End Point Assessment

epaPRO user guide

Contents

Introduction

epaPRO is NCFE's platform that manages every aspect of end-point assessments (EPAs); from registering your apprentices, uploading evidence, requesting EPA, monitoring apprentice progress, viewing results of assessments and feedback and accessing their statement of achievement.

Logging into epaPRO

epaPRO webpage link: https://ncfe.epapro.co.uk/login

Type your username and password into the login box and click 'Sign in'.

Forgotten password

If you are unsure of your password for epaPRO, there is a forgotten password link on the epaPRO homepage.

Your username is usually your email address and once you have clicked the link, an email should be sent through within an hour. If you do not receive the email, please contact your primary user or the EPA Relationship Team.

Navigation Menu

On the left side of the page, you will see the navigation menu.
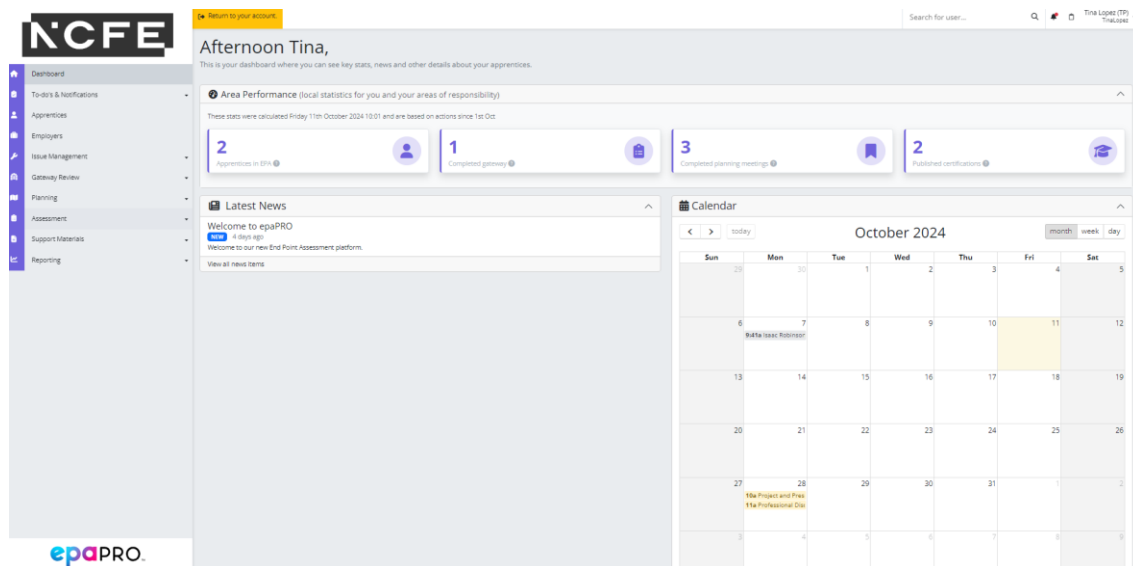
To expand the specific areas of the Navigation Menu, select the arrow to the right of the area you would like to view.
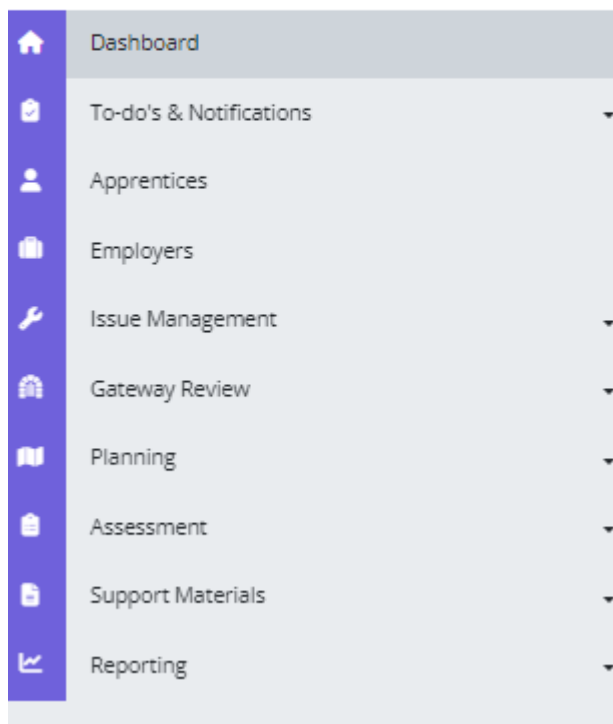
Dashboard

When you log into epaPRO, you will see your dashboard which includes Area Performance, Latest News and the EPA calendar.


Section	Description
Area Performance	This highlights key information regarding apprentice statuses. You can see how many apprentices are currently in EPA, how many apprentices for the current month have been accepted through to EPA and how many apprentices have been certificated in the current month.
Latest News	NCFE will provide you with important communications and updates. These updates will feature a new icon next to the title until you click on the notification to view the details.
EPA Calendar	The EPA calendar enables you to view scheduled assessments by month, week, or day.

# To-dos and Notifications

1.   To access your to-dos and notifications, select 'to-dos and notifications' in the navigation panel on the left-hand side.
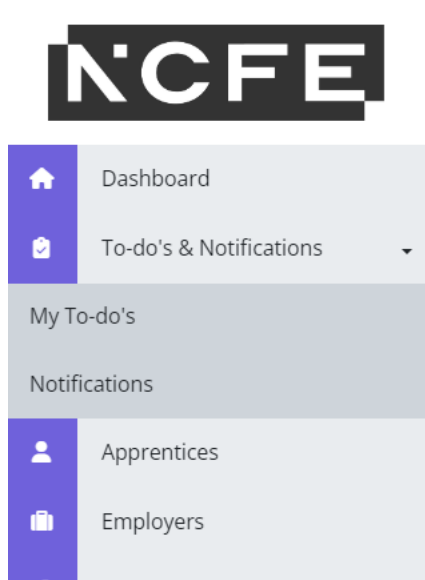
2.   Selecting 'My To-Do's' will show you any actions you have set that are not yet complete.
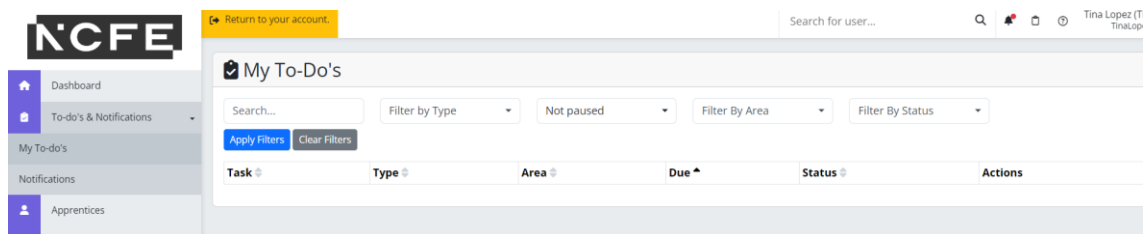
3.   Selecting 'Notifications' will show you any recent notifications from the system including gateway audit outcomes, results released, certification completed among various other actions.
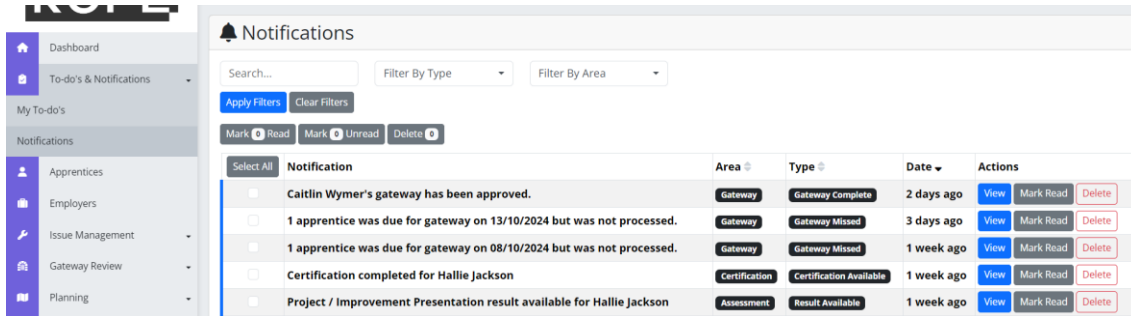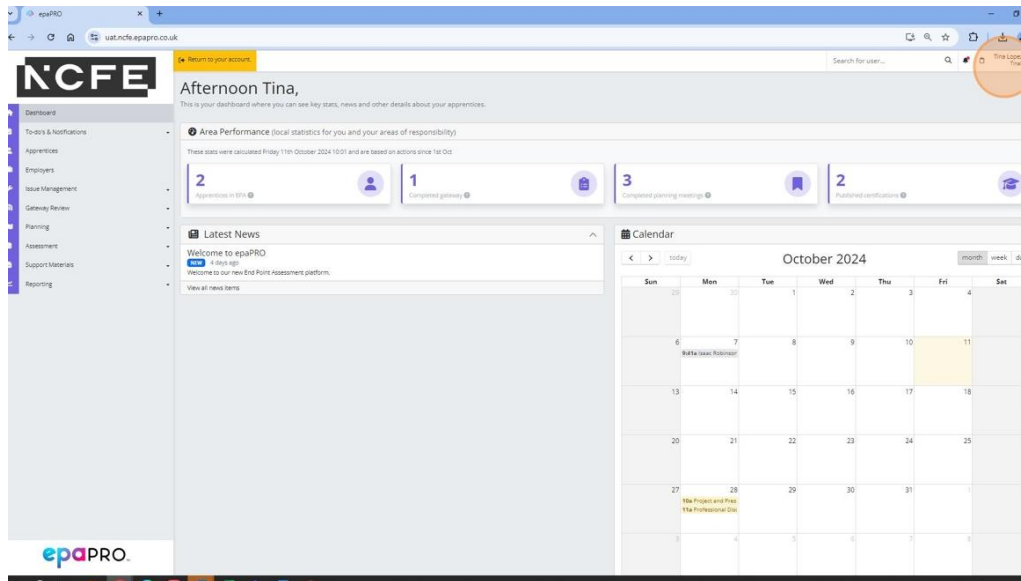

4.   Selecting 'View' next to these notifications will take you to the relevant screen to access results, complete a gateway submission or update the apprentice's Gateway Start Date.

![NCFE logo]

My Profile

Setting up my signature

When you setup your profile, you will need to add in your signature to support administrative activities when signing off checklists and requesting reasonable adjustments etc.

