

End Point Assessment

Proficient user guide

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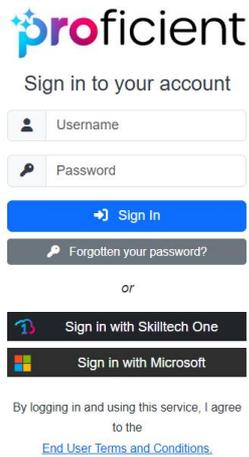


Introduction

Proficient 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 Proficient

Proficient webpage link: ncfe.proficientapp.co.uk



proficient

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

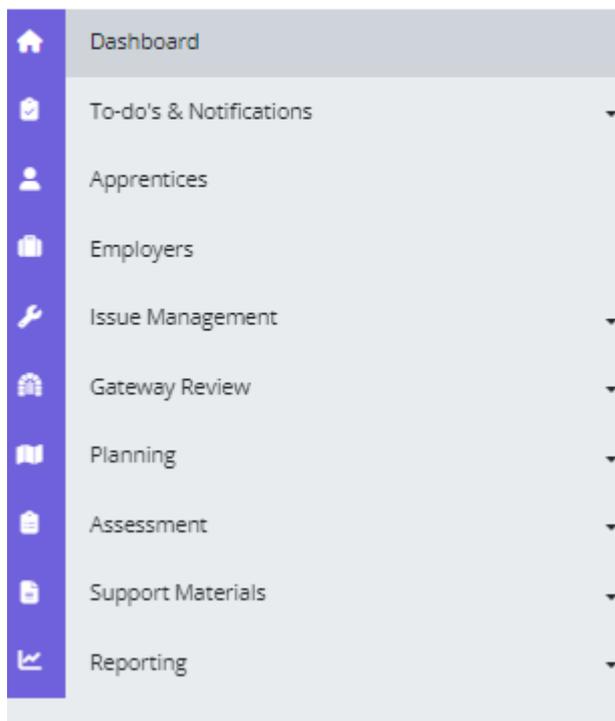
If you are unsure of your password for Proficient, there is a forgotten password link on the ncfe.proficientapp.co.uk

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

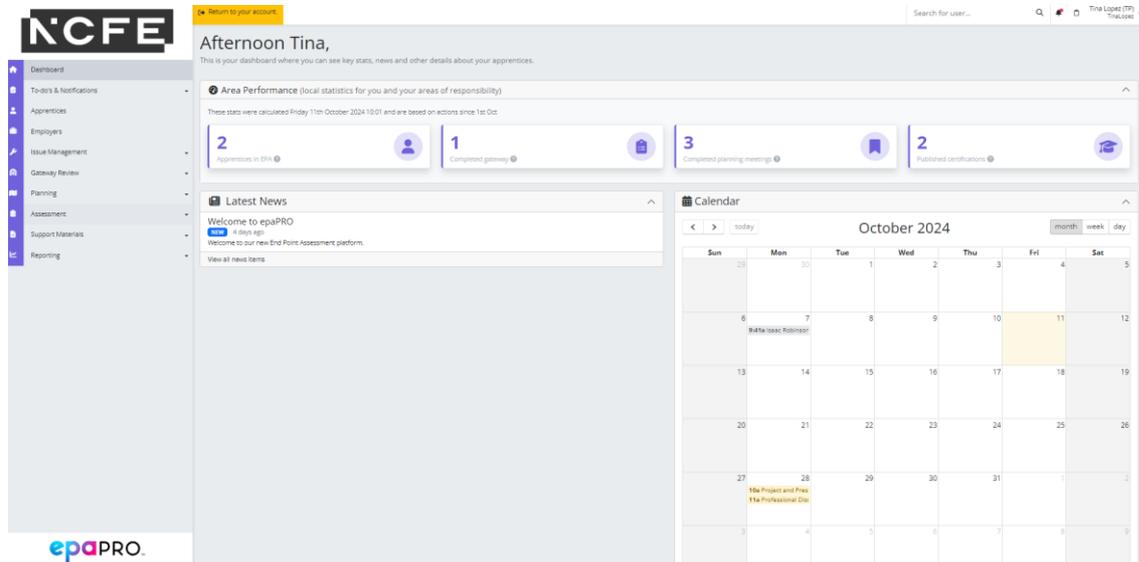
On the left side of the page, you will see the navigation menu.

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



Dashboard

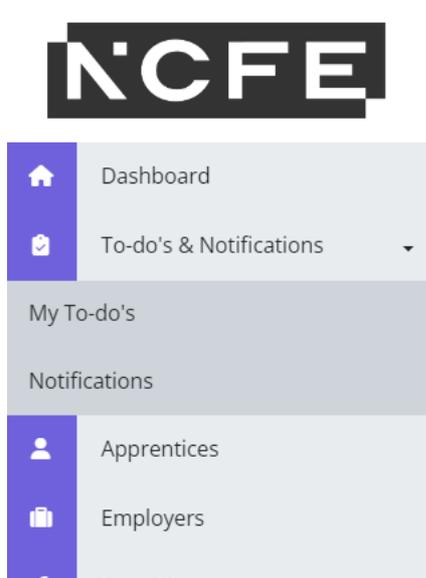
When you log into Proficient, you will see your dashboard which includes Area Performance, Latest News and the EPA calendar.



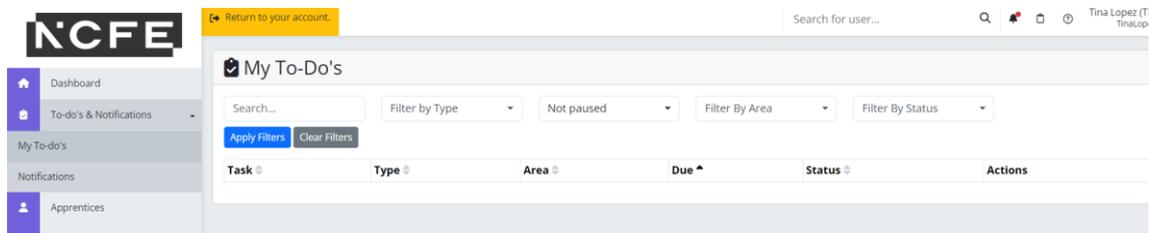
Section	Description
Area Performance	This highlights key information regarding apprentice statuses. You can see how many apprentices are currently in EPA, how many apprentices for the current month have been accepted through to EPA and how many apprentices have been certificated in the current month.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

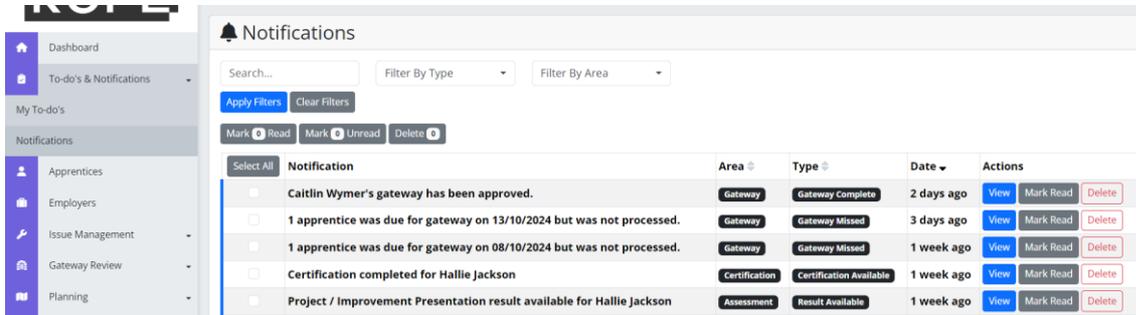
1. To access your to-dos and notifications, select 'to-dos and notifications' in the navigation panel on the left-hand side.



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.



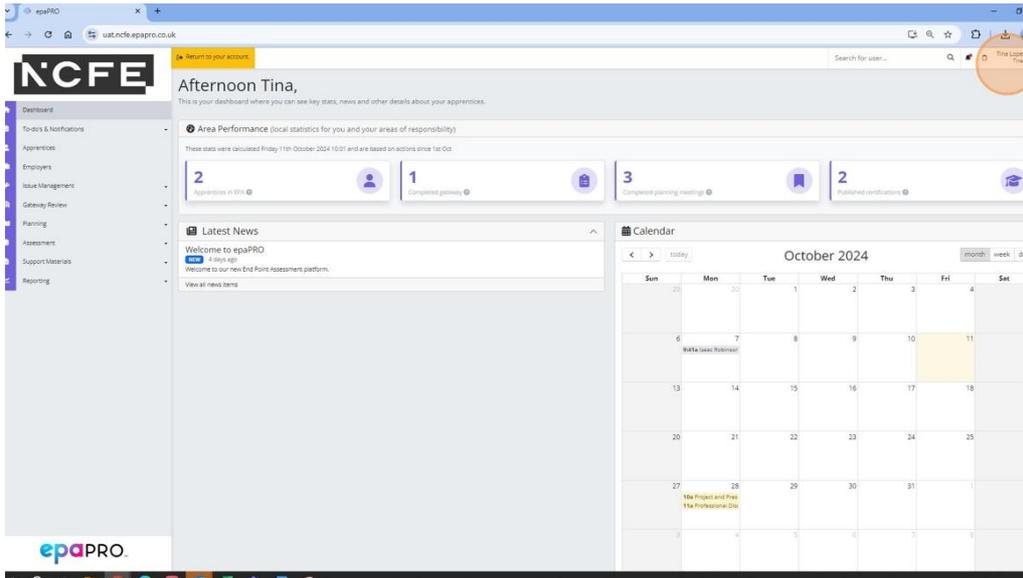
4. Selecting 'View' next to these notifications will take you to the relevant screen to access results, complete a gateway submission or update the apprentice's Gateway Start Date.

My Profile

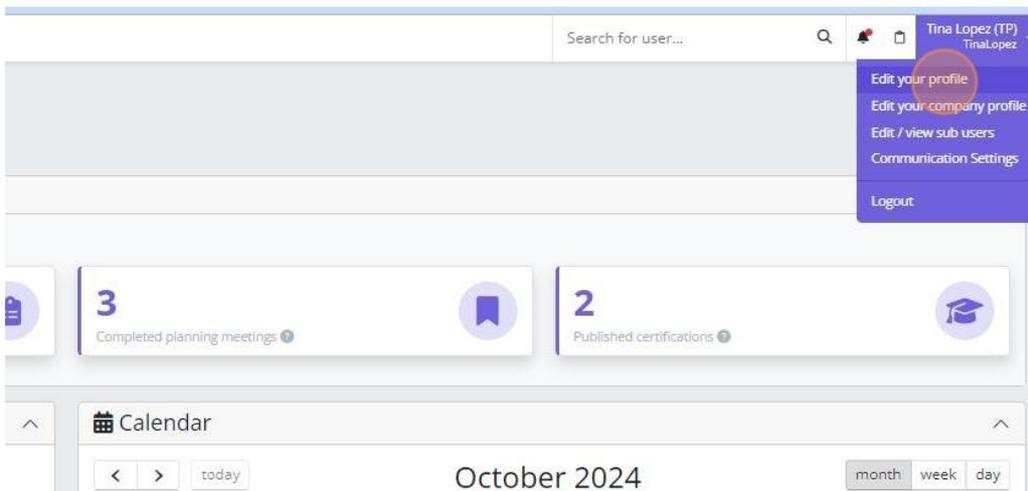
Setting up my signature

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.

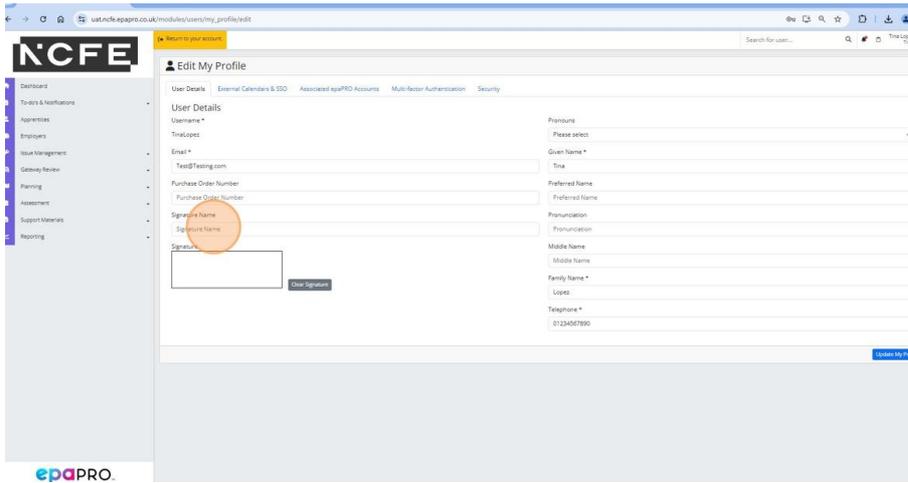
1. Click your username in the top righthand corner



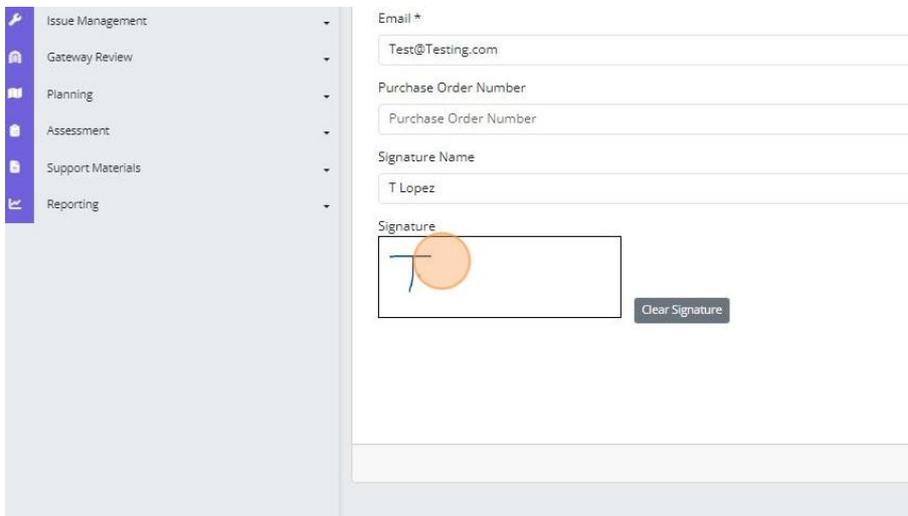
2. Click Edit your profile



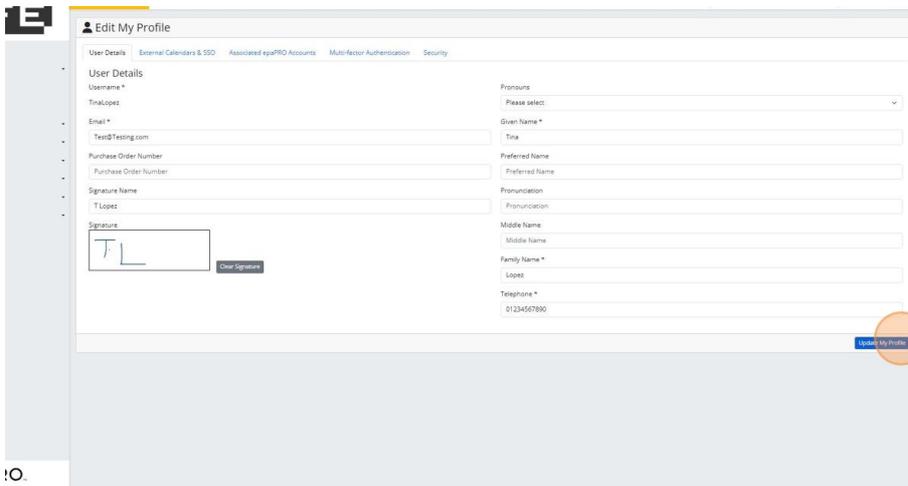
3. Type in your signature name



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 Proficient password.

