

End Point Assessment

Proficient user guide v1.3

Contents

Introduction	4
Logging into Proficient	4
Forgotten password	4
Navigation Menu	5
Dashboard	6
To-dos and Notifications	7
My Profile	9
Setting up my signature	9
Changing my password	11
Training provider management and users	12
Viewing and updating your Training Provider profile.	12
Viewing standards you have within your contract	13
Creating Users	13
Assigning standards to a user	16
Assigning permissions to a user role.	19
Deactivating users	21
Registering apprentices via bulk upload	24
Register apprentices individually	26
Amending apprentices' on programme minimum duration to 8 months	29
Employers	30
View/Edit apprentices	31
Reasonable Adjustments	33
How to apply for a reasonable adjustment	33
How to resubmit a reasonable adjustment request if it has been rejected	38
Requesting EPA	42
Enrolled - Awaiting Expected Gateway Date Confirmation	42
Confirmed - Requesting Gateway	46
Pending - Gateway has been requested	49
Rejected - Gateway request has been rejected	50
Completed - Gateway has been accepted	50
Archived	50
Assessment bookings and results	51
Viewing assessment bookings	51
Accessing assessment results	54
How to apply for EAA and Appeals	58
Change of Circumstances	62
Pre Gateway	62
Post Gateway	65



Support Materials	65
Reporting	65
Statement of Achievement	66
Contact us	66

Introduction Logging into Proficient

Proficient webpage link: ncfe.proficientapp.co.uk



Sign in to your account

Username

Password

[Sign In](#)

[Forgotten your password?](#)

or

[Sign in with Skilltech One](#)

[Sign in with Microsoft](#)

By logging in and using this service, I agree to the

[End User Terms and Conditions.](#)



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

Forgotten password

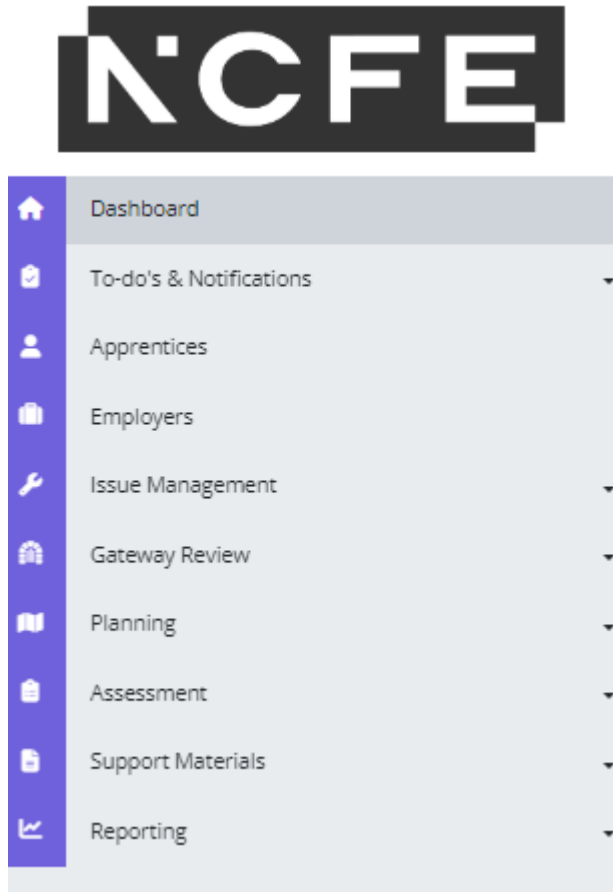
If you are unsure of your password for Proficient, there is a forgotten password link on the ncfe.proficientapp.co.uk

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

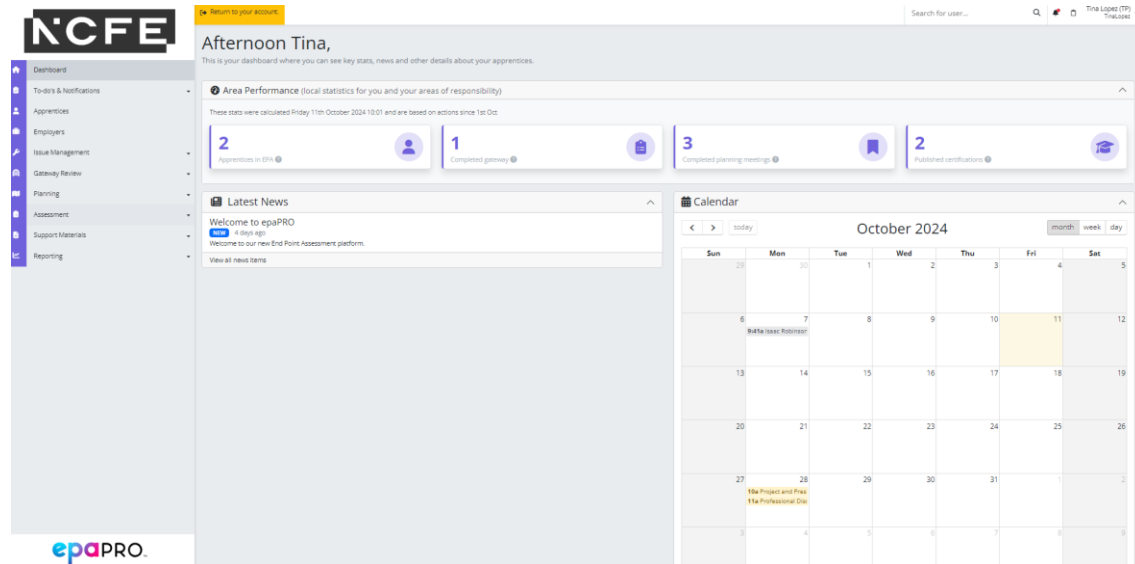
On the left side of the page, you will see the navigation menu.

To expand the specific areas of the Navigation Menu, select the arrow to the right of the area you would like to view.



Dashboard

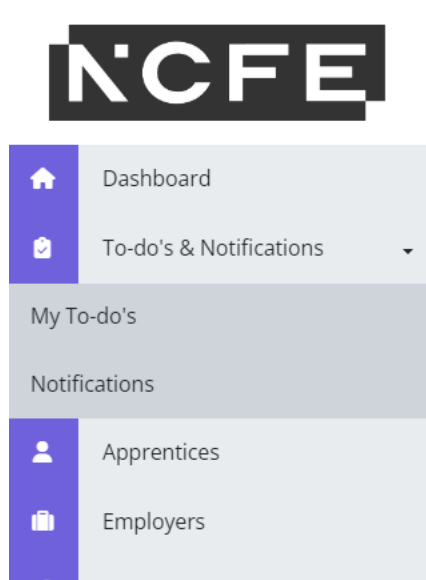
When you log into Proficient, you will see your dashboard which includes Area Performance, Latest News and the EPA calendar.



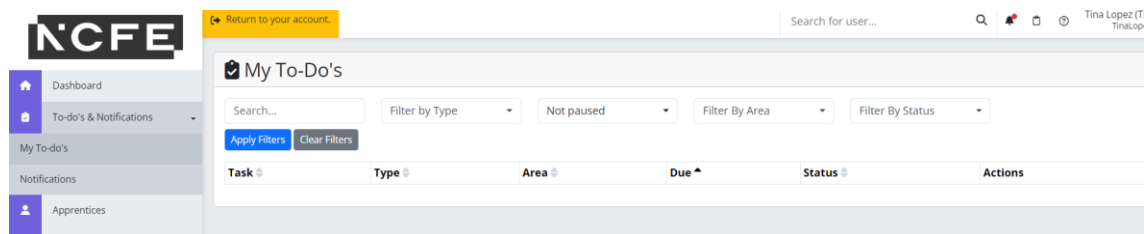
Section	Description
Area Performance	This highlights key information regarding apprentice statuses. You can see how many apprentices are currently in EPA, how many apprentices for the current month have been accepted through to EPA and how many apprentices have been certificated in the current month.
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.

Select All	Notification	Area	Type	Date	Actions
☐	Caitlin Wymer's gateway has been approved.	Gateway	Gateway Complete	2 days ago	View Mark Read Delete
☐	1 apprentice was due for gateway on 13/10/2024 but was not processed.	Gateway	Gateway Missed	3 days ago	View Mark Read Delete
☐	1 apprentice was due for gateway on 08/10/2024 but was not processed.	Gateway	Gateway Missed	1 week ago	View Mark Read Delete
☐	Certification completed for Hallie Jackson	Certification	Certification Available	1 week ago	View Mark Read Delete
☐	Project / Improvement Presentation result available for Hallie Jackson	Assessment	Result Available	1 week ago	View Mark Read Delete

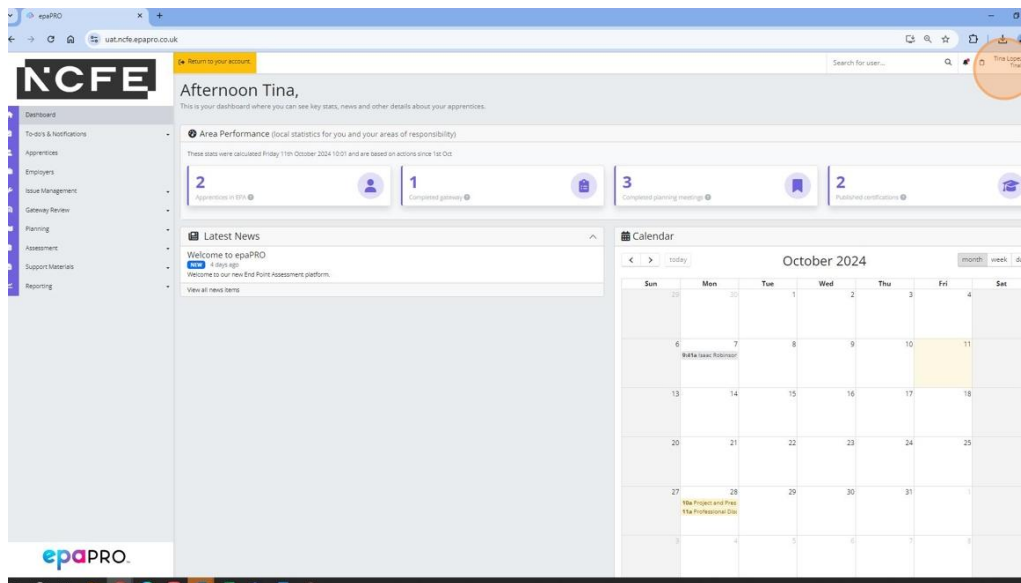
4. Selecting 'View' next to these notifications will take you to the relevant screen to access results, complete a gateway submission or update the apprentice's Gateway Start Date.

My Profile

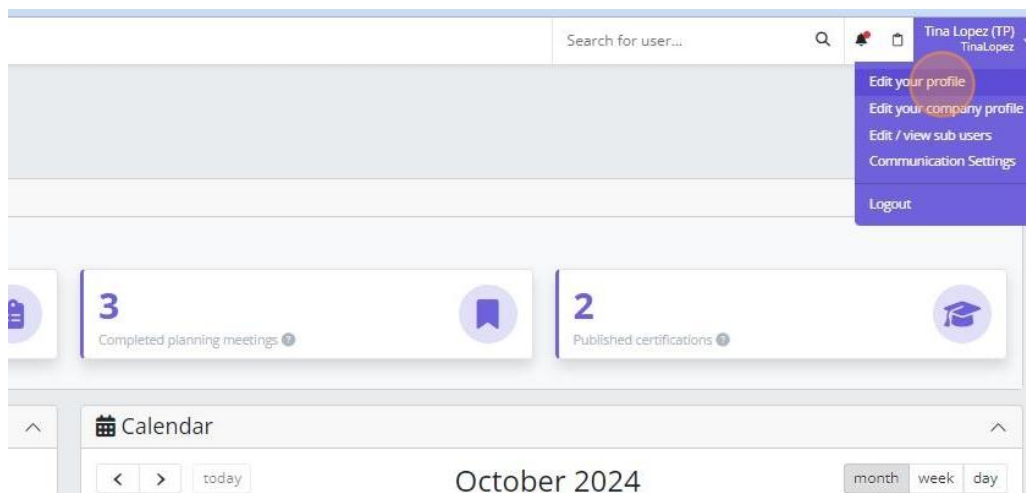
Setting up my signature

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

The screenshot shows the 'Edit My Profile' page in the NCFE epaPRO system. On the left is a navigation menu with options like Dashboard, Tools & Notifications, and Issue Management. The main content area is titled 'Edit My Profile' and has tabs for User Details, External Calendars & SSD, Associated epaPRO Accounts, Multi-factor Authentication, and Security. Under the 'User Details' tab, there are several input fields. The 'Signature Name' field, which contains 'TinaLopez', is highlighted with an orange circle. Other fields include Username, Email, Pronouns, Given Name, Preferred Name, Pronunciation, Middle Name, Family Name, and Telephone. A 'Clear Signature' button is located below the Signature Name field. At the bottom right, there is a blue 'Update My Profile' button.

4. Sign in the signature box.

This screenshot is a closer view of the 'Edit My Profile' page. The 'Signature' box, which contains a handwritten signature, is highlighted with an orange circle. The 'Clear Signature' button is visible next to it. The 'Signature Name' field above it contains 'T Lopez'. The 'Email' field contains 'Test@Testing.com'. The 'Purchase Order Number' field is empty. The left navigation menu is also visible.

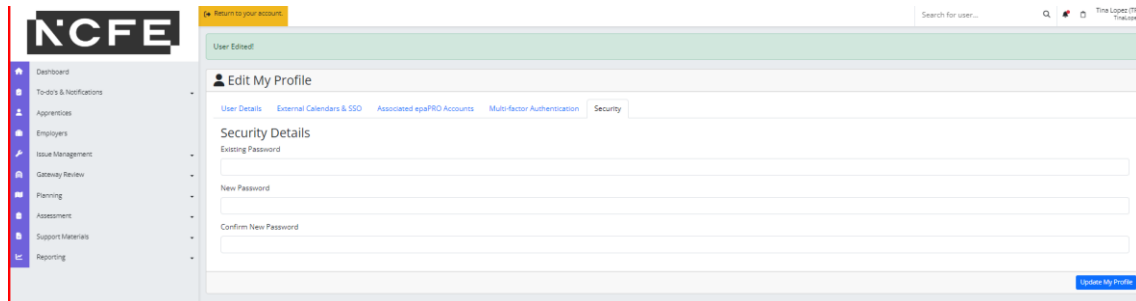
5. Click update my profile.

This screenshot shows the 'Edit My Profile' page with the 'Update My Profile' button at the bottom right highlighted with an orange circle. The 'Signature' box now contains a handwritten signature. The 'Clear Signature' button is visible next to it. The 'Signature Name' field contains 'T Lopez'. The 'Email' field contains 'Test@Testing.com'. The 'Purchase Order Number' field is empty. The left navigation menu is also visible.

Changing my password

Within the Edit My Profile section, you can also change your Proficient password.

Click on Security.



The screenshot shows the NCFE 'Edit My Profile' interface. On the left is a sidebar with a menu including Dashboard, Today's & Notifications, Apprentices, Employers, Issue Management, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The main content area is titled 'Edit My Profile' and has several tabs: User Details, External Calendars & SSD, Associated epaPRO Accounts, Multi-factor Authentication, and Security. The 'Security' tab is active, showing 'Security Details' with three input fields: 'Existing Password', 'New Password', and 'Confirm New Password'. A blue 'Update My Profile' button is located at the bottom right of the form.

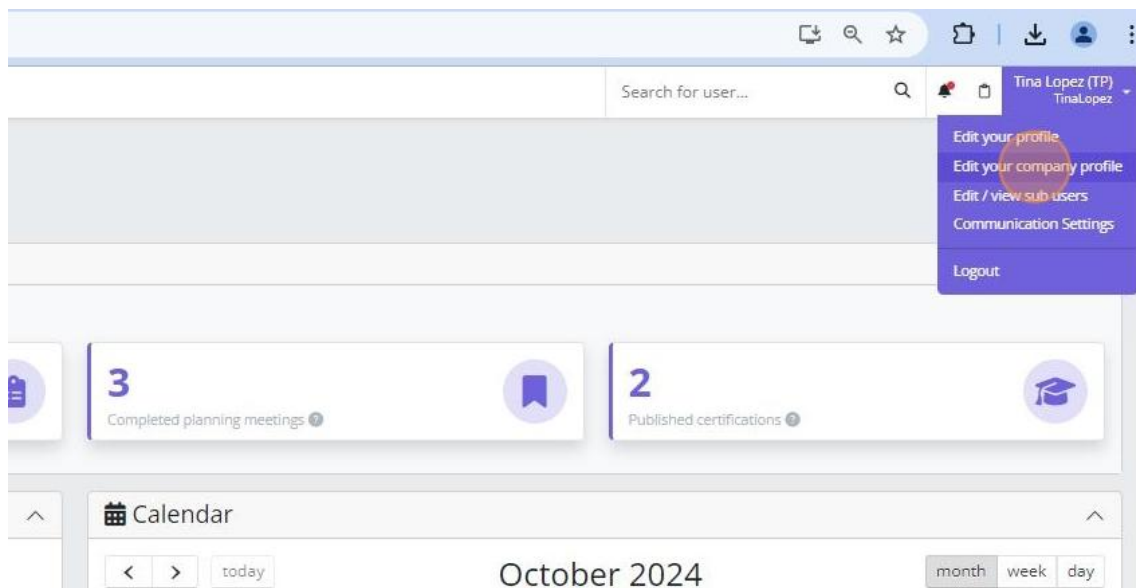
Add in your existing password, new password and then confirm new password and then click Update My Profile.