1. Click your username in the top righthand corner

2. Click Edit your profile
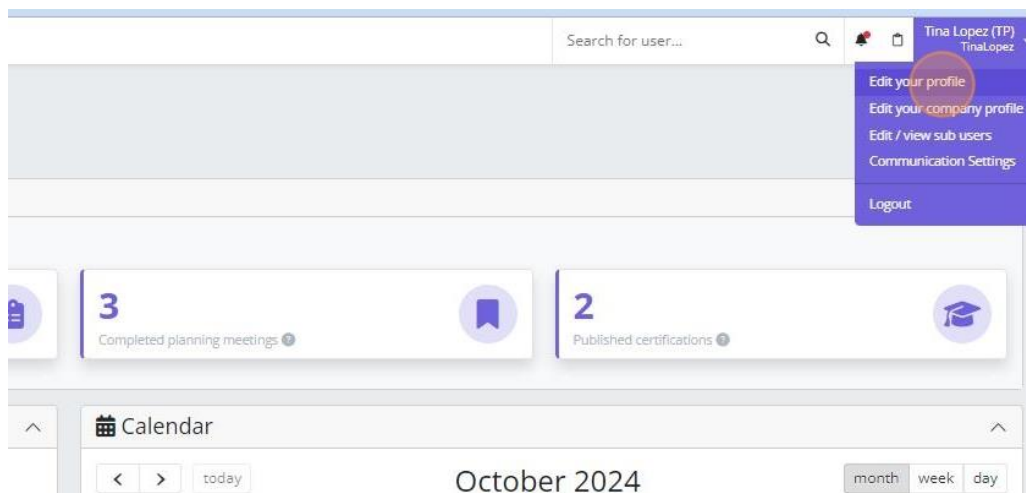
3. Type in your signature name

4. Sign in the signature box.

5. Click update my profile.

Changing my password

Within the Edit My Profile section, you can also change your epaPRO password.
Click on Security.

Add in your existing password, new password and then confirm new password and then click Update My Profile.

Training provider management and users

Only Primary Users can update Training Provider information and manage user accounts. If you need to change your Primary User, please contact the Relationship Team.

Viewing and updating your Training Provider profile.
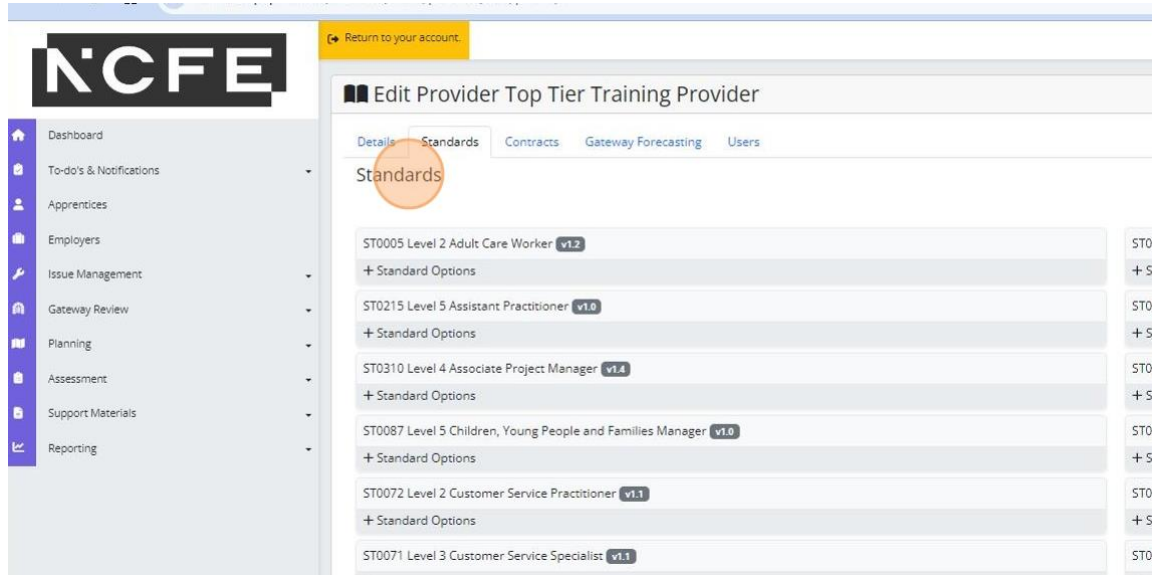
1. Click on your company profile.
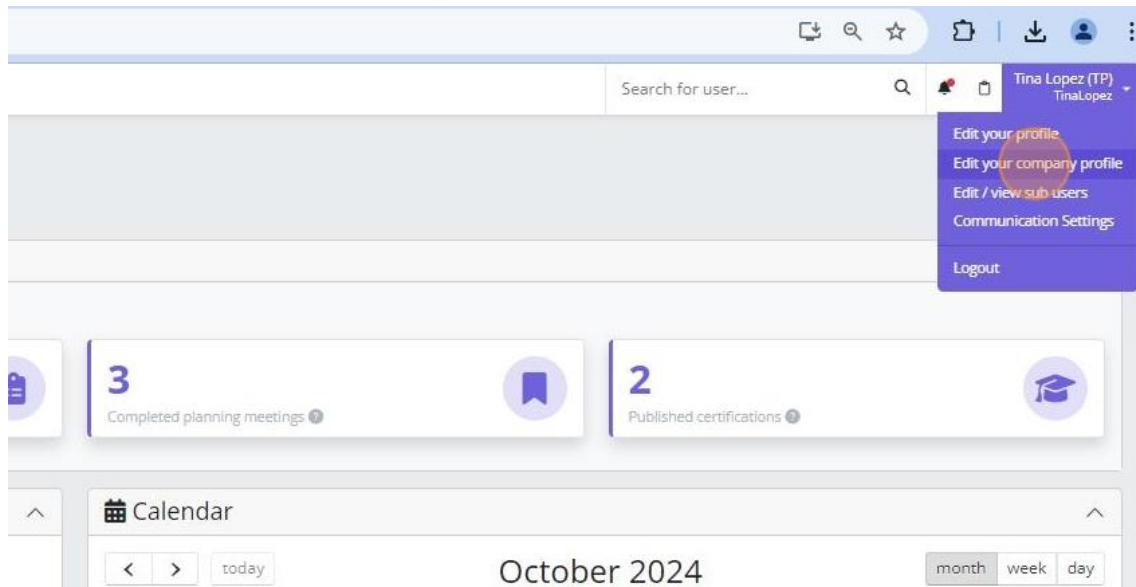
2. Within the details tab, you can amend any fields that are not greyed out. If you need to change your primary user, please contact the Relationship Team.
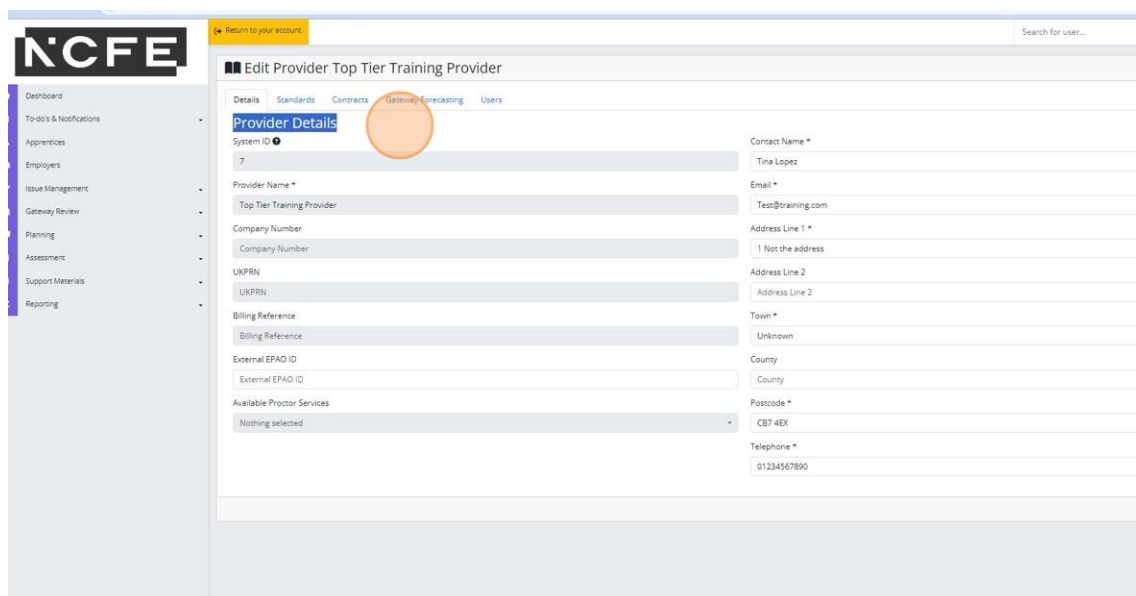
Viewing standards you have within your contract

1. Click on standards to view the standards you have within your contract, please contact the Relationship Team if you wish to add any additional standards.

Creating Users

Only your Primary User can create new users on epaPRO.

