year of your study. Please contact CQI Membership in order to get more information about the registration process, fees or visit our website www.thecqi.org to join the CQI.

After you have enrolled as a member of the CQI, you need to fill out an Enrolment form (ED-03) which you can obtain from your CQI education centre. In this form you will need to indicate which qualification/s you are registering.

Once you have decided which unit(s) you wish to study, you will need to register your chosen unit (s) of study with the CQI before the set deadlines. The Unit Entry form (ED-04) can be obtained from your education centre. The units are stand-alone; hence there is no requirement to submit the assignments before you can take the examination.

2. UNIT STRUCTURE

2.1 Assessment

The CQI units are assessed by an assignment/project or examination. Please find further details in Appendix 1.

Assignment units involve undertaking one summative assessment submission equivalent to between 4,000-5,000 words per module. Assignments are marked by tutors and moderated by the CQI.

CQI examinations are set by the CQI and the learners are required to take written examination which lasts up to 2.5 hrs. The CQI examinations are assessed directly by the CQI.

Unit 512 Business research is assessed by a project and can be combined with any Level 5 assignment unit which also forms part of the qualification being studied.

2.2 Unit registration

All learners need to register with the CQI for the unit(s) before assignment(s) can be submitted or exam(s) can be taken.

You will be required to complete the Unit Entry form ED-04 clearly identifying which units you wish to be entered for. This should be sent to your education centre (please check the registration arrangements and deadlines with them). CQI will not accept your assignment unless you are registered for the relevant unit.

CQI will send incomplete or unclear forms back to the centre.

All unit entry forms received after the deadline will be charged an additional late entry fee per unit. The late entry fee payer will either be the centre or the student depending on the circumstances. All late entries must be received no later than three weeks before the examination week. The CQI has the right to refuse entries after this date.

You will receive a confirmation letter from the CQI with the details of your unit(s) registration within 2-3 weeks of receiving the Unit Entry Form from your centre. You should contact your centre if you do not receive the confirmation letter. This may mean that your registration form has not been received and CQI may not accept your assignment.

2.3 Payments

When you enter for units, please ensure that your CQI membership is current and all the membership and qualification fees have been paid up, otherwise you may not receive your results.

All fees must be paid before you can register for your next unit. Please check the payment arrangements with your education centre. If you are not sure whether there are any outstanding charges on your account, please check with the CQI. Regular reminders are sent to the person/organisation nominated as a fee payer.

3. ASSIGNMENT UNITS

3.1 Submission deadlines

Assignment briefs are issued to education centres once a year in September. There are two submissions terms - January and June. The assignment briefs are valid for one academic year and submitted by your centre to the CQI in December or May. Please check the exact assignment deadlines with your centre. Your centre will set its own deadline as they mark the coursework before submitting them to the CQI.

3.2 Presentation of written work

Assignments must not be handwritten and they must follow the marking scheme structure. CQI will not accept any submitted assignment that use any sort of binders, arch lever or other plastic files. Please attach the completed Assignment Cover sheet ED-14 to the document and securely staple it. Assignments with no cover sheet attached will be returned to your education centre.

3.3 Moderation

Your assignment will be marked by your tutor and submitted to the CQI for moderation. The moderation process is there to make sure the marking is consistent within your centre and across all other CQI education centres. Please note that education centres are not allowed to give out the assignment marks to learners. The final mark depends on the decision that the Moderator makes with regards to your education centre's marking process. Your tutor will receive feedback on your centre's moderation after each round of assessment.

4. EXAMINATIONS

4.1 Preparing for your examination

When you are preparing for your examination, you should remember to get advice on examination technique and preferably some past examination papers for revision. These are available from your education centre or on the CQI website in the Members login area.

You will be sent the examination requirements for the exam, and will need to make sure that your centre provides you with the necessary equipment, stationary and other booklets or information. If you are sitting an examination at an education centre as an external candidate, you are advised to find out the location of the exam and if the equipment you need is provided.

4.2 Arriving for your examination

You should make every effort to arrive at the examination centre in good time, at least fifteen minutes before the examination is due to begin. You should take a copy of your examination entry letter so you have all the details to hand.

You will have to bring your Photographic ID with you otherwise you will not be allowed to sit the examination.

If you arrive late, but within thirty minutes of the start of the examination, you will be admitted to the examination room, however you will need to explain your lateness at the end of the examination for invigilation purposes. You will not be allowed extra time.

4.3 In the examination

The exam takes two hours and thirty minutes. You have ten minutes reading time prior to the commencement of the examination, so read all questions thoroughly and make sure you fully understand what is required by each question.

You are not allowed to make any written notes during this time. This time is given to you as an opportunity to think about which questions to answer, in what order and so on.

The answer paper will be given out after the ten minutes reading time expire. You can then start writing the answers. Any notes or planning you make should be made in the examination script and crossed out at the end of the examination.