Training provider management and users

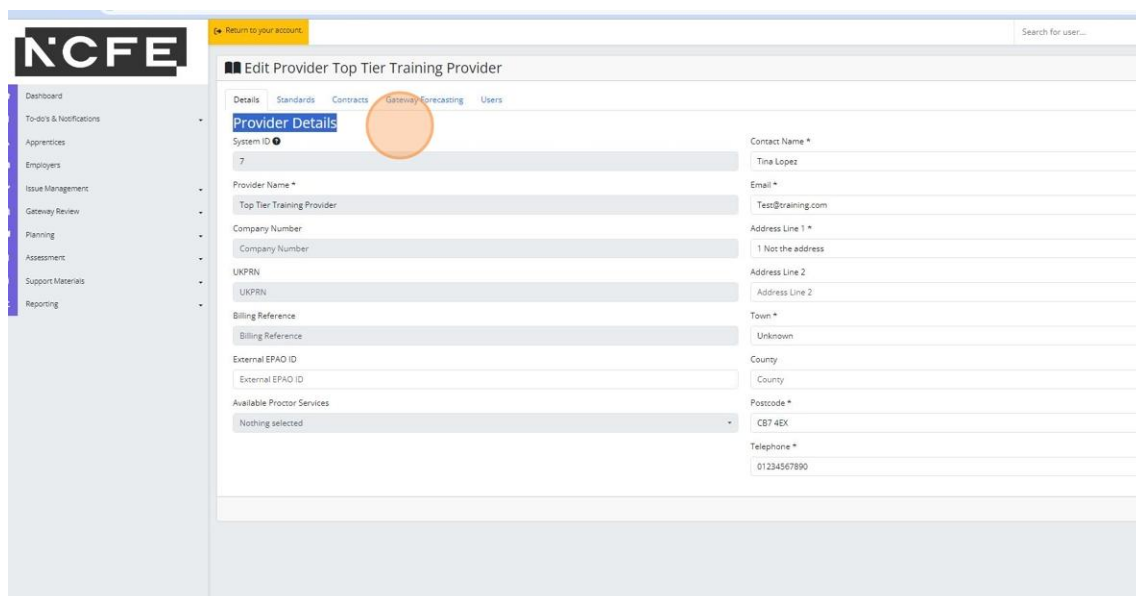
Only Primary Users can update Training Provider information and manage user accounts. If you need to change your Primary User, please contact the Relationship Team.

Viewing and updating your Training Provider profile.

1. Click on your company profile.

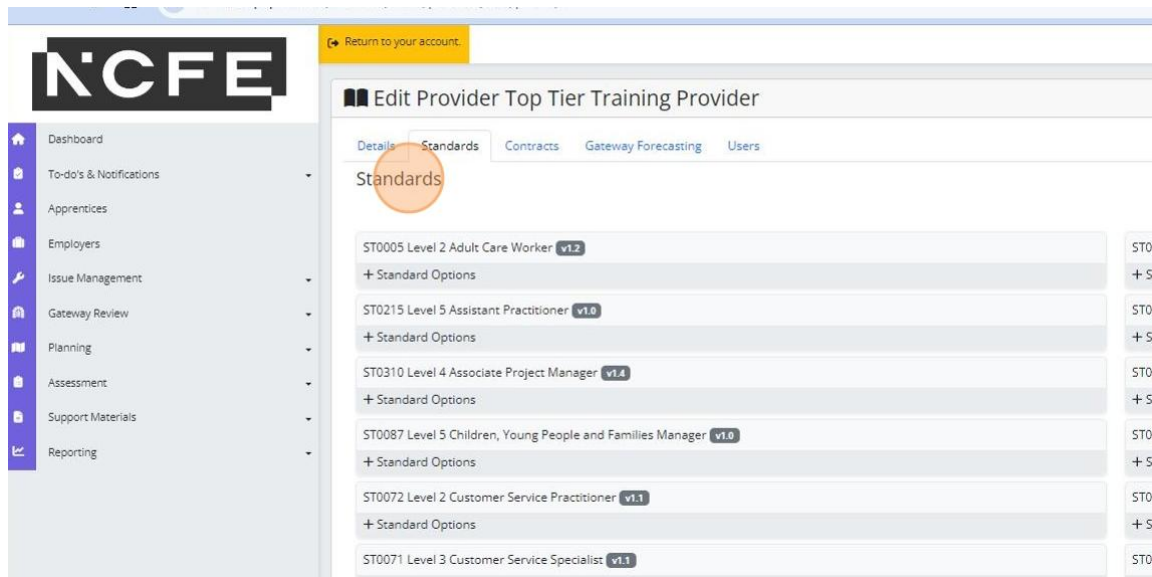


2. Within the details tab, you can amend any fields that are not greyed out. If you need to change your primary user, please contact the Relationship Team.



Viewing standards you have within your contract

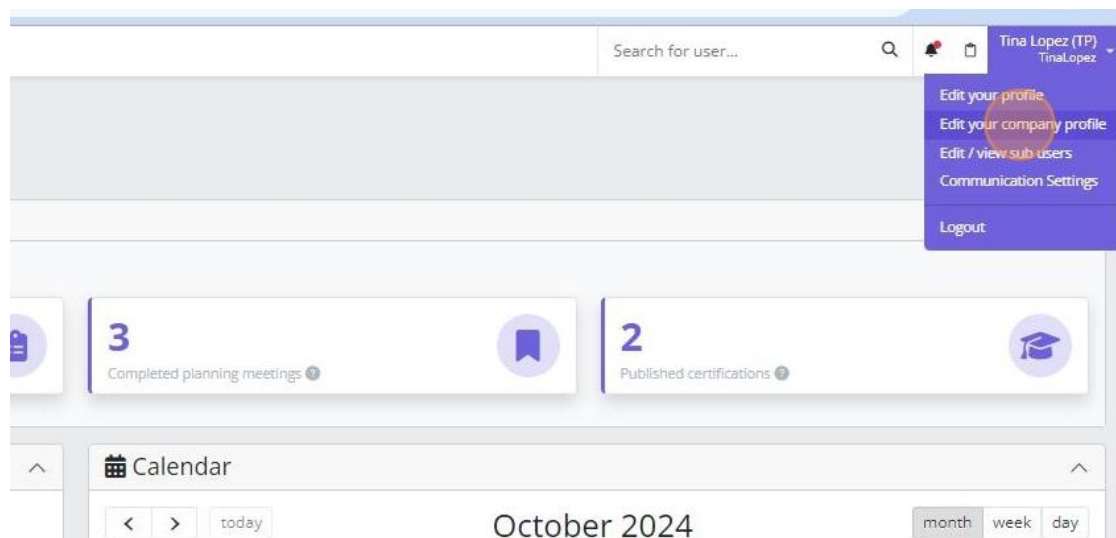
1. Click on standards to view the standards you have within your contract, please contact the Relationship Team if you wish to add any additional standards.



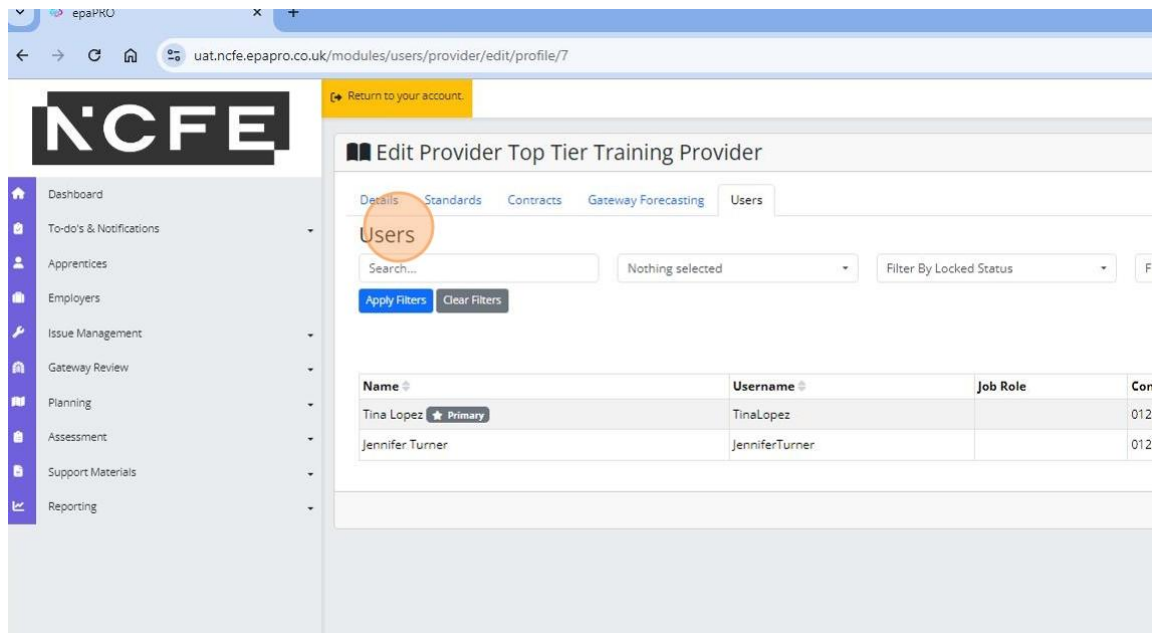
Creating Users

Only your Primary User can create new users on Proficient.

1. Click on your company profile.



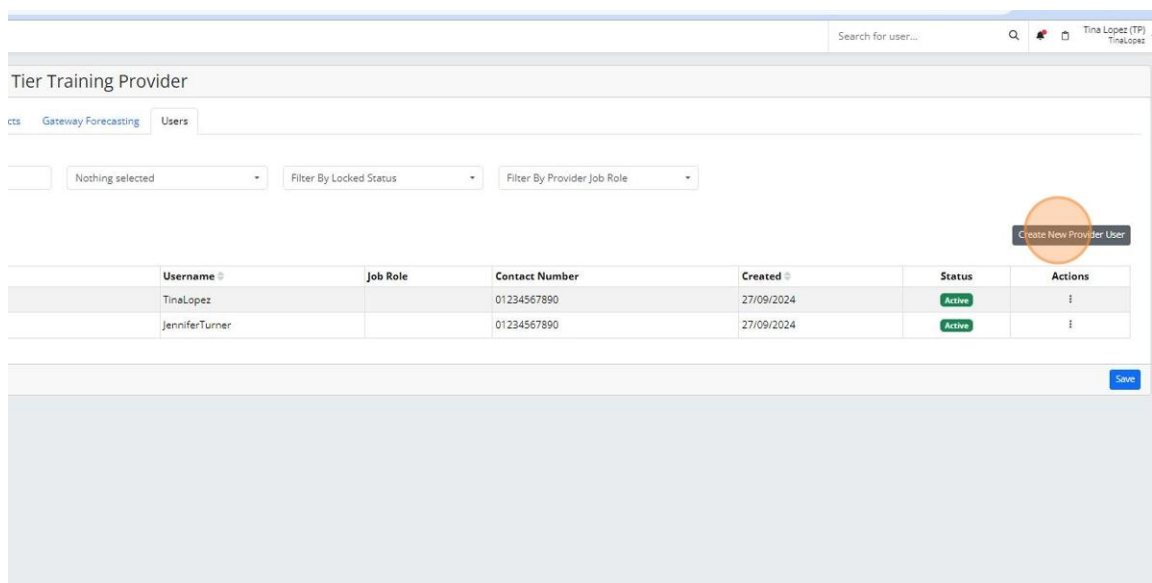
2. Click the users tab.



The screenshot shows the NCFE epapro system interface. The left sidebar contains a navigation menu with options: Dashboard, To-do's & Notifications, Apprentices, Employers, Issue Management, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The main content area is titled 'Edit Provider Top Tier Training Provider' and has tabs for Details, Standards, Contracts, Gateway Forecasting, and Users. The 'Users' tab is selected and highlighted with an orange circle. Below the tabs, there is a search bar, a dropdown menu showing 'Nothing selected', and a 'Filter By Locked Status' dropdown. There are 'Apply Filters' and 'Clear Filters' buttons. A table lists the users:

Name	Username	Job Role	Contact Number
Tina Lopez ★ Primary	TinaLopez		012
Jennifer Turner	JenniferTurner		012

3. Click Create new provider user.



The screenshot shows the 'Tier Training Provider' page in the NCFE epapro system. The left sidebar is the same as in the previous screenshot. The main content area has tabs for Details, Gateway Forecasting, and Users. The 'Users' tab is selected. Below the tabs, there is a search bar, a dropdown menu showing 'Nothing selected', and two filter dropdowns: 'Filter By Locked Status' and 'Filter By Provider Job Role'. A 'Create New Provider User' button is highlighted with an orange circle. A table lists the users:

Username	Job Role	Contact Number	Created	Status	Actions
TinaLopez		01234567890	27/09/2024	Active	i
JenniferTurner		01234567890	27/09/2024	Active	i

A 'Save' button is located at the bottom right of the page.

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

epaPRO

uat.ncfe.epapro.co.uk/modules/users/provider/7/users/create

Return to your account

Create Provider User

Top Tier Training Provider

User Details Permissions Sub-User Details Standards Apprentices

User Details

Username *
Username

Email *
Email

Purchase Order Number
Purchase Order Number

Allowed login methods
☒ Login using username/password

Pronouns
Please select

Given Name *
Given Name

Preferred Name
Preferred Name

Pronunciation
Pronunciation

Middle Name
Middle Name

Family Name *
Family Name

Family Name

5. Click save provider user.

Middle Name
Middle Name

Family Name *
Test

Telephone *
0191 239 8450

Save Provider User

Assigning standards to a user

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

at.ncfepapro.co.uk/modules/users/provider/edit/profile/7/users

Return to your account

Search for user...

Provider sub user created.

Edit Provider Top Tier Training Provider

Details Standards Contracts Gateway Forecasting Users

Users

Search: Nothing selected Filter By Locked Status Filter By Provider Job Role

Apply filters Clear filters

Create New Provider User

Name	Username	Job Role	Contact Number	Created	Status	Actions
Tina Lopez Primary	TinaLopez		01234567890	27/09/2024	Active	⋮
Jennifer Turner	JenniferTurner		01234567890	27/09/2024	Active	⋮
Test Test	testuser1		0191 239 8450	11/10/2024	Active	⋮

Save

2. Click edit.

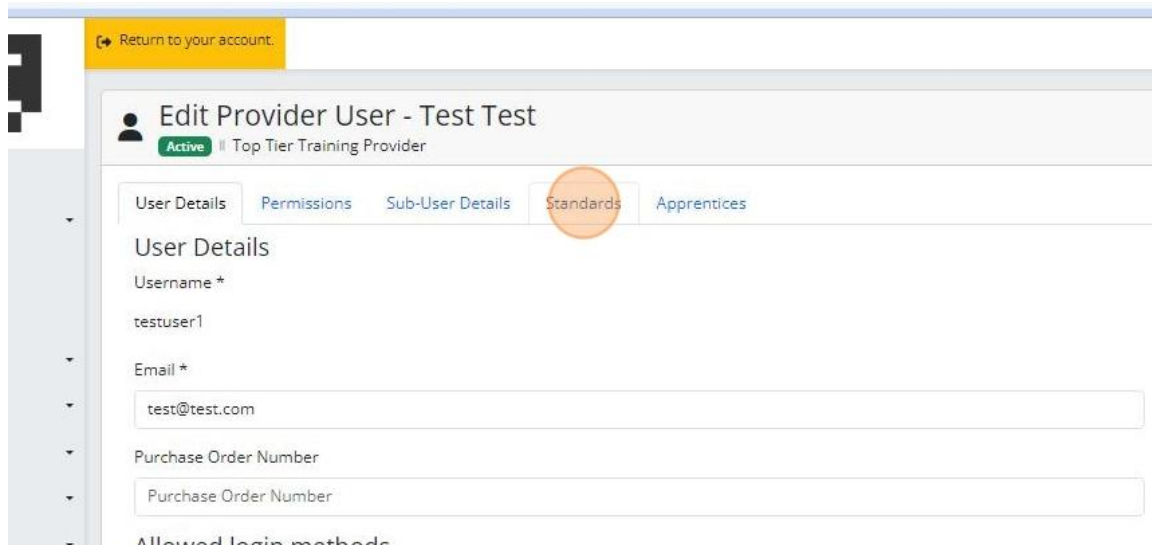
filter by provider job role

Create New Provider User

Contact Number	Created	Status	Actions
01234567890	27/09/2024	Active	⋮
01234567890	27/09/2024	Active	⋮
0191 239 8450	11/10/2024	Active	⋮

Edit View

3. Click on standards.



Return to your account.