1. Click on your company profile.

2. Click the users tab.

3. Click Create new provider user.

4. Enter the mandatory fields marked with an asterisk. We recommend using the users email address as their username.

5. Click save provider user.

Assigning standards to a user

1. Click on the user you would like to add standards to by selecting the ellipses.

2. Click edit.

3. Click on standards.

4. Select the standards from the drop-down menu.

5.   Click add standard(s)

6.   Click save provider user.

NCFE

Deactivating users

1. Click Edit your company profile.
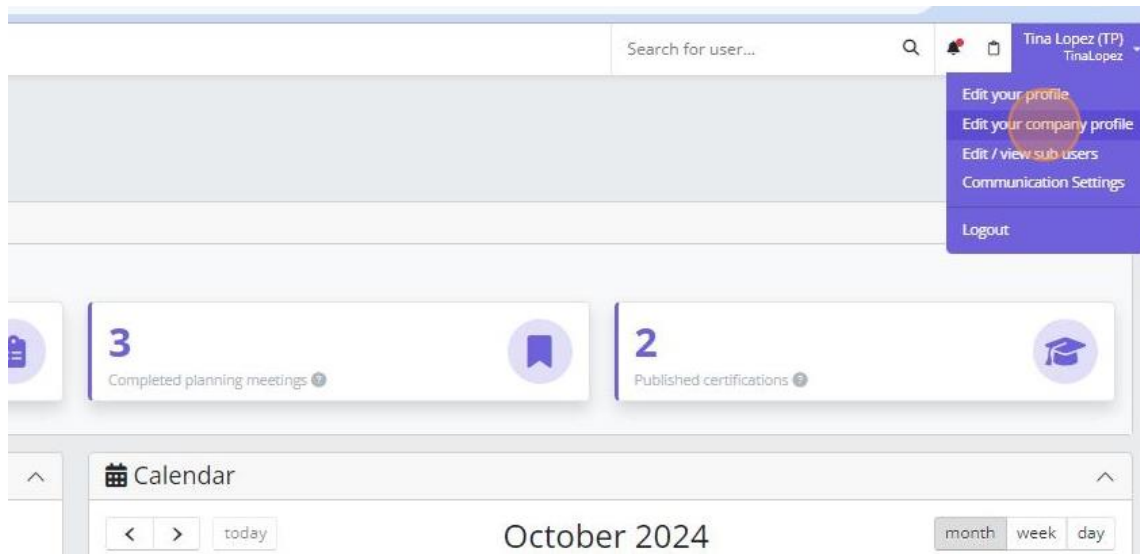
2. Click the users tab.

3. Click on the user you would like to deactivate by selecting the ellipses.

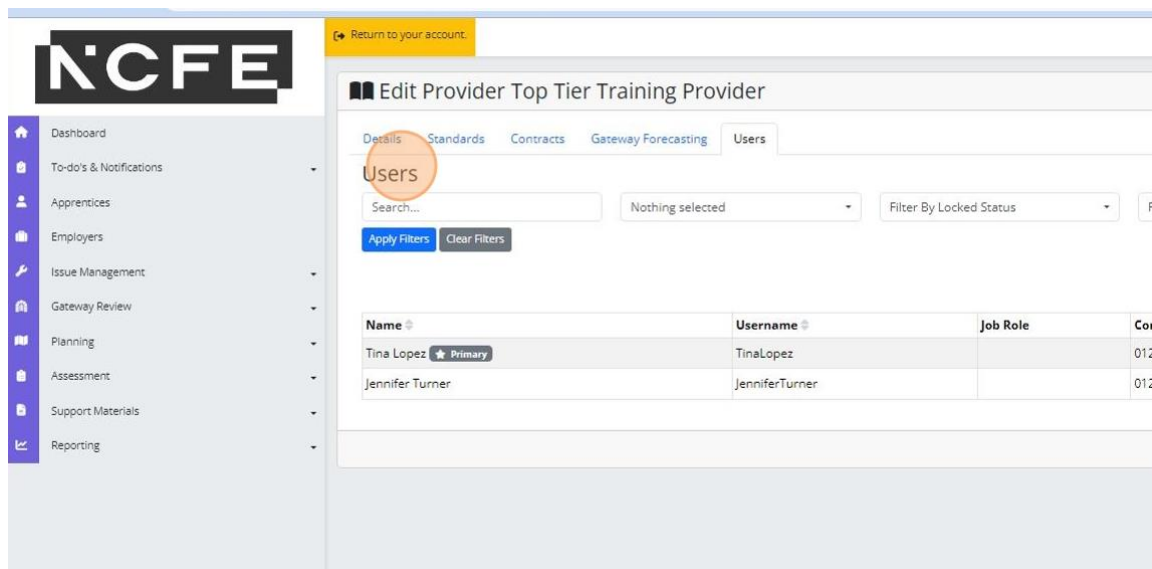|	Contact Number	Created ⇕	Status	Actions
▾				
				Create New Provider User
	01234567890	27/09/2024	Active	⋮
	01234567890	27/09/2024	Active	⋮
	0191 239 8450	11/10/2024	Active	⋮

Filter By Provider Job Role

Save

4. Click edit.

	Contact Number	Created ⇕	Status	Actions
▾				
				Create New Provider User
	01234567890	27/09/2024	Active	⋮
	01234567890	27/09/2024	Active	⋮
	0191 239 8450	11/10/2024	Active	⋮

Filter By Provider Job Role

✎ Edit
👁 View

![NCFE logo]

5. Click set user inactive.

Middle Name

Middle Name

Family Name *

Test

Telephone *

0191 239 8450

Set User Inactive   Lock User

6. Click save provider user.

Middle Name

Middle Name

Family Name *

Test

Telephone *

0191 239 8450

Set User Active   Lock User

Save Provider User

16:15
11/10/202
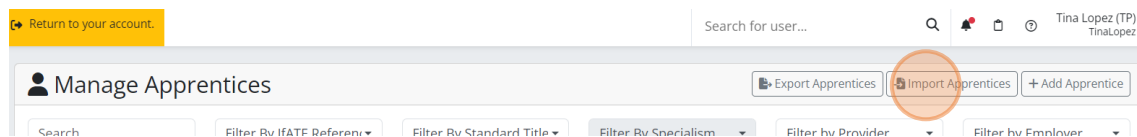
Registering apprentices via bulk upload

1. To register apprentices via the bulk upload option in the navigation bar on the left-hand side, select 'Apprentices'.
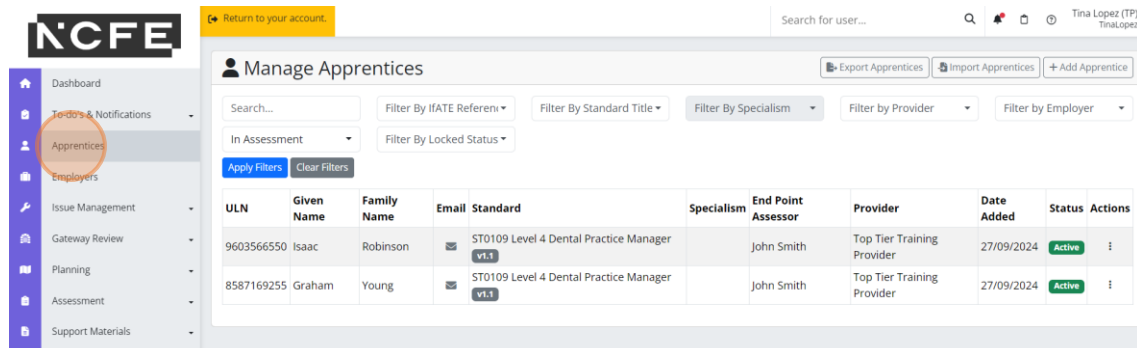
2. In the top right corner of the 'Apprentices' screen, select 'Import Apprentices'.

3. Select 'Example CSVs' and select 'Create Apprentice' from the drop-down menu. You can also update apprentice details, apply a change of circumstance and create/update employers through bulk upload.
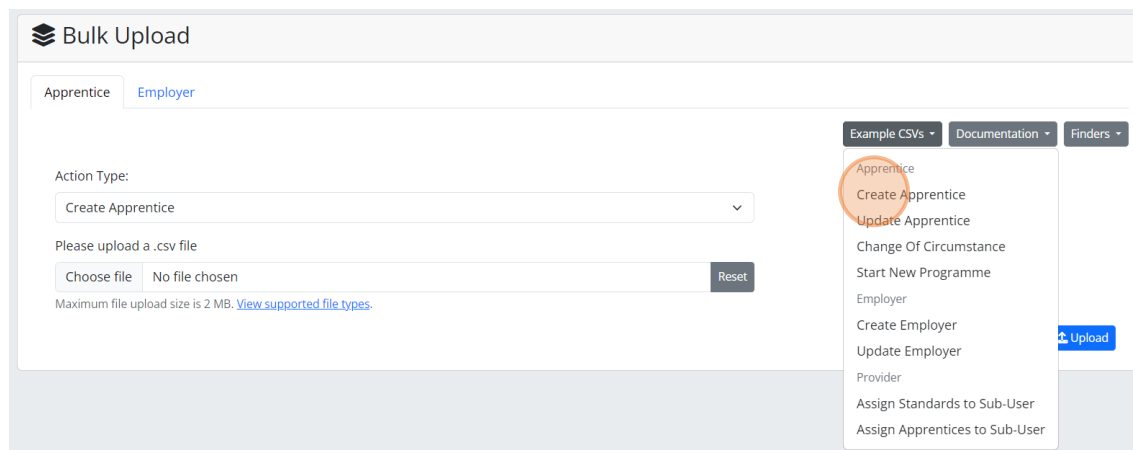
4. Once you open the template downloaded, you will see example apprentice data included to support you in completing the bulk upload template.

external_s	specialism	unique_lea	expected_	expected_	user_pron	given_nam	preferred_	pronuncia	middle_na	family_nar	external_le	external_a	date_of_bi	can_login	gender	ethnicity	national_ir	email	u
ST0551		7.13E+09	########	########	3	Nicole	Reece	Elsie		Marshall	25276486	74852513	########		male	46	EN052187	jlloyd@exa	p
ST1379 1.1		2.51E+09	########	########	2	Zach	Yvette	Peter		Harris	70277643	23797256	########		undisclose	45	MS459665	ukelly@exa	w
ST0113 1.1		4.81E+09	########	########	2	Poppy	Keith	Tom		Khan	94177380	72773275	########		female	44	NK745183	emily.king	n
ST0454 1.1		9.42E+09	########	########	3	Ray	Lucas	Grant		Adams	95060768	5470952	########		undisclose	43	MA384532	lola47@ex	w
ST1380		5.3E+09	########	########	1	Andrew	Alex	Lindsay		Scott	54733186	3178498	########		undisclose	42	RW821707	iclarke@e:	v
ST0795		4.87E+09	########	########	1	Kirsty	Lilly	Olivia		Harris	74599348	83480126	########		male	98	HP325905	davies.jad	s
ST0109 1.1		9.75E+09	########	########	1	Chloe	Lola	Erin		Ross	21124638	46175197	########		male	46	PH855875	icarter@e:	k
ST0384		2.52E+09	########	########	2	Emily	Scarlett	Neil		Kelly	80518231	54044009	########		other	36	PG919321	anderson.i	p
ST1379 1.1		2.41E+09	########	########	1	Joanne	Ken	Kirsty		James	72264087	71371161	########		female	41	TJ073962A	wward@ex	c
ST0217		8.84E+09	########	########	1	Nikki	Philip	Andy		Cook	51424761	95997227	########		female	31	NM89273E	sonia.pric	a

5. On the bulk upload screen on epaPRO, you can also download guidance to support in completing these fields. On the bulk upload screen, select 'Documentation' and from the drop-down menu, select 'Apprentice'.

6. Once you have completed the bulk upload template, return to epaPRO and locate the file saved on your computer by clicking 'Choose File' and then click 'Upload'.

7. Once you click 'Upload', you will receive confirmation of whether the apprentices have been created on epaPRO and if there are any issues, you will see an on-screen message showing the errors in the bulk upload template.

Register apprentices individually

1. Click on Apprentices.

2. Click Add Apprentice.

3. Complete all fields that have the asterisk next to them within the Apprenticeship Details tab.

Standard - Please select the standard and version from the drop down that the apprentice is registered on.

Specialism - This field will need to be completed if the standard your apprentice is enrolled onto has pathways. Please select the relevant one if applicable.

On Programme Assessor - Please complete these fields as this will be the contact from the Training Provider who will be copied into all communications throughout the apprentice journey.

Expected Start date - This is the date that the apprentice was enrolled onto their Apprenticeship Programme.

Expected Gateway Date - This is the date you expect your apprentice to enter EPA.

4. Complete all fields that have the asterisk next to them within the User tab.

Allowed login method- If you would like your apprentice to have access to their epaPRO account to view the guidance materials and their profile please turn the toggle on. Apprentices will not be able to amend any of their records within their profile.

5. Complete all fields that have the asterisk next to them within the Apprentice Details.
Registration - You need to select the appropriate funding type from the drop down.
ILR - For funded apprentices that can claim both funding and certificate via the ESFA portal.
Other - For apprentices that can be certificated through the ESFA but do NOT receive funding and are submitted using the alternative ESFA portfolio. (This would usually be for devolved nations outside of England)
Privately - For apprentices that do not meet standard requirements and cannot claim funding or certification via the ESFA.

6. Complete all fields that have the asterisk next to them within the Workplace Details tab.
Workplace Mentor- Please complete these fields as this will be the contact from the Employer who will be copied into all communications throughout the apprentice journey.

