



PART OF **nocn** GROUP

EPAPRO USER GUIDE

A circular inset image showing a woman with blonde hair, wearing a dark jacket, smiling at the camera. She is sitting at a workbench in a workshop, with a large metal tool (possibly a lathe or mill) visible in the foreground. The background is slightly blurred, showing shelves with various items.

NOCN.ORG.UK 0300 999 1177

Apprenticeship Assessment epaPRO User Guide

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Introduction

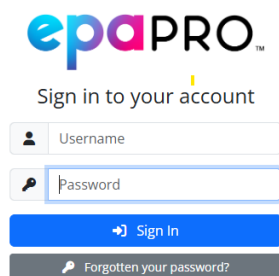
epaPRO is the new chosen booking platform for NOCN Group. Designed to make End-Point Assessment (EPA) and Apprenticeship Assessment (AA) easier, epaPRO helps users save time and reduce admin by offering an intuitive, streamlined process.

Developed with awarding organisations, training providers, and employers, epaPRO supports the entire EPA/AA lifecycle. It covers onboarding apprentices, managing assessments, results, and certification. You can register apprentices, upload evidence, request AA, track progress, access feedback and results, and download statements of achievement, all in one place.

epaPRO simplifies administration, provides clear reporting and support resources, and enables you to deliver more efficient, consistent and high-quality EPA/AA services.

Logging into epaPRO

epaPRO webpage link: <https://nocn.epapro.co.uk/login>



epaPRO™

Sign in to your account

Username

Password

Sign In

Forgotten your password?

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

Forgotten Password

If you have forgotten your epaPRO password, go to the homepage and select the **Forgotten password** link. As a training provider, use your email address as your username. Look for a password reset email that should arrive within one hour.

Enter your username, and an email with further instructions will be sent to you.

The link in this reset password email is valid for 15 minutes.

The link in the **User Created** email is valid for 15 minutes as well.

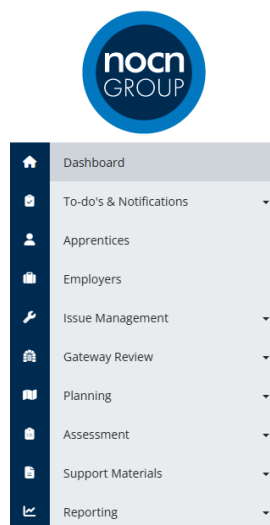
If the user cannot locate the email, please try the following:

- Check the **Other** folder in Outlook, as well as **Junk**, since it may have been moved there by Outlook.

- Clear the browser cache.
- Double-check that autofill is cleared, then retry.
- If that also fails, try using a different web browser. We recommend starting with Chrome, as it is generally most compatible with epaPRO. If issues persist, test with other browsers such as Edge or Firefox.

If the email does not arrive, please contact your primary user or the EPA Operations Team via the usual channels.

Dashboard



This area provides an overview of all your current apprentices and their status. This page will include a calendar view of all EPA/AA activity, and a section for the latest news and updates from NOCN.

Navigation Menu

The navigation menu is displayed on the left-hand side of the screen. To view additional options within a section, select the arrow positioned to the right of the relevant menu item.

Editing/Adding Profiles

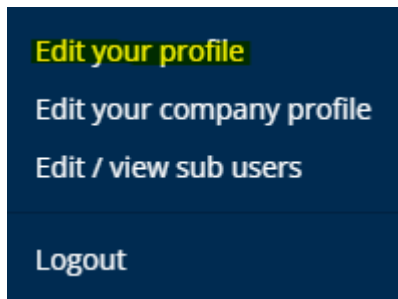
Similar to Rubric, all Training Providers will be provided with a Primary User. The Primary user will be able to grant access and control information suitable for each user. For example, standards and specialisms.

Editing Your Profile

Log in to epaPRO from any page of the system.



Click on your username at the top right-hand corner of the screen. Select **Edit your profile** as shown below.



