



NCFE epaPRO FAQs

We've made the decision to partner with epaPRO, a leading end point assessment platform management service. All NCFE EPA customers will transition over to epaPRO from Monday 28 October 2024. We wanted to share the answers to your top queries:

Question	Answer
When is the last time I can log into SEPA to access my apprentices' records?	All customer access will be removed from 6pm on 22 October 2024. If you need to access your data please contact the Relationship team and they can share an extract your data via a secure file.
What is the last date I can register my apprentices and request Gateway on SEPA?	You can register apprentices on SEPA until 6pm on 22 October 2024. All learners registered before this point will be migrated over to epaPRO.
When will I receive my log in details for epaPRO?	You'll receive your log in details for epaPRO on 28 October 2024 at 8am. You'll receive an email from noreply@epapro.co.uk which will include your username and a link to setup your password. Please check your junk mailbox.
When can I register apprentices on epaPRO?	You'll be able to register apprentices on epaPRO as soon as you receive your log in details and set your password for your account. epaPRO will be live from 28 October 2024.
When can I request Gateway for my apprentice on epaPRO?	You can request Gateway on SEPA up until 6pm on 22/10/2024 and then request gateway on epaPRO as soon as you receive your log in details on 28 October 2024.
What apprentice records will be migrated to epaPRO?	We'll migrate learner records to epaPRO for learners who: <ul style="list-style-type: none">• haven't yet had EPA requested• have been accepted through Gateway and haven't yet completed including learners who are on hold in EPA. We won't be migrating learners who've achieved to epaPRO. Our Relationship team will provide you with a report with your achievers along with their individual and final assessment grades.