7. Apprentices have a reasonable adjustment tab when registering however you cannot add Reasonable Adjustments until the apprentice's profile has been saved.

8. Once all of the apprentice's details have been added, please select Save and Continue.
   If any mandatory fields have not been completed, a message bar will appear with the fields that need to be completed.
   Once saved, you will be able to see the apprentice within the Apprentice tab.

Employers

There is an employer section within the navigation menu at the left-hand side of the screen. You do not need to register the apprentice's employer prior to registering apprentices as apprentice's profiles have a workplace details tab where you will populate this information.

View/Edit apprentices

1. To view/edit your registered apprentices, select 'Apprentices' from the navigation menu at the left-hand side of the screen.
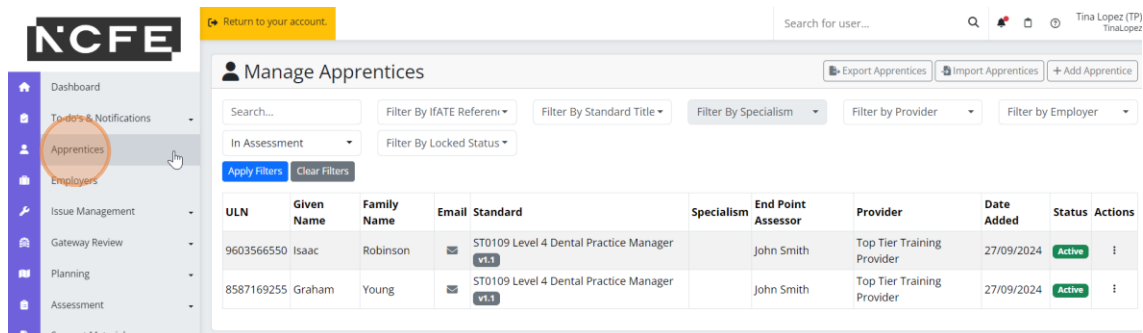
2. The filter on the 'Apprentices' screen defaults to those 'In Assessment' and will show those who have been accepted through to EPA. You can change this filter at the top to show apprentices at other stages or select 'Filter by Apprentice Status' to show all apprentices.
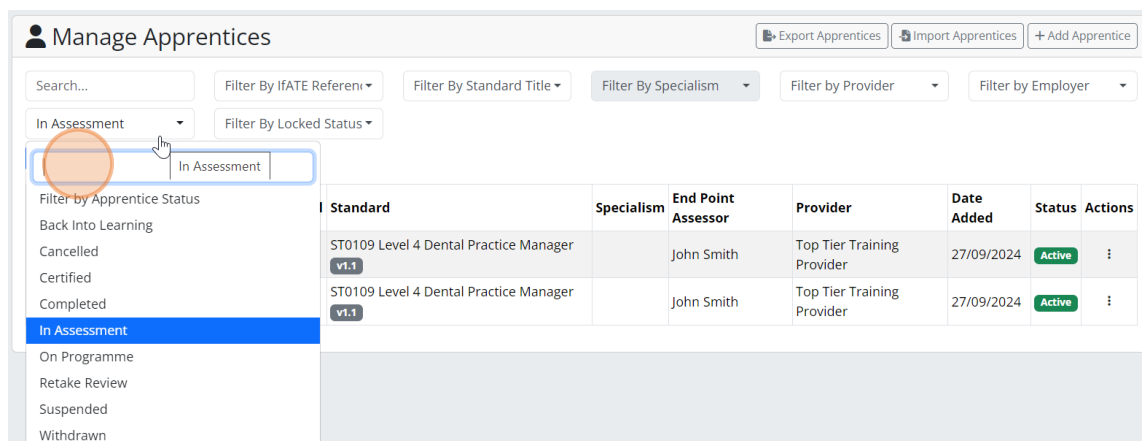
3. Once you locate the apprentice you would like to view/edit, select the ellipses at the end of the row and select either view or edit depending which action you would like to take.
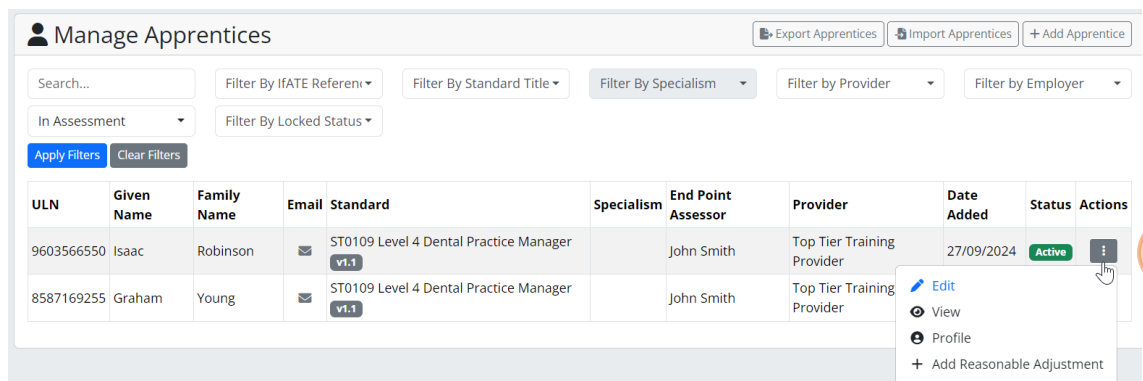
4. Once you select 'Edit', you will be able to edit any of the details that exist for the apprentice, this includes contact details, on-programme assessor details and their workplace details. You can also apply a change of circumstance to the apprentice.

5. Once you have made the amends, select 'Save and Continue' if you would like to stay on the apprentice's profile, or 'Save and Exit' if you have made all changes necessary.

Reasonable Adjustments

1. Select 'Apprentices' from the navigation menu at the left-hand side of the screen.

2. Click on the search engine 'Filter by Apprentice Status' and select 'Filter by Apprentice Status' and then click apply filters.

3. Locate your apprentice and click on the ellipsis (3 dots) under the actions column.

4. Select 'Add Reasonable Adjustment' from the drop-down list.

	Specialism	End Point Assessor	Provider	Date Added	Status	Actions
			Kristy's Test Provider	17/10/2024	Active	⋮
		Dorothy Dolittle	Kristy's Test Provider	16/	✏ Edit	
		Dorothy Dolittle	Kristy's Test Provider	16/	👁 View	
		Dorothy Dolittle	Kristy's Test Provider	16/	👤 Profile + Add Reasonable Adjustment	
		Dorothy Dolittle	Kristy's Test Provider	15/10/2024	Active	⋮
		Dorothy Dolittle	Kristy's Test Provider	15/10/2024	Active	⋮
		Dorothy Dolittle	Kristy's Test Provider	15/10/2024	Active	⋮
		IEPA Example	Kristy's Test Provider	14/10/2024	Active	⋮
		IEPA Example	Kristy's Test Provider	07/10/2024	Active	⋮
		IEPA Example	Kristy's Test Provider	07/10/2024	Active	⋮

5. Click in the 'Arrangement Type*' drop down and select the relevant arrangement type.
    If the arrangement type you require is not in the drop-down list, please select other.
    Please note, you will need to apply for each Reasonable Adjustment arrangement type separately.

6. If you have selected 'Other' from the Arrangement Type drop down list, please add what adjustment is required within the 'type info' textbox.

7. Select Reasonable Adjustment within the Nature of Arrangement drop down. Currently, you can only request Reasonable Adjustments. Special Considerations will need to be applied through the webform which you can find within the Support Materials tab on the navigation tool on the left-hand side.

8. Select pending from the 'Status' drop down.

9. Please add any relevant information into the 'Additional information' textbox.

10. If the adjustment arrangement requested covers the full programme duration, please toggle the 'Covers Programme Duration' otherwise please state the adjustment start date and end date if it's a temporary request.

11. Please upload any supporting evidence and a copy of the NCFE Reasonable Adjustment Form which can be found in the Support Materials tab within the navigation tool.

12. Once you have completed all mandatory fields and uploaded supporting evidence and the Reasonable Adjustment Form, please click save and continue.
The Quality and Compliance Team will review all reasonable adjustments within 10 working days.
You can track the apprentice's application status through their Profile.

Linked Date	Download	View	Delete

Save and Continue   Save and Exit
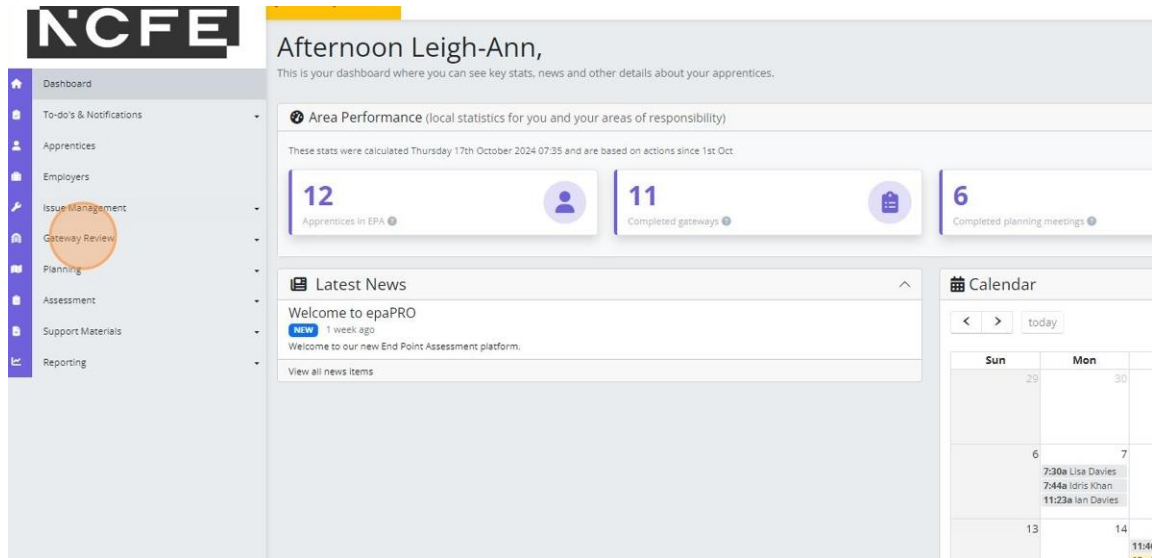
![NCFE logo]