Edit Provider User - Test Test

Active || Top Tier Training Provider

User Details Permissions Sub-User Details **Standards** Apprentices

User Details

Username *

testuser1

Email *

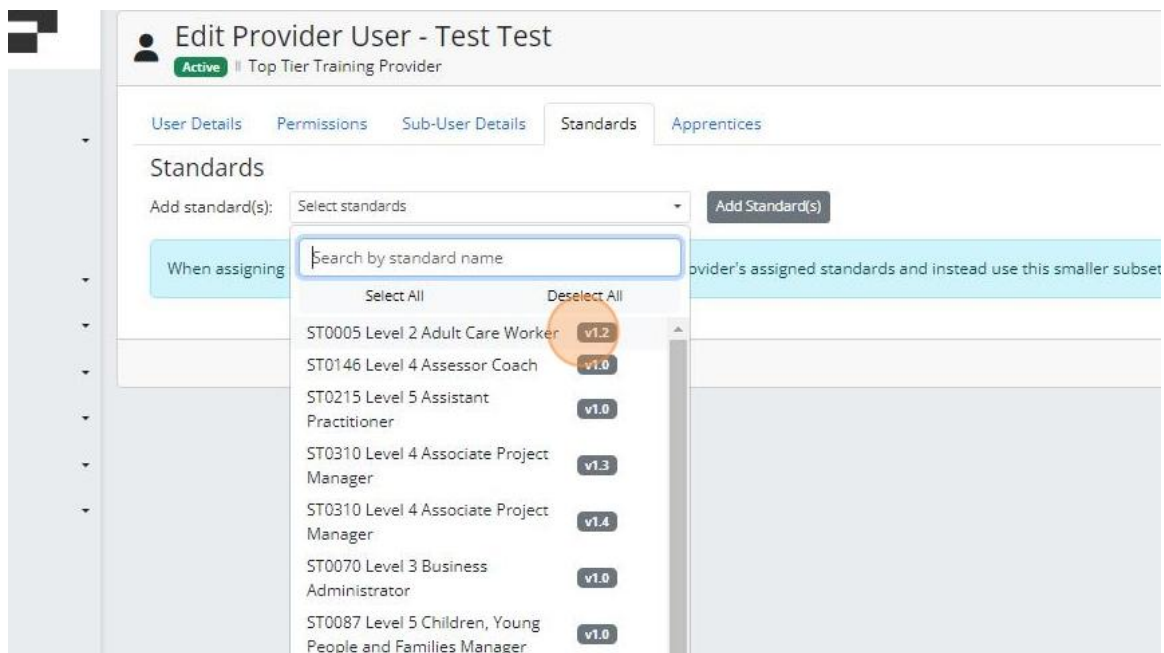
test@test.com

Purchase Order Number

Purchase Order Number

Allowed login methods

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



Edit Provider User - Test Test

Active || Top Tier Training Provider

User Details Permissions Sub-User Details **Standards** Apprentices

Standards

Add standard(s): Select standards Add Standard(s)

When assigning

Search by standard name

Select All Deselect All

ST0005 Level 2 Adult Care Worker	v1.2
ST0146 Level 4 Assessor Coach	v1.0
ST0215 Level 5 Assistant Practitioner	v1.0
ST0310 Level 4 Associate Project Manager	v1.3
ST0310 Level 4 Associate Project Manager	v1.4
ST0070 Level 3 Business Administrator	v1.0
ST0087 Level 5 Children, Young People and Families Manager	v1.0

provider's assigned standards and instead use this smaller subset

5. Click add standard(s)

ers/provider/7/users/121/edit

our account.

it Provider User - Test Test

ve || Top Tier Training Provider

etails Permissions Sub-User Details Standards Apprentices

ards

ndard(s): ST0005 Level 2 Adult Care Worker v1.2 **Add Standard(s)**

assigning

Search by standard name

Select All Deselect All

ST0005 Level 2 Adult Care Worker	v1.2	✓
ST0146 Level 4 Assessor Coach	v1.0	
ST0215 Level 5 Assistant Practitioner	v1.0	
ST0310 Level 4 Associate Project Manager	v1.3	
ST0310 Level 4 Associate Project Manager	v1.4	

provider's assigned standards and instead use this smaller subset. If you need the user to sy

6. Click save provider user.

Expand All Collapse All

er subset. If you need the user to sync with the provider again then remove all of their assigned standards.



Save Provider User

Assigning permissions to a user role.

Primary users can manage users access within the system.

There are 3 options to select from:

- Training Provider Read Only - Can view everything but can't edit
 - Training Provider role- Full access within the system.
 - Training Provider Support materials access only- support materials access only.
1. Click on the user you would like to change permissions for by selecting the ellipses next to their name.

atnfe.epapro.co.uk/modules/users/provider/edit/profile/7/users

Return to your account

Search for user...

Provider sub user created.

Edit Provider Top Tier Training Provider

Details Standards Contracts Gateway Forecasting Users

Users

Search: Nothing selected Filter By Locked Status Filter By Provider Job Role

Apply Filters Clear Filters

Create New Provider User

Name	Username	Job Role	Contact Number	Created	Status	Actions
Tina Lopez Primary	TinaLopez		01234567890	27/09/2024	Active	
Jennifer Turner	JenniferTurner		01234567890	27/09/2024	Active	
Test Test	testuser1		0191 239 8450	11/10/2024	Active	

Sign

2. Click edit.

filter by provider job role

Create New Provider User

Contact Number	Created	Status	Actions
01234567890	27/09/2024	Active	⋮
01234567890	27/09/2024	Active	⋮
0191 239 8450	11/10/2024	Active	⋮

Edit View

- Click on Permissions.

User Details Permissions Sub-User Details Standards Apprentices

User Details

Username *

- Select the relevant role from the role dropdown bar.

User Details Permissions Sub-User Details Standards Apprentices

Permissions

Edit User Role

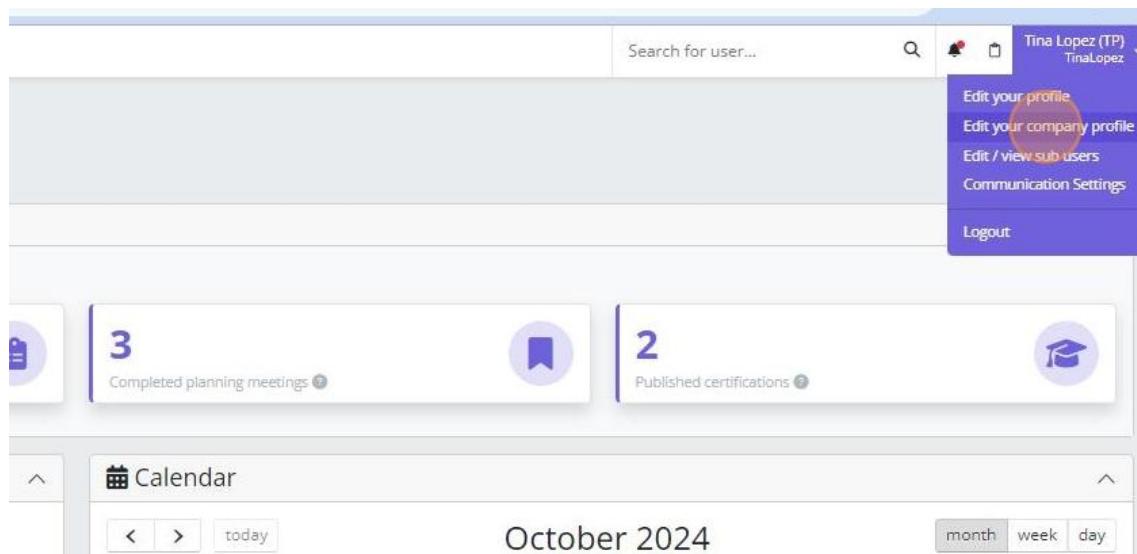
Role *

NCFE Provider Role

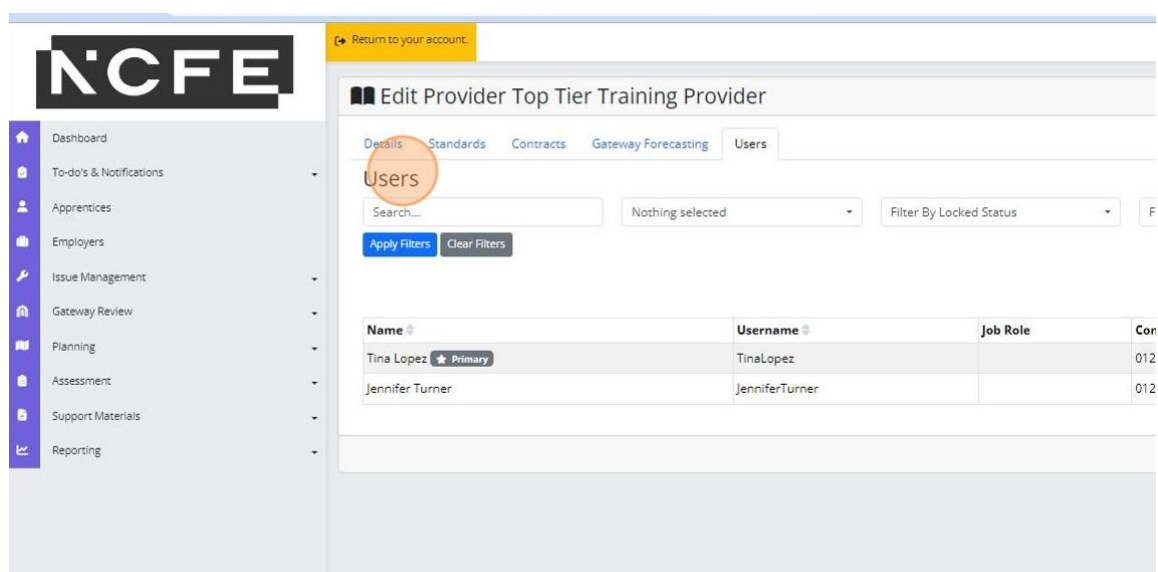
- Once selected scroll down and click Save provider user.

Deactivating users

1. Click Edit your company profile.



2. Click the users tab.



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

Filter By Provider Job Role

Create New Provider User

Contact Number	Created	Status	Actions
01234567890	27/09/2024	Active	⋮
01234567890	27/09/2024	Active	⋮
0191 239 8450	11/10/2024	Active	⋮

Save

- Click edit.

Filter By Provider Job Role

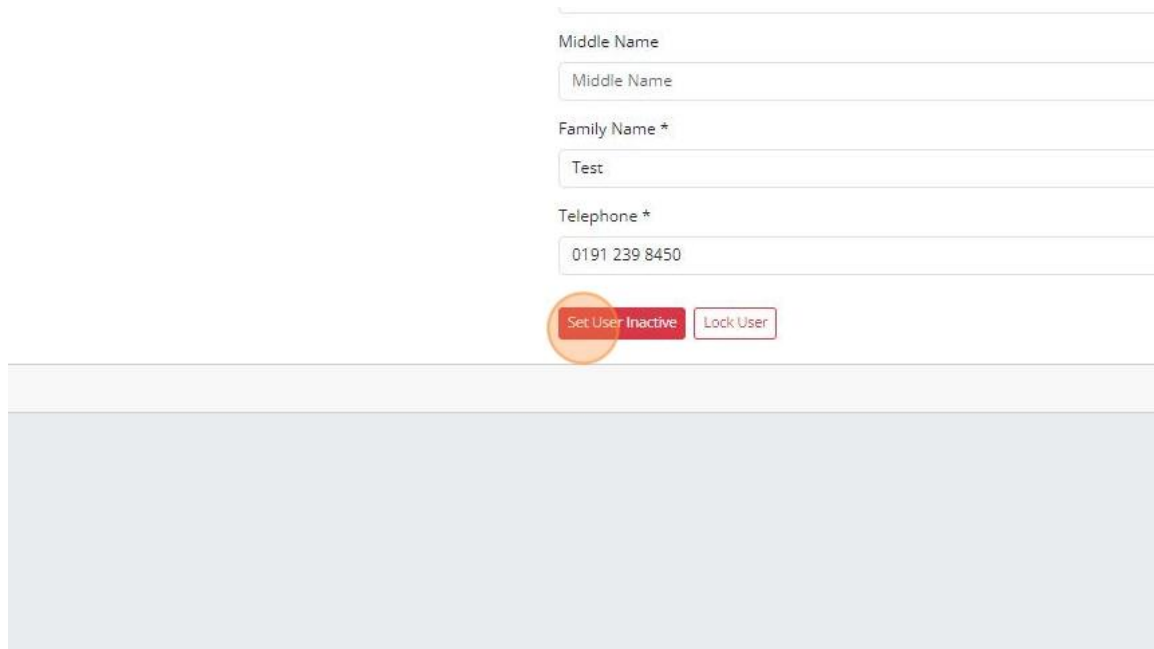
Create New Provider User

Contact Number	Created	Status	Actions
01234567890	27/09/2024	Active	⋮
01234567890	27/09/2024	Active	⋮
0191 239 8450	11/10/2024	Active	⋮

Edit

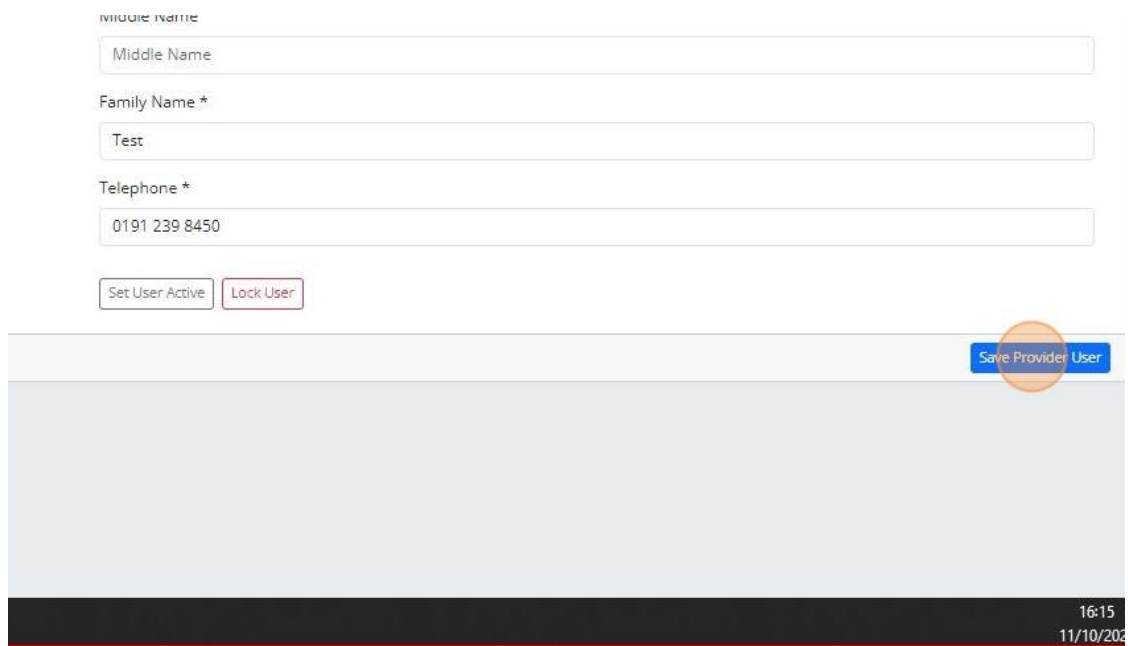
View

5. Click set user inactive.



A screenshot of a web application interface for user management. The form contains the following fields: 'Middle Name' (with a placeholder 'Middle Name'), 'Family Name *' (with a placeholder 'Test'), and 'Telephone *' (with a placeholder '0191 239 8450'). Below the form are two buttons: 'Set User Inactive' (highlighted with an orange circle) and 'Lock User'. The interface has a light gray header and a large light blue footer area.

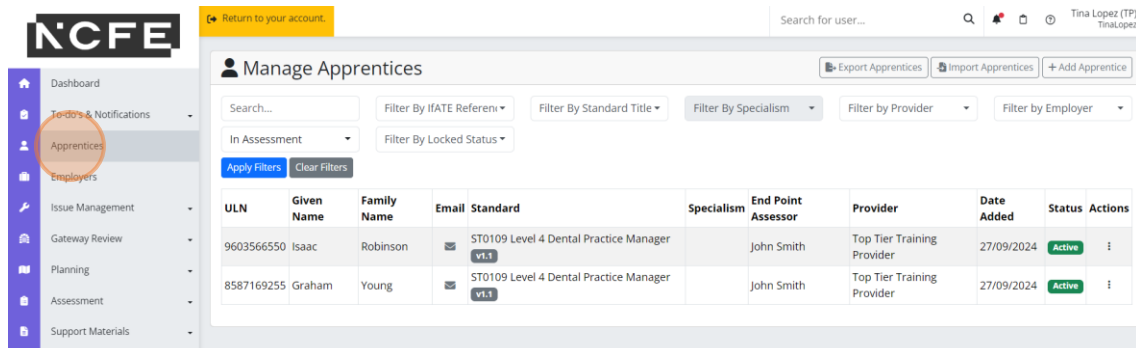
6. Click save provider user.



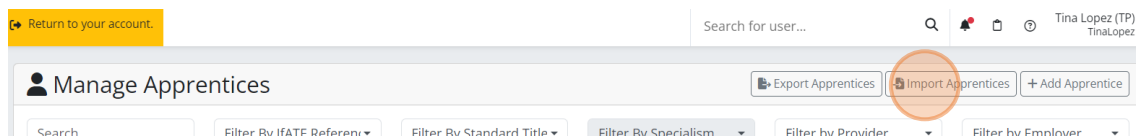
A screenshot of the same web application interface. The form fields are identical to the previous screenshot. Below the form are two buttons: 'Set User Active' and 'Lock User'. The 'Save Provider User' button is highlighted with an orange circle. The interface includes a light gray header and a large light blue footer area. In the bottom right corner, there is a timestamp: '16:15 11/10/2023'.

Registering apprentices via bulk upload

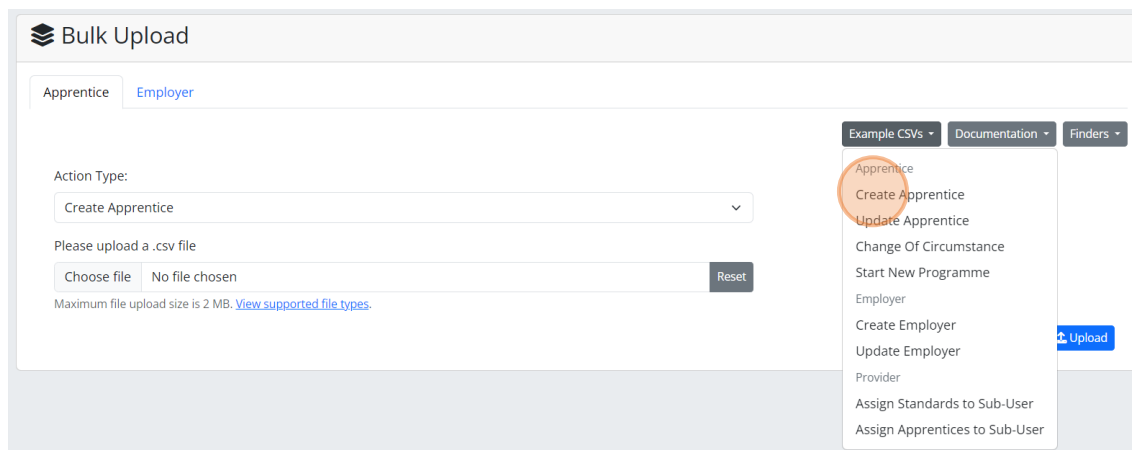
1. To register apprentices via the bulk upload option in the navigation bar on the left-hand side, select 'Apprentices'.



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.