4.4 Misconduct during an examination

The CQI insists on a very high standard of conduct in the examinations. Any misconduct is regarded as a serious matter that may warrant disciplinary action. The following offences, in particular, are likely to result in disciplinary action:

- a) Possession in the examination room of any materials other than those issued by an invigilator or authorised in this booklet. These include permitted materials that contain unauthorised annotation. Use of your own rough working paper is also prohibited.
- b) Possession of a mobile telephone on your desk.
- c) Consulting any materials outside the examination room during periods of absence while the examination is in progress.
- d) Attempting to influence an examiner or other CQI official (e.g. writing notes on your exam script).
- e) Behaviour that is considered inappropriate in an examination room or that might bring the CQI into disrepute.

The invigilator has the authority to stop the examination of any candidate suspected of such offences and if necessary confiscate any unauthorised materials and expel the candidate from the examination room. Other penalties may be imposed later.

4.5 Illness or other mitigating circumstances during an examination

If you are taken ill during an examination, please tell an invigilator immediately. If you cannot continue, you may leave the room. If you want the Examinations Board to be informed of your illness for marking purposes, you should ask the invigilator to complete the Mitigating Circumstances form ED-10. This will be sent to the CQI along with your script and presented to the Examinations Board at the Awarding Committee Meeting. The CQI may ask you to submit a medical certificate, from your doctor/hospital, in support of your submission.

If there are other circumstances that you feel have affected your performance on the day, please tell the invigilator at the end of the examination. The ED-10 form will be filled in by the invigilator and sent to the CQI with your script. Alternatively, you can send the form together with supporting evidence directly to the CQI no later than 48 hours after the examination (only in exceptional circumstances it can be submitted later). Please note that this form is only used for noting circumstances that affected you personally and not all candidates during the examination.

4.6 Presentation of written work

Unless special arrangements have been made for you, you are required to submit a legible handwritten examination script. The CQI reserves the right either not to mark a script that it considers to be illegible, or to levy a substantial charge for transcription.

Work that is crossed through in your answer book will not be marked. Work that is not crossed through is considered to be part of your answer and will be marked, even if it is rough work or an essay plan. You will not be credited with marks for the same answer twice, even if it appears both in your plan and in your answer.

5. CANCELLATION/ DEFERRAL POLICY

If you need to change/cancel your unit entry, you can only do so within seven days of receiving your CQI confirmation letter in order to transfer to the next session or change the unit entry (you can only do this once per unit). CQI cannot refund unit entry fees.

If you are not able to attend an examination due to illness, you must inform CQI in writing within 7 days of the exam date. You should also enclose supporting evidence of your illness (e.g. medical certificate). CQI will assess your request and if successful, you will have your entry transferred to the next session (providing all your fees have been paid in advance).

CQI will not accept deferrals requested for work reasons.

6. ASSESSMENT RESULTS

6.1 Pass Grade Descriptor

Unit assessments will be graded in the following categories:

0-49%	Fail
50-64%	Pass
65-79%	Merit
80% +	Distinction

Learners will get a certificate for each successfully passed unit. To be awarded a qualification learners will need to achieve a Pass or above in all the required units.

6.2 Results issue

Results are sent out within 12 weeks after the last examination date in the series. They are usually sent out at the end of March for the January exams and end of August for the June exams. The results will be sent to your correspondence address by post, so please make sure that we have your up-to-date details. The results are also sent to your Education Centre. Results CANNOT be issued via telephone or email.

6.3 Results withdrawn

Results will only be sent out once payment has been received. If you have paid and not received your results after 12 weeks have elapsed please contact CQI Education on education@thecqi.org or call 020 7245 6877.

6.4 Result enquiries

CQI offers the following options to learners:

Examination performance report from the Examiner who marked their script, this will provide them with feedback on their performance. This service is chargeable, please contact the CQI Education for the latest fees.

Appeal against the result if some part of the process leading to the issue of the result has not been carried out properly

If you are not satisfied with any aspect of the examination process, but do not want to go through the official appeal process, you should contact your education centre first to discuss the situation with them. The education centre will then contact the CQI should they need to.

7. IF YOU HAVE A DISABILITY

7.1 Special requirements

If you require additional time or facilities for your examination/assignment, your education centre should submit a Request for Alternative Assessment form ED-05. The examination paper and assignment briefs are available on audio cassettes, floppy disks, in Braille and large print. For further details on Access to Qualifications policy please contact your education centre.

7.2 If you are not catered for adequately

If you complete your examination/assignment and you feel you have not been catered for adequately, you will need to submit the Mitigating Circumstances form ED-10. For further details please contact your education centre.

8. IF YOUR FIRST LANGUAGE IS NOT ENGLISH

8.1 Welsh or Gaelic speaker

If you are a Welsh or Gaelic speaker and would like to be assessed in one of these languages, your centre has to inform the CQI no later than 8 weeks before the examination or 18 weeks before the assignment submission date.