Requesting EPA

Enrolled - Awaiting Expected Gateway Date Confirmation
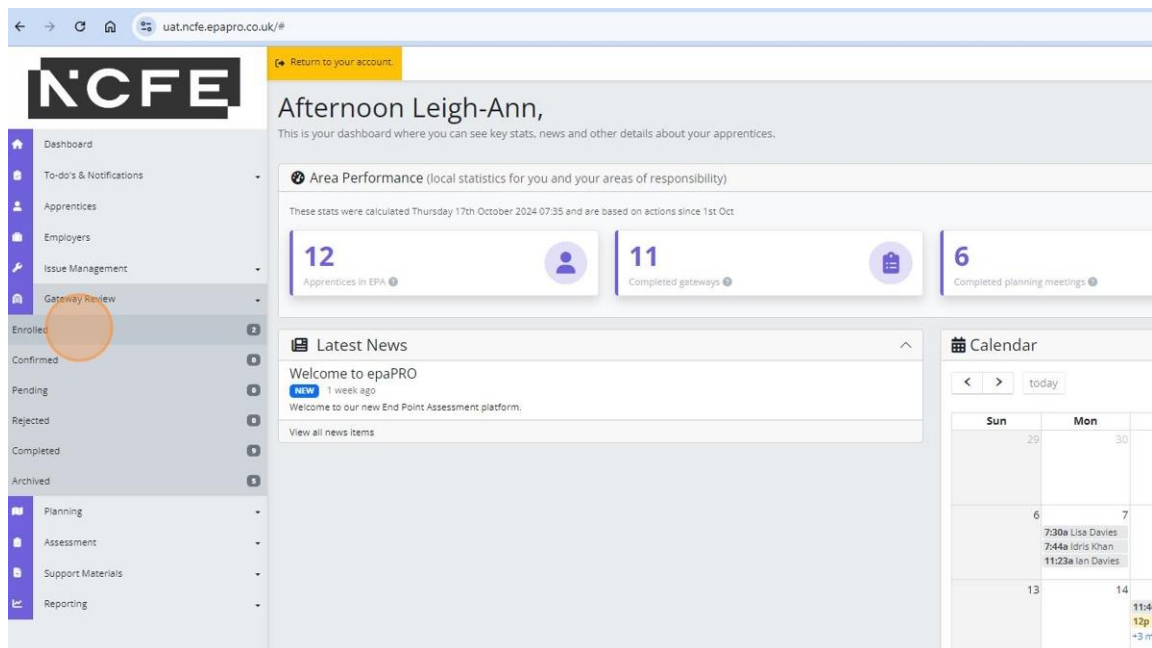
When apprentices are ready to enter gateway, you will be required to verify their standard and expected gateway date.

1. Select 'Gateway Review' from the navigation menu at the left-hand side of the screen.

2. Select 'Enrolled' from the navigation menu at the left-hand side of the screen.

3. Search for your apprentice.
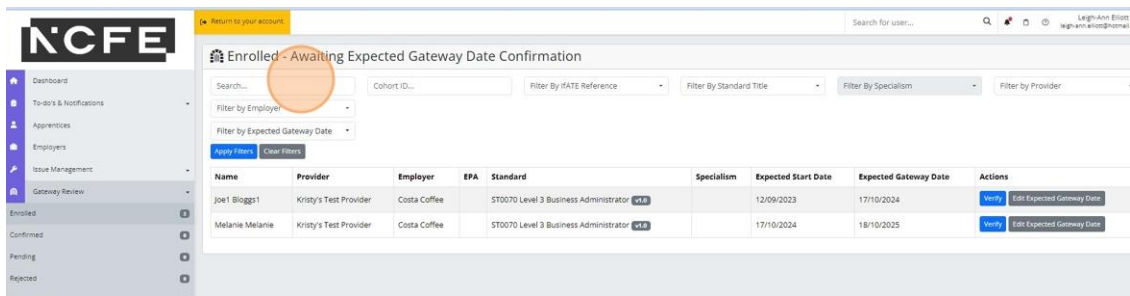
4. Select 'Verify' from actions column.
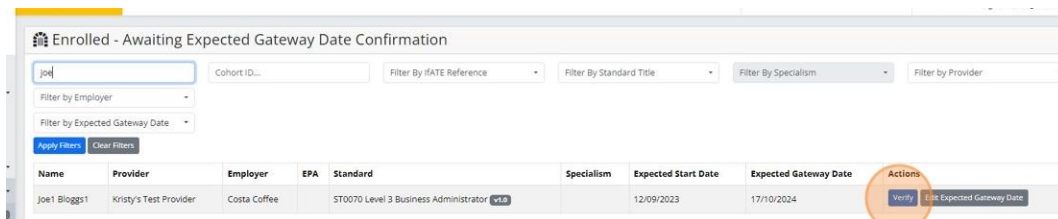
5. Verify the standard and version and specialism (pathway if applicable) and toggle the 'I can confirm the selected standard and specialism is correct for the Apprentice'. If this is incorrect, please refer to the Change of circumstance process on page 57.
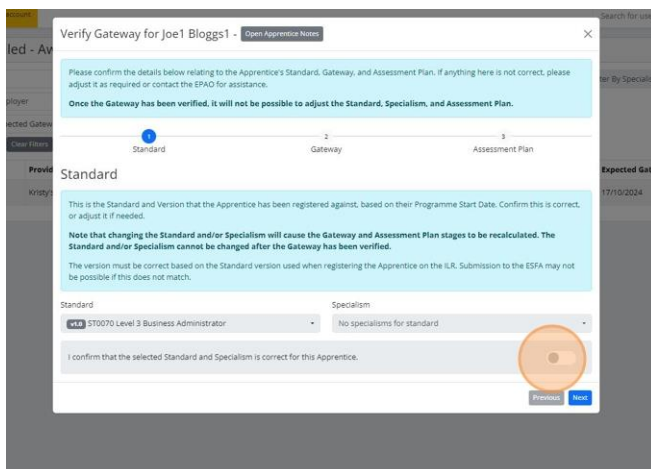
6. Click next.
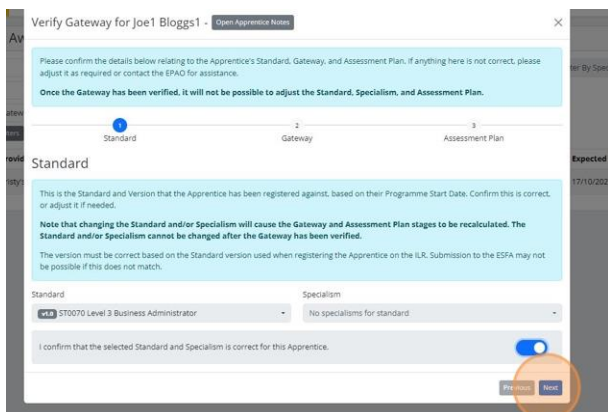
7. Verify the expected gateway date and toggle the 'I can confirm the Expected Gateway Date is accurate and that the required documentation will be available'.

8. Click next.

9. Verify the assessment plan and toggle the 'I can confirm the calculated Assessment Plan and Assessment Components are correct for the Apprentice'.

10. Click Verify Gateway.

11. Once you have verified the apprentice in the enrolled tab, the apprentice will move to 'Confirmed' within the navigation tool at the left-hand side.

![NCFE logo]

Confirmed - Requesting Gateway

1. Select 'Confirmed' from the Gateway Review section of the navigation tool.
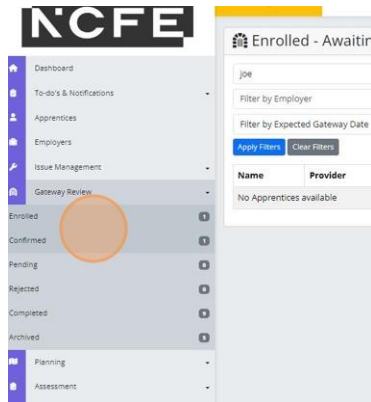
2. Search for your apprentice and click Process in the actions column.
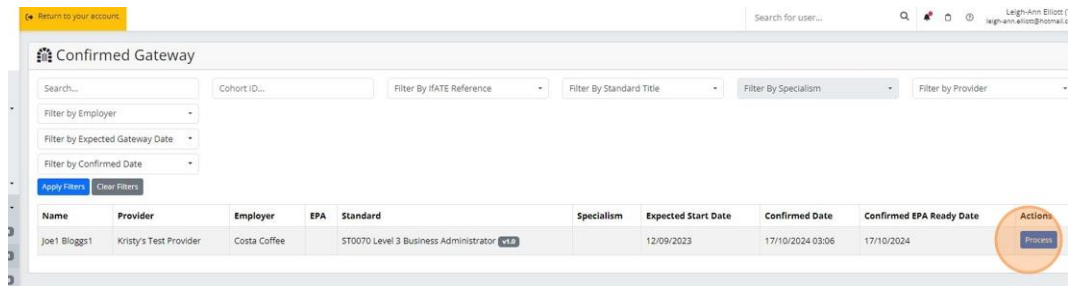
3. Here you will upload the requirement evidence to each section of the element's checklist. Once you have uploaded evidence to checklist, click next.
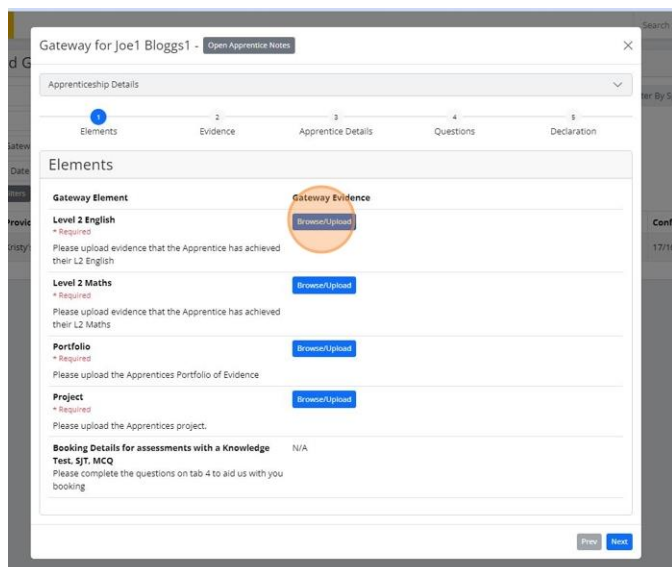
4. You have the option here to add in any additional notes and then click next.
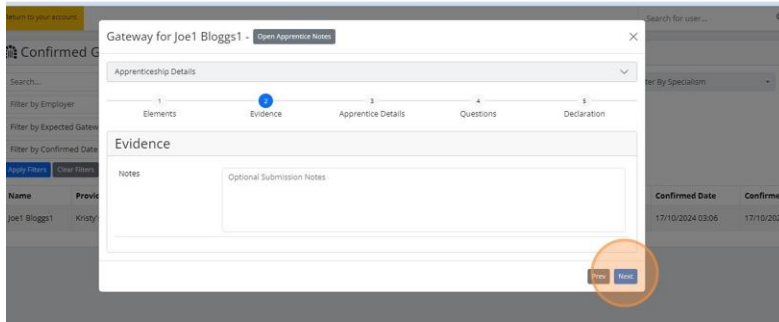
5. Within this tab, you will have the option to review and verify all apprentice's information from their profile, if you need to edit any of the information, please select Edit Apprentices Details and then click next.
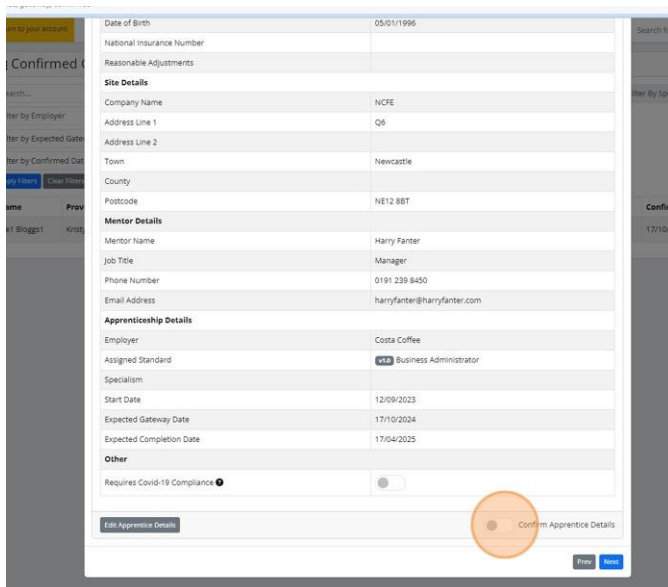
6. Within this section you will provide all key information on how the apprentice has selected to have their assessments delivered.
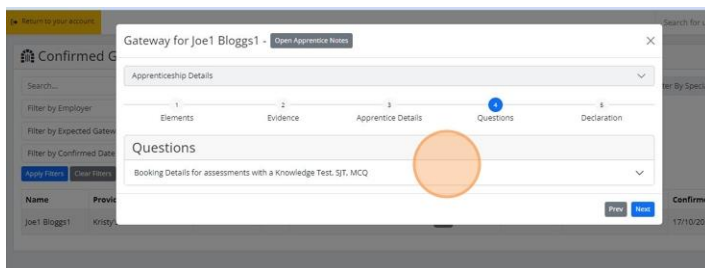
7. Once you have completed all relevant sections, please select next.

