

CANDIDATE INFORMATION BOOKLET

**SENIOR MANAGER (ASSISTANT PRINCIPAL)
HUMAN RECOURCES, FACILITIES AND SUSTAINABILITY**

CLOSING DATE: 15:00 23 DECEMBER 2024

Authority: Quality and Qualifications Ireland

Location: 26 – 27 Denzille Lane, Dublin 2

Contact: recruit@qqi.ie

Applications will not be accepted after the closing date.



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About Quality and Qualifications Ireland (QQI)

QQI is the state agency responsible for promoting the quality, integrity and reputation of Ireland's further and higher education system.

Ensuring that learners achieve qualifications that are valued nationally and internationally.

Providing trusted information on the qualifications included in the National Framework of Qualifications.

QQI has a number of important functions:

Qualifications

QQI is responsible for maintaining the ten-level [NFQ](#) (National Framework of Qualifications). We are an awarding body and we set and review standards for awards that we make in the NFQ. We provide advice on the recognition of foreign qualifications in Ireland and on the recognition of Irish qualifications abroad. QQI also publishes a directory of providers and awards in the NFQ.

Quality Assurance

We are responsible for reviewing the effectiveness of quality assurance in further and higher education and training providers in Ireland including:

- Universities,
- Institutes of Technology,
- Education and Training Boards (ETBs)

We also quality assure providers in the private further and higher education and training sectors and approve their programmes leading to QQI awards.

Our Vision Mission and Values

Our Vision

We are committed to a vision of Ireland that offers diverse high-quality further and higher education opportunities, enabling learners to reach their full potential through achieving qualifications that are widely valued nationally and internationally.

Our Mission

We are committed to a vision of Ireland that offers diverse high-quality further and higher education opportunities, enabling learners to reach their full potential through achieving qualifications that are widely valued nationally and internationally.

Our Values

Our approach to our own work and how we work with our partners is governed by clear values.

We believe we have a shared responsibility with others to ensure confidence in and continuous improvement of the quality of education and training. We believe that the attainment of our priorities and objectives is best pursued in a consultative, collaborative and inclusive manner with our diverse set of partners and providers. We value and respect partnership for mutual benefit.

We are committed to working with objectivity, transparency and sustainability. This underpins our decision-making and our policies, procedures and activities. These are evidence-based, informed by national and international good practice, authoritative and conducted with integrity in a manner which is openly transparent and engenders trust.

We are committed to making a difference to our partners, providers and our people. We value information, insight and impact – the successful pursuit of goals and objectives which culminate in impacting positively, confidently and substantively on our operating environment.

We are a learning organisation. We are committed to innovation and excellence.

Working for Quality and Qualifications Ireland

A career in QQI offers a unique opportunity to deliver important services and regulation across both the further education and training sector and the higher education sector.

As a statutory body, our core functions are set out in law, but our strategic priorities and deployment of resources are determined every three years in our statement of strategy, considering environmental conditions. As the period of the current Statement of Strategy 2022-2024 comes to a close we are in the process of launching our fifth statement of strategy that articulates our priorities for the period 2025-2027.

We have identified the following set of key priorities to guide our work and focus our resources over the lifetime of the new strategy.

- Strategic priority – future-proof the National Framework of Qualifications
- Strategic priority – deliver trusted regulation, guidelines, advice, and services
- Strategic priority – share valuable system-wide insights, research and analysis
- Strategic priority – deepen national and international partnerships
- Strategic priority – create a resilient and agile organisation

Job Specification

Context for the Position of Senior Manager Human Resources (HR), Facilities and Sustainability

QQI is seeking to fill a permanent position for the role of Senior Manager HR, Facilities and Sustainability and there may be a panel established that will be in place for a maximum of 12

months. The Senior Manager HR, Facilities and Sustainability will report to the Director of Corporate Services and will have a key role in implementing the HR Strategy 2025 to 2027 and supporting the development of a learning culture in QQI. The role holder will have an in-depth understanding of employment law and will be required to operate effectively and efficiently in a continually developing and changing context.