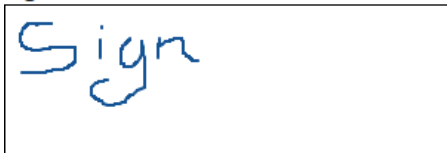
Check through all your information, especially if this is your first time logging into epaPRO.

Ensure your contact details are up to date, both email and telephone numbers.

Also, add your electronic signature, as this will help you later when processing apprentices.

Signature Name

Signature



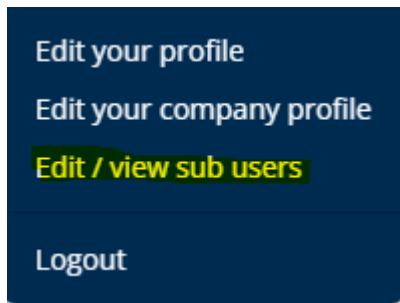
Clear Signature

Don't worry if you don't get the signature right the first time; you can select Clear Signature and try again!

Adding New Users



Click on your username at the top right-hand corner of the screen. Select **Edit/View sub-users**.



You will be provided with a list of all current users for your company. As Primary user your name will be highlighted with 



Click on **Create New Provider User**

You will have 4 sub-sections to complete for the new user.

User Details


Username and Email are normally the same; enter all the information requested.

Sub-User Details

If you require any team member to support with tech issues and support, this will be an identifier. This is a great feature if you would like someone within the team to be allocated a support role.

Create Provider User
Bobby Dazzler

User Details | Standards | Apprentices | **Sub-User Details**

Is Technical Expert 

Additional Info

Additional info...

Standards

Assign the standards the new user requires. Type in the standard name and click on each that apply.

Select standards
▼

Select All	Deselect All
ST0095 Level 2 Bricklayer	<input type="checkbox"/> v1.1
ST0264 Level 2 Carpentry and Joinery	<input type="checkbox"/> v1.3
ST0048 Level 4 Construction Site Supervisor	<input type="checkbox"/> v1.0
ST1334 Level 3 Craft bricklayer	<input type="checkbox"/> v1.0
ST0263 Level 3 Craft carpentry and joinery	<input type="checkbox"/> v1.2
ST0171 Level 2 Property Maintenance Operative	<input type="checkbox"/> v1.1

If you cannot find the standard to either assign to a user or view as primary user, this indicates you need it adding to your account. To do this, please email: epacontracts@nocn.org.uk or reach out to your Business Development Manager to discuss your requirements and any additional needs.

If you are unsure who this contact is, please email or call the operations team, and we will be more than happy to either provide the details or request support for you.

Apprentices

Add specific apprentices if required.

Finally, select **Save Provider User**.

If any mandatory fields are incorrect or blank, they will be highlighted. Correct them and select **Save Provider User** again.

An invitation will be sent to the new user, asking them to sign in to epaPRO and granting them access. They will be required to set up a password.

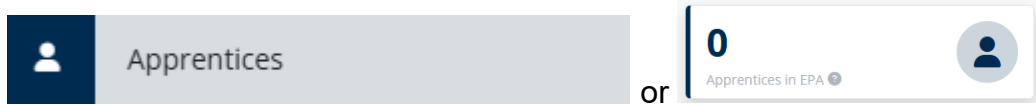
Registering Your Apprentices

Apprentices must be enrolled in epaPRO at least 90 days prior to the desired EPA/AA dates. This timeframe allows NOCN to forecast capacity and allocate resources to meet demand.

Apprentices must be moved to Pending status at least four weeks before their EPA date to allow for gateway approval and assessor allocation within the assessment plan timeframe.

How to Register Your Apprenticeship

From the dashboard page, you can select either **Apprenticeships** on the left-hand side or **Apprenticeships in EPA**.

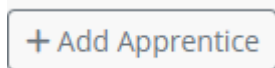


Single Upload

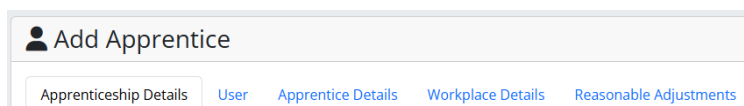
Uploading a single apprenticeship.