Click on Security.

The screenshot shows the NCFE user interface. On the left is a sidebar with a navigation menu including Dashboard, To-do's & Notifications, Agencies, 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 a 'Security Details' section with three input fields: 'Existing Password', 'New Password', and 'Confirm New Password'. An 'Update My Profile' button is located at the bottom right of the form.

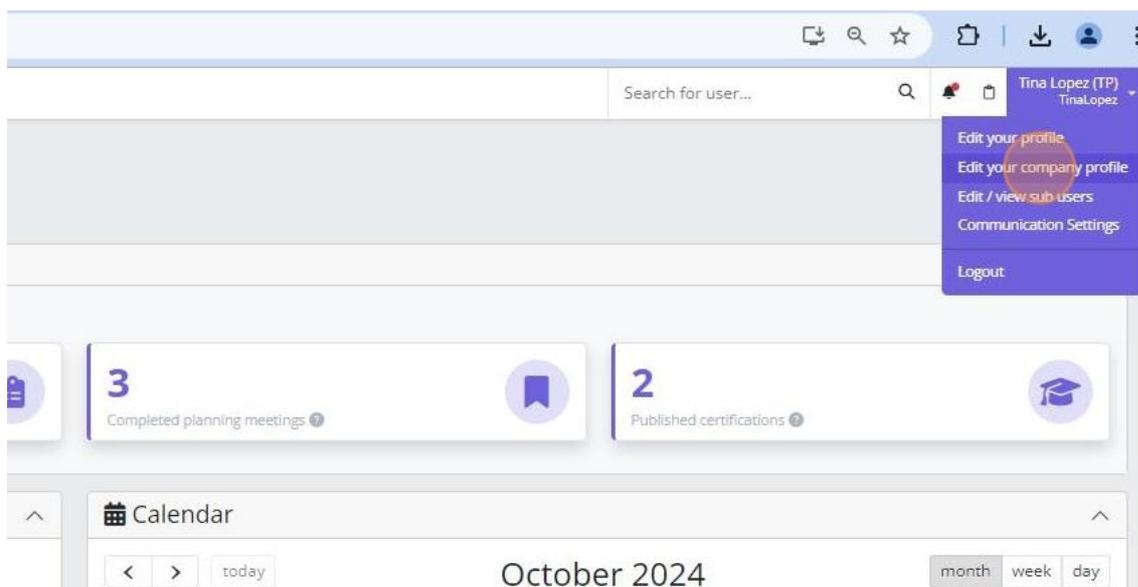
Add in your existing password, new password and then confirm new password and then click Update My Profile.

Training provider management and users

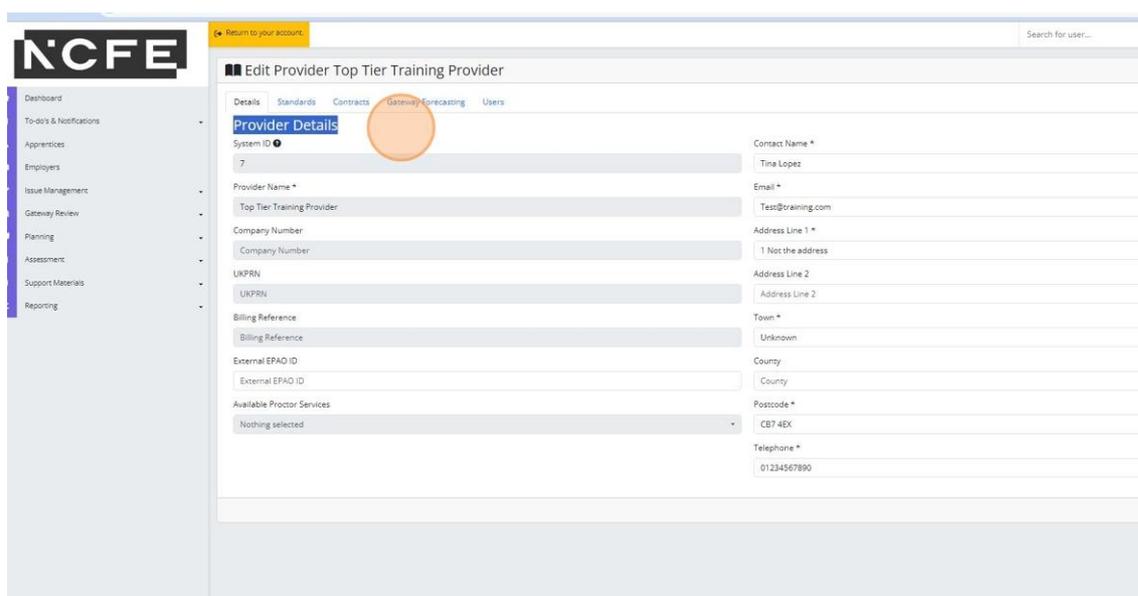
Only Primary Users can update Training Provider information and manage user accounts. If you need to change your Primary User, please contact the Relationship Team.

Viewing and updating your Training Provider profile.

1. Click on your company profile.

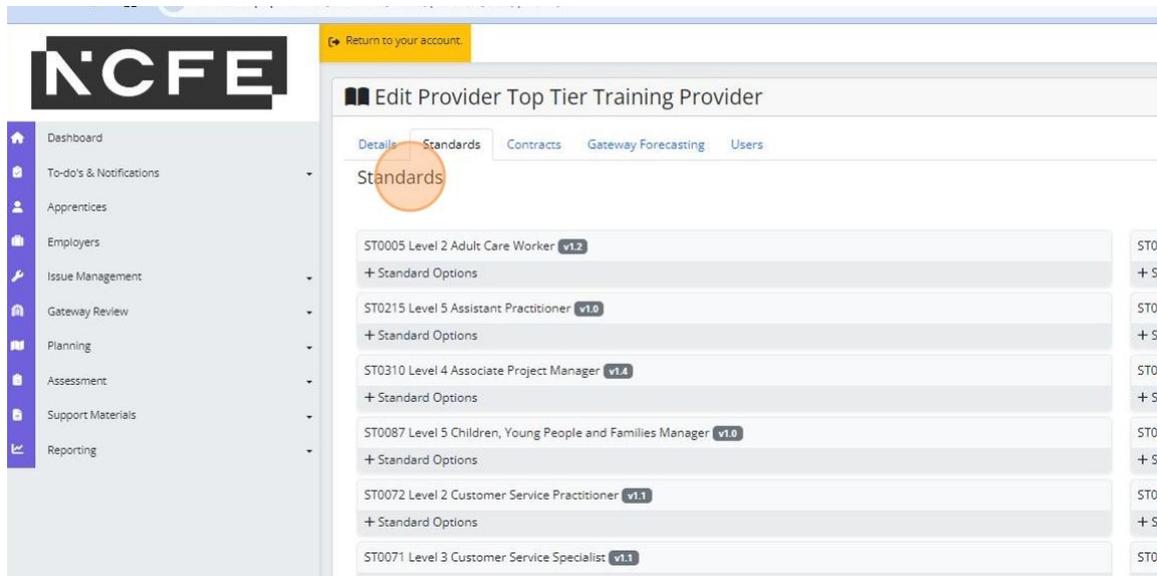


2. Within the details tab, you can amend any fields that are not greyed out. If you need to change your primary user, please contact the Relationship Team.



Viewing standards you have within your contract

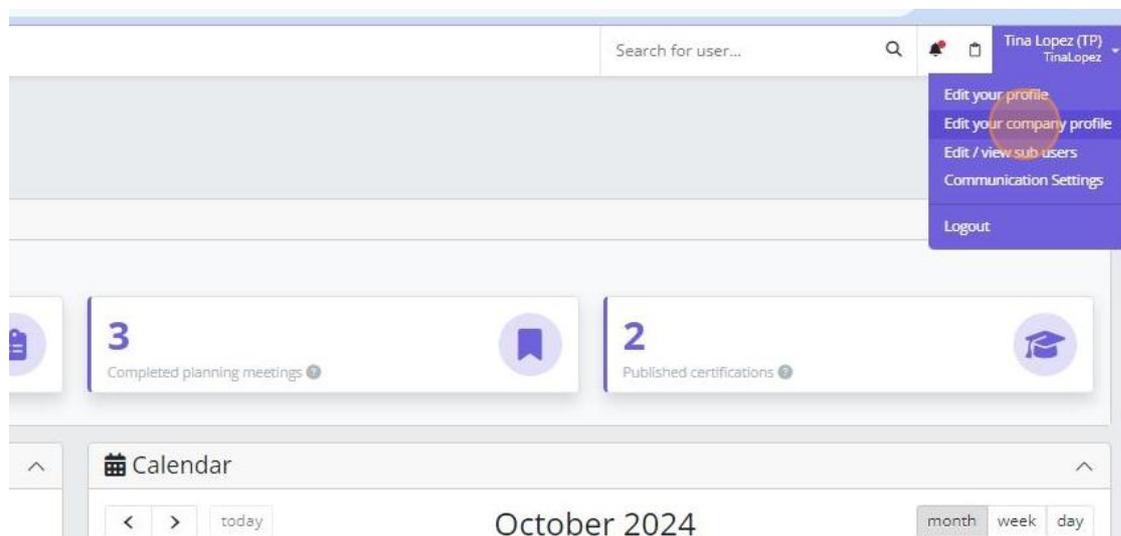
1. Click on standards to view the standards you have within your contract, please contact the Relationship Team if you wish to add any additional standards.



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 a web browser window with the URL `uat.ncfe.epapro.co.uk/modules/users/provider/edit/profile/7`. The page title is "Edit Provider Top Tier Training Provider". A sidebar on the left contains a navigation menu with items like Dashboard, To-do's & Notifications, Apprentices, Employers, Issue Management, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The main content area has tabs for "Details", "Standards", "Contracts", "Gateway Forecasting", and "Users", with "Users" being the active tab. Below the tabs is a search bar and filter options. A table lists users:

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

3. Click Create new provider user.

The screenshot shows a web browser window with the URL `uat.ncfe.epapro.co.uk/modules/users/provider/edit/profile/7`. The page title is "Tier Training Provider". The main content area has tabs for "Gateway Forecasting" and "Users", with "Users" being the active tab. Below the tabs is a search bar and filter options. A table lists users:

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

A button labeled "Create New Provider User" is highlighted with an orange circle. A "Save" button is visible 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

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.

The screenshot shows the 'Edit Provider Top Tier Training Provider' page. Under the 'Users' tab, there is a table with the following data:

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

An orange circle highlights the vertical ellipsis icon in the 'Actions' column for the 'Test Test' user. A 'Create New Provider User' button is visible in the top right corner.

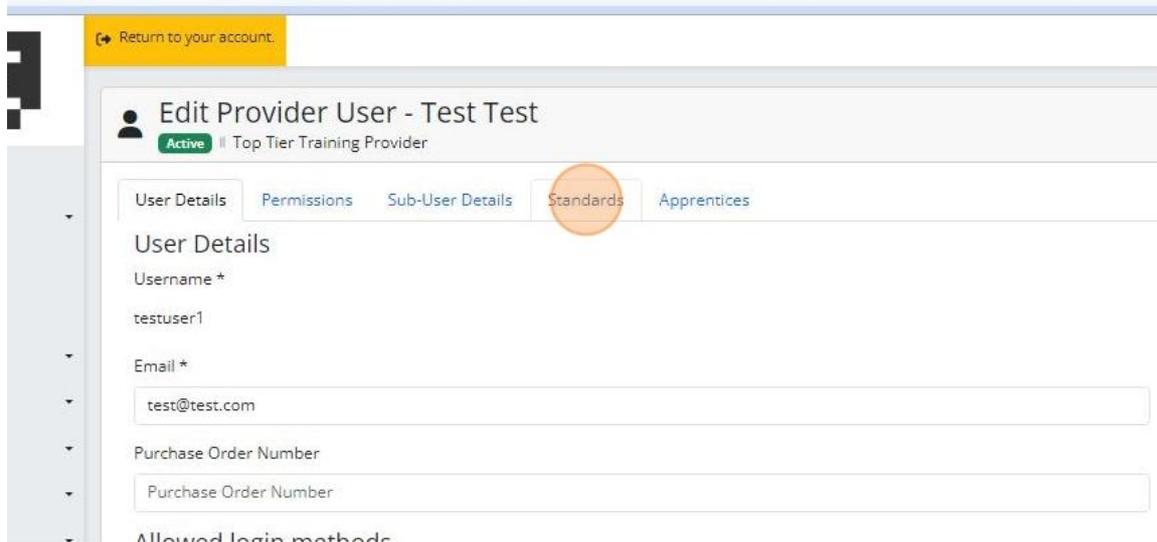
2. Click edit.

This is a close-up view of the user table from the previous screenshot. The 'Filter by provider job role' dropdown is visible at the top. The table data is as follows:

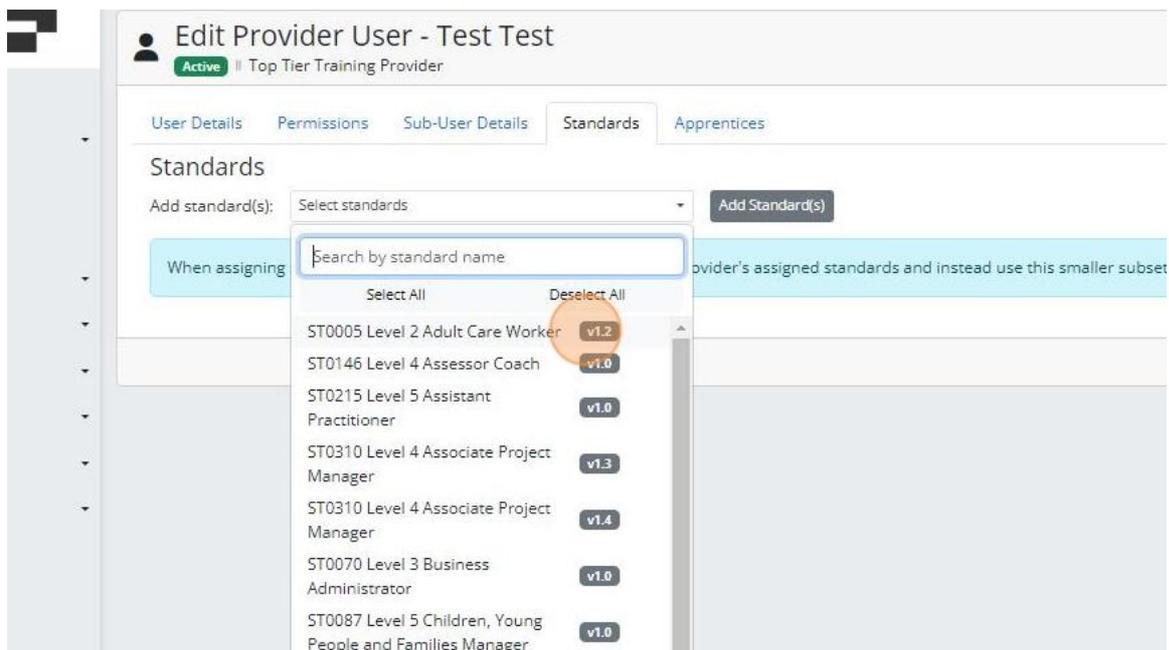
Contact Number	Created	Status	Actions
01234567890	27/09/2024	Active	⋮
01234567890	27/09/2024	Active	⋮
0191 239 8450	11/10/2024	Active	⋮

An orange circle highlights the vertical ellipsis icon in the 'Actions' column for the third row. A tooltip menu is open, showing 'Edit' (with a pencil icon) and 'View' (with an eye icon) options.

3. Click on standards.



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



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

andard(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.

