Statement of Compliance Process – Frequently Asked Questions

1. How do I login to complete the statement?

As Responsible Officer, you have previously been allocated secure login details for the QiW database where you can complete and submit your statement of compliance. If you need a reminder of your secure login details, contact us at statementofcompliance@qualificationswales.org. We aim to process password reminder requests within five working days.

2. How do I get additional logins so that others can edit the statement?

You can request login details for secondary users to edit your statement by e-mailing their name and email address to statementofcompliance@qualificationswales.org. We aim to process any new user requests within five working days.

3. Can they submit the statement on my behalf?

Only the Responsible Officer can submit the statement, and permissions have been applied to their logins accordingly.

4. How do I complete the statement?

If you have difficulty logging into QiW (www.qiw.wales), it may be because you are already logged into another Microsoft account e.g. Outlook.com or another Office 365 account. You may need to access QiW by selecting the InPrivate Browsing / Incognito modes of your internet browser. If you do not see the Statement of Compliance tab, please contact us.

When you click on this tab, the opening screen of the statement of compliance outlines the purpose of the statement. When you are ready to start completing your statement, select the *'Complete'* button to the right of the 2019 statement.

5. Can I save the statement as I go?

If you need to return to your statement later, click the '*Save'* button at the bottom of the page.

6. Is there a time limit on editing text within the statement?

For security purposes, you will be timed-out of the system after **20 minutes** of inactivity. To avoid losing your work, ensure you save on a regular basis. You may wish to complete your line of inquiry text responses initially within a Word document, and then paste this text into your online statement in one go.

7. What if I need to return to an earlier screen in the statement?

As there is no 'back' button functionality, if you need to edit or review a previous screen, you will need to save and close the statement and re-launch it.

8. How do I upload supporting documents into the relevant evidence sections of the statement? How many documents should I upload?

Relevant documentation can be attached to support your response with the '*Upload*' buttons, found within each line of inquiry section of the statement. **Please only upload supporting evidence which is directly relevant to the line of inquiry which you have referenced in your text response**

9. What level of detail is expected for my line of inquiry responses?

Please be advised that there is a limit of 10,000 characters for each line of inquiry text response. Text responses must incorporate **all** aspects of the line of inquiry to reduce the need for us to seek further clarification from you. Your text response should be a concise explanation of your processes supporting the policies and procedures that you attach.

10. How should I structure my line of inquiry response?

Best practice is to address each part of the line of inquiry using a separate heading. Please do **not** cut and paste into your text response excerpts from documents you are uploading. You should signpost sections of relevant policies/procedures that you have uploaded in your text response, referring to appropriate page/section numbering, and clarifying any points of the policy that require further explanation.

11. We are declaring non-compliance with several conditions of recognition. How do we do this?

Each sub-condition that your organisation considers itself to be non-compliant against must be selected individually, detailing the instance of non-compliance, and the specific actions that will return you to compliance. If you are non-compliant with several sub-conditions which require the same actions, this must be repeated for each individual sub-condition, by selecting the '*add an instance of compliance*' function.

For example, if you wished to declare current non-compliance against sub-Conditions A5.1(a) and Conditions A5.2 (a), (b) and (c), you would need to repeat the process four times, each time listing the details of the issue, the action being taken and the proposed date of compliance.

12. How do I submit the completed statement of compliance?

Once you are satisfied that <u>all</u> relevant sections of the statement are complete and all mandatory evidence has been uploaded, you can submit your statement via the '*Submit*' button at the bottom of the page. The date of the statement is as the date of submission and cannot be retrospective. If you have omitted any mandatory information or evidence, the relevant section will be highlighted in red and your statement cannot be submitted until this has been provided.

13. How can I confirm that my statement has been submitted successfully?

We will send you an automated acknowledgement e-mail as confirmation of successful submission.

14. Can I edit my statement once it has been submitted?

Once your statement has been submitted to us, you will have 'read only' access to your statement and will be unable to make any further changes.

15. Who should I contact if I encounter any problems or need further information on the statement of compliance submission process?

The '*Guidance*' section leads directly to the statement of compliance section of the Qualifications Wales website, which features a log-in troubleshooting guide. You can also contact us for support and guidance at statementofcompliance@qualificationswales.org. If you have experienced any issues with the submission process, you can complete a short feedback form via the bottom bar of the statement of compliance section in QiW.