8.2 English as a second language

You may take dictionaries (English-English only) into the examination but they will need to be checked by the invigilator before the examination commences. Only clean dictionaries i.e. containing no written notes will be allowed. Your centre does not have to apply for special permission if you want to have access to dictionaries.

9. WITHDRAWING FROM STUDIES

If you wish to permanently withdraw from your course, please inform both your education centre and the CQI in writing, giving reasons for your decision if possible. Your CQI student status will be changed to "inactive". All outstanding fees have to be paid when withdrawing from the course.

10. CONTACTS

Your first point of contact regarding all aspects of the course is via your education centre tutor or representative. Should you need to contact the CQI:

Telephone 020 7245 6877
Post: CQI Education, 12 Grosvenor Crescent, London SW1X 7EE
Email: education@thecqi.org

Please note that should your correspondence address change, you need to inform CQI Education directly.

APPENDIX 1

Qualifications and units guide

	Quality Management	Systems Management	Assuring Service & Product Quality	Managing Supply Chain Quality	Quality Improvement for	Quality Management	Quality Management
Qualification Type	C	C	C	C	C	C	D
Qualification Level	3	5	5	5	5	5	5
Qualification Credit Value	19	29	32	30	21	26	39
Number of Units	5	7	8	7	5	6	9

Level 3 Certificate in Quality Management

Unit Name	Code	Level	Credit	Assessment method	Dip Exempt
People in Quality	U301	3	3	Assignment	N
Management System Models	U302	3	4	Exam	N
Monitoring and Measuring for Quality	U303	3	3	Exam	N
Quality Management	U304	3	5	Assignment	N
Using quality to improve business performance	U305	3	4	Exam	N

Level 5 Certificate in Systems Management

Unit Name	Code	Level	Credit	Assessment method	Dip Exempt
Management Systems Audit	U306	3	4	Exam	Y
Business Research	U512	5	3	Project	Y
People in Quality	U501	5	4	Exam	Y
Management Systems Models	U502	5	5	Assignment	Y
Monitoring and Measuring for Quality	U503	5	4	Assignment	Y
Quality Management	U504	5	5	Exam	Y
Using Quality to improve Business Performance	U305	3	4	Exam	N

Level 5 Certificate in Assuring Service & Product Quality

Unit Name	Code	Level	Credit	Assessment method	Dip Exempt
Management Systems Audit	U306	3	4	Exam	Y
Business Research	U512	5	3	Project	Y
Quality Related Legislation and Regulation	U507	5	5	Assignment	Y
Quality Planning in the Product Life Cycle	U508	5	4	Assignment	Y
Monitoring and Measuring for Quality	U503	5	4	Assignment	Y
Quality Assurance	U509	5	3	Assignment	N
Quality Control	U510	5	5	Assignment	N
Using Quality to Improve Business Performance	U305	3	4	Assignment	N

Level 5 Certificate in Managing Supply Chain Quality

Unit Name	Code	Level	Credit	Assessment method	Dip Exempt
Management Systems Audit	U306	3	4	Exam	Y
People in Quality	U301	3	3	Assignment	N
Quality Related Legislation and Regulation	U507	5	5	Assignment	Y
Monitoring and Measuring for Quality	U503	5	4	Assignment	Y
Quality Control	U510	5	5	Assignment	N
Quality Management	U304	3	5	Assignment	N
Quality in the Supply Chain	U511	5	4	Assignment	N

Level 5 Certificate in Quality Improvement for Business

Unit Name	Unit	Level	Credit	Assessment method	Dip Exempt
Business Research	U512	5	3	Project	Y
People in Quality	U501	5	4	Exam	Y
Monitoring and Measuring for Quality	U503	5	4	Assignment	Y
Quality Management	U304	3	5	Assignment	N
Using Quality to Improve Business Performance	U305	3	4	Exam	Y

Level 5 Certificate in Quality Management Systems Audit

Unit Name	Unit	Level	Credit	Assessment method	Dip Exempt
Management Systems Audit	U506	5	5	Assignment	N
People in Quality	U501	5	4	Exam	Y
Management System Models	U502	5	5	Assignment	Y
Monitoring and Measuring for Quality	U303	3	3	Exam	N
Quality Management	U304	3	5	Assignment	N
Using Quality to Improve Business Performance	U305	3	4	Exam	N

Level 5 Diploma in Quality Management

Unit Name	Unit	Level	Credit	Assessment method
Management Systems Audit	U302	3	4	Exam
Business Research	U512	5	3	Project
People in Quality	U501	5	4	Exam
Quality Related Legislation and Regulation	U507	5	5	Assignment
Quality Planning in the Product Life Cycle	U508	5	4	Assignment
Management System Models	U502	5	5	Assignment
Monitoring and Measuring for Quality	U503	5	4	Assignment
Quality Management	U504	5	5	Exam
Using Quality to Improve Business Performance	U505	5	5	Assignment