The screenshot shows a web browser window with the URL `at.ncfepapro.co.uk/modules/users/provider/edit/profile/7/users`. The page title is "Edit Provider Top Tier Training Provider". Below the title are tabs for "Details", "Standards", "Contracts", "Gateway Forecasting", and "Users". The "Users" tab is active, displaying a table of users. The table has columns for Name, Username, Job Role, Contact Number, Created, Status, and Actions. Three users are listed: Tina Lopez (Primary), Jennifer Turner, and Test Test. The Actions column for each user contains an edit icon (two vertical bars) and a delete icon (a trash can). The edit icon for the "Test Test" user is circled in orange. Above the table are search and filter options, and a "Create New Provider User" button. A "Sign" button is located at the bottom right of the table area.

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

2. Click edit.

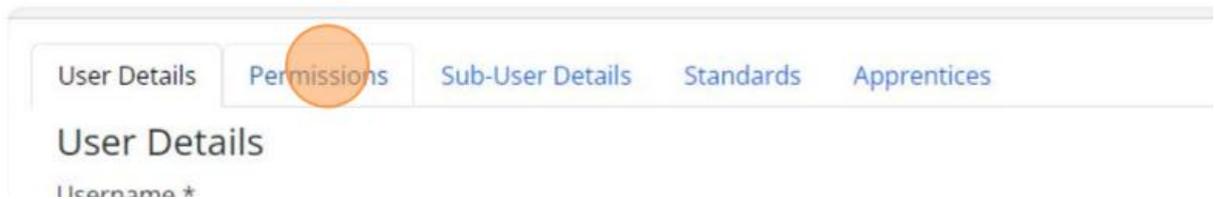
filter by provider job role

Create New Provider User

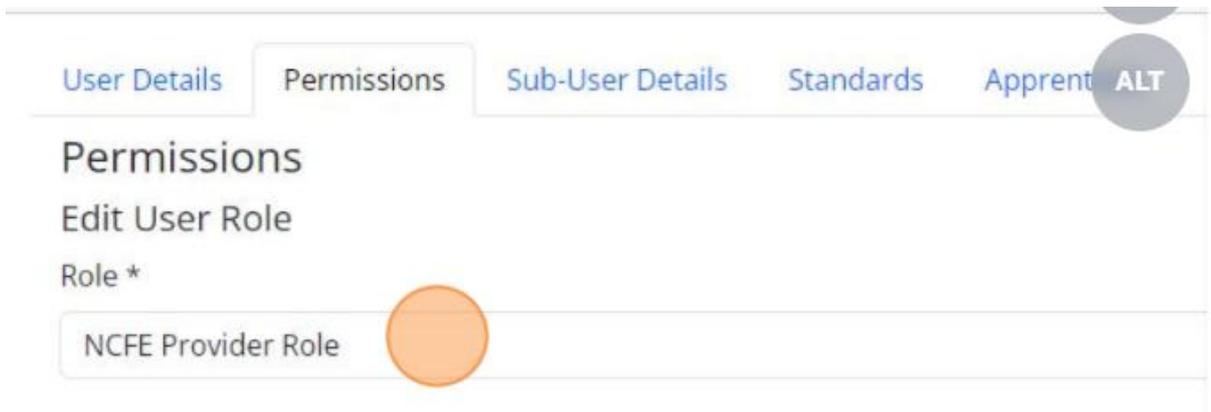
Contact Number	Created	Status	Actions
01234567890	27/09/2024	Active	⋮
01234567890	27/09/2024	Active	⋮
0191 239 8450	11/10/2024	Active	⋮

Edit
View

3. Click on Permissions.



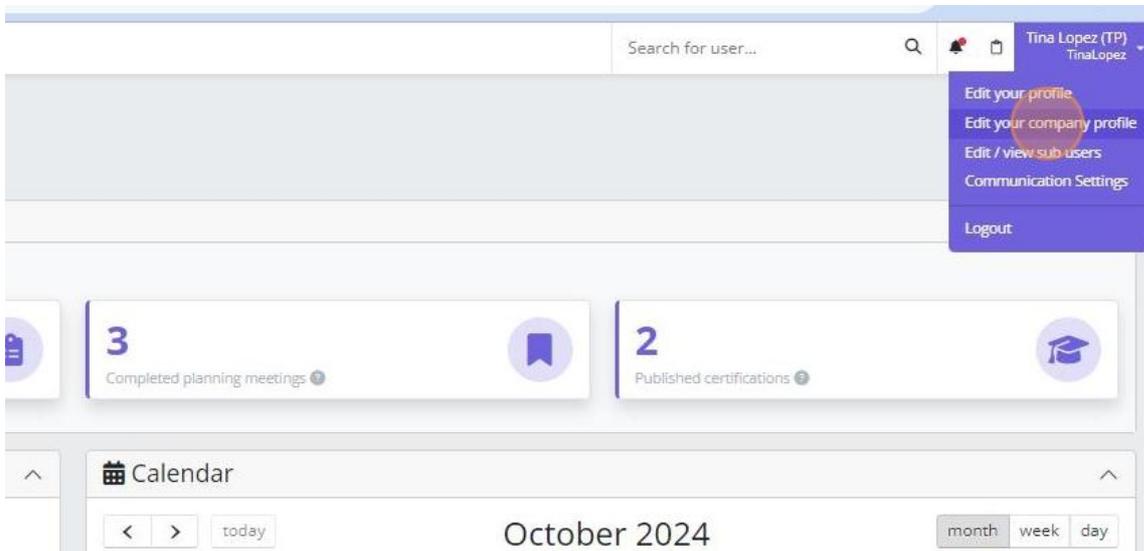
4. Select the relevant role from the role dropdown bar.



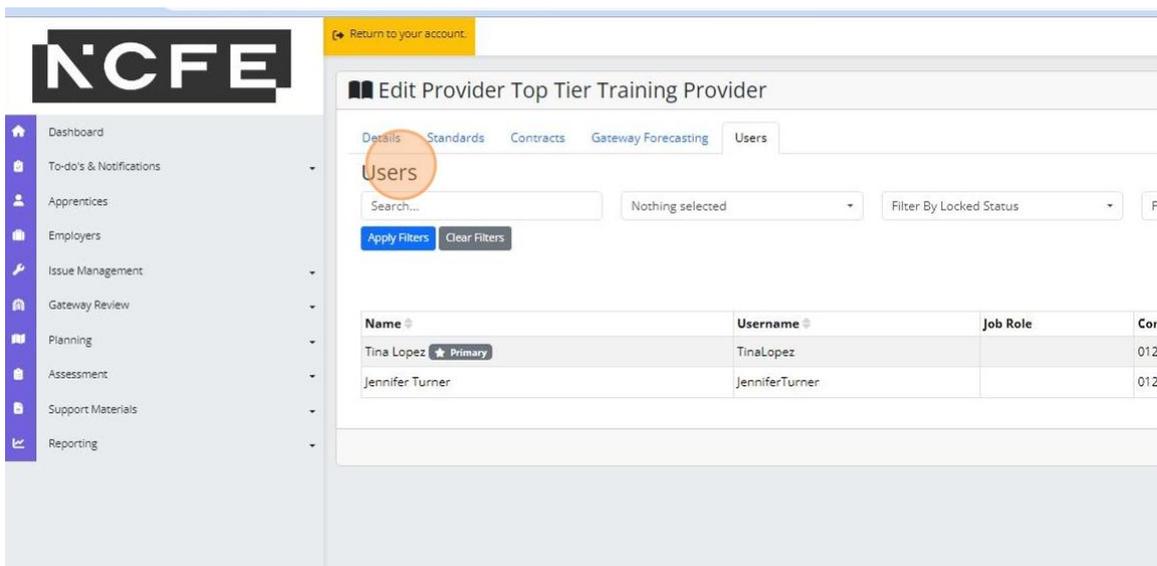
5. Once selected scroll down and click Save provider user.

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.

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

4. 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	⋮

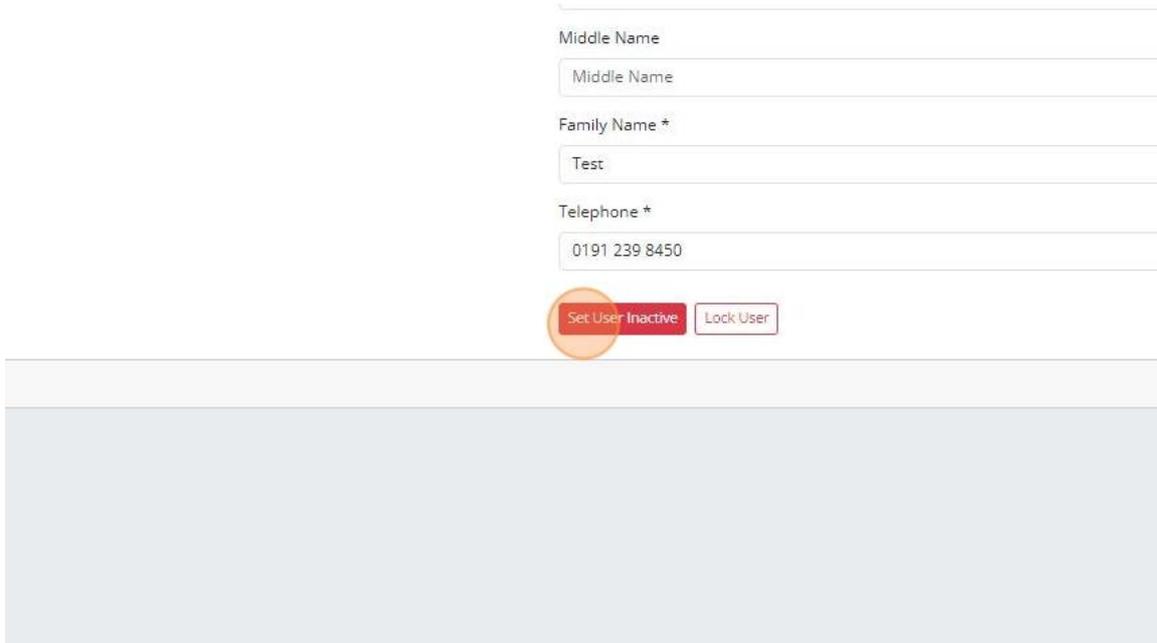
Edit
View

5. Click set user inactive.

Middle Name
Middle Name

Family Name *
Test

Telephone *
0191 239 8450

A screenshot of a web form for user management. It contains three input fields: 'Middle Name' (with 'Middle Name' entered), 'Family Name *' (with 'Test' entered), and 'Telephone *' (with '0191 239 8450' entered). Below the fields are two buttons: 'Set User Inactive' (highlighted with an orange circle) and 'Lock User'.

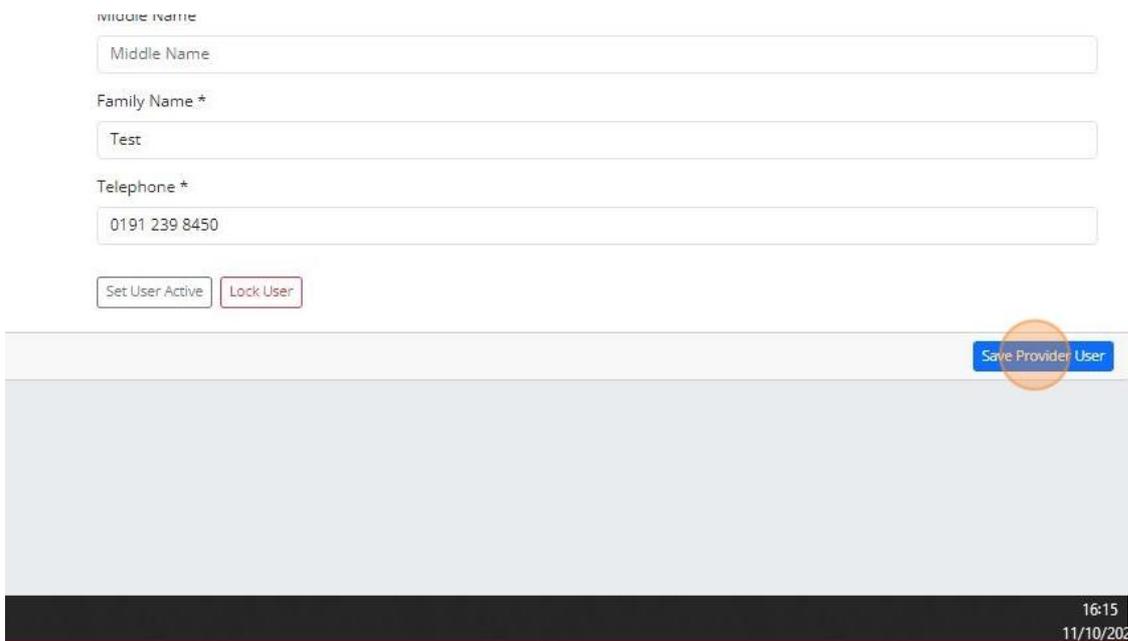
6. Click save provider user.

Middle Name
Middle Name

Family Name *
Test

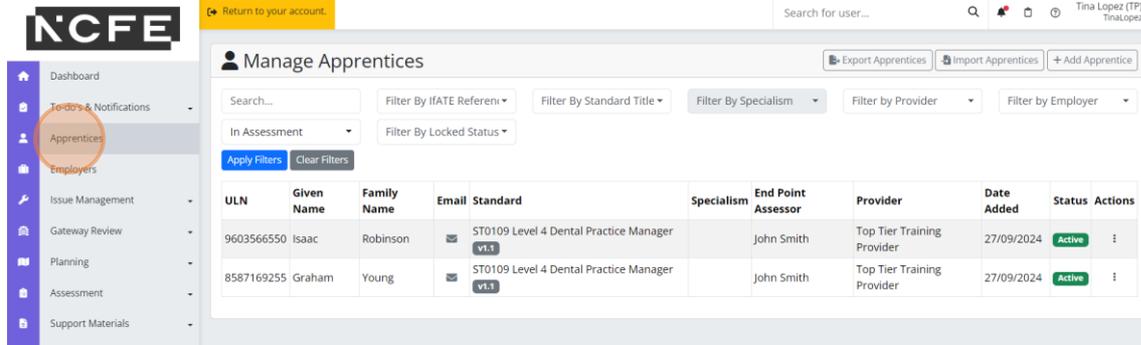
Telephone *
0191 239 8450

16:15
11/10/202

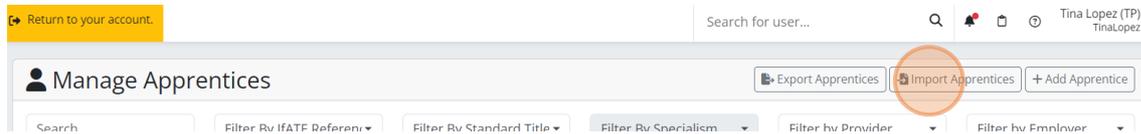
A screenshot of a web form for user management, similar to the one above. It contains three input fields: 'Middle Name' (with 'Middle Name' entered), 'Family Name *' (with 'Test' entered), and 'Telephone *' (with '0191 239 8450' entered). Below the fields are two buttons: 'Set User Active' and 'Lock User'. At the bottom right, there is a blue button labeled 'Save Provider User' (highlighted with an orange circle). The bottom of the page shows a timestamp '16:15' and a date '11/10/202'.