- 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_id	expected	expected	user_pro	given_nam	preferred	pronunciation	middle_na	family_nam	external_id	external_a	date_of_bi	can_login	gender	ethnicity	national_id	email	u
ST0551		7.13E+09	#####	#####	3	Nicole	Reece	Elsie		Marshall	25276486	74852513	#####		male		46	EN052187	jilloyd@ex.p
ST1379.1.1		2.51E+09	#####	#####	2	Zach	Yvette	Peter		Harris	70277643	23797256	#####		undisclose		45	MS459665	ukelly@ex.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@ei.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	TJ073962	award@ex.c
ST0217		8.84E+09	#####	#####	1	Nikki	Philip	Andy		Cook	51424761	95997227	#####		female		31	NM89273	sonia.prica

- On the bulk upload screen on Proficient, 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'.

Bulk Upload

Apprentice

Employer

Example CSVs

Documentation

Finders

Action Type:

Create Apprentice

Please upload a .csv file

Choose file

No file chosen

Reset

Maximum file upload size is 2 MB. [View supported file types.](#)

Validation

Apprentice

Change Of Circumstance

Start New Programme

Employer

Provider Assign Standards Sub-User

Provider Assign Apprentices Sub-User

Upload

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

Apprentice

Employer

Example CSVs

Documentation

Finders

Action Type:

Create Apprentice

Please upload a .csv file

Choose file

Blank.docx

Reset

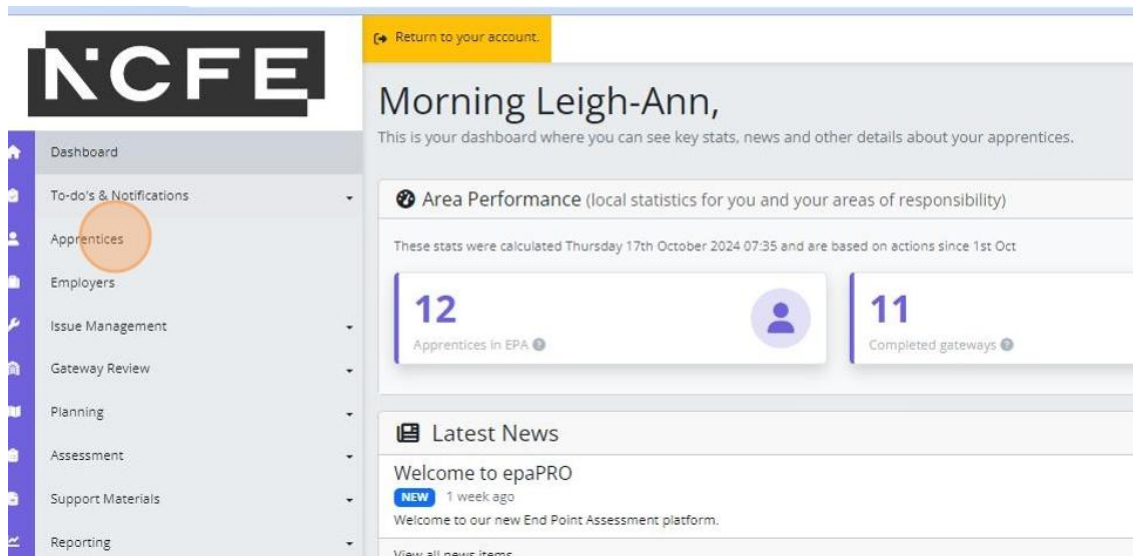
Maximum file upload size is 2 MB. [View supported file types.](#)

Upload

- Once you click 'Upload', you will receive confirmation of whether the apprentices have been created on Proficient 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.



NCFE [Return to your account.](#)

Morning Leigh-Ann,

This is your dashboard where you can see key stats, news and other details about your apprentices.

Area Performance (local statistics for you and your areas of responsibility)

These stats were calculated Thursday 17th October 2024 07:35 and are based on actions since 1st Oct

12
Apprentices in EPA

11
Completed gateways

Latest News

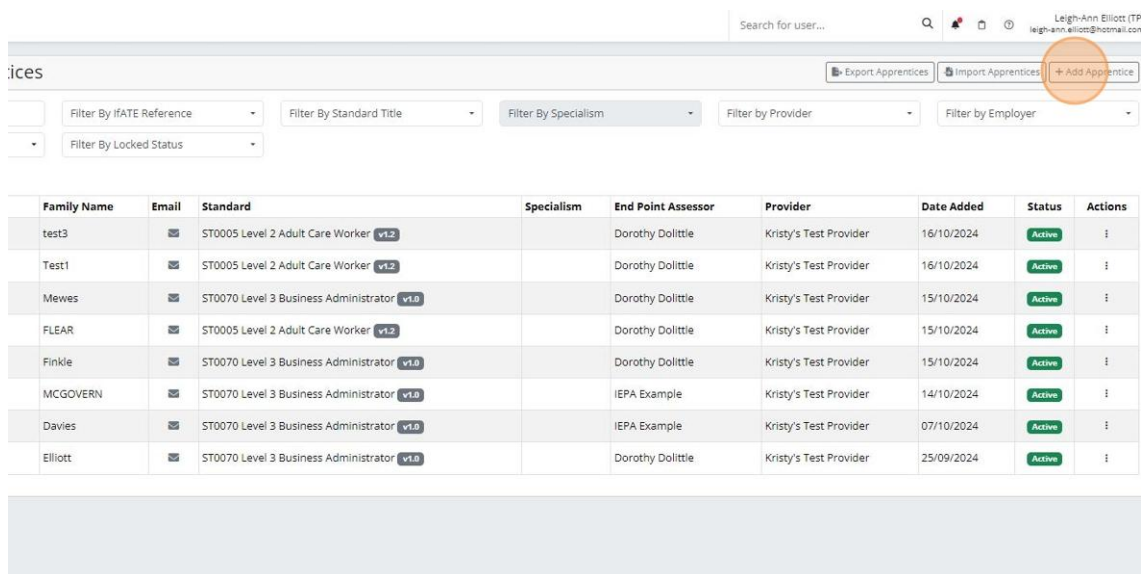
Welcome to epaPRO

NEW 1 week ago

Welcome to our new End Point Assessment platform.

[View all news items](#)

2. Click Add Apprentice.



Search for user... [Leigh-Ann Elliott \(TP\)](#)
leigh-ann.elliott@hotmail.com

[Export Apprentices](#) [Import Apprentices](#) [+ Add Apprentice](#)

Filter By IfATE Reference Filter By Standard Title Filter By Specialism Filter by Provider Filter by Employer

Filter By Locked Status

Family Name	Email	Standard	Specialism	End Point Assessor	Provider	Date Added	Status	Actions
test3	✉	ST0005 Level 2 Adult Care Worker v1.2		Dorothy Dolittle	Kristy's Test Provider	16/10/2024	Active	i
Test1	✉	ST0005 Level 2 Adult Care Worker v1.2		Dorothy Dolittle	Kristy's Test Provider	16/10/2024	Active	i
Mewes	✉	ST0070 Level 3 Business Administrator v1.2		Dorothy Dolittle	Kristy's Test Provider	15/10/2024	Active	i
FLEAR	✉	ST0005 Level 2 Adult Care Worker v1.2		Dorothy Dolittle	Kristy's Test Provider	15/10/2024	Active	i
Finkle	✉	ST0070 Level 3 Business Administrator v1.2		Dorothy Dolittle	Kristy's Test Provider	15/10/2024	Active	i
MCGOVERN	✉	ST0070 Level 3 Business Administrator v1.2		IEPA Example	Kristy's Test Provider	14/10/2024	Active	i
Davies	✉	ST0070 Level 3 Business Administrator v1.2		IEPA Example	Kristy's Test Provider	07/10/2024	Active	i
Elliott	✉	ST0070 Level 3 Business Administrator v1.2		Dorothy Dolittle	Kristy's Test Provider	25/09/2024	Active	i

- 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.

NCFE Return to your account Search for user...

Add Apprentice

Apprenticeship Details User Apprenticeship Details Workplace Details Reasonable Adjustments

Apprenticeship Details

Provider *
Kristy's Test Provider

Employer
Select employer

Standard *
Select standard

Specialism
Select standard first

Cohort ID
Cohort ID
50 character limit

On Programme Assessor

Assessor Name
Assessor Name

Assessor Phone Number
Assessor Phone Number

Assessor Email
Given Name

Apprenticeship Dates

Expected Start Date *
DD/MM/YYYY

Expected Gateway Date
DD/MM/YYYY

Expected Completion Date *
DD/MM/YYYY

Provider Transferred Date
DD/MM/YYYY

Save

- 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 Proficient 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.

NCFE Return to your account Search for user...

Add Apprentice

Apprenticeship Details User Apprenticeship Details Workplace Details Reasonable Adjustments

User Details

Username *
Username

Email *
Email

Purchase Order Number
Purchase Order Number

Allowed login methods

... Login using username/password

Pronouns
Please select

Given Name *
Given Name

Preferred Name
Preferred Name

Pronunciation
Pronunciation

Middle Name
Middle Name

Family Name *
Family Name

Telephone *
Telephone

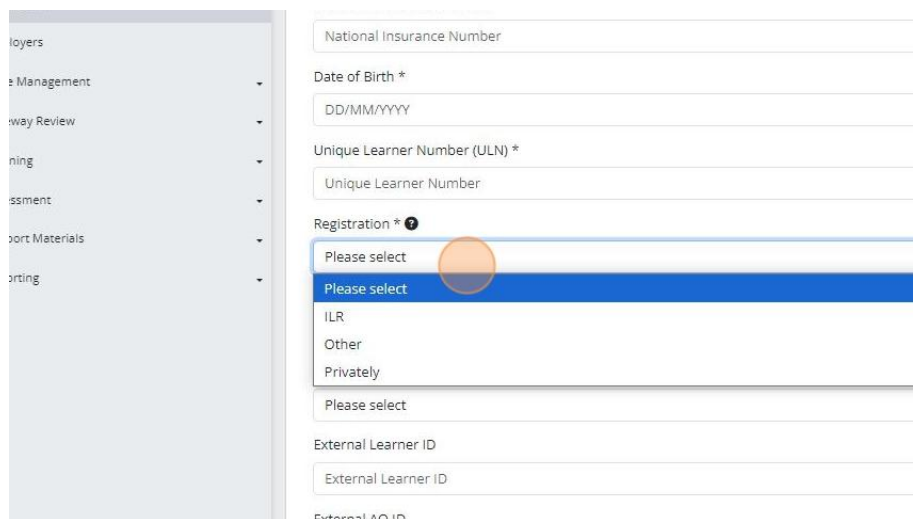
Save

- 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.



Employers

Management

Way Review

ning

ssment

port Materials

orting

National Insurance Number

Date of Birth *

DD/MM/YYYY

Unique Learner Number (ULN) *

Unique Learner Number

Registration * ?

Please select

Please select

ILR

Other

Privately

Please select

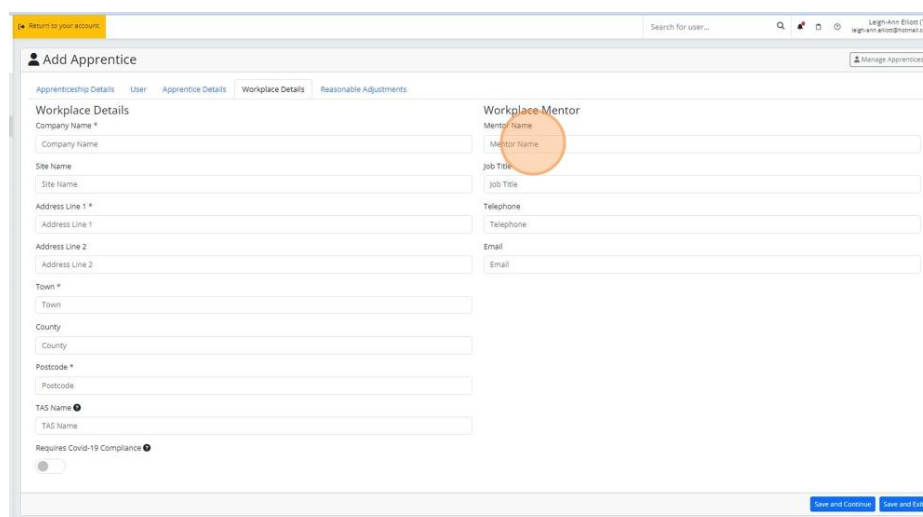
External Learner ID

External Learner ID

External AO ID

- 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.



Return to your account

Search for user...

Leigh-Anne Elliott (TP) leigh.ann.elliott@ncof.com

Add Apprentice

Apprenticeship Details User Apprentice Details Workplace Details Reasonable Adjustments

Workplace Details

Company Name *

Company Name

Site Name

Site Name

Address Line 1 *

Address Line 1

Address Line 2

Address Line 2

Town *

Town

County

County

Postcode *

Postcode

TAS Name

TAS Name

Requires Covid-19 Compliance

Workplace Mentor

Mentor Name

Mentor Name

Job Title

Job Title

Telephone

Telephone

Email

Email

Save and Continue

Save and Exit

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

count.

Apprentice

App Details User Apprentice Details Workplace Details Reasonable Adjustments

App Details

Name *

Name

1 *

e 1

Workplace Mentor

Mentor Name

Mentor Name

Job Title

Job Title

Telephone

Telephone

- 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.

Return to your account

Search for user...

Loghano Elliott (TP) loghano.elliott@nfe.com

Add Apprentice

Apprenticeship Details User Apprentice Details Workplace Details Reasonable Adjustments

Reasonable Adjustments

Reasonable adjustments can be added once the apprentice has been saved.

Save and Continue Save and Exit

Amending apprentices' on programme minimum duration to 8 months

- To change the duration of the apprentice's on programme duration to 8 months.
Search the apprentice's name in the search box in the top right corner of Proficient.

Search

lou test

APPRENTICE

Lou Test1

1234561234

- Select their name and then 'Edit record':

Edit Record View Profile Assessment Profile

Log In As

User

Name Lou Test1

3. Underneath the 'Standard' drop-down, you will see the option to use the alternative minimum duration of 8 months. Simply toggle this on and save the apprentice's record:

Standard *

ST0005 Level 2 Adult Care Worker v1.2 8/12 month(s) ▼

☐ Use Alternative Minimum Programme Duration of 8 months

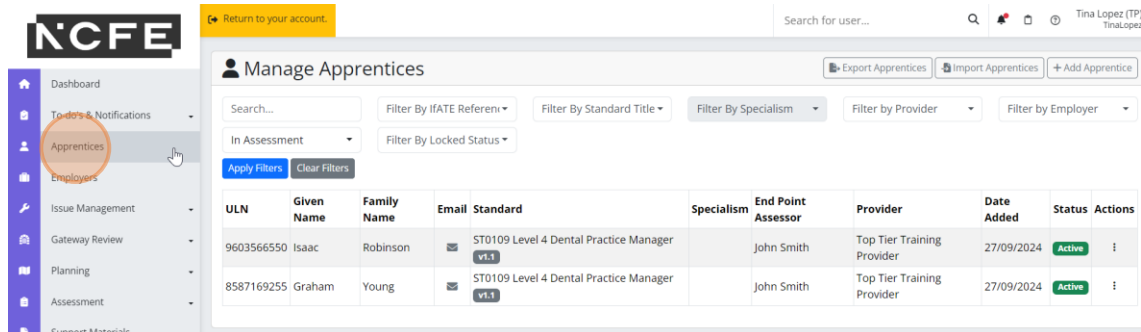
4. You will then be able to submit the gateway request for that apprentice after the minimum duration of 8 months has lapsed.

Employers

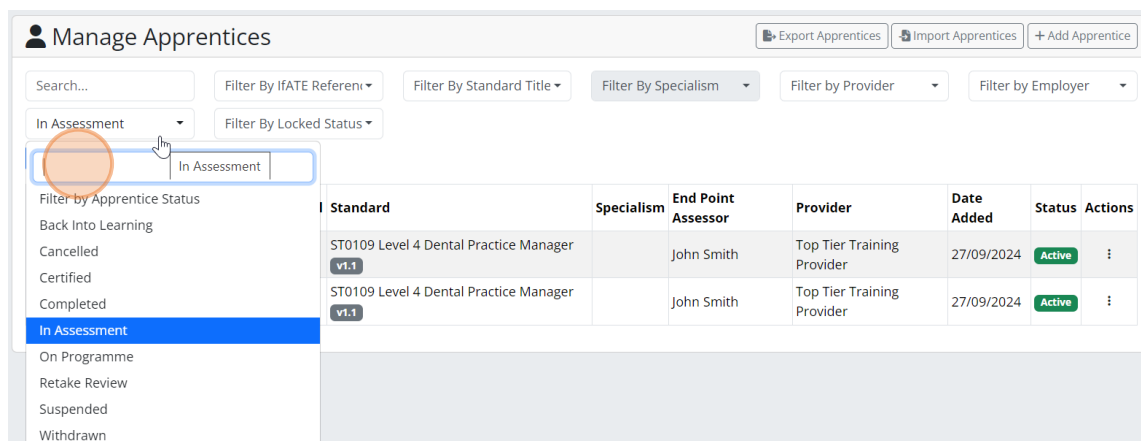
There is an employer section within the navigation menu at the left-hand side of the screen. You do not need to register the apprentice's employer prior to registering apprentices as apprentice's profiles have a workplace details tab where you will populate this information.

View/Edit apprentices

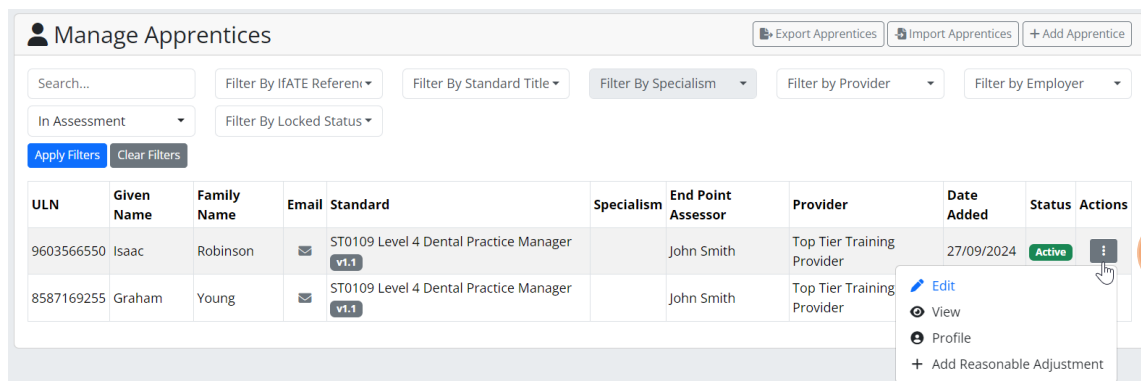
1. To view/edit your registered apprentices, select 'Apprentices' from the navigation menu at the left-hand side of the screen.