The Senior Manager will be a member of the Executive Management Team and will have responsibility for:

Human Resources

- managing, developing and supporting the HR & Facilities team.
- ensuring compliance with employment legislation, equality and other appropriate legislation also having regard to Department of Public Expenditure, NDP and Reform (DEPENDR) and the Department of Further and Higher Education Research and Innovation (DFHERIS).
- ensuring that HR policies and procedures are implemented fairly and consistently, are up to date and accessible.
- accuracy and confidentiality of personnel records and information and compliance with GDPR as it applies to HR.
- managing QQI's payroll function (90 employees).
- managing and promoting the training and development of staff in consultation with the QQI management.
- accurate reporting to DFHERIS, the EMT and statutory bodies as required.
- managing QQI's superannuation schemes and pension matters generally.
- managing, evaluating and implementing open and transparent recruitment and selection processes, appointments and induction and probation procedures.
- support the continued growth and maintenance of QQI as an employer of choice.
- managing and supporting QQI's Performance Management and Development System (PMDS).
- providing specialist support and advice on employment matters, industrial relations and legislation.
- strengthening positive employee engagement within QQI and managing staff welfare.
- contribute to and supporting the implementation of QQI's vision and strategic priorities.
- supporting diversity, equality and inclusion initiatives.
- monitoring and reporting on key HR metrics to inform organisational developments and HR policy and practice.
- carrying out other duties which may be assigned from time to time.

Facilities and Sustainability

- proactively managing health and safety, mitigating risks in the workplace and ensuring QQI's compliance with Health and Safety legislation.
- managing contracts for services related to the management and maintenance of QQI's offices.

- supporting and facilitating agents of the landlord working to retrofit property to energy efficient standards (current project).
- monitor and update QQI's climate action roadmap to ensure QQI meets all statutory and general obligations relating to Climate Action and sustainability.
- effectively manage lease, lease extensions and rent reviews.

Required Knowledge and Experience

The ideal candidate will have:

Essential Criteria

- A relevant 3rd level qualification in HRM, Psychology or a relevant discipline.
- A minimum of five years' relevant experience in a HR capacity.
- Managerial expertise with experience of delivering high quality results in an efficient and effective manner.
- An in-depth knowledge of employment law.
- Ability to build and maintain respectful business relationships with all stakeholders.
- Ability to handle conflict sensitively, information discreetly and negotiate effectively.
- Proficiency in HR information Systems.

Desirable

- A postgraduate qualification in HRM, Psychology or a relevant discipline.
- Strong working knowledge of Civil and Public Service HR/Employment Circulars, Guidelines and Policies.
- Membership of CIPD.

Required Capabilities

CAPABILITY	EXAMPLES OF KEY SKILLS
<p><u>Building Future Readiness</u> Requires the ability to create an inclusive strategy and vision that keeps pace with environmental, social and technological changes. Adopting an agile and digital-first approach, continually upskilling and improving how things are done to meet current and future demands.</p>	<ul style="list-style-type: none"> • <i>Commitment to continuous improvement by delivering and promoting innovative, creative and practical solutions.</i> • <i>Proactively seeks development opportunities and is committed to building own expertise, knowledge and skills.</i> • <i>Understands team needs, to build future readiness and skills including managing change and goal setting.</i> • <i>Contributes to the development and evaluation of strategic planning and supports the development of organisational strategy and policy.</i> • <i>IT and Digital Skills</i>

<p><u>Informed Delivery</u> Requires the ability to make evidence based and well-informed judgements and decisions, prioritise objectives and effectively manage resources, using relevant information to evaluate the delivered outcome to ensure maximum benefit for the organisation.</p>	<ul style="list-style-type: none"> • <i>Managing a programme of work and resources, taking ownership of own independent projects and managing team-based work.</i> • <i>Plans and prioritises in the face of competing demands and resource constraints and ensuring results are delivered.</i> • <i>Is flexible, agile and resilient in the face of emerging demands.</i> • <i>Analyses and critically evaluates data.</i> • <i>Makes balanced judgements and decisions, based on evidence and relevant information and data.</i>
<p><u>Leading and Empowering</u> Requires the ability to lead, inspire others and create a clear vision; commitment to developing, supporting, and empowering colleagues to meet their potential and to the creation of a positive and inclusive work environment where everyone's contribution is valued.</p>	<ul style="list-style-type: none"> • <i>Provides direction, through openly sharing insights, knowledge, evidence and rationale in a non-technical manner.</i> • <i>Motivates and empowers teams in a supportive, safe environment where equality, diversity and inclusion are championed.</i> • <i>Leads and supports others through change – dealing with resistance, concerns and feedback.</i> • <i>Demonstrates awareness of changing circumstances with the ability to adapt</i> • <i>Leads with integrity, honesty, transparency and accountability</i> • <i>Communicates clear vision and goals</i>
<p><u>Communicating and collaborating</u> Requires the ability to build relationships and collaborate enabling a joined up, whole-of-organisation approach; effectively engage and communicate with stakeholders and colleagues to enhance and build trust.</p>	<ul style="list-style-type: none"> • <i>Communicates and presents in a clear, professional and efficient manner, across verbal, digital and written communications.</i> • <i>Understands own communication approach, adjusting style as appropriate for the audience.</i> • <i>Tactfully influences and persuades others and considers compromise when necessary.</i> • <i>Approaches difficult discussions, conflict or negotiations with respect.</i> • <i>Uses interpersonal skills to build and maintain working relationships within and outside of own area, and organisation.</i> • <i>Engages and consults regularly with relevant stakeholders.</i> • <i>Proactively involves and consults with others, across all workplace arrangements such as remote, hybrid or blended or office based</i>