Registering apprentices via bulk upload

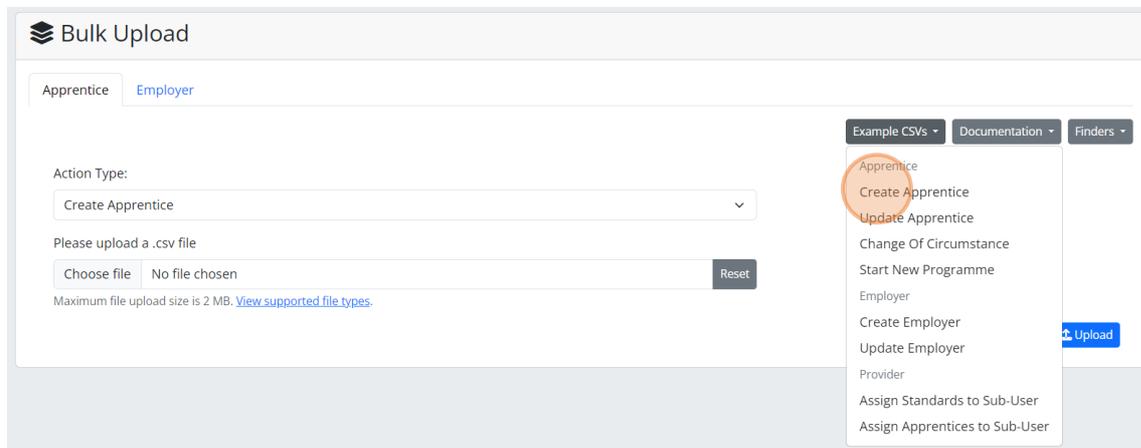
1. To register apprentices via the bulk upload option in the navigation bar on the left-hand side, select 'Apprentices'.



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.



- 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_pron	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	jloyd@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@eik
ST0384		2.52E+09	#####	#####	2	Emily	Scarlett	Neil		Kelly	80518231	54044009	#####		other		36	PG919321	anderson.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.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

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.](#)

Example CSVs | **Documentation** | Finders

- 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

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.](#)

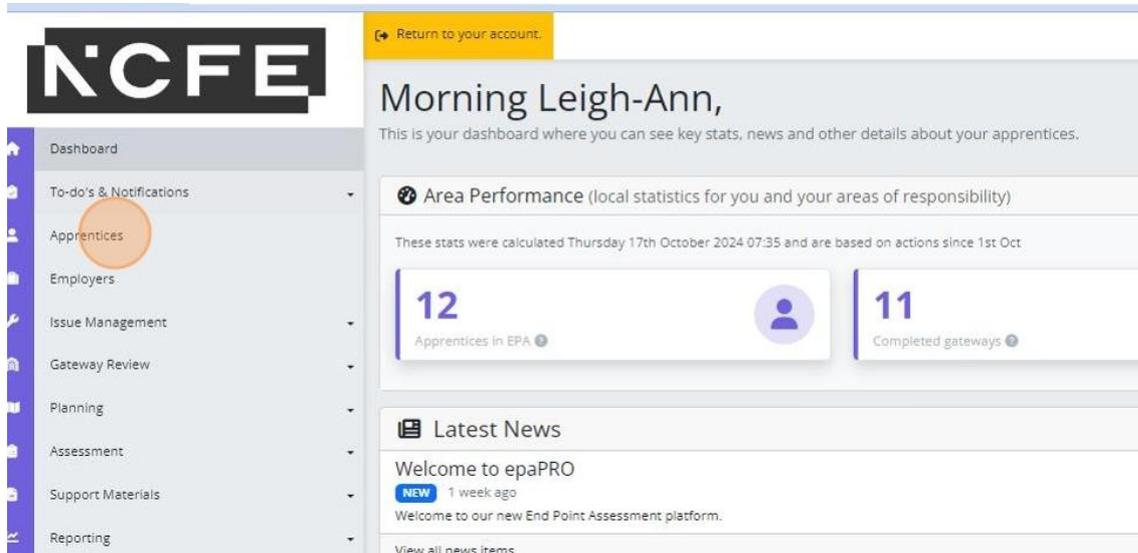
Example CSVs | Documentation | Finders

Upload

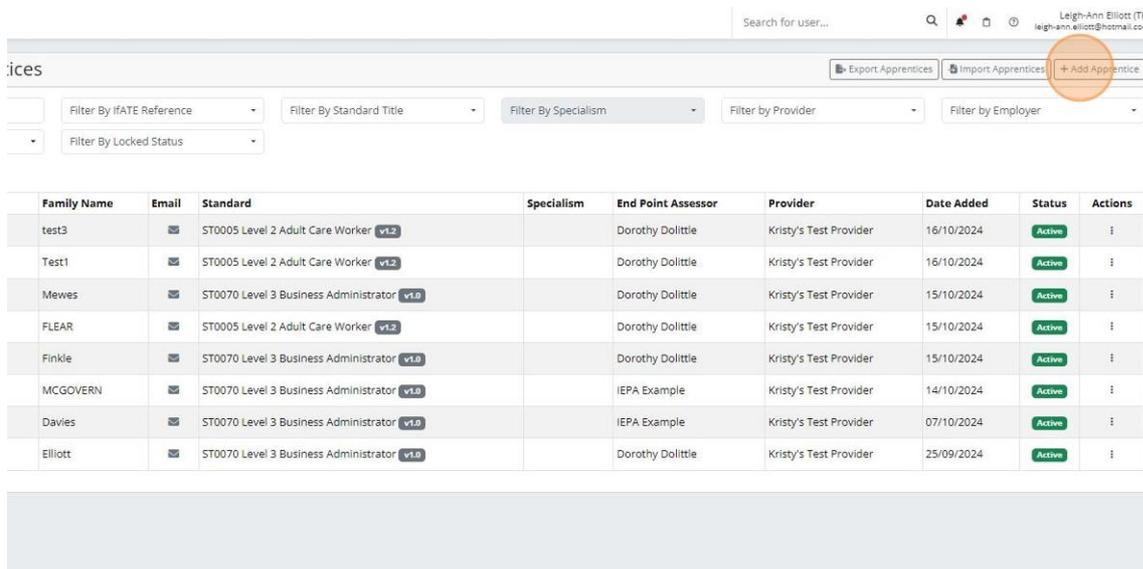
- Once you click 'Upload', you will receive confirmation of whether the apprentices have been created on Proficient and if there are any issues, you will see an on-screen message showing the errors in the bulk upload template.

Register apprentices individually

1. Click on Apprentices.



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.

The screenshot shows the 'Add Apprentice' form in the NCFE system. The 'Apprenticeship Details' tab is active. Fields with asterisks (*) are: Provider, Standard, Specialism, Expected Start Date, Expected Gateway Date, and Expected Completion Date. The 'On Programme Assessor' section has fields for Assessor Name, Assessor Phone Number, and Assessor Email, with asterisks next to the Name and Email fields.

6. 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.

The screenshot shows the 'Add Apprentice' form in the NCFE system, with the 'User' tab active. Fields with asterisks (*) are: Username, Email, Preferred Name, Pronunciation, Middle Name, Family Name, and Telephone. There is a toggle for 'Login using username/password' under 'Allowed login methods'.

4. 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.

The screenshot shows a registration form with the following fields:

- National Insurance Number
- Date of Birth * (format: DD/MM/YYYY)
- Unique Learner Number (ULN) * (format: Unique Learner Number)
- Registration * (dropdown menu with options: Please select, ILR, Other, Privately)
- External Learner ID (format: 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.

The screenshot shows the 'Add Apprentice' form with the following sections:

- Workplace Details:** Company Name *, Site Name, Address Line 1 *, Address Line 2, Town *, County, Postcode *, TAS Name, Requires Covid-19 Compliance.
- Workplace Mentor:** Mentor Name, Job Title, Telephone, Email.

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

count.

Apprentice

Apprenticeship Details User Apprentice Details Workplace Details Reasonable Adjustments

Apprentice Details

Name *

Name

Workplace Mentor

Mentor Name

Mentor Name

Job Title

Job Title

Telephone *

Telephone

7. 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...

Log in: Leigh-Anne Elliott (TP) leigh.ann.elliott@ncofma.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.

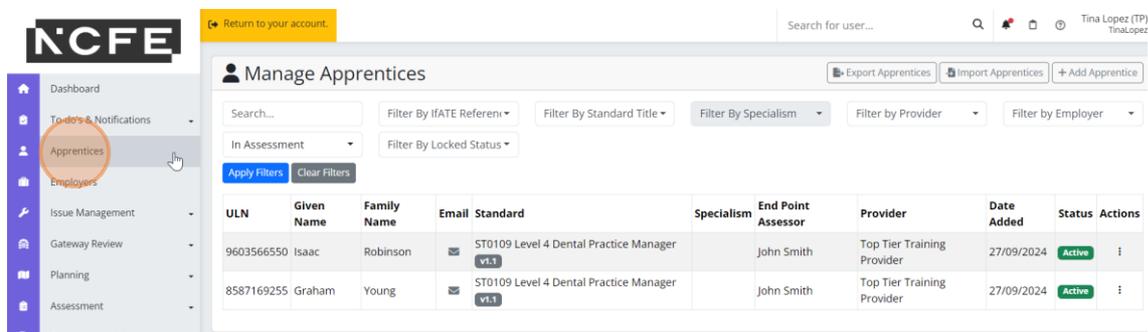
Save and Continue Save and Exit

Employers

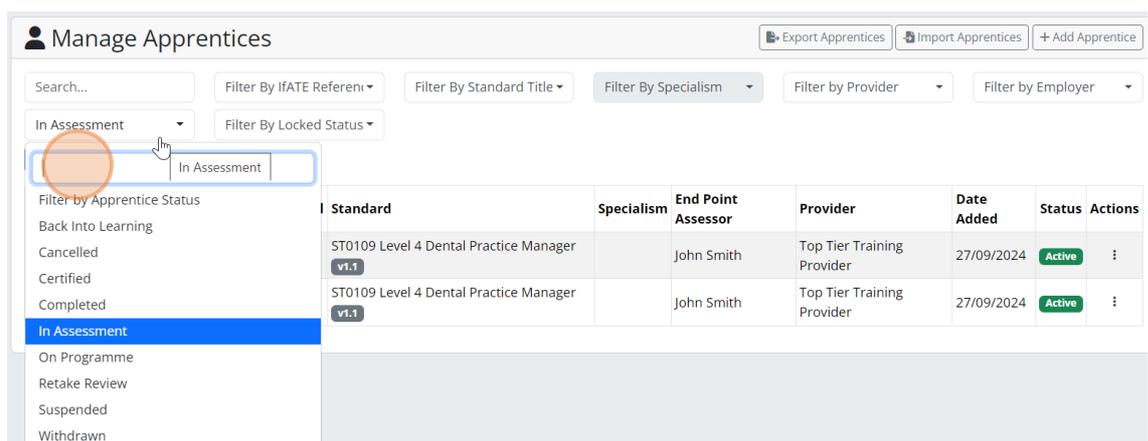
There is an employer section within the navigation menu at the left-hand side of the screen. You do not need to register the apprentice's employer prior to registering apprentices as apprentice's profiles have a workplace details tab where you will populate this information.

View/Edit apprentices

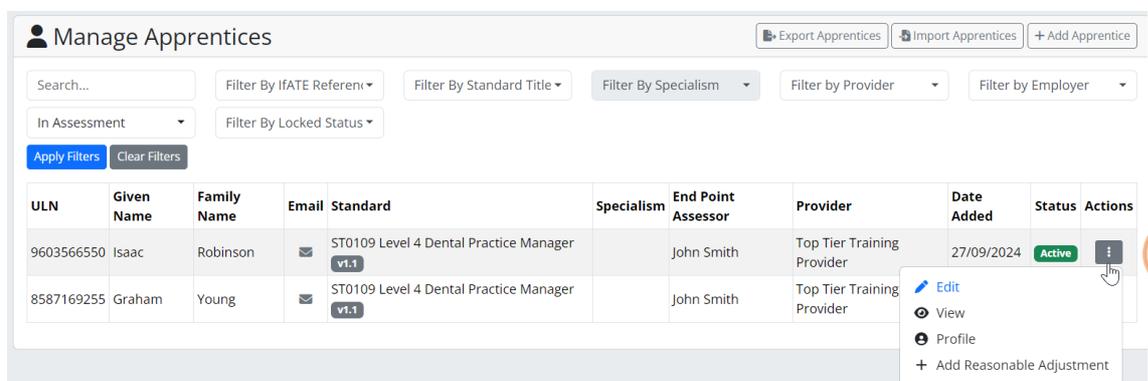
1. To view/edit your registered apprentices, select 'Apprentices' from the navigation menu at the left-hand side of the screen.



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 Apprentices 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.

On Programme Assessor

Assessor Name
Simon Jones

Assessor Phone Number
0191 239 8450

Assessor Email
simon@simon.com

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

Save and Continue Save and Exit

- 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.

Edit Apprentice On Programme - Joe1 Bloggs1 Manage Apprentices 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.

On Programme Assessor

Assessor Name
Simon Jones

Assessor Phone Number
0191 239 8450

Assessor Email
simon@simon.com

Apprenticeship Dates

Expected Start Date *
12/09/2023

Expected Gateway Date *
17/10/2024

Expected Completion Date *
17/04/2025

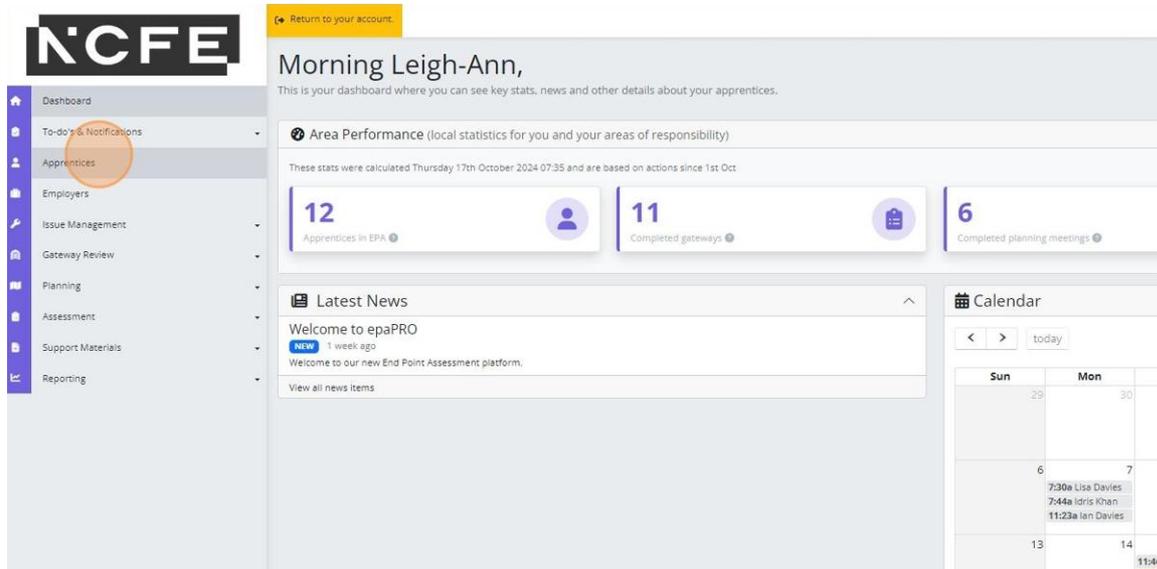
Provider Transferred Date
DD/MM/YYYY

Save and Continue Save and Exit

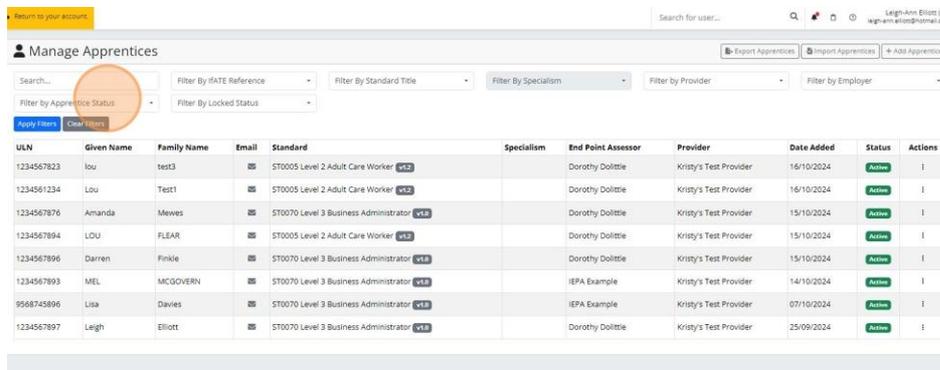
Reasonable Adjustments

How to apply for a reasonable adjustment

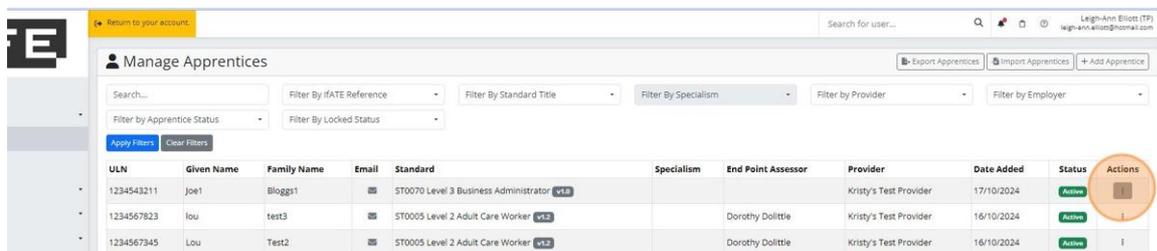
1. Select 'Apprentices' from the navigation menu at the left-hand side of the screen.