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.

- Edit Apprentice

On Programme

- Joe1 Bloggs1

Manage Appointments

View Profile

Apprenticeship Details

User

Apprentice Details

Workplace Details

Change of Circumstance

Reasonable Adjustments

Start New Programme

Apprenticeship Details

Provider *

Kristy's Test Provider

Employer

Costa Coffee

Standard *

ST0070 Level 3 Business Administrator v1.0

Specialism

No specialisms for standard

Cohort ID

Cohort ID

50 character limit.

Apprenticeship Dates

Expected Start Date *

12/09/2023

Expected Gateway Date *

17/10/2024

Expected Completion Date ⓘ

17/04/2025

Provider Transferred Date

DD/MM/YYYY

On Programme Assessor

Assessor Name

Simon Jones

Assessor Phone Number

0191 239 8450

Assessor Email

simon@simon.com

Save and Continue

Save and Exit

Reasonable Adjustments

How to apply for a reasonable adjustment

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

The screenshot shows the NCFE Morning Leigh-Ann dashboard. On the left, a navigation menu lists various options, with 'Apprentices' circled in orange. The main dashboard area displays 'Area Performance' with three key statistics: 12 Apprentices in EPA, 11 Completed gateways, and 6 Completed planning meetings. Below this, there's a 'Latest News' section with a welcome message to epaPRO. On the right, a 'Calendar' shows upcoming events for the week of October 29th to November 4th, with specific times and names listed for some events.

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

The screenshot shows the 'Manage Apprentices' page. At the top, there's a search bar and several filter buttons. The 'Filter by Apprentice Status' dropdown is highlighted with an orange circle, and the 'Apply Filters' button is also highlighted. Below the filters, a table lists apprentices with columns for ULN, Given Name, Family Name, Email, Standard, Specialism, End Point Assessor, Provider, Date Added, Status, and Actions. The table contains several rows of data, including apprentices like 'test3', 'Test1', 'Mewes', 'FLEAR', 'Finkle', 'MCGOVERN', 'Davies', and 'Elliott'.

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

The screenshot shows the 'Manage Apprentices' page, focusing on the 'Actions' column. The ellipsis (3 dots) icon in the 'Actions' column for the first apprentice is highlighted with an orange circle. The table below shows the same list of apprentices as the previous screenshot, but with the 'Actions' column highlighted.

- 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	16/10/2024		Edit View Profile Add Reasonable Adjustment
	Dorothy Dolittle	Kristy's Test Provider	16/10/2024		
	Dorothy Dolittle	Kristy's Test Provider	16/10/2024		
	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	

- 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.

[Return to your account.](#)

Add Reasonable Adjustment

Joe1 Bloggs1

Arrangement Type *

Please select
 Please select
 25% extra time
 Bilingual dictionary with 10% extra time
 Coloured/enlarged paper
 Computer reader/reader
 Extra time over 25%
 Other
 Practical assistant

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

Return to your account.

Add Reasonable Adjustment

Joe1 Bloggs1

Arrangement Type *

Please select

Type Info

Required if arrangement type is set to "Other".

Nature of Arrangement *

Please select

Status *

Please select

Additional Information

- 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.

Add Reasonable Adjustment

Joe1 Bloggs1

Arrangement Type *

Please select

Type Info

You will need to apply for each individual Reasonable adjustment type.
If you have selected other drop the Arrangement Type drop down, you will need to explain here what reasonable adjustment you require.

Required if arrangement type is set to "Other".

Nature of Arrangement *

Please select

Please select

Reasonable Adjustment

Special Consideration - short term / temporary due to injury

Additional Information

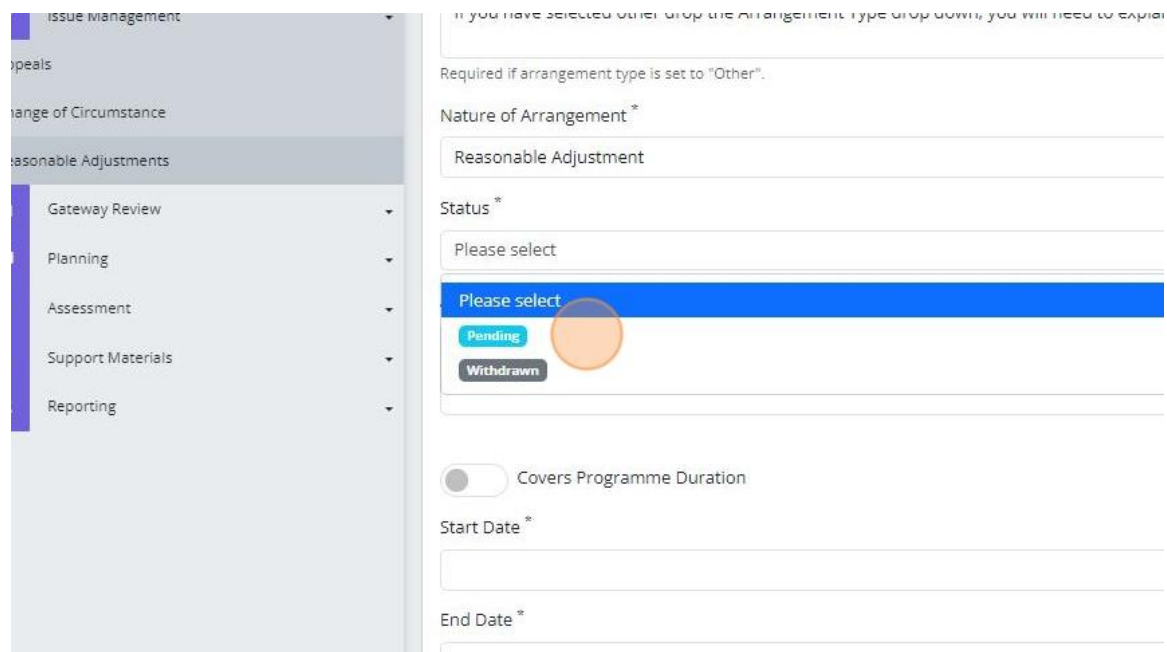
☐ Covers Programme Duration

Start Date *

End Date *

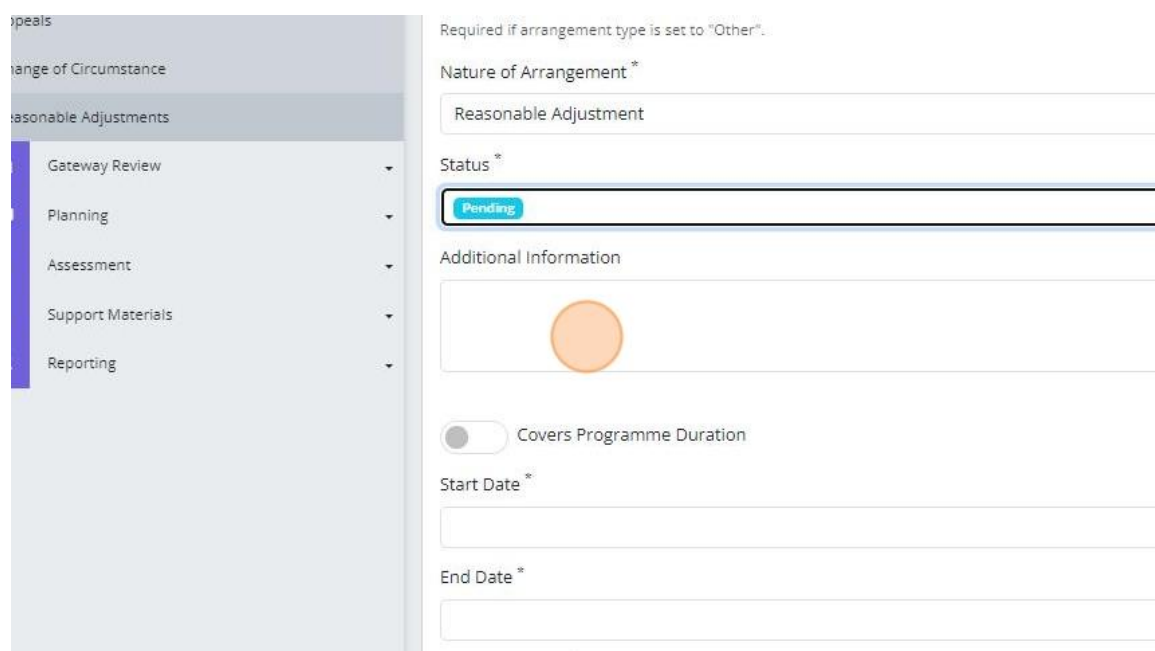
Requested Date *

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



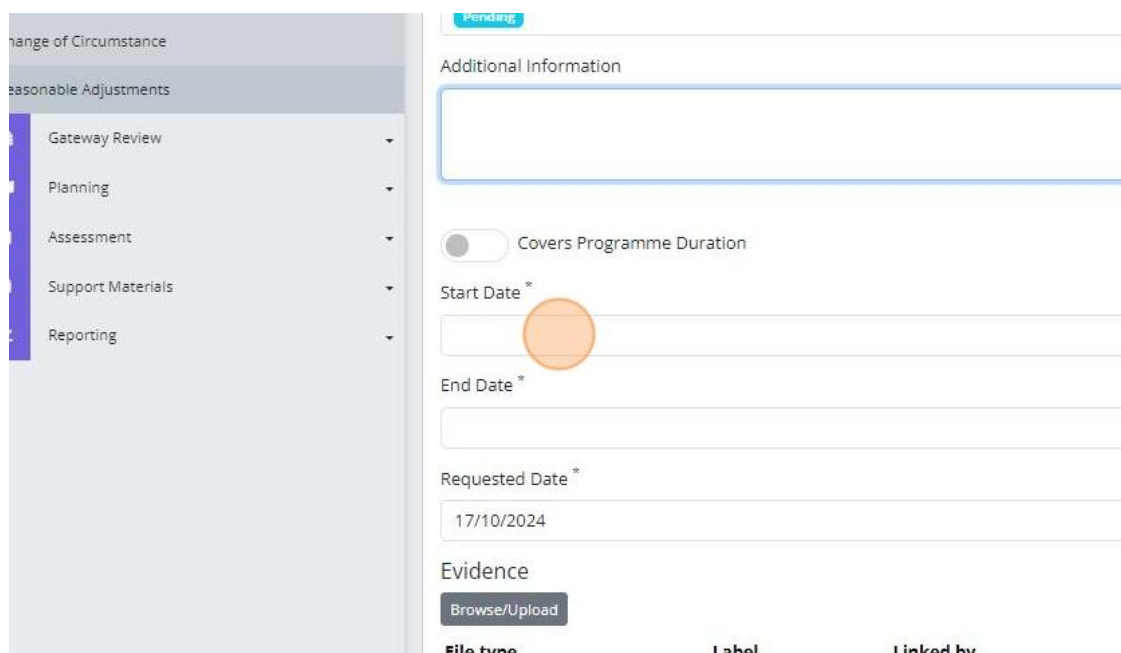
The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes the following items: Issue Management, Appeals, Change of Circumstance, Reasonable Adjustments, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The 'Reasonable Adjustments' section is currently selected. In the main content area, there is a form with several fields. The 'Status' field is a dropdown menu that is open, showing two options: 'Pending' (highlighted in blue) and 'Withdrawn'. The 'Nature of Arrangement' field is set to 'Reasonable Adjustment'. There are also fields for 'Start Date' and 'End Date', and a toggle switch for 'Covers Programme Duration'.

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



This screenshot shows the same web interface as the previous one, but with the 'Status' dropdown menu closed and 'Pending' selected. The 'Additional Information' field is now visible, which is a large text area for entering relevant information. The 'Nature of Arrangement' field remains set to 'Reasonable Adjustment'. The 'Start Date' and 'End Date' fields are still empty, and the 'Covers Programme Duration' toggle switch remains unchecked.

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.



Change of Circumstance

Reasonable Adjustments

- Gateway Review
- Planning
- Assessment
- Support Materials
- Reporting

Pending

Additional Information

☐ Covers Programme Duration

Start Date *

End Date *

Requested Date *

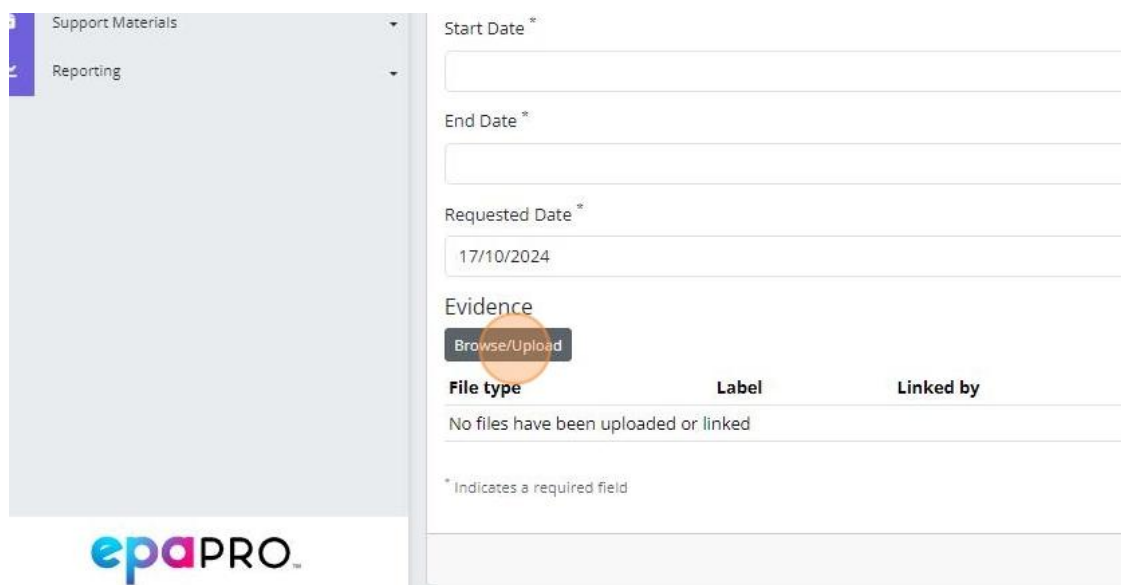
17/10/2024

Evidence

Browse/Upload

File type	Label	Linked by
-----------	-------	-----------

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.



Support Materials

Reporting

Start Date *

End Date *

Requested Date *

17/10/2024

Evidence

Browse/Upload

File type	Label	Linked by
No files have been uploaded or linked		

* Indicates a required field

epaPRO

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.

The screenshot shows a form with several empty text input fields. Below the inputs is a table with the following headers: 'Linked Date', 'Download', 'View', and 'Delete'. At the bottom right of the form, there are two buttons: 'Save and Continue' (highlighted with an orange circle) and 'Save and Exit'.

How to resubmit a reasonable adjustment request if it has been rejected

When re-submitting a reasonable adjustment request, you can copy the original request and amend the relevant information and or upload further evidence.

7. Click on issue management

The screenshot shows the NCFE dashboard. The left sidebar contains a menu with the following items: Dashboard, To-do's & Notifications, Apprentices, Employers, Issue Management (highlighted with an orange circle), Gateway Review, Planning, Assessment, Support Materials, and Reporting. The main content area displays a welcome message for 'Evening Leigh-Ann', 'Area Performance' statistics (17 Apprentices in EPA, 17 Completed gateways), and 'Latest News'.

8. Click on Reasonable Adjustments

The screenshot shows the NCFE epaPRO dashboard. On the left, a vertical menu lists various sections: 'To-do's & Notifications', 'Apprentices', 'Employers', 'Issue Management', 'Appeals', 'Change of Circumstance', 'Reasonable Adjustments' (highlighted with an orange circle), 'Gateway Review', 'Planning', 'Assessment', 'Support Materials', and 'Reporting'. The main area is titled 'Area Performance (local statistics for you and your areas of responsibility)'. It displays two statistics cards: '17 Apprentices in EPA' and '17 Completed gateways'. Below these is a 'Latest News' section with a 'Welcome to epaPRO' message, a 'NEW' badge, and a link to 'View all news items'.

9. Click on filter by status

The screenshot shows the 'Reasonable Adjustments' filter page. The page has a search bar and several filter dropdowns. The 'Filter by Status' dropdown is highlighted with an orange circle, and its menu is open, showing the following options: 'Accepted', 'Pending', 'Rejected' (highlighted with an orange circle), and 'Withdrawn'. Below the filters, there is a message: 'No is rejected, withdrawn, pending, or out of date window.'

10. Click rejected

The screenshot shows the 'Reasonable Adjustments' filter page. The 'Filter by Status' dropdown menu is open, and the 'Rejected' option is highlighted with an orange circle. The menu also shows 'Accepted', 'Pending', and 'Withdrawn' options. Below the filters, there is a message: 'No is rejected, withdrawn, pending, or out of date window.'

Covers Programme Duration	Start Date	End Date	Created By	Created Date	Status	Actions
res	-	-	Support Team	07/10/2024	Accepted	:
for			Darren Finkle	23/10/2024	Accepted	:

11. Click apply filters

uat.ncfe.epapro.co.uk/reasonable_adjustments/index

Return to your account.

Reasonable Adjustments

Search... Cohort ID...

Filter by Employer In Assessment

Filter by Covers Programme Duration

Filter by Created Date

Filter by Accepted Date

Filter By Request Date

Sort By

Apply Filters Clear Filters

12. Locate the learners reasonable adjustment that has been rejected and click on the ellipsis (3 dots)

Reasonable Adjustments

Search... Cohort ID... Filter By IATE Reference Filter By Standard Title Filter By Specialism Filter by Provider

Filter by Employer In Assessment Filter by Nature of Arrangement Filter by Active Rejected Filter by Pre-acceptance Rejection R

Filter by Covers Programme Duration

Filter by Created Date

Filter by Accepted Date

Filter By Request Date

Sort By

Apply Filters Clear Filters

No rejected, withdrawn, pending, or out of date window.