Click on **Add Apprenticeship** found in the top right-hand corner of the page.



You will be provided with 5 sub-sections to complete.



Complete each section with the relevant information, fields with an asterisk (*) are mandatory and you must complete these fields with the correct information.

You do not need to complete the Employer field unless you wish to provide the employer with access to epaPRO.

Apprenticeship Details

Employer: Only complete this field if you wish to grant the employer access to epaPRO to monitor their apprentice. Otherwise, leave blank. See the section for adding an employer if access is required.

Expected Start Date: This is not the date you added the apprentice to epaPRO; this is the date the apprentice started their on-programme learning.

Expected Gateway Date: This is prepopulated to 366 days; please amend it to reflect the correct date.

On Programme Assessor: This section is not mandatory; however, we recommend that these details be completed to allow better, more effective communication.

User

Please enter the apprentice's details. It is recommended to use the email address as the Username for all new learners. The email address must be one the learner can access personally; it should not be a parent or third-party address.

Use the toggle button to provide the apprentice with access to epaPRO.

Allowed login methods

Login using username/password

The apprentice will be invited to join epaPRO via the email provided.

Note: For centres that migrated unnamed slots from Rubric, a fixed, unique identifier has been automatically assigned to each original slot under the username. Because this identifier is linked to the legacy record, it cannot be edited or renamed.

Apprentice Details

Please complete the mandatory fields highlighted with an asterisk (*), all other fields are optional.

Workplace Details

This is where the final certificate will be posted; ideally, choose the learners' local office rather than the head office.

Please complete the mandatory fields highlighted with an asterisk (*) all other fields are optional.

The Workplace mentor section is not mandatory; however, we recommend completing it to enable efficient communication with the employer, when necessary, later in the EPA journey.

Reasonable Adjustments

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

Please select **Save and Exit** to complete the process.

Save and Continue

Save and Exit

Save and Continue: Saves the record for later editing. You can save each section as you progress or if you are interrupted.

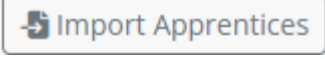
Save and Exit: Saves the data and creates the apprentice's record, which will be visible in the Enrolled section.

Your apprentices will now be in the Enrolled section of EPA Pro.

Multiple Upload

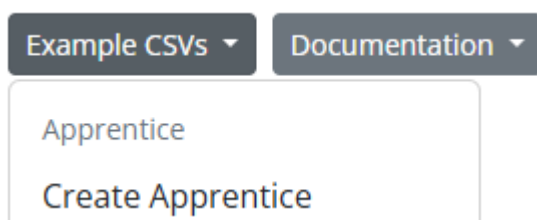
Uploading more than one apprentice.



Click  in the top-right corner of the page.

Before submitting for the first time, please review the support documentation provided on epaPRO.

Example CSVs for guidance;

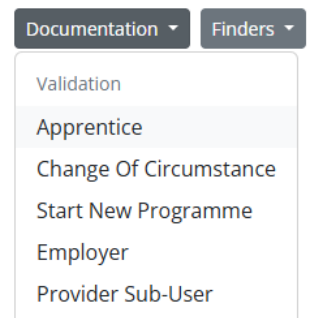


Select the **Example CSV** drop-down option and select **Create Apprentice**. This will open an example spreadsheet with sample data to show what information is required. Please do not change the first row, which contains the column titles. Also, do not delete columns that are not required.

There are additional support documents that provide a full explanation of how to complete the CSV file.

Select the **Documentation drop-down** menu and choose **Apprentice**. This will open a PDF document. This document will meet the requirements for each field.

Once you have created the CSV file with your apprentice details, save it to your local drive and/or location first.



Click on **Choose file**.

Please upload a .csv file



Locate the document and select **Open**.



Click on the  button.

Any errors will be highlighted in a new box below, for example;

Errors (10)			
external_standard_id	specialism_id	expected_date_ready_for_epa	employer_id
ST0095 V1.2		07/01/2026	1675

Hovering over items in red will display a warning message indicating the issue.