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	16/10/2024	Active	<ul style="list-style-type: none"> Edit View Profile + Add Reasonable Adjustment
	Dorothy Dolittle	Kristy's Test Provider	16/10/2024	Active	⋮
	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.



➔
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

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 sidebar menu on the left with the following items: Issue Management, Appeals, Range of Circumstance, Reasonable Adjustments, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The main form area contains the following fields: a text input for 'Additional Information' with a note 'Required if arrangement type is set to "Other".'; a 'Nature of Arrangement *' dropdown menu with 'Reasonable Adjustment' selected; a 'Status *' dropdown menu with 'Pending' selected; a 'Covers Programme Duration' toggle switch (currently off); and 'Start Date *' and 'End Date *' text input fields.

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

This screenshot shows the same form as above, but with the 'Additional Information' text area highlighted with a blue border. The 'Status' dropdown menu now shows 'Pending' as the selected option. The 'Covers Programme Duration' toggle switch remains off, and the 'Start Date *' and 'End Date *' fields are empty.

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

- 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 input fields. Below the fields is a table with the following columns: **Linked Date**, **Download**, **View**, and **Delete**. At the bottom right of the form, there are two buttons: **Save and Continue** and **Save and Exit**. The **Save and Continue** button is circled in orange.

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

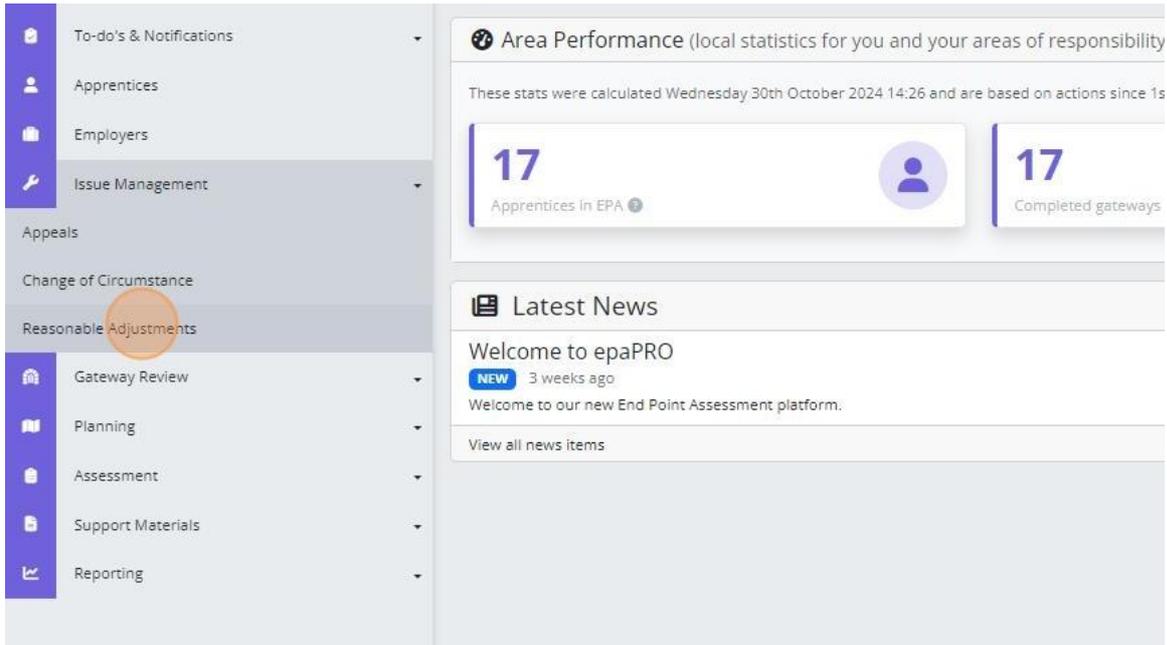
When re-submitting a reasonable adjustment request, you can copy the original request and amend the relevant information and or upload further evidence.

- Click on issue management

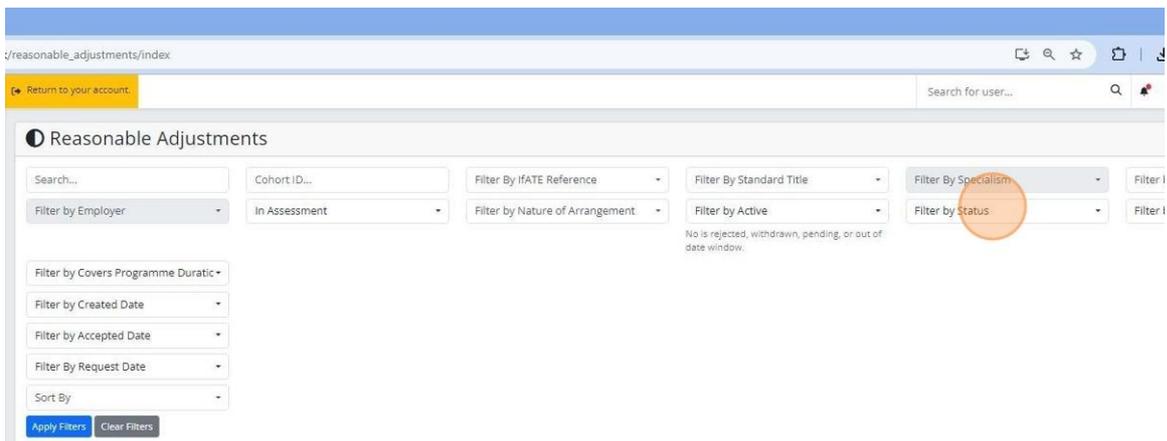
The screenshot shows the NCFE dashboard for user 'Evening Leigh-Ann'. On the left, a navigation menu has 'Issue Management' highlighted with an orange circle. The main content area shows a dashboard with the following elements:

- Area Performance**: Local statistics for you and your areas of responsibility. These stats were calculated Wednesday 30th October 2024 14:26 and are based on actions since 1st October 2024.
- Statistics**: Two cards showing '17 Apprentices in EPA' and '17 Completed gateways'.
- Latest News**: A section titled 'Welcome to epaPRO' with a 'NEW' badge and the text '3 weeks ago'. Below it, it says 'Welcome to our new End Point Assessment platform.' and 'View all news items'.

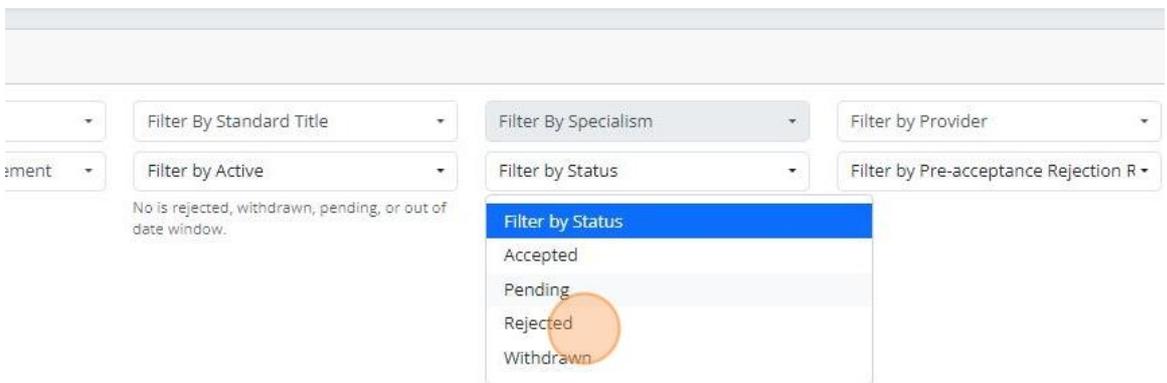
- Click on Reasonable Adjustments



9. Click on filter by status



10. Click rejected



Covers Programme Duration	Start Date	End Date	Created By	Created Date	Status	Actions
Yes	-	-	Support Team	07/10/2024	Accepted	⋮
Yes	-	-	Doreen Field	23/10/2024	Accepted	⋮

11. Click apply filters

The screenshot shows the 'Reasonable Adjustments' page in a web browser. The URL is uat.ncfe.epapro.co.uk/reasonable_adjustments/index. The page features a sidebar with navigation options: Dashboard, To-do's & Notifications, Apprentices, Employers, Issue Management, Appeals, Change of Circumstance, Reasonable Adjustments, and Gateway Review. The main content area is titled 'Reasonable Adjustments' and contains several filter dropdowns: Search..., Cohort ID..., Filter by Employer, In Assessment, Filter by Covers Programme Duratic, Filter by Created Date, Filter by Accepted Date, Filter By Request Date, and Sort By. At the bottom of the filter section, the 'Apply Filters' button is highlighted with an orange circle, and the 'Clear Filters' button is also visible.

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

The screenshot shows the 'Reasonable Adjustments' page with a table of adjustments. The table has the following columns: ULN, Apprentice Name, Arrangement Type, Nature of Arrangement, Covers Programme Duration, Start Date, End Date, Created By, Created Date, Status, and Actions. The first row is highlighted in red, indicating a rejected adjustment. The 'Status' column for this row is 'Rejected' and the 'Actions' column contains an ellipsis icon. The 'Apply Filters' button is also visible at the bottom of the filter section.

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

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

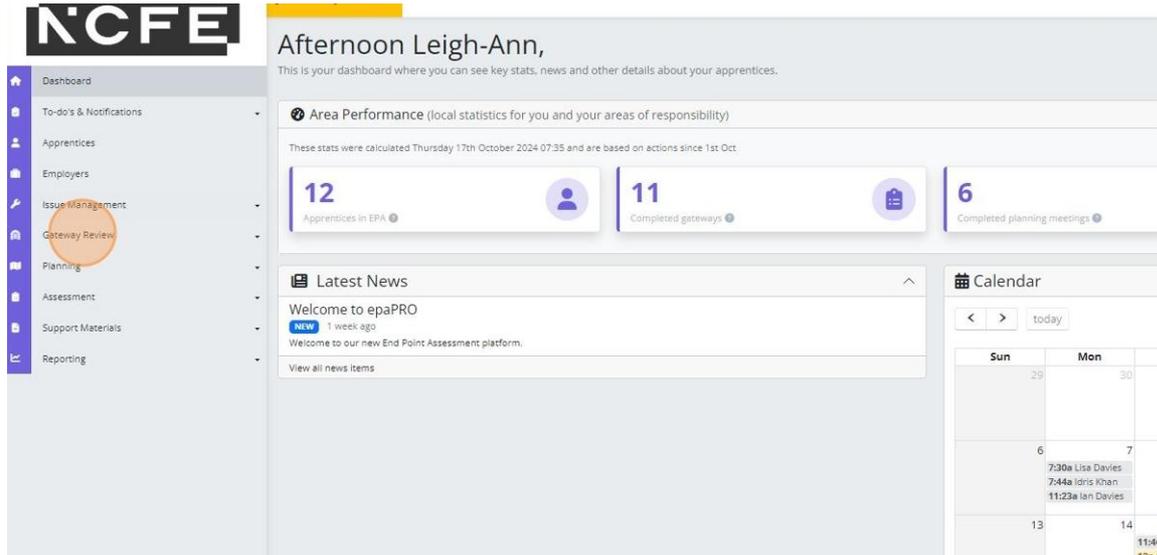
[Save and Continue](#) [Save and Exit](#)

Requesting EPA

Enrolled - Awaiting Expected Gateway Date Confirmation

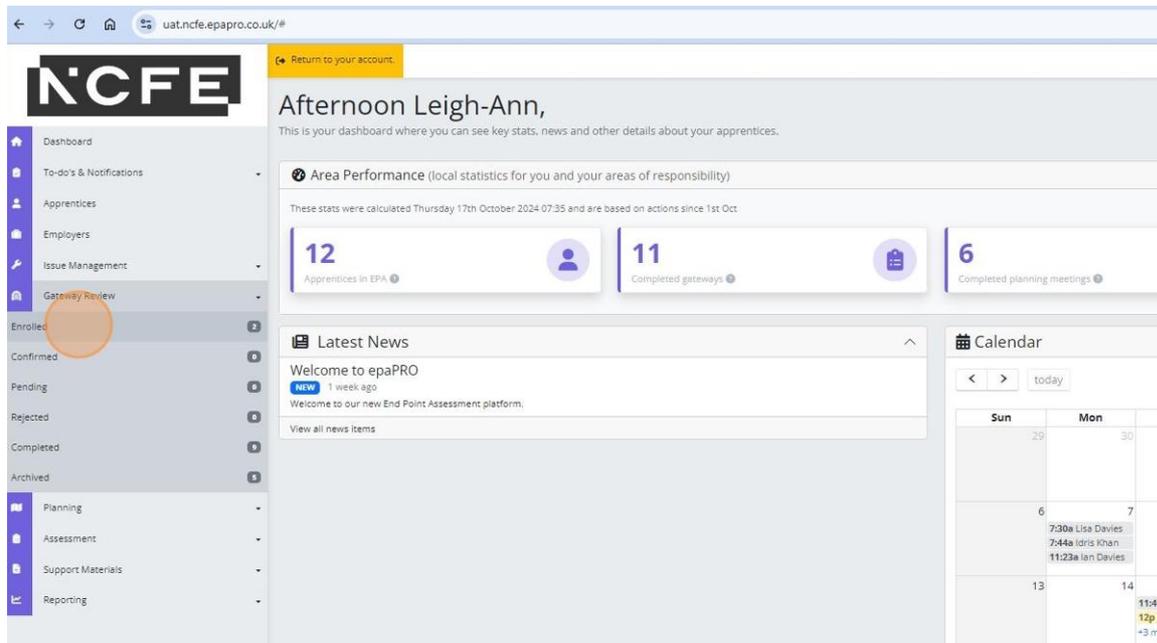
When apprentices are ready to enter gateway, you will be required to verify their standard and expected gateway date.

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



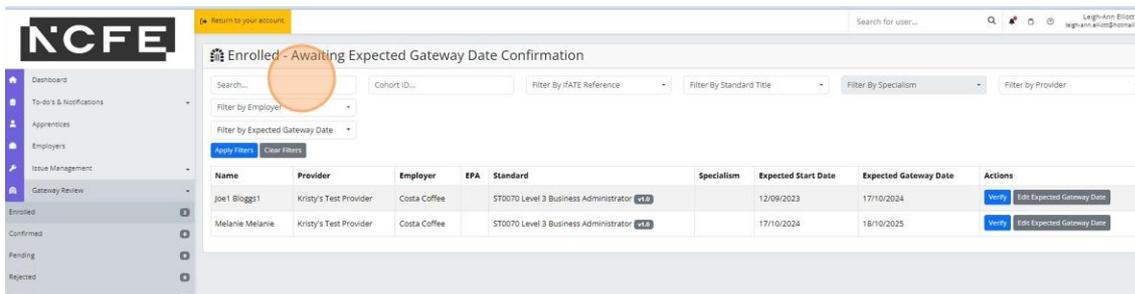
The screenshot shows the NCFE dashboard for user 'Afternoon Leigh-Ann'. The left-hand navigation menu is visible, with 'Gateway Review' highlighted by a red circle. The main content area displays 'Area Performance' with three key metrics: 12 Apprentices in EPA, 11 Completed gateways, and 6 Completed planning meetings. Below this is a 'Latest News' section with a 'Welcome to epaPRO' message and a 'Calendar' section showing a weekly view.