8. You will now need to approve the gateway evidence components by ticking each of the boxes.

9. Once all sections are completed, you will need to add your name and sign if you haven't added your signature to your profile.

10. Once you are happy all information has been uploaded and signed off, please click the submit gateway toggled and click save.

11. Please click ok if you would like to request EPA.

Pending - Gateway has been requested

Once you have requested EPA, the apprentice will move into the Pending section. The gateway audit team will conduct the audit within 4 working days.

Rejected - Gateway request has been rejected

If the gateway audit has been rejected, they will move into the rejected motivation tool drop down and you will receive an email notification advising what information is missing.

Completed - Gateway has been accepted

When your learner is accepted, they will move to the Completed navigation drop down area.

Archived

All apprentices that have been accepted and completed EPA and had their final grade released will move into the Archived area.

Assessment bookings and results

Viewing assessment bookings

1. To view assessment bookings for your apprentices, select 'Apprentices' from the navigation menu at the left-hand side of the screen.
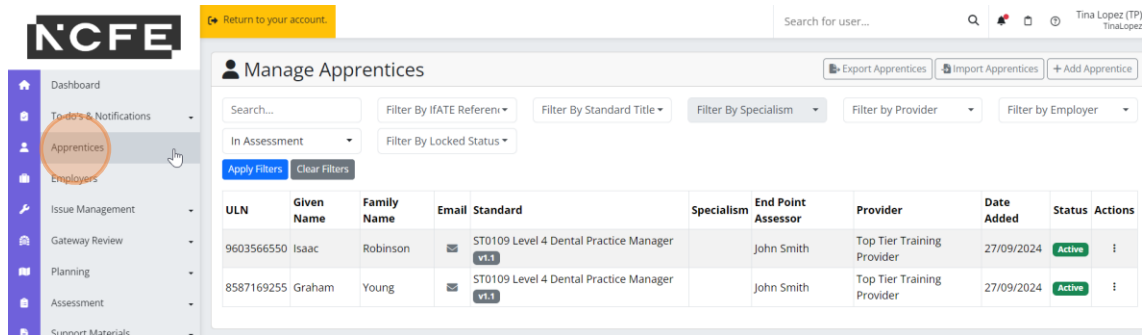
2. Ensure the filter on the 'Apprentices' screen defaults to those 'In Assessment' as this will show those who have been accepted through to EPA.
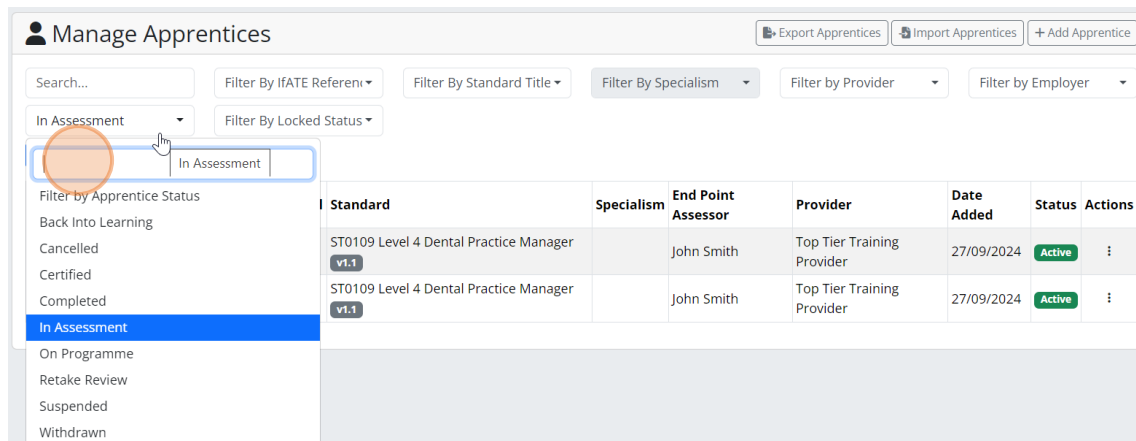
3. Once you locate the apprentice you would like to view the bookings for, select the ellipses at the end of the row and select 'Profile'.

4. Once the profile is open, you can view the assessment dates and results for completed assessments.

5. To view the upcoming assessment dates, select 'Assessment Profile' in the top right corner.

6. You will then see the booked assessments.

Assessment Profile
Lou Flear

COMPONENTS

⬤ ASSESSMENT PLAN   ⬤   ⬤   ◯ CERTIFICATION

91 DAYS LEFT IN EPA

◯ No Status   ⬤ Booked   ⬤ Complete   ⬤ In Progress   ⬤ Alert Preventing Progression

Apprenticeship Details

Status	In Assessment
Provider	Kristy's Test Provider
Employer	Costa Coffee
EPA	Dorothy Dolittle
Primary EPA Manager	Test Epa Manager
ULN	1234567894

Open Apprentice Notes

Programme Details

Standard	ST0005 Level 2 Adult Care Worker v1.2
Specialism	-
Schema	Level 2 Adult Care Worker
Start Date	11/10/2023
Gateway Approved Date	15/10/2024
Completion Date	16/01/2025
Cohort ID	-

Alerts

❗ Situational Judgement Test requires a resit booking
❗ Professional Discussion milestone Assessment is overdue
❗ The assessment plan has not been completed.

Programme checklist

◯ Complete **Assessment Plan**
✅ Complete **Situational Judgement Test**
   ✅ Assessment ⓘ
◯ Complete **Professional Discussion**
   ◯ Assessment ⓘ
◯ Complete **Certification**
◯ Submit to **ESFA**

Components

Component	Assessment Date	Status	Element EPA	Result	Previous Results	Actions
Situational Judgement Test	16/10/2024 08:30	Needs Resit	Dorothy Dolittle	Fail	-	Manage
Professional Discussion	15/10/2024 15:45	Pending QA	Dorothy Dolittle	-	-	Manage
Certification	-	-	-	-	-	Manage

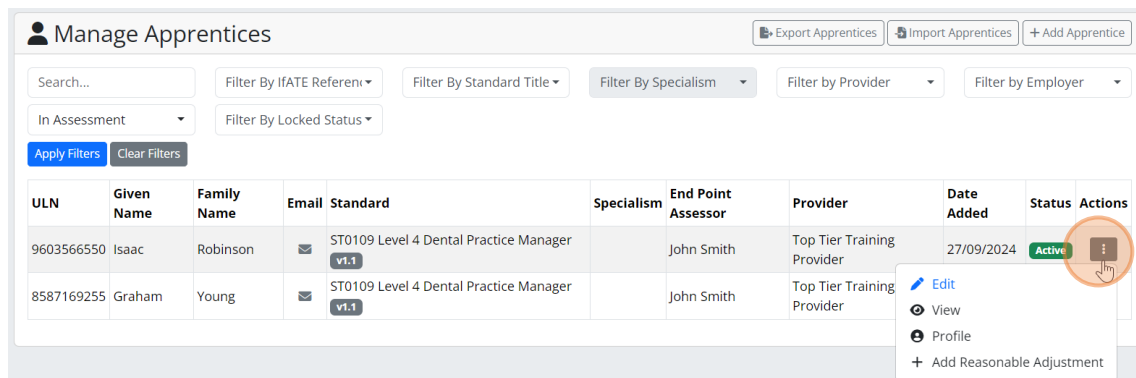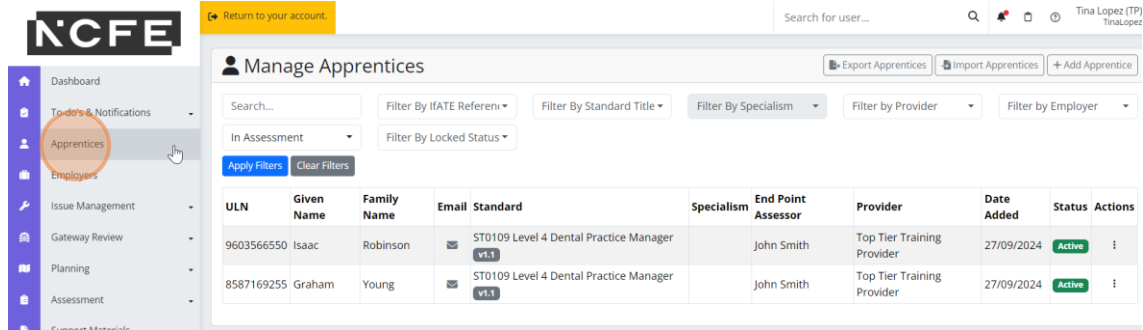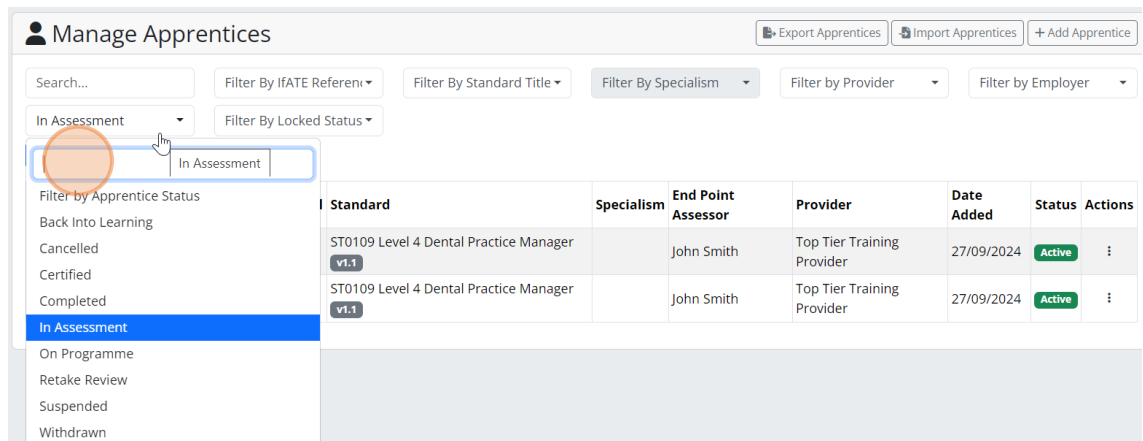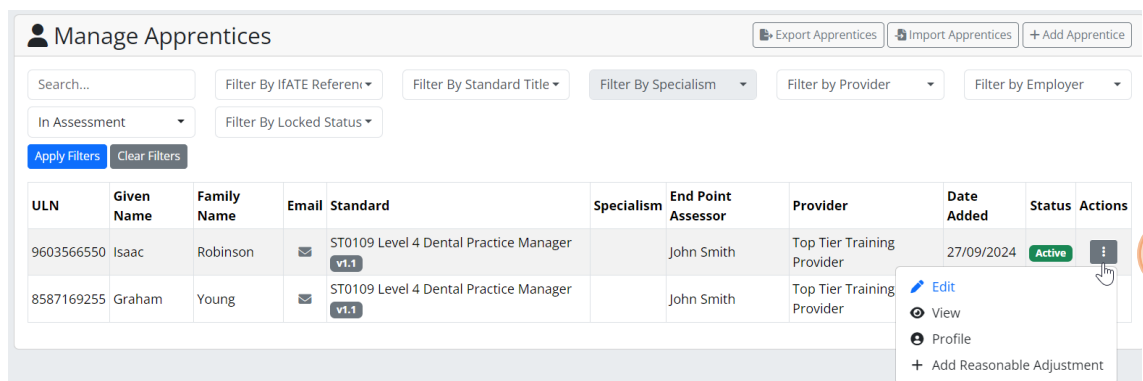# Accessing assessment results