ULN	Apprentice Name	Arrangement Type	Nature of Arrangement	Covers Programme Duration	Start Date	End Date	Created By	Created Date	Status	Actions
1564547896	Tiggy Maw	Other	Reasonable Adjustment	Yes	-	-	Leigh-Ann Elliott	30/10/2024	Rejected	

13. Click Copy

Programme Duration	Start Date	End Date	Created By	Created Date	Status	Actions
	-	-	Leigh-Ann Elliott	30/10/2024	Rejected	

View

Copy

14. Make the relevant amends and upload further evidence if required.

Employers
Issue Management
Appeals
Change of Circumstance
Reasonable Adjustments
Gateway Review
Planning
Assessment
Support Materials
Reporting

25% extra time
Required if arrangement type is set to "Other".
Nature of Arrangement *
Reasonable Adjustment
Status *
Pending
Additional Information
test
☒ Covers Programme Duration
Requested Date *
30/10/2024
Evidence
Browse/Upload

File type	Label	Linked by	File size	Linked Date
No files have been uploaded or linked				

* Indicates a required field

epaPRO
https://uat.ncfe.epapro.co.uk/reasonable_adjustments/copy/79/31/create#

15. Then Click save and exit.

Status *
Pending

Additional Information
test

☒ Covers Programme Duration
Requested Date *
30/10/2024

Evidence
Browse/Upload

File type	Label	Linked by	File size	Linked Date	Download	View	Delete
No files have been uploaded or linked							

* Indicates a required field

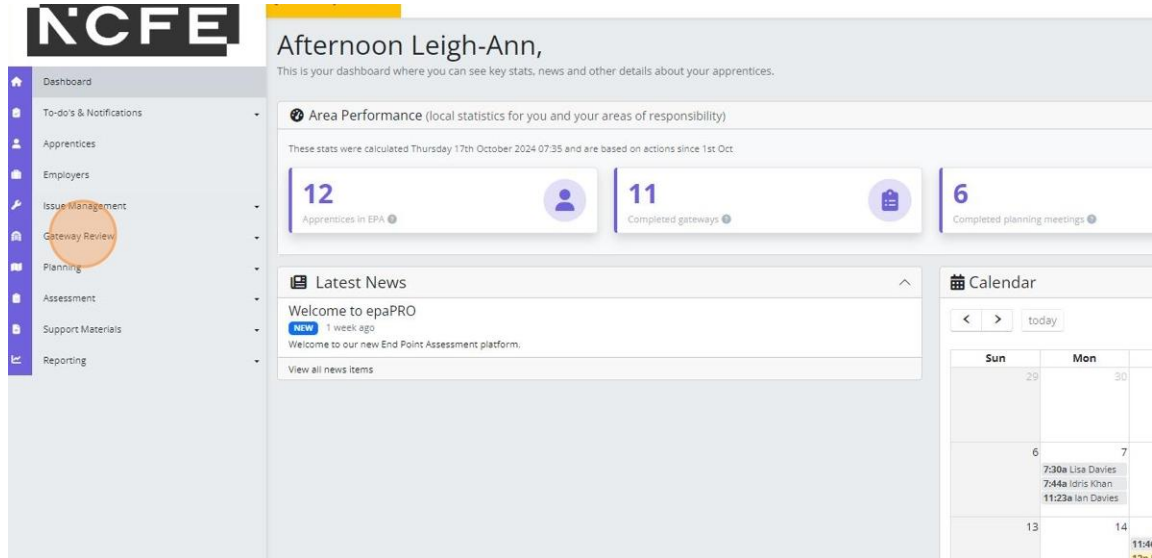
Save and Continue
Save and Exit

Requesting EPA

Enrolled - Awaiting Expected Gateway Date Confirmation

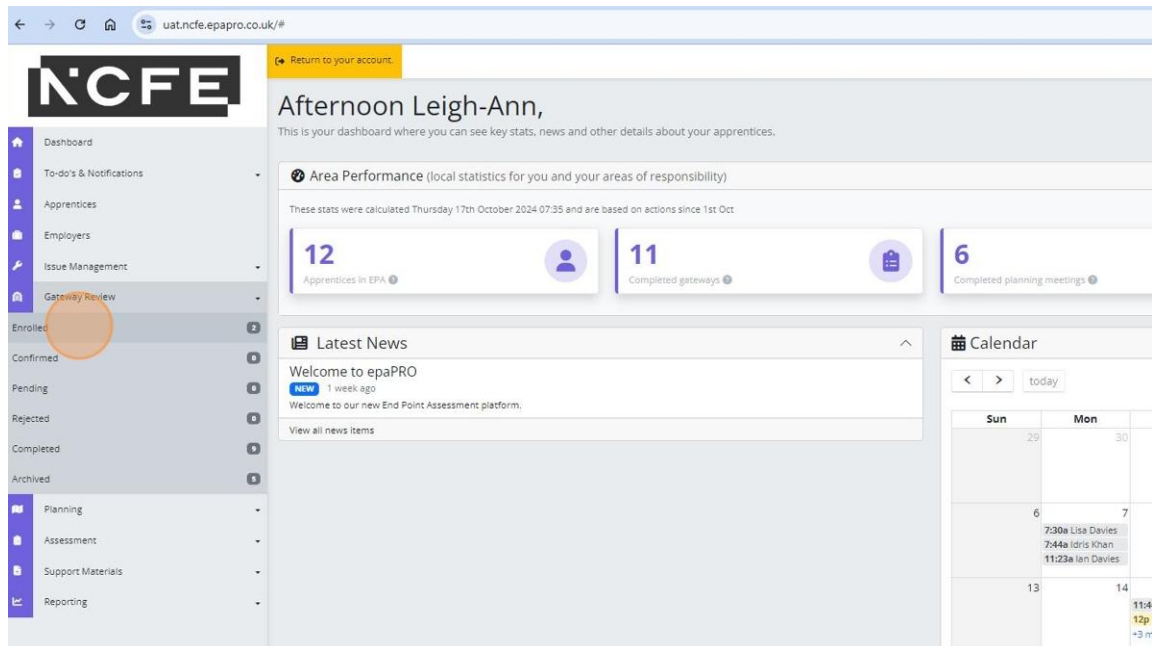
When apprentices are ready to enter gateway, you will be required to verify their standard and expected gateway date.

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



The screenshot shows the NCFE epaPRO dashboard for user Leigh-Ann. The left-hand navigation menu is visible, with 'Gateway Review' highlighted by an orange circle. The main dashboard area displays 'Area Performance' statistics: 12 Apprentices in EPA, 11 Completed gateways, and 6 Completed planning meetings. Below this is a 'Latest News' section with a welcome message to epaPRO and a calendar view on the right.

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



The screenshot shows the NCFE epaPRO dashboard for user Leigh-Ann, with the 'Enrolled' option highlighted in the navigation menu by an orange circle. The dashboard layout is identical to the previous screenshot, showing 'Area Performance' statistics, 'Latest News', and a calendar view.

3. Search for your apprentice.

The screenshot shows the NCFE system interface. The title is 'Enrolled - Awaiting Expected Gateway Date Confirmation'. There is a search bar with the text 'Search for user...' and a search icon. Below the search bar, there are several filter options: 'Filter by Employer', 'Filter by Expected Gateway Date', 'Filter by IATE Reference', 'Filter by Standard Title', 'Filter by Specialism', and 'Filter by Provider'. A table of apprentices is displayed below the filters. The table has columns for Name, Provider, Employer, EPA, Standard, Specialism, Expected Start Date, Expected Gateway Date, and Actions. The first row shows 'Joe1 Bloggs1' with 'Kristy's Test Provider' as the provider, 'Costa Coffee' as the employer, and 'ST0070 Level 3 Business Administrator' as the standard. The 'Expected Gateway Date' is '17/10/2024'. The 'Actions' column has a 'Verify' button highlighted with an orange circle.

4. Select 'Verify' from actions column.

This screenshot is similar to the previous one, showing the same table of apprentices. The 'Verify' button in the 'Actions' column for 'Joe1 Bloggs1' is highlighted with an orange circle.

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.

The screenshot shows a dialog box titled 'Verify Gateway for Joe1 Bloggs1'. It contains a form with three sections: 'Standard', 'Gateway', and 'Assessment Plan'. The 'Standard' section has a dropdown menu for 'Standard' and a dropdown menu for 'Specialism'. The 'Standard' dropdown is set to 'ST0070 Level 3 Business Administrator' and the 'Specialism' dropdown is set to 'No specialisms for standard'. Below these dropdowns, there is a checkbox labeled 'I confirm that the selected Standard and Specialism is correct for this Apprentice.' and a 'Next' button highlighted with an orange circle.

6. Click next.

This screenshot is identical to the previous one, showing the 'Verify Gateway for Joe1 Bloggs1' dialog box. The 'Next' button is highlighted with an orange circle.

- 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'.

- Click next.

- 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.

Verify Gateway for Joe1 Bloggs1 Open Apprentice Notes

Please confirm the details below relating to the Apprentice's Standard, Gateway, and Assessment Plan, if anything here is not correct, please adjust it as required or contact the EPAO for assistance.

Once the Gateway has been verified, it will not be possible to adjust the Standard, Specialism, and Assessment Plan.

1 Standard 2 Gateway 3 Assessment Plan

Assessment Plan

This is the Assessment Plan Number that will be used for this Apprentice during EPA - this is based on the Apprentice's Programme Start Date. Please verify the Assessment Components are correct, based on what the Apprentice has been trained on. If these are not correct, the Assessment Plan Number can be adjusted.

Assessment Plan Number

Level 3 Business Administrator

Components

These are the Assessment Components for the selected Standard and Assessment Plan Number. If these are not correct, based on the Apprentice's preparation for EPA, amend the Assessment Plan Number accordingly and/or contact the EPAO.

Knowledge Test Knowledge Test

Portfolio based Interview Interview

Project / Improvement Presentation Presentation

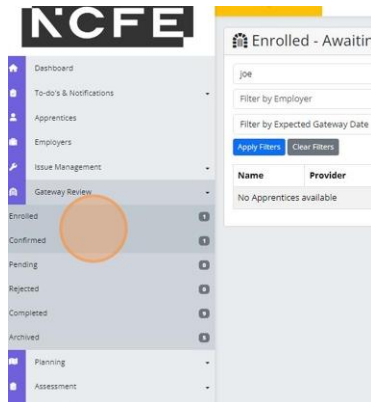
I confirm that the calculated Assessment Plan and Assessment Components are correct for the Apprentice.

Previous Verify Gateway

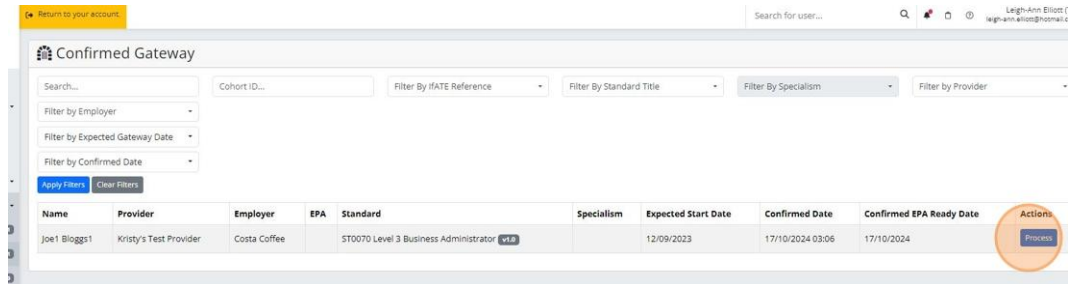
11. Once you have verified the apprentice in the enrolled tab, the apprentice will move to 'Confirmed' within the navigation tool at the left-hand side.

Confirmed - Requesting Gateway

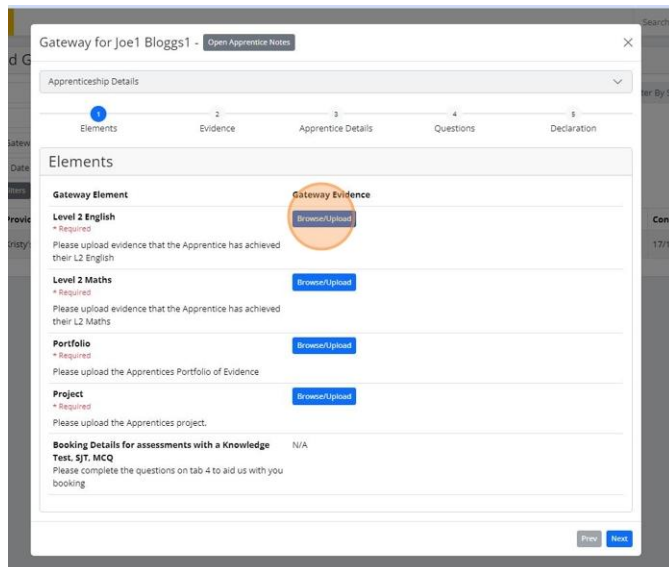
1. Select 'Confirmed' from the Gateway Review section of the navigation tool.



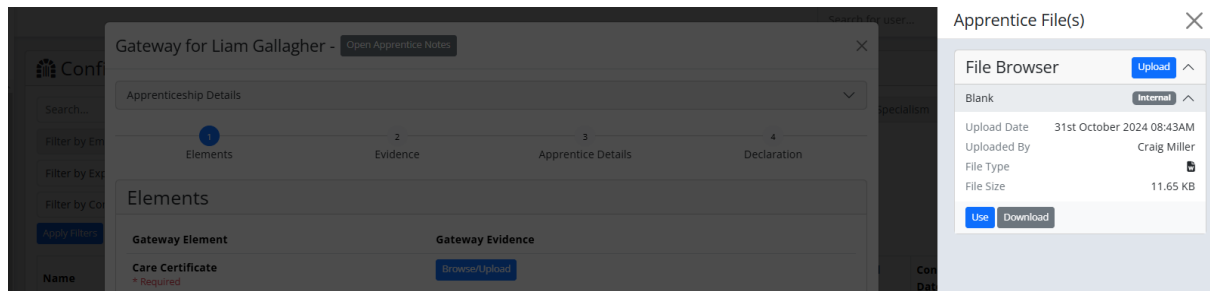
2. Search for your apprentice and click Process in the actions column.



16. Click 'Browse/Upload' to load the file selector/browser.

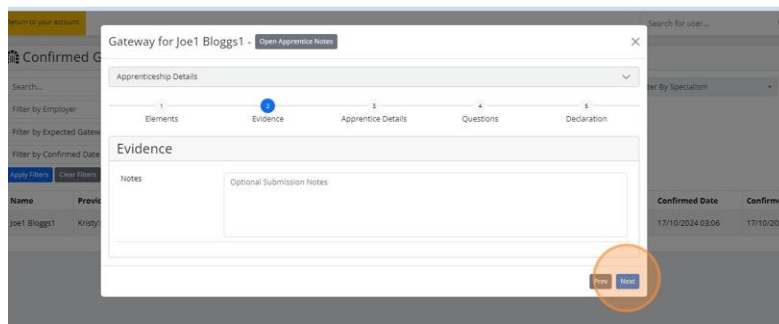


3. If you have already uploaded documents, you will see these in the pop up on the right side of the screen. You can either click 'Use' on the relevant document, or select 'Upload' if it is a new document.



4. If it is a new document, you will need to upload the document so it appears in the Apprentice File(s) section above, then select 'Use' on that document. Repeat this for all points within the 'Elements' section of Gateway then click next.

5. You have the option here to add in any additional notes and then click next.



6. 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.

Date of Birth	05/01/1996
National Insurance Number	
Reasonable Adjustments	
Site Details	
Company Name	NCFE
Address Line 1	Q6
Address Line 2	
Town	Newcastle
Country	
Postcode	NE12 8BT
Mentor Details	
Mentor Name	Harry Fanter
Job Title	Manager
Phone Number	0191 239 8450
Email Address	harryfanter@harryfanter.com
Apprenticeship Details	
Employer	Costa Coffee
Assigned Standard	Business Administrator
Specialism	
Start Date	12/09/2023
Expected Gateway Date	17/10/2024
Expected Completion Date	17/04/2025
Other	
Requires Covid-19 Compliance	☐

7. Within this section you will provide all key information on how the apprentice has selected to have their assessments delivered.

Gateway for Joe1 Bloggs1 - Open Apprenticeship Notes

Apprenticeship Details

1 Elements 2 Evidence 3 Apprenticeship Details 4 Questions 5 Declaration

Questions

Booking Details for assessments with a Knowledge Test: SJT, MCQ

Joe1 Bloggs1 Kristy

Prev Next

8. Once you have completed all relevant sections, please select next.

1. How many times you use the assessments to be delivered? Remove All assessments via Microsoft Teams Face to Face- All assessments P2F Digital-Observation P2F and other assessment components via Microsoft Teams. (required)

2. EPA location if P2F please provide full address and postcode. (required)

3. Please provide us with dates the Apprentice is NOT available. (required)

4. Please tell us which method the Apprentice would like to take their Knowledge Test / MCQ / SJT. (required)

5. Please provide us with your preferred date and time for the Knowledge Test / MCQ / SJT. Please ensure the date is a minimum of 5 working days after gateway approval. (required)

6. Please provide us with an alternative date and time for the Knowledge Test / MCQ / SJT should your preferred option not be available. (required)

7. If you have selected secure client please provide us with the invigilator name, email address and the location of where the assessment is to take place.

8. If you have selected paper-based please provide us with the invigilator name, email address, location of where the assessment is to take place, and the address the paper needs sending to.

Joe1 Bloggs1 Kristy

Prev Next

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

Approval & Declaration

Please ensure that all components are approved

☒ Level 2 English

☐ Level 2 Maths

☐ Portfolio

☐ Project

☐ Booking Details for assessments with a Knowledge Test: SJT, MCQ

NCFE require Independent Training Providers (ITPs) to complete this declaration before requesting end-point assessment (EPA).