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

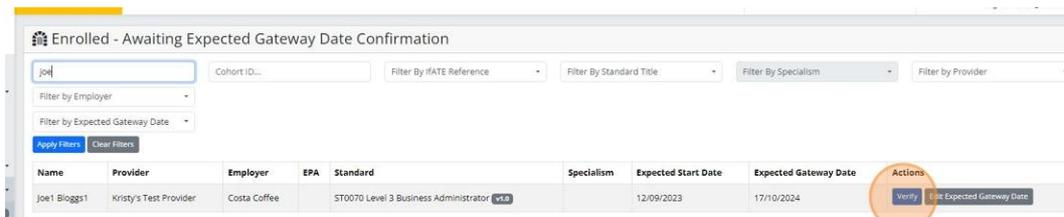


The screenshot shows the NCFE dashboard for user 'Afternoon Leigh-Ann'. The left-hand navigation menu is visible, with 'Enrolled' highlighted by a red circle. The main content area displays 'Area Performance' with three key metrics: 12 Apprentices in EPA, 11 Completed gateways, and 6 Completed planning meetings. Below this is a 'Latest News' section with a 'Welcome to epaPRO' message and a 'Calendar' section showing a weekly view.

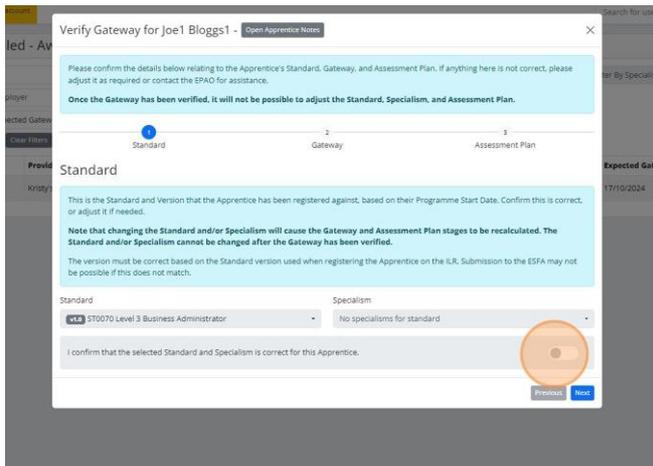
3. Search for your apprentice.



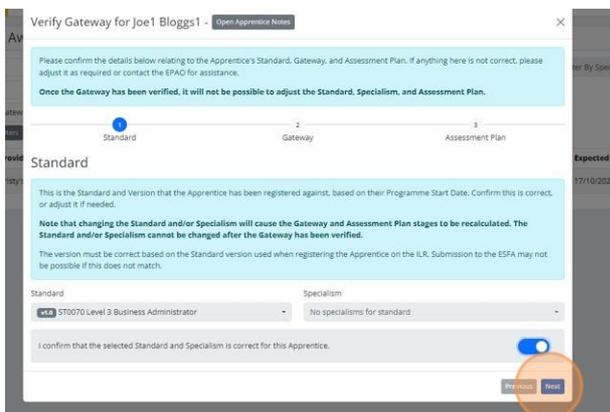
4. Select 'Verify' from actions column.



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'.

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.

Standard Gateway Assessment Plan

Gateway

If this Expected Gateway Date is not correct, please change it here before continuing.

Expected Gateway Date *

17/10/2024

Elements

These are the Gateway Elements that will need to be submitted and/or confirmed at Gateway based on the Apprentice's Standard and Start Date.

Level 2 English

Level 2 Maths

Portfolio

Project

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

I confirm that the Expected Gateway Date is accurate and that the required documentation will be available.

8. Click next.

Standard Gateway Assessment Plan

Gateway

If this Expected Gateway Date is not correct, please change it here before continuing.

Expected Gateway Date *

17/10/2024

Elements

These are the Gateway Elements that will need to be submitted and/or confirmed at Gateway based on the Apprentice's Standard and Start Date.

Level 2 English

Level 2 Maths

Portfolio

Project

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

I confirm that the Expected Gateway Date is accurate and that the required documentation will be available.

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

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.

Standard Gateway 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

EPA3 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

Portfolio based interview

Project / Improvement Presentation

I confirm that 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 Interview Presentation

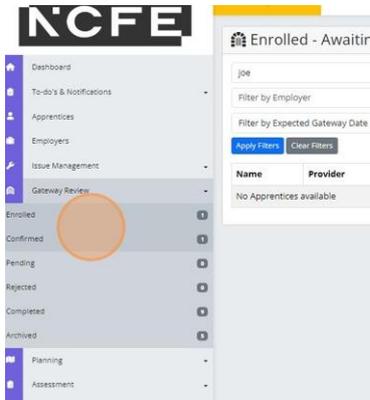
I confirm that the calculated Assessment Plan and Assessment Components are correct for the Apprentice.

Previous Verify Gateway

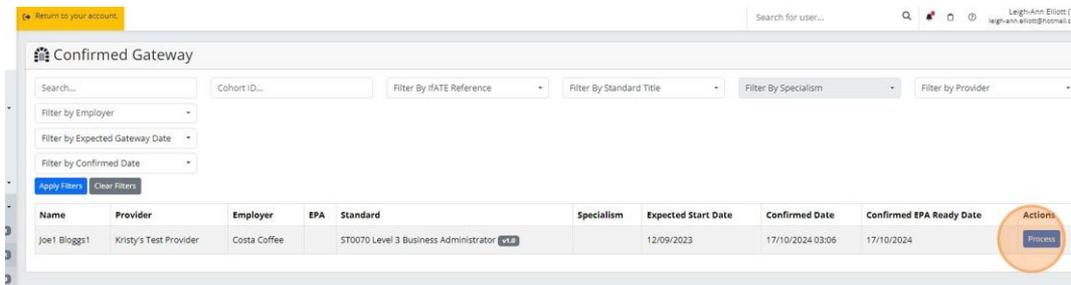
11. Once you have verified the apprentice in the enrolled tab, the apprentice will move to 'Confirmed' within the navigation tool at the left-hand side.

Confirmed - Requesting Gateway

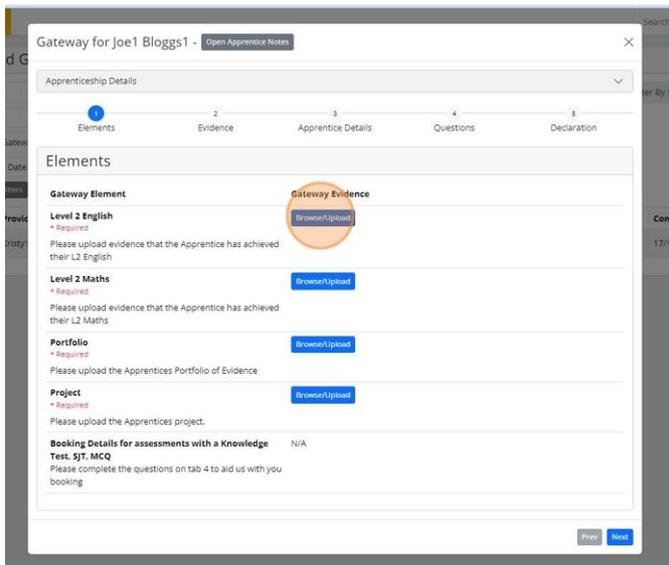
1. Select 'Confirmed' from the Gateway Review section of the navigation tool.



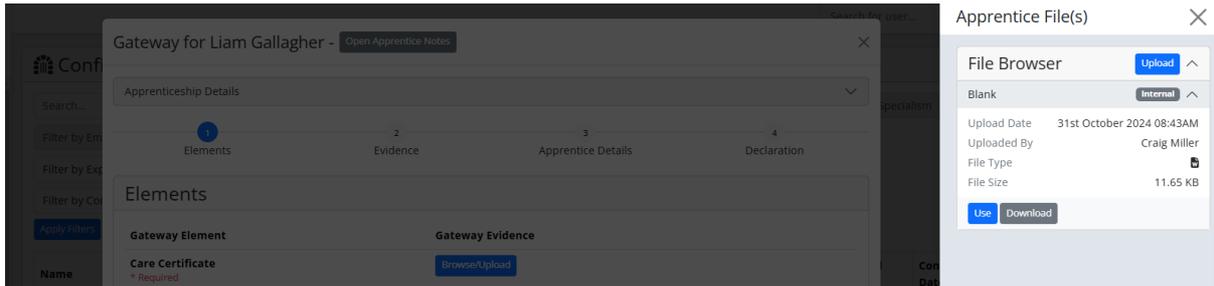
2. Search for your apprentice and click Process in the actions column.



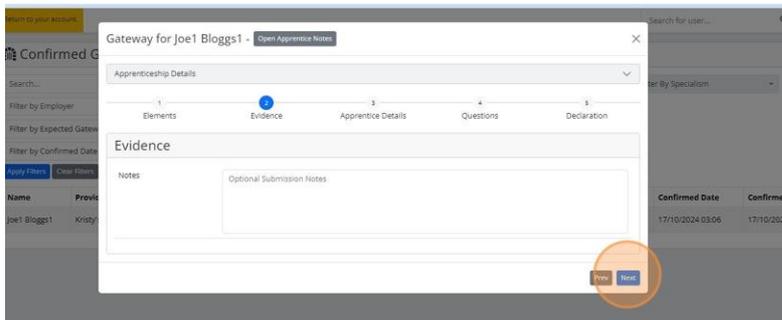
16. Click 'Browse/Upload' to load the file selector/browser.



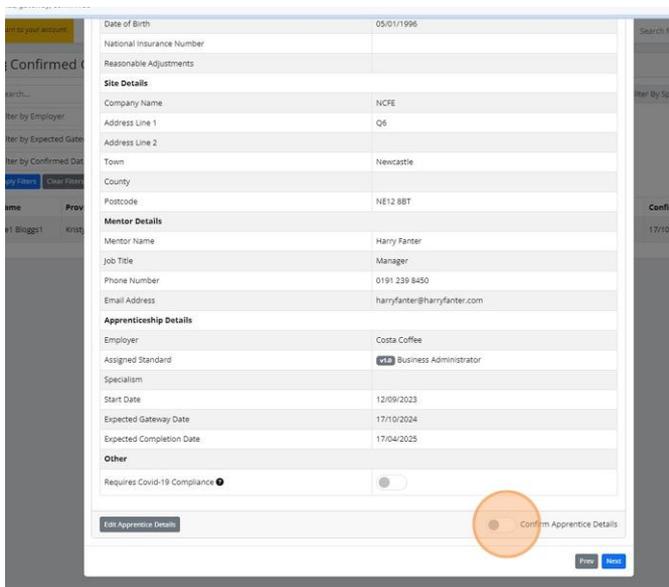
3. If you have already uploaded documents, you will see these in the pop up on the right side of the screen. You can either click 'Use' on the relevant document, or select 'Upload' if it is a new document.



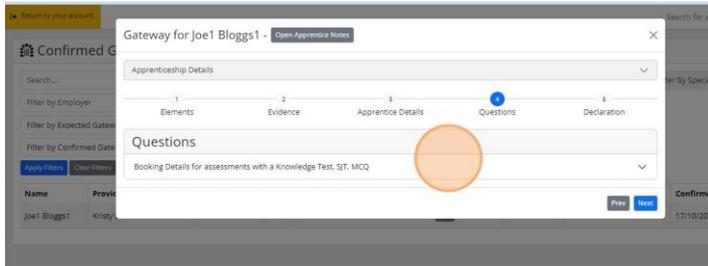
4. If it is a new document, you will need to upload the document so it appears in the Apprentice File(s) section above, then select 'Use' on that document. Repeat this for all points within the 'Elements' section of Gateway then click next.
5. You have the option here to add in any additional notes and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



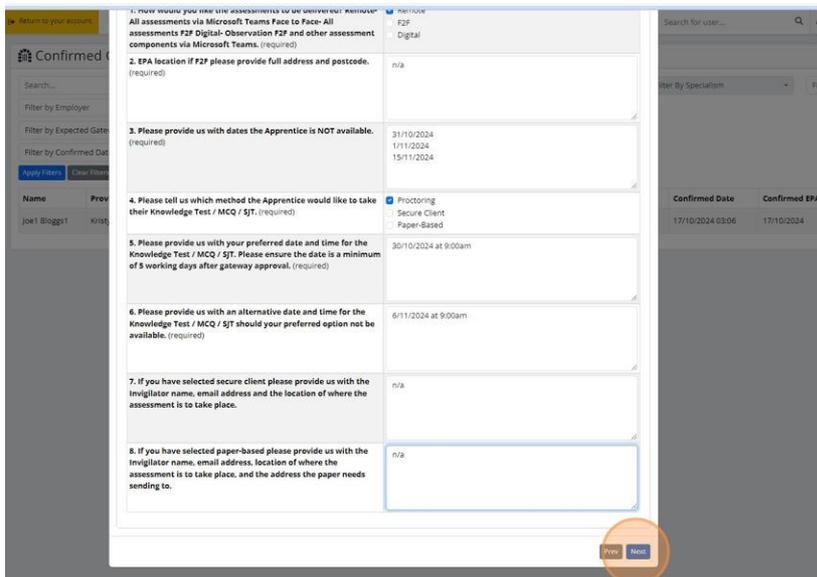
6. Within this tab, you will have the option to review and verify all apprentice's information from their profile, if you need to edit any of the information, please select Edit Apprentices Details and then click next.



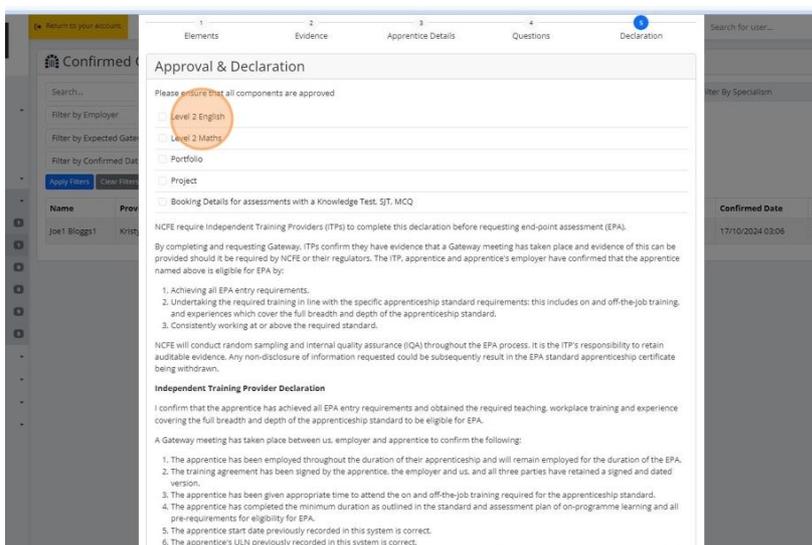
7. Within this section you will provide all key information on how the apprentice has selected to have their assessments delivered.