1. To view assessment results for your apprentices, select 'Apprentices' from the navigation menu at the left-hand side of the screen.

2. Ensure the filter on the 'Apprentices' screen defaults to those 'In Assessment' as this will show those who have been accepted through to EPA.

3. Once you locate the apprentice you would like to view the results for, select the ellipses at the end of the row and select 'Profile'.

4. Once the profile is open, you can view the assessment dates and results for completed assessments.

5. To view the feedback for the assessment, select 'Assessment Profile' in the top right corner.

NCFE

6. Select 'Manage' at the end of the row for the relevant assessment component.

7. Select 'View Result'

8.   You will then be able to view the feedback for the assessment component.

Situational Judgement Test - View Result

LOU FLEAR ‖ Situational Judgement Test

		Outcome *
(?) Select a category for the outcome	⊘ Grade	Fail Fail

Additional Information

Additional Info

Next Action ❓
Resit

Earliest Date for Resit
15/11/2024 12:00:00

Details ⌄

Date Delivered / Duration
16/10/2024 08:30:00
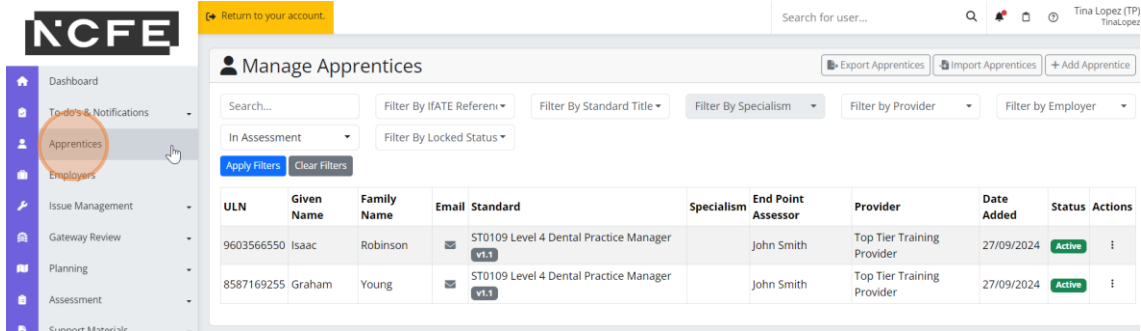
Days
0

Hours/Minutes
01:30

Feedback ⌄

Reasonable Adjustments ⌄

Attendees ⌄

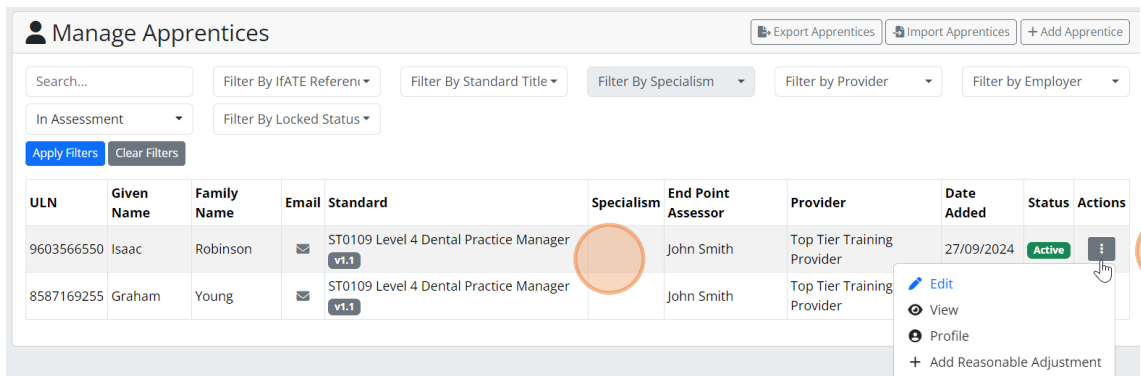Declaration ⌄

How to apply for EAA and Appeals

1. To apply for an EAA on an assessment result or to appeal a decision, select 'Apprentices' from the navigation menu at the left-hand side of the screen.

2. Ensure the filter on the 'Apprentices' screen defaults to those 'In Assessment' as this will show those who have been accepted through to EPA.
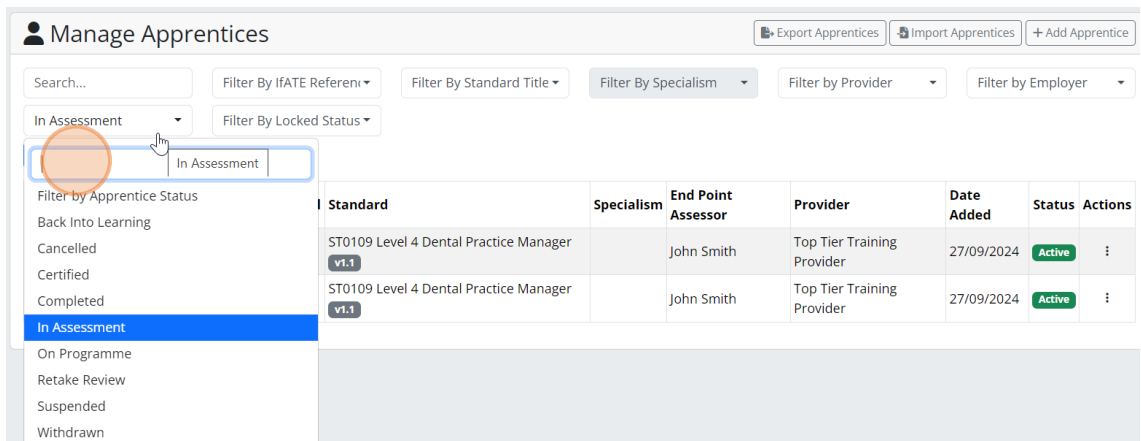
3. Once you locate the apprentice you would like to submit an EAA or appeal for, select the ellipses at the end of the row and select 'Profile'.

![NCFE logo]

4. Select 'Assessment Profile' in the top right corner.

5. Select 'Manage' at the end of the row for the relevant assessment component.

6. Select 'Appeal Result'.

7. Complete the mandatory fields marked with the asterisk.

8. Select the 'Type' of appeal you are submitting. Full guidance on the types of appeals can be found in our Enquiries and Appeals Policy.

9. Please upload any files to support the EAA or appeal submission in the 'File upload' section.

10. Click 'Submit' in the bottom right corner.

Change of Circumstances

Pre Gateway

You can apply change of circumstances for the following for apprentices that have not yet entered End Point assessment.

Types of Change of Circumstances:

Cancelled - apprentice withdrawing from EPA.
Suspended - Place an apprentice on hold