By completing and requesting Gateway, ITPs confirm they have evidence that a Gateway meeting has taken place and evidence of this can be provided should it be required by NCFE or their regulators. The ITP, apprentice and apprentice's employer have confirmed that the apprentice named above is eligible for EPA by:

- Achieving all EPA entry requirements.
- Underpinning the required training in line with the specific apprenticeship standard requirements: this includes on and off-the-job training, and experiences which cover the full breadth and depth of the apprenticeship standard.
- Consistently working at or above the required standard.

NCFE will conduct random sampling and internal quality assurance (IQA) throughout the EPA process. It is the ITP's responsibility to retain auditable evidence. Any non-disclosure of information requested could be subsequently result in the EPA standard apprenticeship certificate being withdrawn.

Independent Training Provider Declaration

I confirm that the apprentice has achieved all EPA entry requirements and obtained the required teaching, workplace training and experience covering the full breadth and depth of the apprenticeship standard to be eligible for EPA.

A Gateway meeting has taken place between us, employer and apprentice to confirm the following:

- The apprentice has been employed throughout the duration of their apprenticeship and will remain employed for the duration of the EPA.
- The training agreement has been signed by the apprentice, the employer and us, and all three parties have retained a signed and dated version.
- The apprentice has been given appropriate time to attend the on and off-the-job training required for the apprenticeship standard.
- The apprentice has completed the minimum duration as outlined in the standard and assessment plan of on-programme learning and all pre-requirements for eligibility for EPA.
- The apprentice start date previously recorded in this system is correct.
- The apprentice's UIN previously recorded in this system is correct.

Joe1 Bloggs1 Kristy

Prev Next

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

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

12. 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.

Gateway has been submitted for approval.

Confirmed Gateway

Search... Cohort ID... Filter By iFATE Reference Filter By Standard Title Filter By Specialism Filter By Provider

Filter by Employer Filter by Expected Gateway Date Filter by Confirmed Date

Apply Filters Clear Filters

Name	Provider	Employer	EPA	Standard	Specialism	Expected Start Date	Confirmed Date	Confirmed EPA Ready
Melanie Melanie	Kristy's Test Provider	Costa Coffee		ST0070 Level 3 Business Administrator v1.0		17/10/2024	17/10/2024 03:09	18/10/2025

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.

Pending Gateway

Search... Cohort ID... Filter By iFATE Reference Filter By Standard Title Filter By Specialism Filter By Provider

Filter by Employer Filter by Submitted Date

Apply Filters Clear Filters

Name	Provider	Employer	EPA	Standard	Specialism	Expected Start Date	Submitted Gateway Date
Joel Bloggs	Kristy's Test Provider	Costa Coffee		ST0070 Level 3 Business Administrator v1.0		12/09/2023	17/10/2024

Completed - Gateway has been accepted

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

Rejected Gateway

Search... Cohort ID... Filter By iFATE Reference Filter By Standard Title Filter By Specialism Filter By Provider

Filter by Employer Filter by Rejected Date

Apply Filters Clear Filters

Name	Provider	Employer	EPA	Standard	Specialism	Submitted Gateway Date	Rejected Gateway Date	Actions
No Apprentices available								

Archived

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

Completed

Search... Cohort ID... Filter By IfATE Reference Filter By Standard Title Filter By Specialism Filter by F

Filter by Employer Filter by further action Filter by Audit Submitted Date

Apply Filters Clear Filters

Name	Provider	Employer	EPA	Standard	Specialism	Audit Submitted Date	Gateway Completion Date	Action
Iou test3	Kristy's Test Provider		Dorothy Dolittle	ST0005 Level 2 Adult Care Worker v1.2		16/10/2024	16/10/2024	View
Lou Test1	Kristy's Test Provider		Dorothy Dolittle	ST0005 Level 2 Adult Care Worker v1.2		16/10/2024	16/10/2024	View
Amanda Mewes	Kristy's Test Provider	Costa Coffee	Dorothy Dolittle	ST0070 Level 3 Business Administrator v1.6		15/10/2024	15/10/2024	View
LOU FLEAR	Kristy's Test Provider	Costa Coffee	Dorothy Dolittle	ST0005 Level 2 Adult Care Worker v1.2		15/10/2024	15/10/2024	View
Darren Finkle	Kristy's Test Provider	Costa Coffee	Dorothy Dolittle	ST0070 Level 3 Business Administrator v1.6		15/10/2024	15/10/2024	View
MEL MCGOVERN	Kristy's Test Provider	Costa Coffee	IEPA Example	ST0070 Level 3 Business Administrator v1.6		15/10/2024	15/10/2024	View
Lorraine Landan-esse	Kristy's Test Provider		IEPA Example	ST0070 Level 3 Business Administrator v1.6		07/10/2024	07/10/2024	View
Lisa Davies	Kristy's Test Provider		IEPA Example	ST0070 Level 3 Business Administrator v1.6		07/10/2024	07/10/2024	View
Leigh Elliott	Kristy's Test Provider	Costa Coffee	Dorothy Dolittle	ST0070 Level 3 Business Administrator v1.6		25/09/2024	25/09/2024	View

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.

Manage Apprentices

Search for user... Tina Lopez (TP) Tina.Lopez

Export Apprentices Import Apprentices + Add Apprentice

Search... Filter By IfATE Reference Filter By Standard Title Filter By Specialism Filter by Provider Filter by Employer

In Assessment Filter by Locked Status

Apply Filters Clear Filters

ULN	Given Name	Family Name	Email	Standard	Specialism	End Point Assessor	Provider	Date Added	Status	Actions
9603566550	Isaac	Robinson		ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider	27/09/2024	Active	⋮
8587169255	Graham	Young		ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider	27/09/2024	Active	⋮

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.

Manage Apprentices

Export Apprentices Import Apprentices + Add Apprentice

Search... Filter By IfATE Reference Filter By Standard Title Filter By Specialism Filter by Provider Filter by Employer

In Assessment Filter by Locked Status

Filter by Apprentice Status Back Into Learning Cancelled Certified Completed **In Assessment** On Programme Retake Review Suspended Withdrawn

Standard	Specialism	End Point Assessor	Provider	Date Added	Status	Actions
ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider	27/09/2024	Active	⋮
ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider	27/09/2024	Active	⋮

- 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'.

Manage Apprentices Export Apprentices Import Apprentices + Add Apprentice

Search... Filter By IfATE Referen Filter By Standard Title Filter By Specialism Filter by Provider Filter by Employer

In Assessment Filter By Locked Status

Apply Filters Clear Filters

ULN	Given Name	Family Name	Email	Standard	Specialism	End Point Assessor	Provider	Date Added	Status	Actions
9603566550	Isaac	Robinson		ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider	27/09/2024	Active	
8587169255	Graham	Young		ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider			Edit View Profile + Add Reasonable Adjustment

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

Apprentice Profile LOU FLEAR In Assessment from 15/10/2024 Edit Apprentice Assessment Profile View Programme

Overview Profile Notes Files

Registration Gateway Planning Assessment Certification

Registered on 15/10/2024 Submitted on 15/10/2024 In Progress

Upcoming Events

No upcoming events

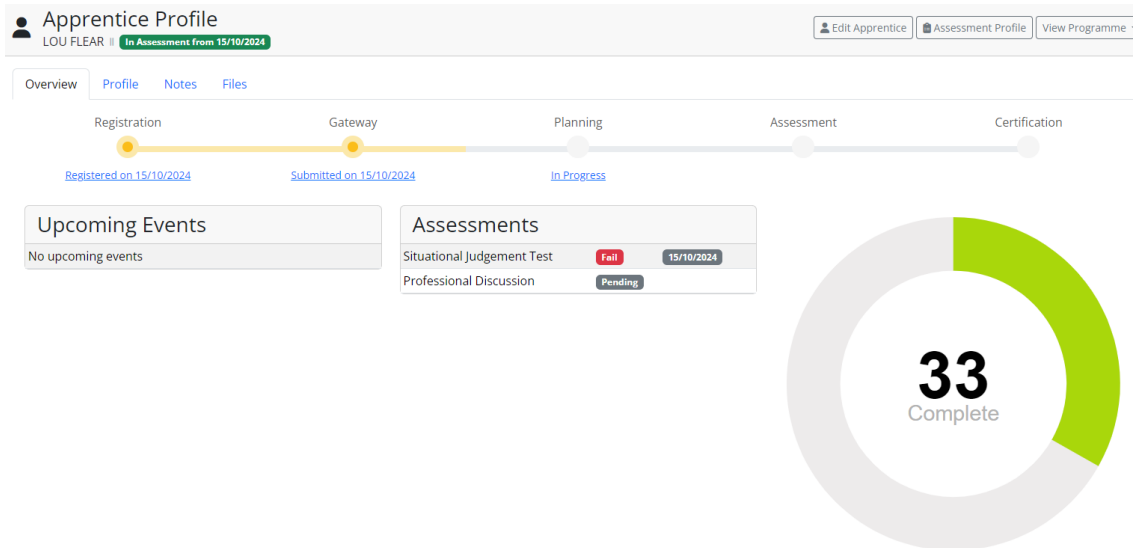
Assessments

Situational Judgement Test	Fail	15/10/2024
Professional Discussion	Pending	

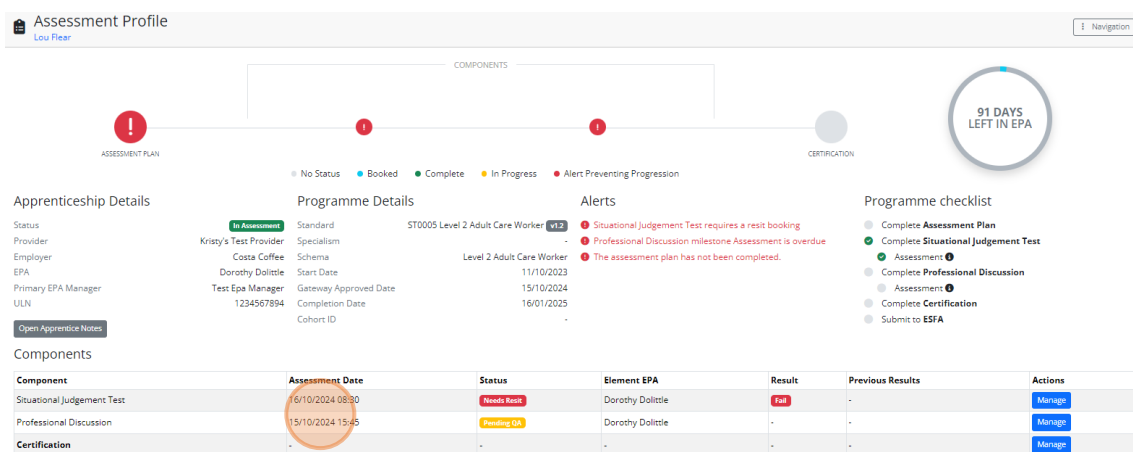
33
Complete

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



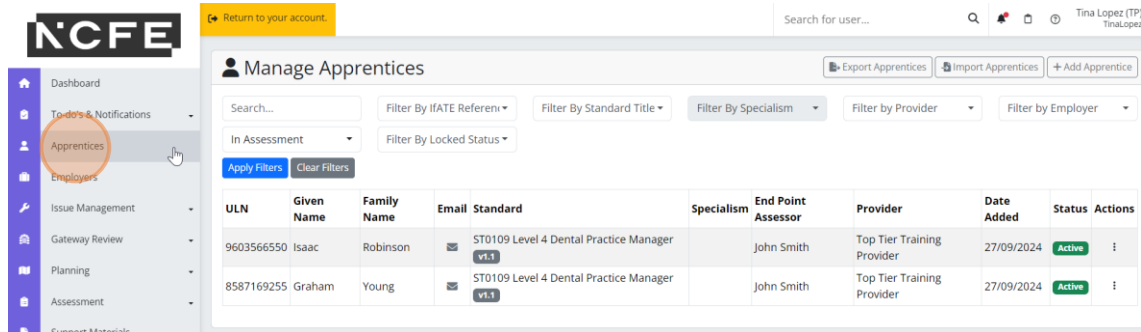


6. You will then see the booked assessments.

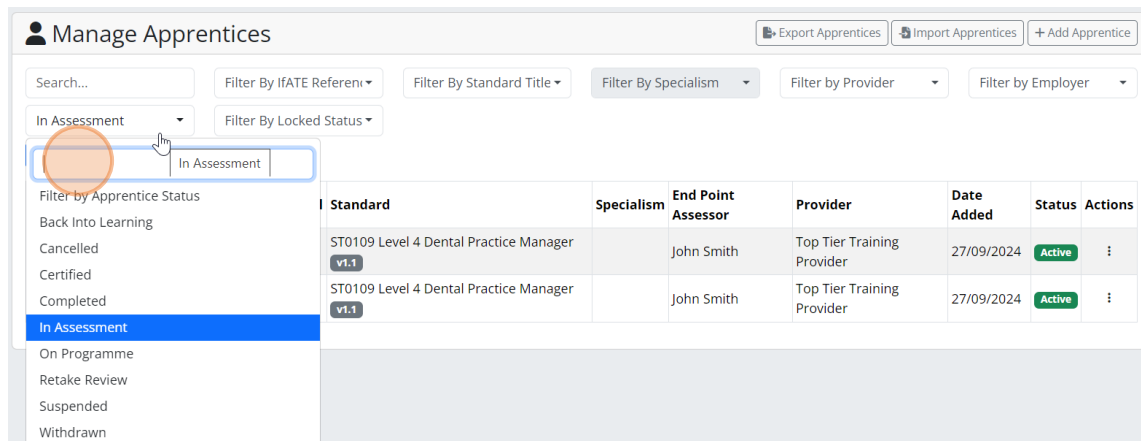


Accessing assessment results

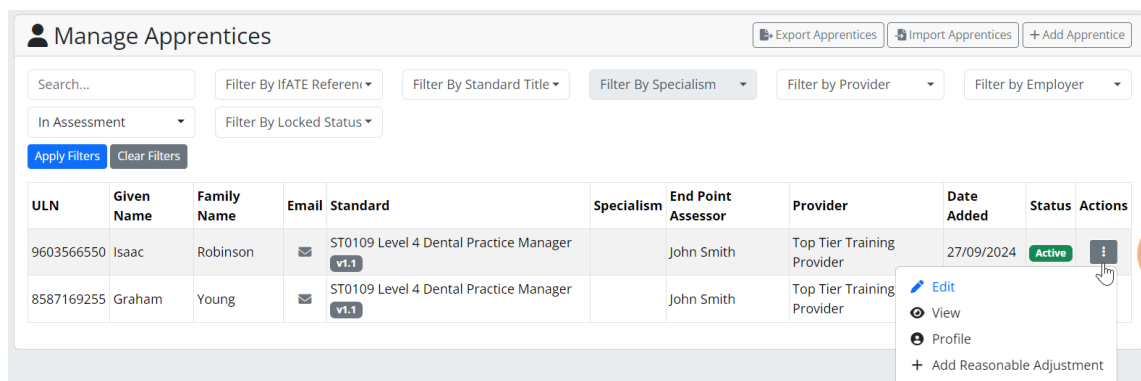
1. To view assessment results for your apprentices, select 'Apprentices' from the navigation menu at the left-hand side of the screen.



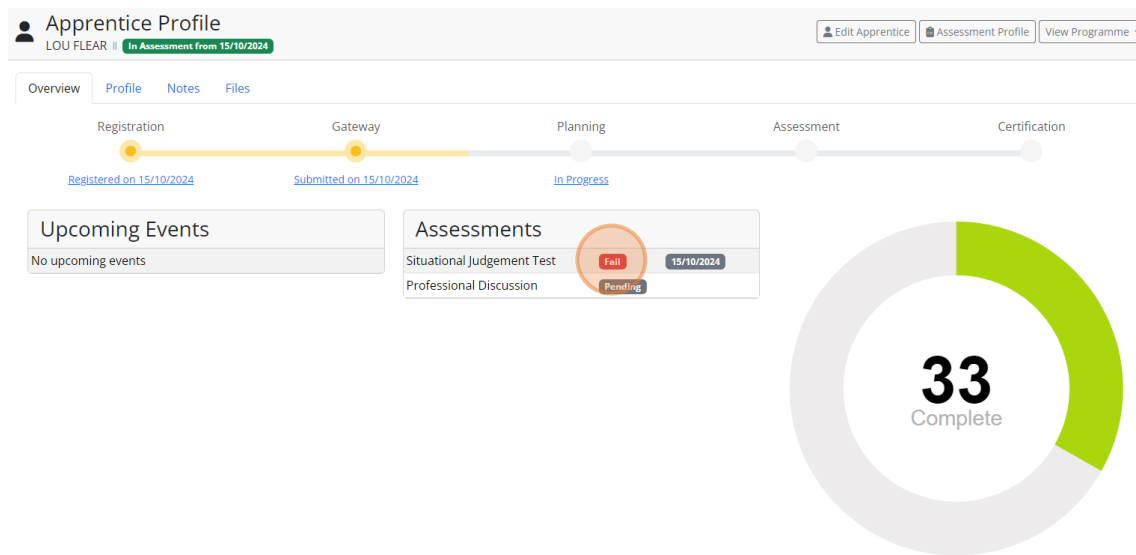
2. Ensure the filter on the 'Apprentices' screen defaults to those 'In Assessment' as this will show those who have been accepted through to EPA.