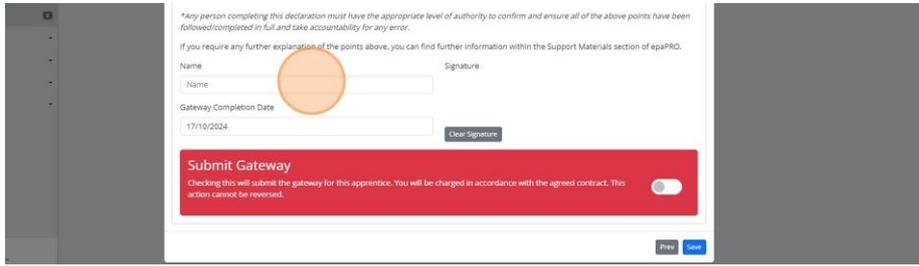
8. Once you have completed all relevant sections, please select next.



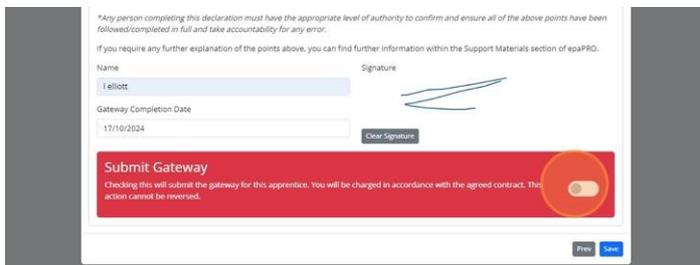
9. You will now need to approve the gateway evidence components by ticking each of the boxes.



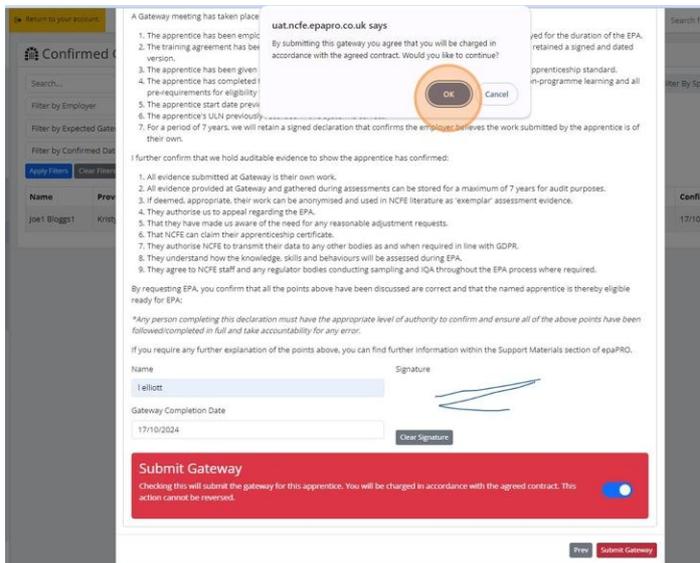
10. Once all sections are completed, you will need to add your name and sign if you haven't added your signature to your profile.



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

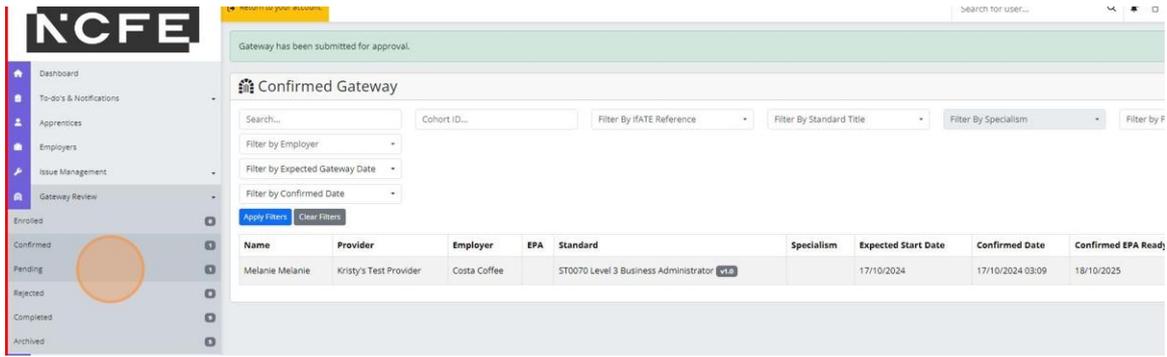


12. Please click ok if you would like to request EPA.



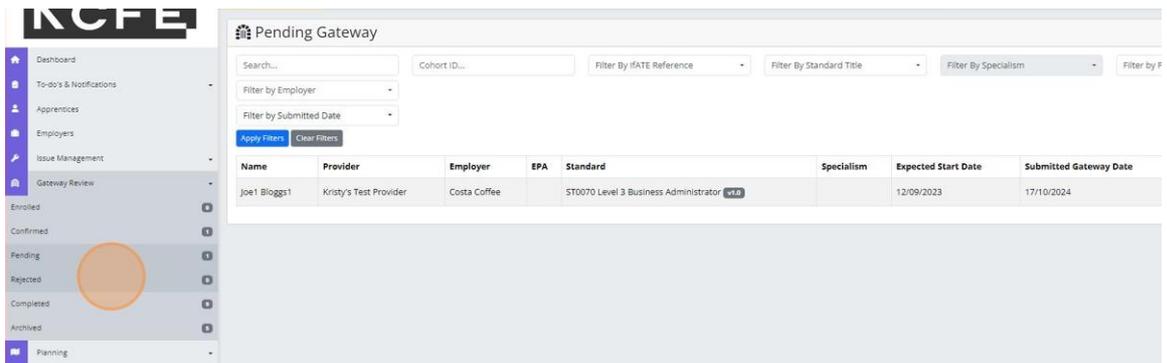
Pending - Gateway has been requested

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.



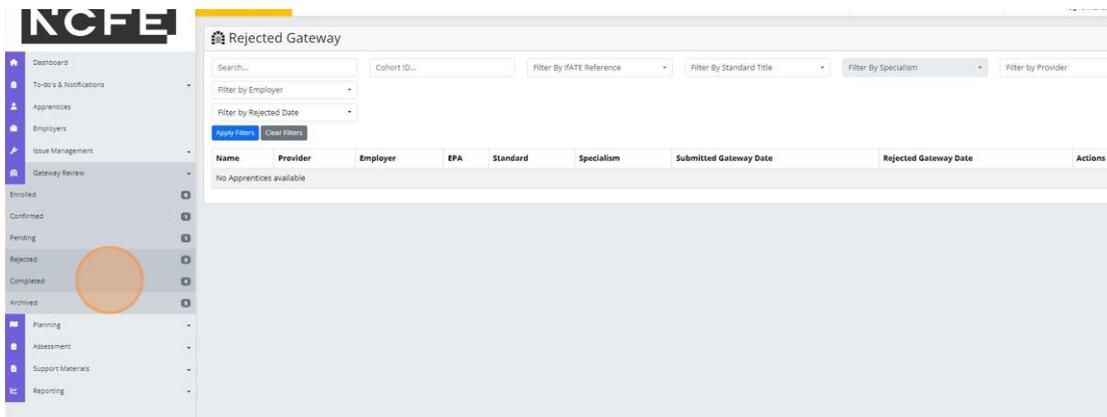
Rejected - Gateway request has been rejected

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.

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 v1.0		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 v1.0		15/10/2024	15/10/2024	View
MEL MCGOVERN	Kristy's Test Provider	Costa Coffee	IEPA Example	ST0070 Level 3 Business Administrator v1.0		15/10/2024	15/10/2024	View
Lorraine Landan-esse	Kristy's Test Provider		IEPA Example	ST0070 Level 3 Business Administrator v1.0		07/10/2024	07/10/2024	View
Lisa Davies	Kristy's Test Provider		IEPA Example	ST0070 Level 3 Business Administrator v1.0		07/10/2024	07/10/2024	View
Leigh Elliott	Kristy's Test Provider	Costa Coffee	Dorothy Dolittle	ST0070 Level 3 Business Administrator v1.0		25/09/2024	25/09/2024	View

Assessment bookings and results

Viewing assessment bookings

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

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	

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

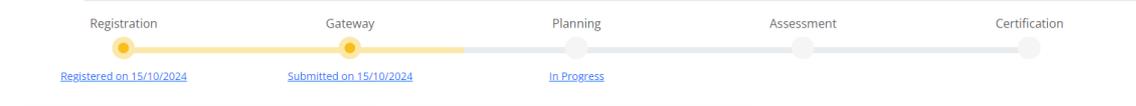
Standard	Specialism	End Point Assessor	Provider	Date Added	Status	Actions
ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider	27/09/2024	Active	
ST0109 Level 4 Dental Practice Manager v1.1		John Smith	Top Tier Training Provider	27/09/2024	Active	

- 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'.

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

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





Upcoming Events
No upcoming events

Assessments

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



6. You will then see the booked assessments.



Apprenticeship Details

Status: In Assessment

Provider: Kristy's Test Provider

Employer: Costa Coffee

EPA: Dorothy Dolittle

Primary EPA Manager: Dorothy Dolittle

ULN: 1234567894

[Open Apprentice Notes](#)

Programme Details

Standard: ST0005 Level 2 Adult Care Worker v12

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

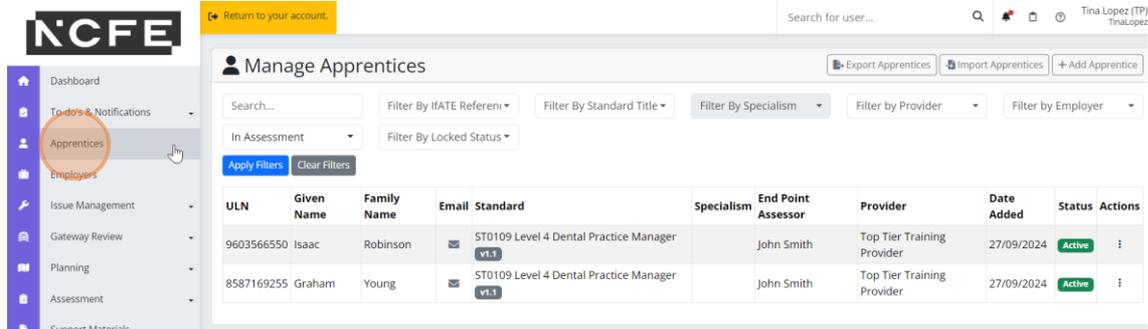
- Complete Assessment Plan
- Complete Situational Judgement Test
- Assessment !
- Complete Professional Discussion
- Assessment !
- Complete Certification
- Submit to ESFA

Components

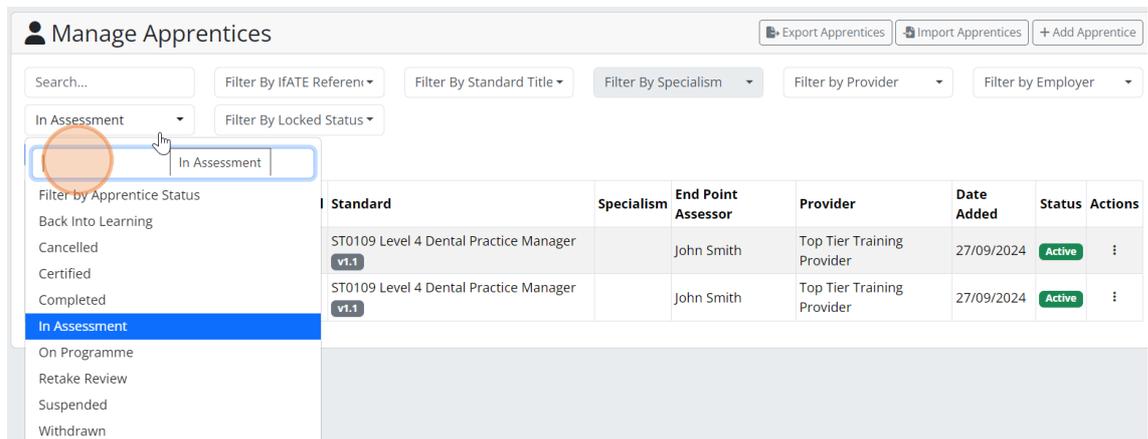
Component	Assessment Date	Status	Element EPA	Result	Previous Results	Actions
Situational Judgement Test	6/10/2024 08:30	Needs Resit	Dorothy Dolittle	Fail	-	Manage
Professional Discussion	15/10/2024 15:45	Pending OK	Dorothy Dolittle	-	-	Manage
Certification	-	-	-	-	-	Manage

Accessing assessment results

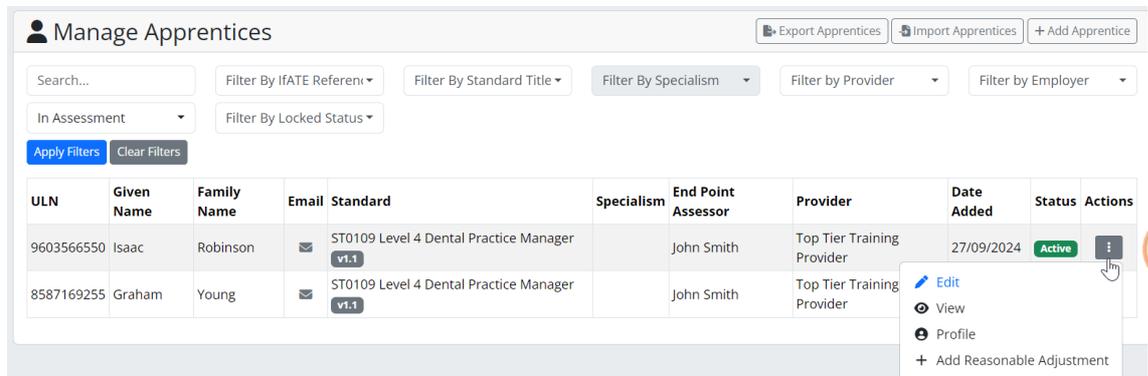
1. To view assessment results for your apprentices, select 'Apprentices' from the navigation menu at the left-hand side of the screen.



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'.



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

The screenshot displays the 'Apprentice Profile' for LOU FLEAR, with a status of 'In Assessment from 15/10/2024'. The top navigation includes 'Edit Apprentice', 'Assessment Profile', and 'View Programme'. Below this is a progress bar with five stages: Registration, Gateway, Planning, Assessment, and Certification. The 'Registration' stage is marked 'Registered on 15/10/2024', 'Gateway' is 'Submitted on 15/10/2024', and 'Planning' is 'In Progress'. The 'Assessment' stage is currently active. To the left, the 'Upcoming Events' section shows 'No upcoming events'. The 'Assessments' section lists 'Situational Judgement Test' with a 'Fail' status and '15/10/2024' date, and 'Professional Discussion' with a 'Pending' status. On the right, a donut chart shows '33 Complete'.

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

This screenshot is identical to the one above, but with an orange circle highlighting the 'Assessment Profile' button in the top right navigation bar.