1. Click on Issue Management within the navigation tool.

2. Select Change of Circumstances in the drop down.

3. Click in the Search Apprentices field and type in the apprentice's name.
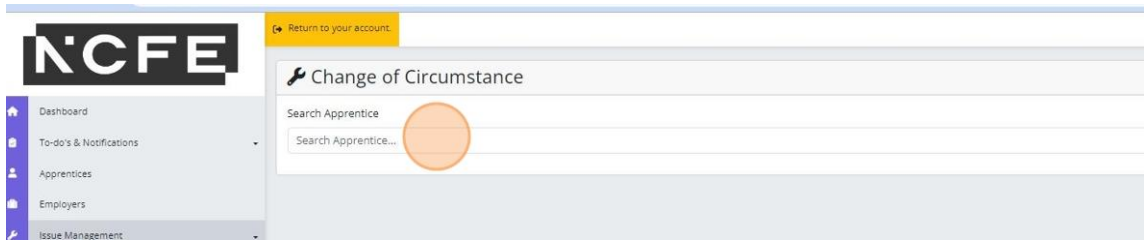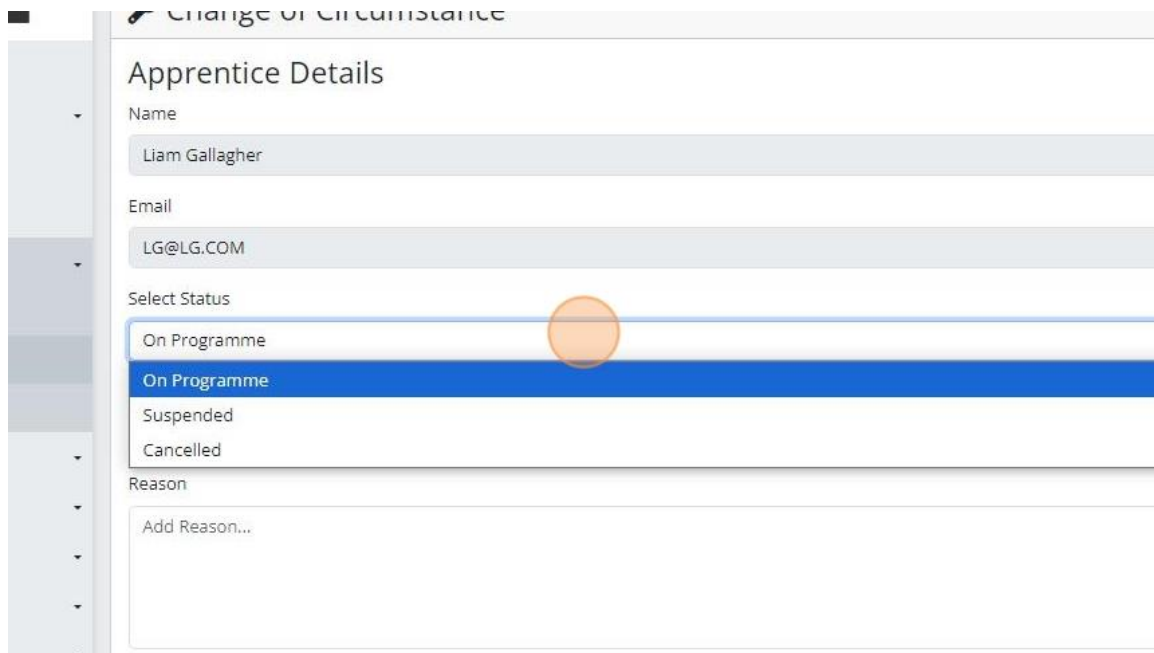
4. Once you found your apprentice please click update in the actions column.
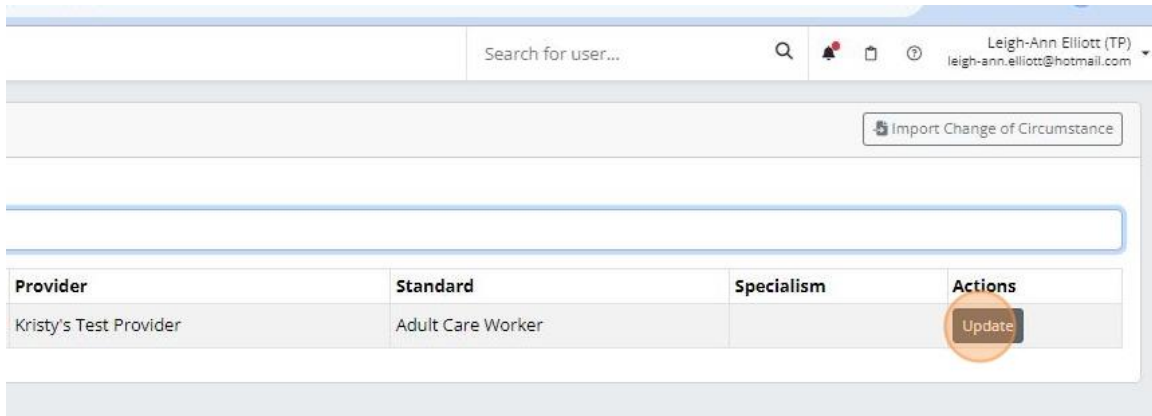
5. Click on the Select Status
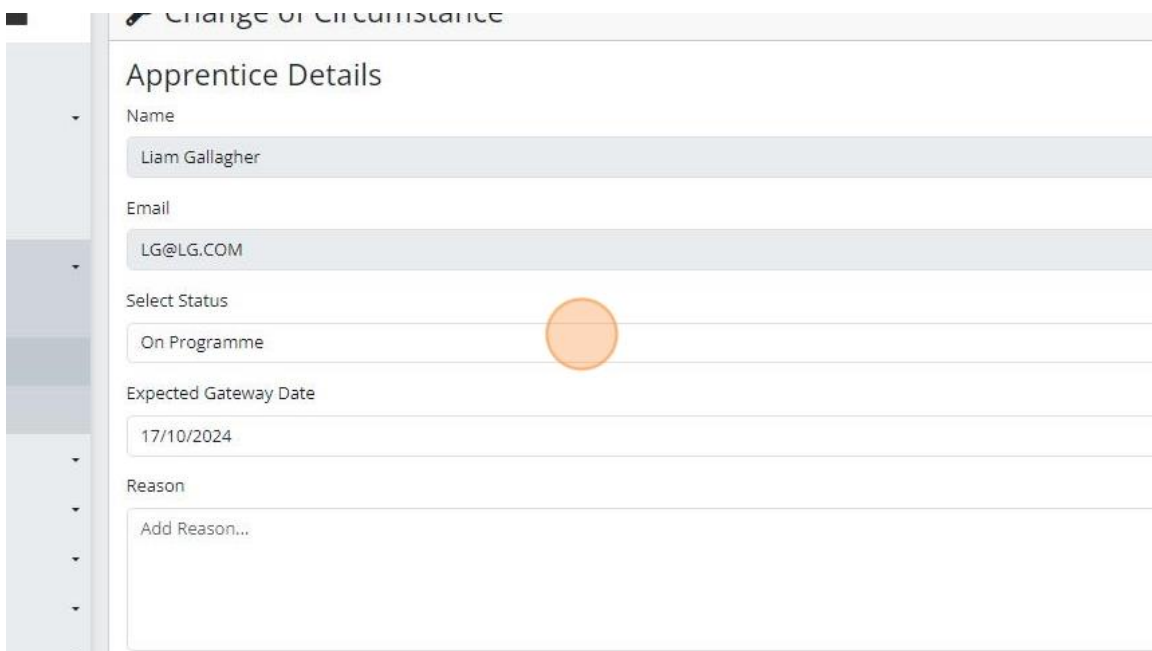
6. Select the required option in the drop-down list.

Change of Circumstance

Apprentice Details

Name

Liam Gallagher

Email

LG@LG.COM

Select Status

On Programme

| On Programme |
| Suspended |
| Cancelled |

Reason

Add Reason...

7. Add in the reason.

Select Status

On Programme

Expected Gateway Date

17/10/2024

Reason

Add Reason...

8. Click save.

Manage Apprentice   Save

Post Gateway

If you need to withdraw/place an apprentice on hold/cancel an assessment for apprentices who have been accepted through to End Point Assessment, please contact the following teams.

Action	Team	Email Address.
Withdraw an Apprentice	Relationship team	eparelationshipteam@ncfe.org.uk
Place an apprentice on hold	Relationship Team	eparelationshipteam@ncfe.org.uk
Cancel an assessment	EPA Bookings Team	epabookings@ncfe.org.uk

Support Materials

In this section, you'll find standard specific guidance materials, templates, and additional general resources to support apprentices on their EPA journeys.
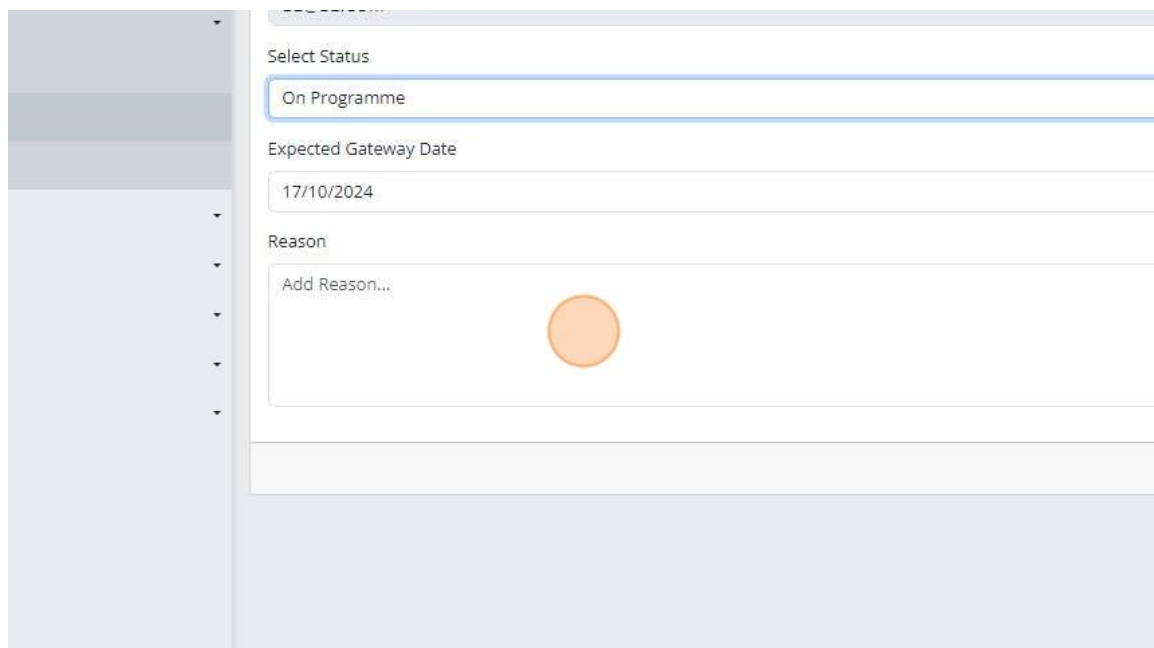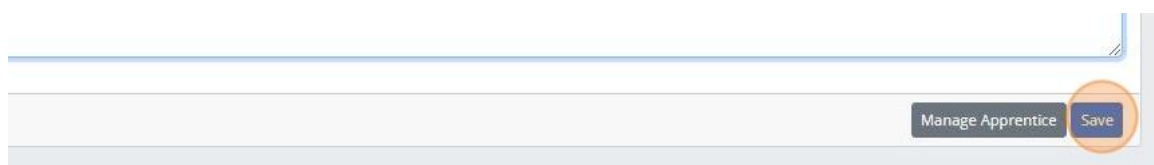
Reporting

In this section on the navigation tool, you will be able to pull your own reports from the system depending on the requirements. Your Relationship Manager or Relationship Coordinator will work with you to save templates and set reports to automatically run and email to the relevant contact.

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Statement of Achievement

Within the apprentice's profiles once they have had their final grade released, you will be able to download a copy their statement of achievement.

Please see below an example of the statement of achievement. Apprentices that complete a Sports, Leisure or Facilities standard will receive an NCFE and Active IQ branded certificate; apprentices who complete any other standards will receive an NCFE branded certificate.
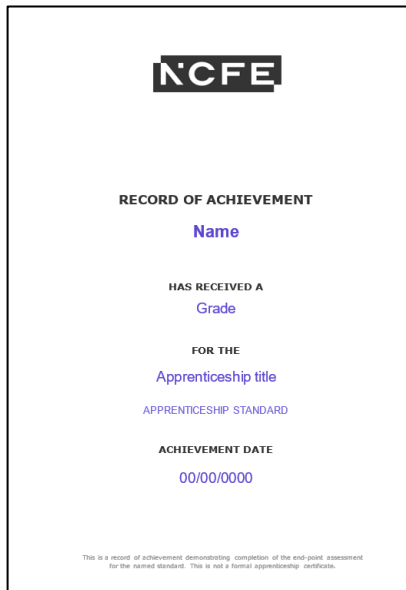
Contact us

NCFE
Q6
Quorum Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 240 8950
Email: eparelationshipteam@ncfe.org.uk