Employee Benefits

We value our employees and invest in their health, welfare and safety at work, and we provide for an Employee Assistance Programme. We support and encourage staff to reach their full potential through education and training opportunities. We also offer blended/hybrid working, challenging work and benefits that include:

- Membership of a Superannuation Scheme
- Sick Leave Scheme
- Home working
- Term-Time Leave
- Maternity Leave
- Parental Leave
- Parents Leave
- Career Breaks
- Exam and Study Leave

We accommodate multiple tax-saver options for various transport providers. We participate in the Bike to Work scheme and facilitate several health insurance deductions and other payroll deductions.

KeepWell Mark

QQI has been recognised by Ibec for our commitment to employee wellness. We have achieved the KeepWell Mark which recognises that QQI puts the wellbeing of employees at the forefront of company policy. Through our continual improvement in reaching the standards set by Ibec we have proudly achieved Company of the Year (SME) in 2024. The award recognises our commitment to continuous improvement, and our aspiration to be an employer of choice.



QQI is an Equal Opportunities Employer

Further information on the work of Quality and Qualifications Ireland is available at www.qqi.ie

Principal Conditions of Service

Part 1 (Conditions which particularly apply to this position)

Pay

The salary scale for this position is as follows:

€79,086, €81,999, €84,952, €87,914, €90,873, €92,579, €95,563 (1), €98,559 (2).

(1) After 3 years satisfactory service at the maximum.

(2) After 6 years satisfactory service at the maximum.

Increments may be awarded subject to satisfactory service and to changes in the terms and conditions relating to salary increments in the Civil/Public Service generally.

The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Salary:

The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New Entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale.

Different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

Annual Leave:

Annual Leave will be 30 working days. This leave is exclusive of public holidays.

Hours of Attendance:

Working hours will be in accordance with the standard arrangements in QQI and will equate to no less than 35 hours (net of rest breaks) per week.

No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

Part II (Other conditions which apply generally to appointees to this position)

1. Tenure: The position will be appointed on a permanent basis in QQI.

The appointee must serve a probationary period, which normally will last for six months. Should the appointee's services be satisfactory as regards health, conduct and efficiency generally during the probationary period, the appointee, on completion of the period will be finally appointed. If the appointee's services be unsatisfactory, the appointment may be terminated at any time during the period of probation.

2. Duties: The appointee will be expected to perform all acts, duties and obligations as appropriate to this position (which may be revised from time to time).

3. Outside Employment: The position is whole-time and the appointee must avoid involvement in outside employment/business interests in conflict or in potential conflict with the business of QQI. Clarification must be sought from management where any doubt arises.

4. Sick Leave: Sick leave with full pay may be allowed at the discretion of Quality and Qualifications Ireland in accordance with established procedures and conditions for the public service generally.

5. Retirement and Superannuation: The appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in QQI depending on the status of the successful appointee:

- a) In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 (Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers);
- b) An individual who is on secondment will remain a member of the parent organisation's pension scheme and the pensionable remuneration will be based on his/her substantive grade i.e. the grade at which the individual is employed in his/her parent organisation;
- c) An individual who was a member of a "pre-existing public service pension scheme" as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will be a member of the QQI's Staff Superannuation Scheme and Associated Spouses and Children's Scheme;
- d) At the time of being offered an appointment, QQI in consultation with the Department of Further and Higher Education Research and Innovation (DFHERIS) and the Department of Public Expenditure and Reform if necessary, will, in the light of the appointee's previous Public Service (and/or other) employment history, determine the appropriate pension terms and conditions to apply for the duration of the appointment. Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee's status.
- e) In accordance with the provisions of the Superannuation (Miscellaneous Provisions) Act, 2004 staff may not retire before their 65th birthday unless it is on grounds of ill-health. Different retirement arrangements apply to staff employed in the public service prior to the 2004 Act otherwise, the maximum retirement age is 70. However, the earliest that members of the *Single Public Service Pension Scheme can retire is on the day that they become entitled to the State Contributory Pension that is funded by their PRSI contributions the current age is 66.