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

Assessment Profile Navigation

COMPONENTS

ASSESSMENT PLAN 1 1 1 CERTIFICATION

No Status Booked Complete In Progress Alert Preventing Progression

Apprenticeship Details

Status
Provider
Employer
EPA
Primary EPA Manager
ULN

[Open Apprenticeship Notes](#)

Programme Details

In Assessment Standard: ST0005 Level 2 Adult Care Worker v12

Kristy's Test Provider: Costa Coffee
Specialism: Level 2 Adult Care Worker
Dorothy Dolittle: Start Date: 11/10/2023
Test Epa Manager: Gateway Approved Date: 15/10/2024
1234567894: 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: 1
- Complete Professional Discussion
 - Assessment: 1
- Complete Certification
- Submit to ESFA

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 ▼
- 0 Assessment Info Upload ▼
- 1 Element Milestones ▼
- 2 Attendees ▼
- 0 Mock Tests ▼
- ✓ Result View Result ▼
- 0 Appeals Appeal Result ▼
- 0 Previous Results ▼

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

Situational Judgement Test - View Result Back to Assessment Profile Open Element Summary

LOU FLEAR | Situational Judgement Test

Select a category for the outcome

Grade

Outcome *
Fail

Additional Information

Additional Info

Next Action • Earliest Date for Resit

Resit 15/11/2024 12:00:00

Details

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

Days
0

Hours/Minutes
01:30

Feedback

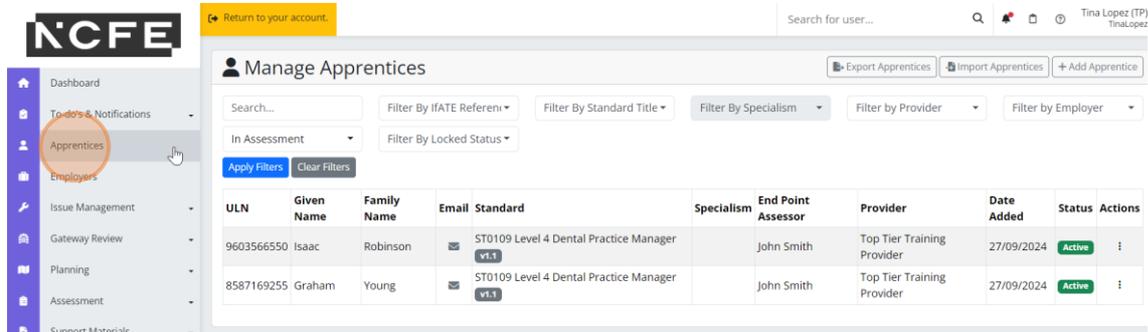
Reasonable Adjustments

Attendees

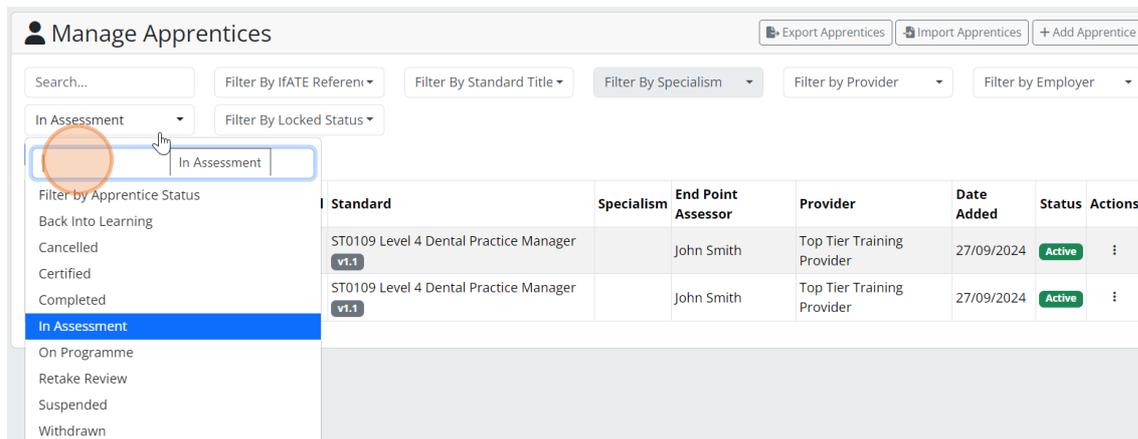
Declaration

How to apply for EAA and Appeals

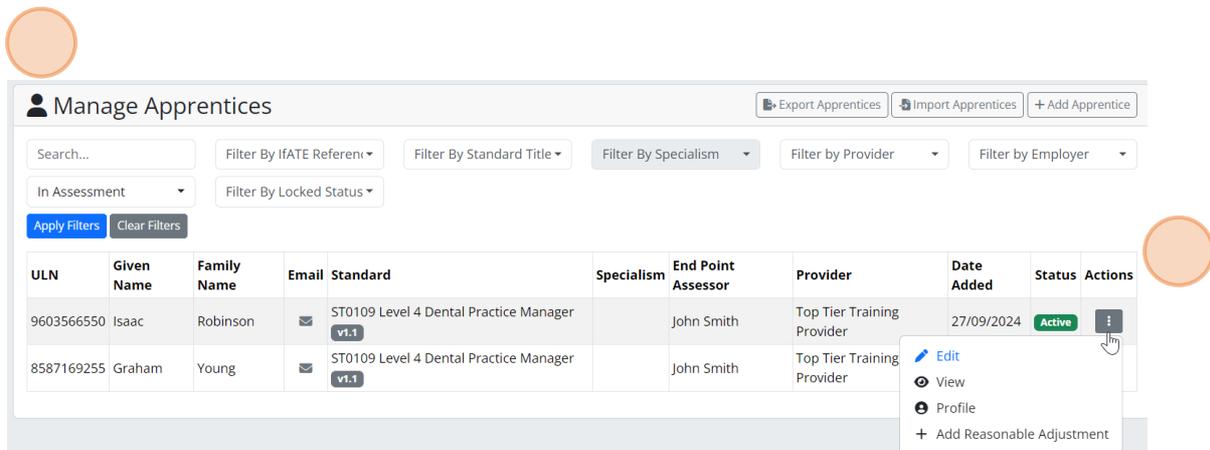
1. To apply for an EAA on an assessment result or to appeal a decision, select 'Apprentices' from the navigation menu at the left-hand side of the screen.



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'.



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

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

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 OK	Dorothy Dolittle	-	-	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		Element Details	
Name	LOU FLEAR	Component Name	Situational Judgement Test
Status	In Assessment	Date Published	15/10/2024
ULN	1234567894	Result	
EPA	Dorothy Dolittle	Element EPA	Dorothy Dolittle
Provider	Kristy's Test Provider	Element QA	N/A
Standard	ST0005 Level 2 Adult Care Worker	Has Been Adjusted	No
Specialism		Is Previous Result	No

Open Apprentice Notes Open Element Summary

Appeal Details

Title *	Requested By *
<input type="text"/>	Select User Type
Summary *	Primary Contact Name *
<input type="text"/>	<input type="text"/>
0 / 1000	Requested Date *
	dd/mm/yyyy
	Type
	Select Type

File Uploads Browse/Upload

* Indicates a required field Submit

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 along with the Enquiries and Appeals Form which can be found in the Support Materials section on Proficient.

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

Change of Circumstances

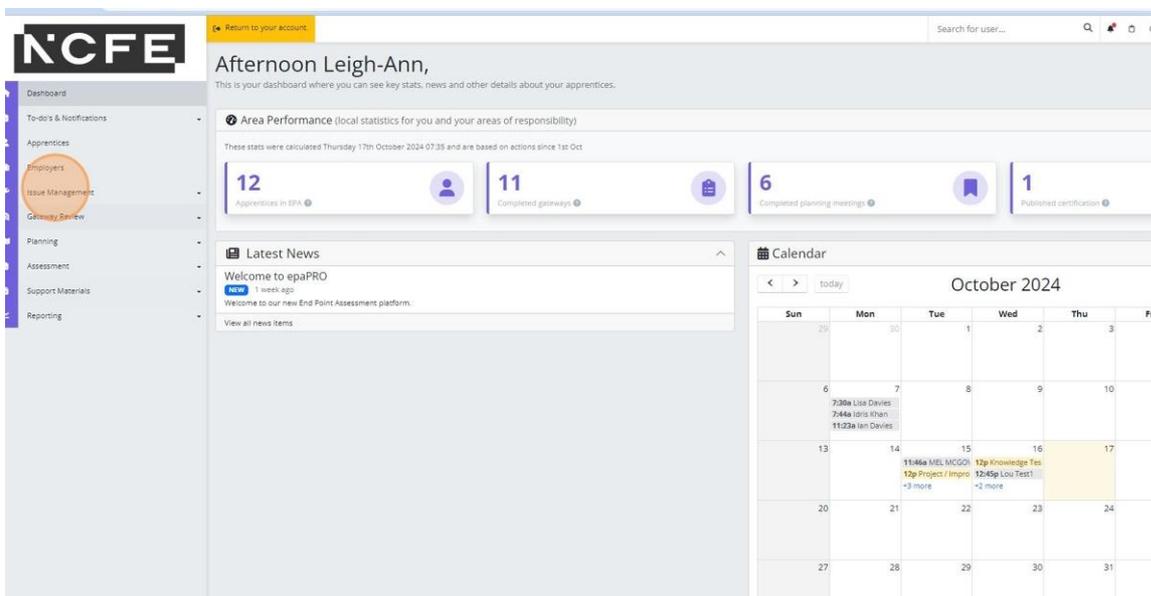
Pre Gateway

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

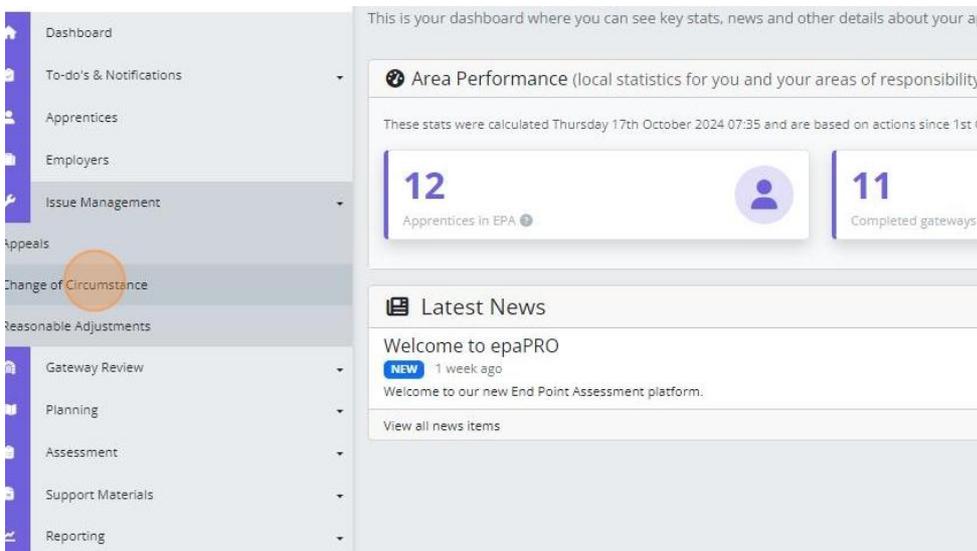
Types of Change of Circumstances:

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

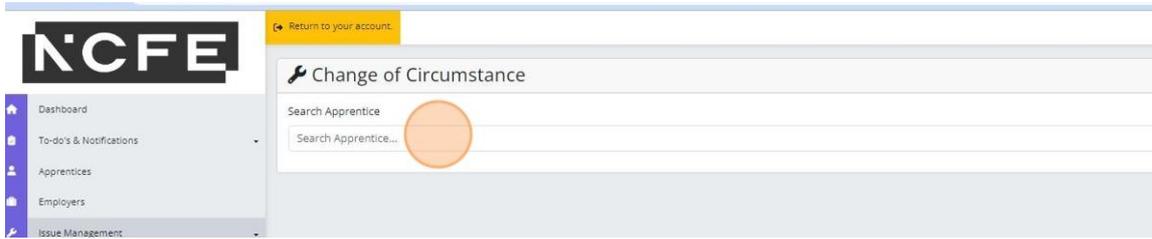
1. Click on Issue Management within the navigation tool.



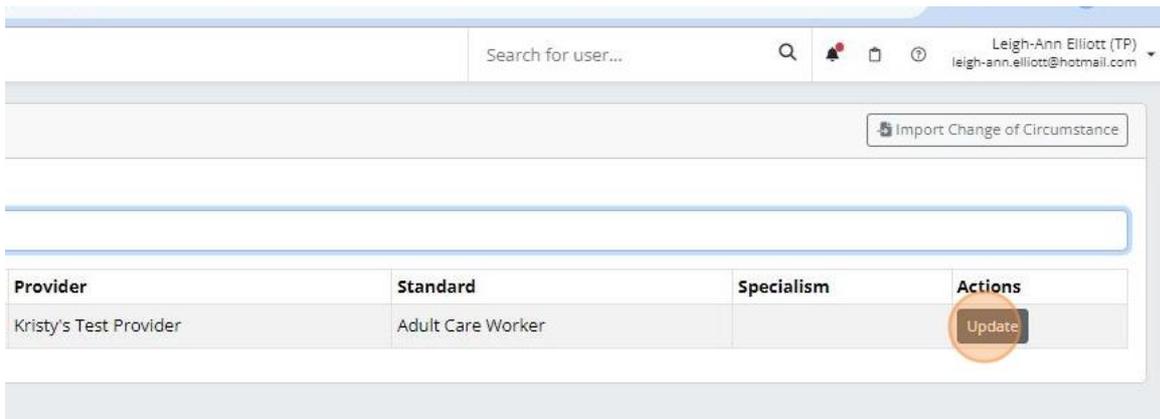
2. Select Change of Circumstances in the drop down.



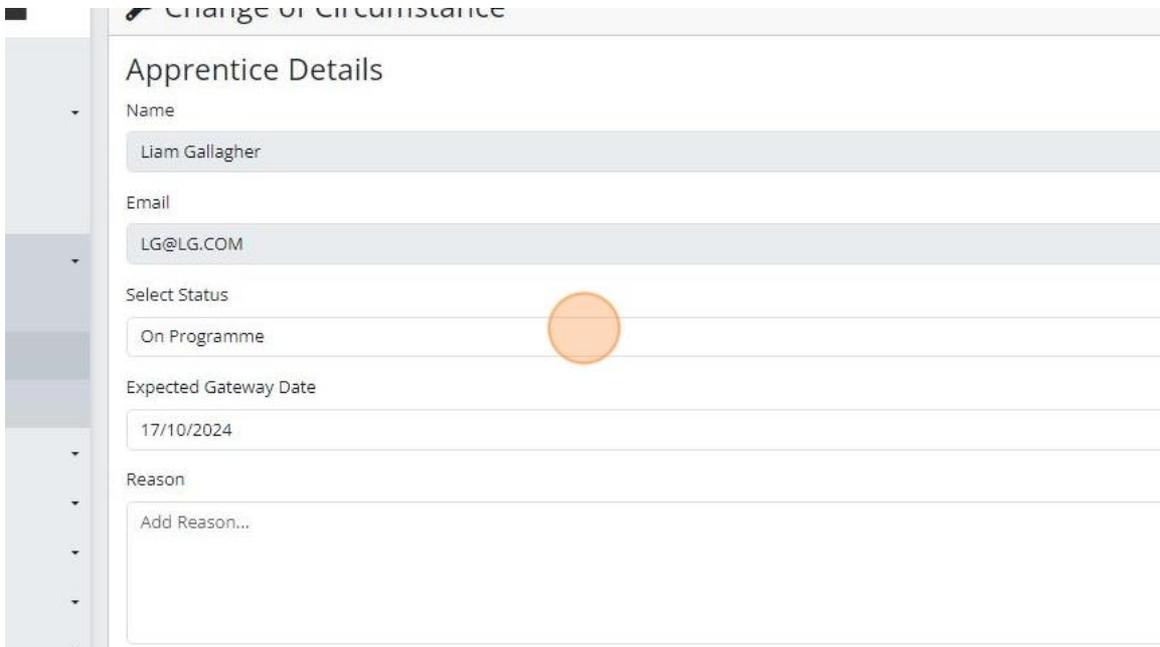
3. Click in the Search Apprentices field and type in the apprentice's name.



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.

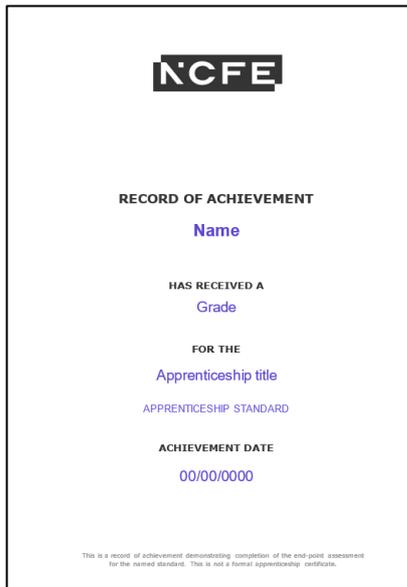
Reporting

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.

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: eparelationshipsteam@ncfe.org.uk