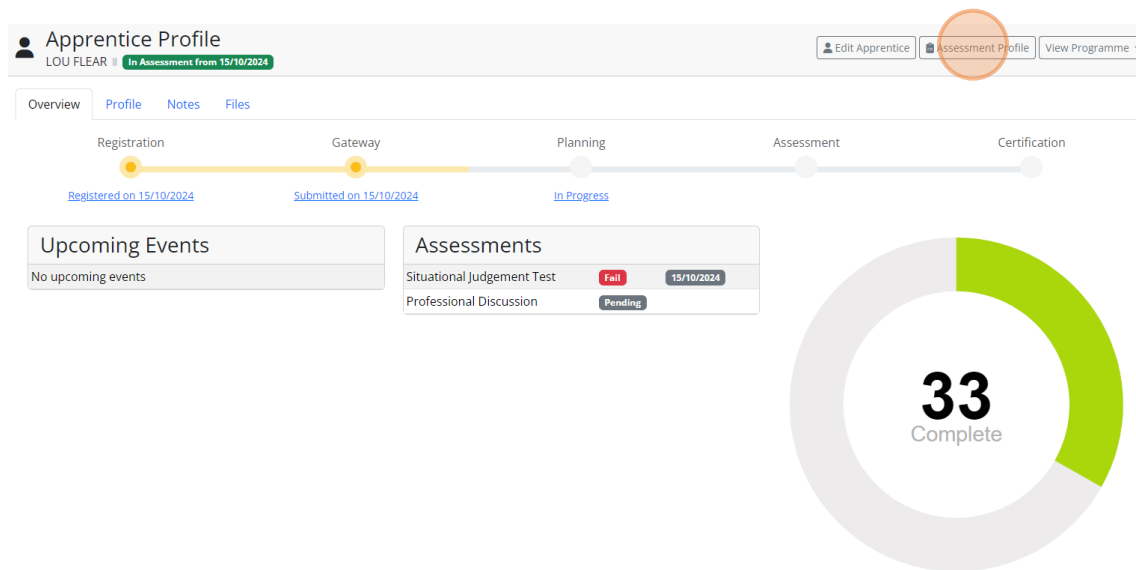
3. Once you locate the apprentice you would like to view the results for, select the ellipses at the end of the row and select 'Profile'.



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



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



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

Assessment Profile Low Floor Navigation

COMPONENTS

ASSESSMENT PLAN ! ! ! ! CERTIFICATION

91 DAYS LEFT IN EPA

No Status Booked Complete In Progress Alert Preventing Progression

Apprenticeship Details

Status
Provider
Employer
EPA
Primary EPA Manager
ULN

Programme Details

Standard
Specialism
Schema
Start Date
Gateway Approved Date
Completion Date
Cohort ID

ST0005 Level 2 Adult Care Worker v12
Level 2 Adult Care Worker
11/10/2023
15/10/2024
16/01/2025

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 1
Complete Professional Discussion
Assessment 2
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

7. Select 'View Result'

Manage Element

Alerts
Booking Details
Assessment Info Upload
Element Milestones
Attendees
Mock Tests
Result View Result
Appeals Appeal Result
Previous Results

Programme checklist

Complete Assessment Plan
Complete Situational Judgement Test
Assessment 1
Complete Professional Discussion
Assessment 2
Complete Certification
Submit to ESFA

Previous Results

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

Situational Judgement Test - View Result

LOU FLEAR | Situational Judgement Test

[Back to Assessment Profile](#)
[Open Element Summary](#)

Select a category for the outcome

Grade

Outcome *

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.

The screenshot shows the NCFE Manage Apprentices interface. On the left, the navigation menu includes Dashboard, Tools & Notifications, Apprentices (highlighted with an orange circle), Employers, Issue Management, Gateway Review, Planning, Assessment, and Support Materials. The main content area is titled 'Manage Apprentices' and features a search bar and several filter dropdowns: Filter By IfATE Reference, Filter By Standard Title, Filter By Specialism, Filter by Provider, Filter by Employer, In Assessment (selected), and Filter By Locked Status. Below the filters is a table of apprentices. The table has columns for ULN, Given Name, Family Name, Email, Standard, Specialism, End Point Assessor, Provider, Date Added, Status, and Actions. Two apprentices are listed: Isaac Robinson (ULN 9603566550) and Graham Young (ULN 8587169255), both with 'Active' status. The 'In Assessment' filter is selected in the top left.

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.

This screenshot shows the 'In Assessment' filter dropdown menu open. The dropdown menu is located below the 'In Assessment' filter button. It contains the following options: Filter by Apprentice Status, Back Into Learning, Cancelled, Certified, Completed, In Assessment (highlighted with an orange circle), On Programme, Retake Review, Suspended, and Withdrawn. The main table below shows two apprentices with 'Active' status.

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'.

This screenshot shows the 'Profile' option selected in the Actions dropdown menu for the first apprentice (Isaac Robinson). The dropdown menu is open, showing options: Edit, View, Profile (highlighted with an orange circle), and Add Reasonable Adjustment. The main table below shows two apprentices with 'Active' status.

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

Apprentice Profile
LOU FLEAR In Assessment from 15/10/2024

[Edit Apprentice](#) [Assessment Profile](#) [View Programme](#)

[Overview](#) [Profile](#) [Notes](#) [Files](#)

Registration Gateway Planning Assessment Certification

Registered on 15/10/2024 Submitted on 15/10/2024 In Progress

Upcoming Events

No upcoming events

Assessments

Situational Judgement Test	Fail	15/10/2024
Professional Discussion	Pending	

33
Complete

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

Assessment Profile
Lou Flear Navigation

COMPONENTS

ASSESSMENT PLAN CERTIFICATION

91 DAYS LEFT IN EPA

Apprenticeship Details

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

[Open Apprentice Notes](#)

Programme Details

Standard: ST0005 Level 2 Adult Care Worker v12
Specialism: Level 2 Adult Care Worker
Schema: 11/10/2023
Start Date: 15/10/2024
Gateway Approved Date: 16/01/2025
Completion Date: -
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 Dollittle	Fail	-	Manage
Professional Discussion	15/10/2024 15:45	Pending OA	Dorothy Dollittle	-	-	Manage
Certification	-	-	-	-	-	Manage

6. Select 'Appeal Result'.

Manage Element

✓ Alerts

✓ Booking Details

0 Assessment Info
Upload

1 Element Milestones

2 Attendees

0 Mock Tests

✓ Result
View Result

0 Appeals
Appeal Result

0 Previous Results

7. Complete the mandatory fields marked with the asterisk.

Create Element Appeal
Back to Assessment Profile

Apprentice Details

Name
Status
ULN
EPA
Provider
Standard
Specialism

LOU FLEAR
In Assessment
1234567894
Dorothy Dollittle
Kristy's Test Provider
ST0005 Level 2 Adult Care Worker
v1.2

Element Details

Component Name
Date Published
Result
Element EPA
Element QA
Has Been Adjusted
Is Previous Result

Situational Judgement Test
15/10/2024
Dorothy Dollittle
N/A
No

Open Apprenticeship Notes
Open Element Summary

Appeal Details

Title *

Summary *
0 / 1000

Requested By *
Select User Type

Primary Contact Name *

Requested Date *
dd/mm/yyyy

Type
Select Type

File Uploads
Browse/Upload

* Indicates a required field
Submit

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

- Please upload any files to support the EAA or appeal submission in the 'File upload' section along with the Enquiries and Appeals Form which can be found in the Support Materials section on Proficient.

- Click 'Submit' in the bottom right corner.

Change of Circumstances

Pre Gateway

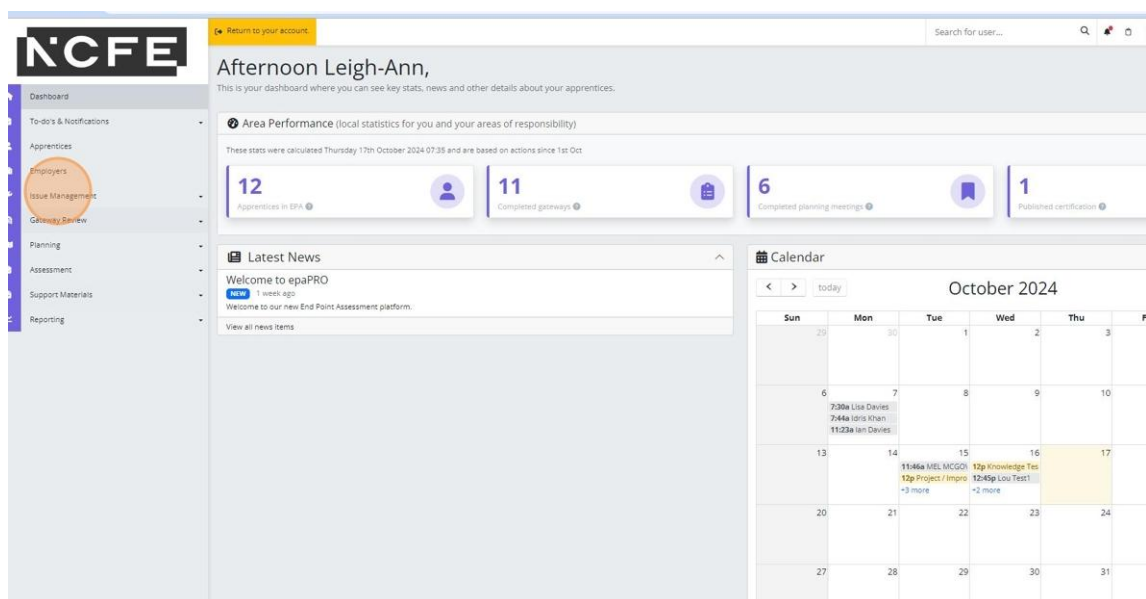
You can apply change of circumstances for the following for apprentices that have not yet entered End Point assessment.

Types of Change of Circumstances:

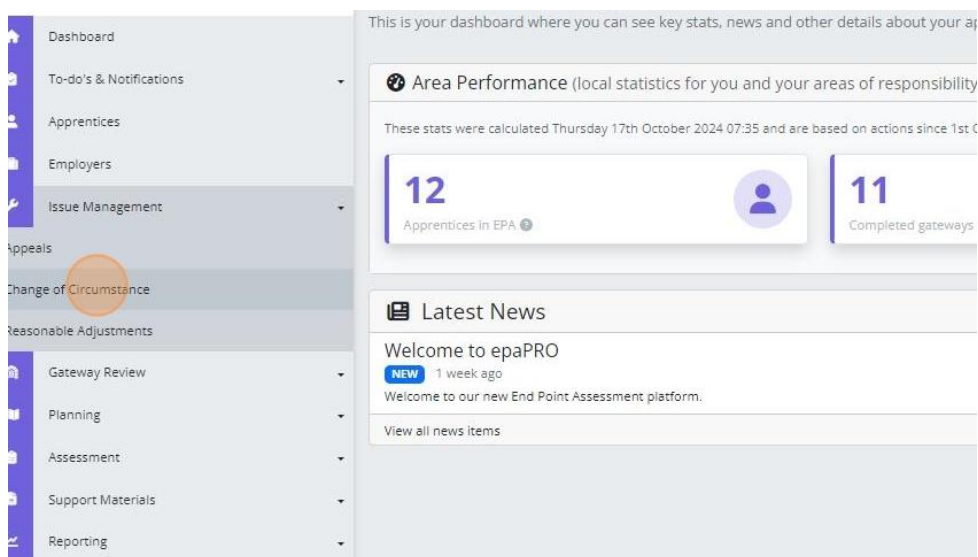
Cancelled - apprentice withdrawing from EPA.

Suspended - Place an apprentice on hold

1. Click on Issue Management within the navigation tool.



2. Select Change of Circumstances in the drop down.



- Click in the Search Apprentices field and type in the apprentice's name.

Return to your account

Change of Circumstance

Search Apprentice

Search Apprentice...

Dashboard

To-do's & Notifications

Apprentices

Employers

Issue Management

- Once you found your apprentice please click update in the actions column.

Search for user...

Leigh-Ann Elliott (TP)
leigh-ann.elliott@hotmail.com

Import Change of Circumstance

Provider	Standard	Specialism	Actions
Kristy's Test Provider	Adult Care Worker		Update

- Click on the Select Status

Apprentice Details

Name

Liam Gallagher

Email

LG@LG.COM

Select Status

On Programme

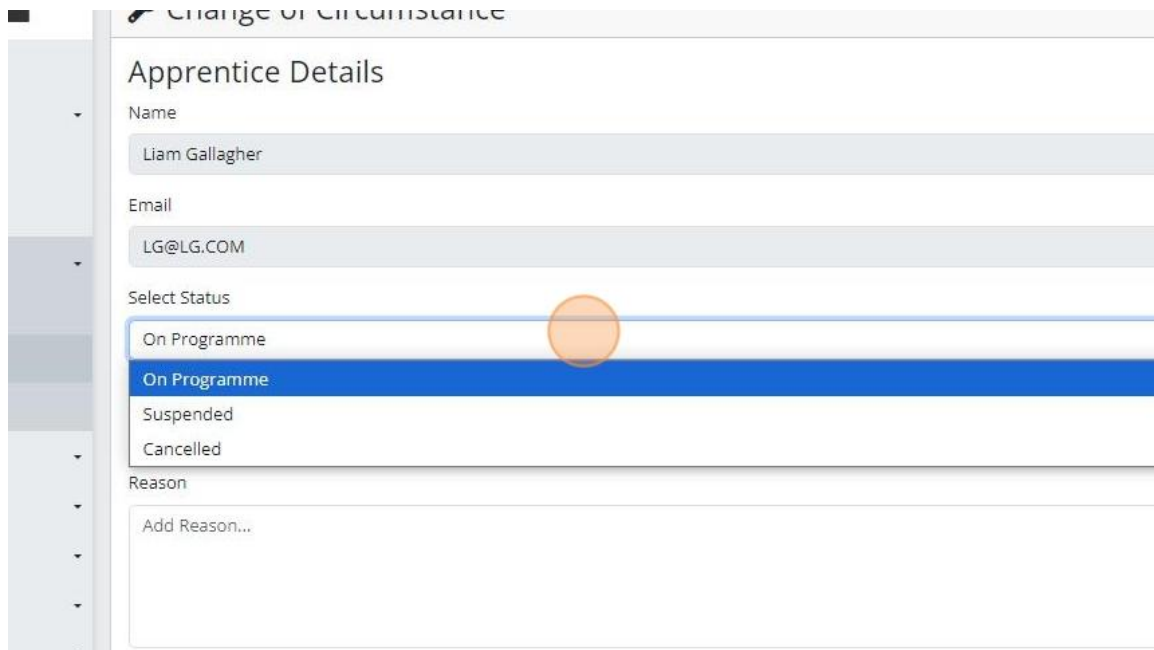
Expected Gateway Date

17/10/2024

Reason

Add Reason...

6. Select the required option in the drop-down list.



Change of Circumstance

Apprentice Details

Name
Liam Gallagher

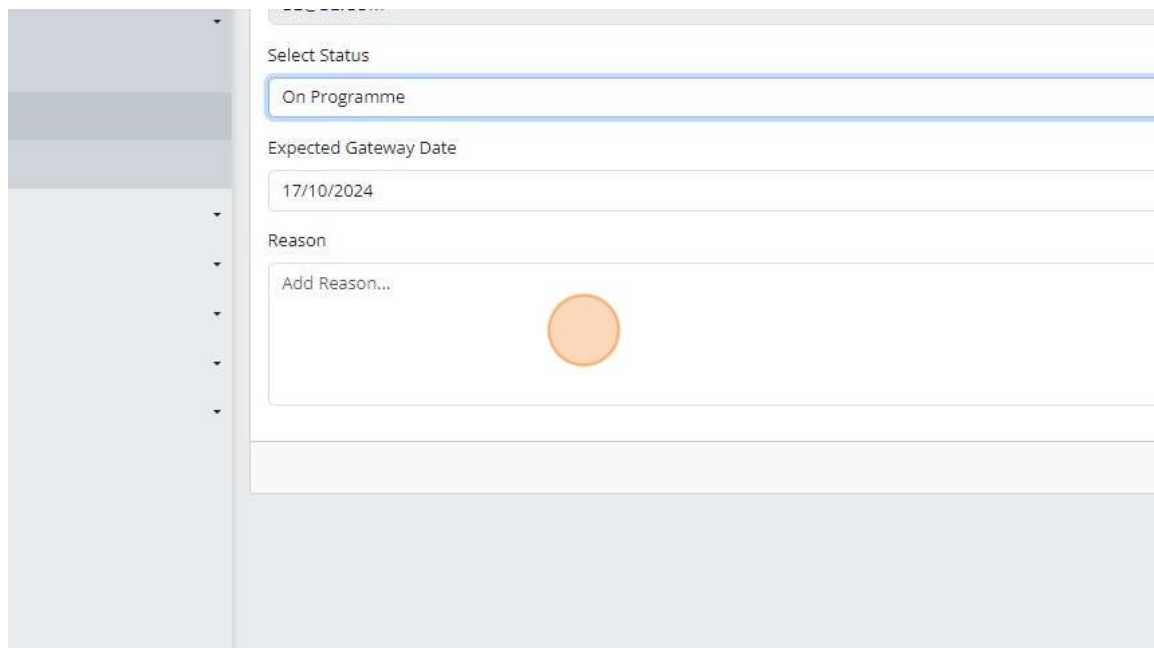
Email
LG@LG.COM

Select Status

- On Programme
- On Programme
- Suspended
- Cancelled

Reason
Add Reason...

7. Add in the reason.



Select Status

On Programme

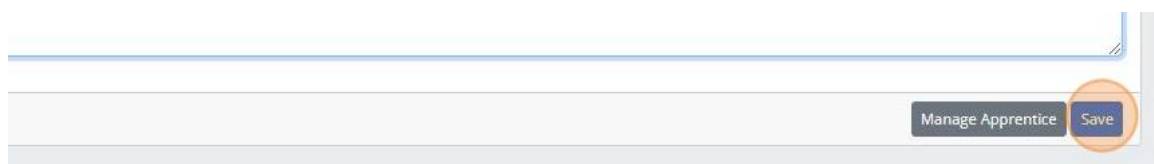
Expected Gateway Date

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.

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.



NCFE

RECORD OF ACHIEVEMENT

Name

HAS RECEIVED A

Grade

FOR THE

Apprenticeship title

APPRENTICESHIP STANDARD

ACHIEVEMENT DATE

00/00/0000

This is a record of achievement demonstrating completion of the end-point assessment for the named standard. This is not a formal apprenticeship certificate.



NCFE
ActiveIQ

RECORD OF ACHIEVEMENT

Name

HAS RECEIVED A

Grade

FOR THE

Apprenticeship title

APPRENTICESHIP STANDARD

ACHIEVEMENT DATE

00/00/0000

This is a record of achievement demonstrating completion of the end-point assessment for the named standard. This is not a formal apprenticeship certificate.

Contact us

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

Tel: 0191 240 8950

Email: eparelationshipsteam@ncfe.org.uk