**Note: The Single Scheme applies to first-time entrants to the public service recruited to pensionable positions on or after 1 January 2013*

f) The following points should be noted:

- **Pension Accrual:** A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.
 - **Pension Abatement:** The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree's public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which, as outlined below, render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment. Special arrangements will, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
 - **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007:** The Department of Education introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the cesser of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).
 - **Ill-Health Retirement:** Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.
6. **Additional Superannuation Contributions (AC):** This appointment is subject to ASC in accordance with government policy gov.ie - [Revised Rates and Thresholds of the Additional Superannuation Contribution with Effect from 1 January 2020 \(www.gov.ie\)](http://www.gov.ie).
7. **Eligibility to compete and certain restrictions on eligibility Citizenship Requirements.**
Eligible Candidates must be:
1. A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
 2. A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
 3. A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or

4. A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
5. A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

Note in respect of UK citizens: The recently concluded EU/UK Brexit negotiations have confirmed that the longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria

8. **Incentivised Scheme for Early Retirement (ISER):** It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.
9. **Department of Health and Children Circular (7/2010):** The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.
10. **Collective Agreement: Redundancy Payments to Public Servants**
The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.
11. **Declaration of previous public service employment history:**
Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Competition Process

How to Apply

Applications should be made by sending a current CV and cover letter, including a supporting statement as outlined below outlining suitability for the post by email to Eamonn Collins, Senior Manager, Human and Physical Resources at recruit@qqi.ie no later than 3pm on 23 December 2024.

Supporting Statement: A supporting statement **must be provided** - please outline the reasons you are applying. Please refer to the capabilities set out in the "Required Knowledge and Experience" section and outline how you specifically meet the competencies by providing at least one example for each (**250 words maximum for each**).

Applicants will be required to provide a declaration as outlined in paragraph 11 if appointed.

Applications will not be accepted after the closing date.

Selection Methods

The selection may include shortlisting of candidates on the basis of the information contained in their application and

- Interview
- satisfactory references (referees will not be contacted without the candidate's prior agreement)

Quality and Qualification Ireland reserves the right to require candidates to attend a second interview.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, QQI may decide that a number only will be called to interview. In this respect, QQI will provide for the employment of a short-listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 as amended, applications will be treated in strict confidence.

Other important information

QQI will **not** be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that QQI are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position QQI will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises QQI may, at its discretion, select and recommend another person for appointment on the results of this selection process

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidate must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not personate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by QQI, or who do not, when requested, furnish such evidence as QQI requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Feedback will be provided on written request.

Data Protection Acts, 1988 and 2018

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information you provide will be held by QQI. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 and 2018. To make a request under the Data Protection Acts 1988 and 2018, please submit your requesting in writing to: Facilities, QQI, 26 – 27 Denzille Lane, Dublin 2, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to 'QQI'.

Applicant Privacy Statement. Data Controller - Quality and Qualifications Ireland

Purpose of Processing

QQI conducts recruitment processes to fill vacancies within the organisation. When applying for these competitions, applicants are asked to submit a range of documents, e.g., application form, CV and/or cover letter.

Recipient/Shared With	Reason
Recruitment Plus/QQI HR	Receiving applications, acknowledging applications and corresponding with applicants. Certain information is also required for inclusion in the contract for successful applicants.
Selection Board	Information required for shortlisting and the interview process.
Current Employer	Sick leave checks and in the case of non-public servants reference checks

Applicants Entitlements

QQI recognises that applicants have entitlements and these are outlined below.

Access

- Applicants can request and receive access to their data at any time and can request and receive a copy of this data, in electronic/transferrable format.

Erasure

- Applicants can request the data held be erased.

Rectification

- Applicants can have any incorrect information corrected.

Objection

- Applications can object to this information being processed

Complain

Applicants can make a complaint to our internal Data Protection Officer “DPO” (contact details below) and/or make a complaint to the relevant authority – Data Protection Commission in Ireland

QQI DPO Contact Details

Email: dpo@qqi.ie

Or

Data Protection Officer
Quality and Qualifications Ireland
26 – 27 Denzille Lane
Dublin 2
D02 P299

For Further information on Data Protection:

The website of the Data Protection Commissioner – www.dataprotection.ie or

Make contact with the Office of the Data Protection Commissioner by phone on Telephone 1890 252231 or by email on info@dataprotection.ie.