You can then edit the details directly into the highlighted RED fields. Once any errors

are amended, select



Your apprentices will now be in the Enrolled section of epaPRO.

Adding Your Employers

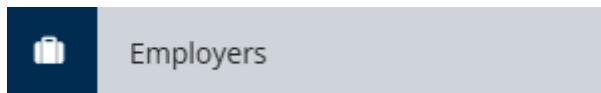
Only add employers to epaPRO if they require access to monitor the apprentice's progress or upload documentation. Otherwise, there is no need to do this process for each employer.

Single Employer Upload

From the dashboard.



Click on the **Employers** section on the left-hand side.



You will see a list of all the current employers you have registered.

Select at the right-hand side of the screen.

You will have five sections to complete.



Details: Enter the company name and address with all mandatory fields marked with an asterisk (*) all other fields are optional.

Standards: Add the standards that the employer has with your company.

Select standards

Search by standard name

Select All	Deselect All
ST0095 Level 2 Bricklayer	v1.1
ST0264 Level 2 Carpentry and Joinery	v1.3
ST0048 Level 4 Construction Site Supervisor	v1.0
ST1334 Level 3 Craft bricklayer	v1.0
ST0263 Level 3 Craft carpentry and joinery	v1.2
ST0171 Level 2 Property Maintenance Operative	v1.1

Type in the standard name and click on each that applies. Once all standards are selected, choose **Add Standard(s)**.

Assessment Centres: Skip this section.

Primary User Details: This will create an account for the employer. Please use the main contact responsible for the apprentice(s).

Please enter the person's details. It is recommended to use the email address as the Username.

Complete all mandatory fields marked with an asterisk (*) all other fields are optional.

Use the toggle button to provide the employer with access to epaPRO.

Allowed login methods

Login using username/password

Users: Skip this section.

Select **Save and Exit** to complete the process.

Save and Continue

Save and Exit

Save and Continue: Saves the record for later editing. You can save each section as you progress or if you are interrupted.

Save and Exit: Saves the data and creates the employer's record, which will be visible in the Employers section.

Your employer will now be in the Employers section of epaPRO.

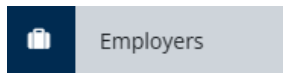
When you then add apprentices for this employer, you will be able to select them from the drop-down menu.

Multiple/Bulk Employer Upload

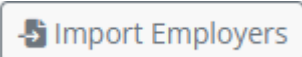
To upload more than one employer from the dashboard



Click on the Employers section on the left-hand side.

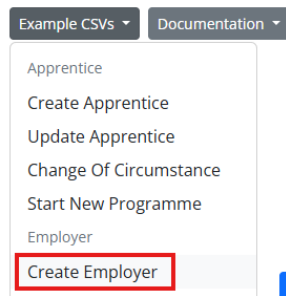


You will see a list of all the current employers you have registered.

Select  on the right-hand side of the screen.

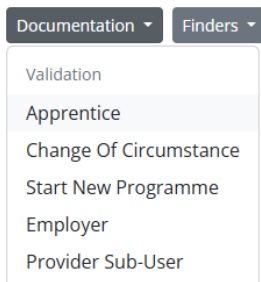
Before submitting for the first time, please review the support documentation provided on epaPRO.

Example CSVs for guidance;



Select the **Example CSV** drop-down option and select **Create Employer**. This will open an example spreadsheet with sample data to show what information is required. Please do not change the first row, which contains the column titles. Also, do not delete columns that are not required.

There are additional support documents that provide a full explanation of how to complete the CSV file.



Select the **Documentation** drop-down menu and choose **Employer**. This will open a PDF document. This document will fully meet the requirements for each field.

Once you have created the CSV file with your apprenticeship details, save it to your local drive and/or location first.

Once you have created the CSV file with your employer details, save it to your local drive and/or location first.



Click on **Choose file**.

Please upload a .csv file

Choose File No file chosen Reset


Locate the document and select **Open**.

If there are any errors, this will be highlighted below the upload field.

Errors (10)		<	>	Errors	Passed	Edited	Show All
<input checked="" type="checkbox"/>	external_standard_ids			assessment_centre_ids			
<input checked="" type="checkbox"/>	ST0249 V1.0,FA0007 V1.0,ST0766 V1.0,ST0432 V1.4,ST0164 V1.2			3,90,122			

Hovering over those in red will display a warning message indicating what the issue is caused by.

You can then edit the details directly into the highlighted red fields. Once any errors

are amended, select .

Employers will then be uploaded into the **Employers** section of epaPRO.


Editing Apprentice or Employer Details

Select either **Apprentice** or **Employer** on the left-hand side of the dashboard.

Use the search function to find who you wish to edit.

Locate the account you wish to amend in the list below.

On the far right-hand side, you will have 3 dots. Select the dots and choose **Edit**.

Date Added	Status	Actions
16/12/2025	Active	⋮
16/12/2025		 Edit

Once you are in the record, you can update the details. Please note that anything in grey cannot be amended. Anything with * must be completed.

Select **Save and Exit** to complete the process.

Save and Continue Save and Exit

Change of Circumstance


Withdrawing/Suspending/Cancelling an Apprentice – Pre Gateway and Post Gateway

Select either **Apprentice** or **Employer** on the left-hand side of the dashboard.

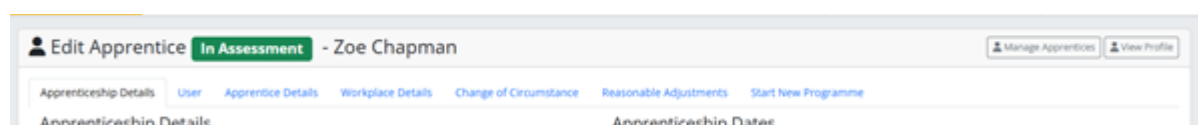
Use the search function to find who you wish to edit.

Locate the account you wish to amend in the list below.

On the far right-hand side, you will have 3 dots. Select the dots and choose **Edit**.

Date Added	Status	Actions
16/12/2025	Active	⋮
16/12/2025		 Edit

Once you are in the record, select **Change of Circumstances**.



Now select **Change Circumstance** (grey button).

Within **Select Status**, select the appropriate status.

Suspended: Please use this status if your apprentice is on a break in learning.

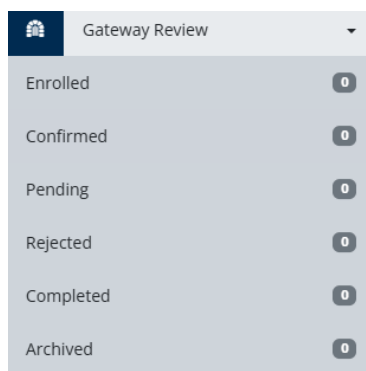
Withdrawn: Please use this status if your apprentice has been registered on the incorrect standard or version. Please note that you will need to enter a Leave Date.

Cancelled: Please use this status if your apprentice has left the course and will not be undertaking their endpoint assessment. Please note that you will need to enter a Leave Date.

Reason: Please also enter the relevant details.

Select **Save and Exit** to complete the process.

Gateway Processing



When you are ready to process your apprentice through gateway, they will be in the Enrolled section, and you must verify them.

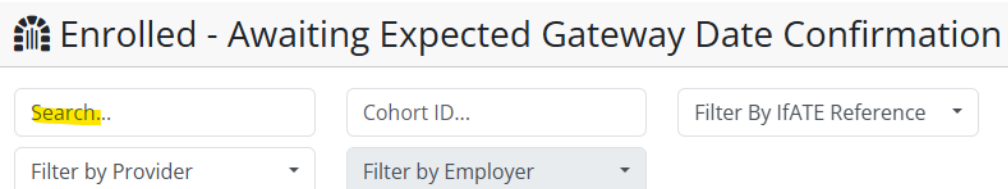


Click on the **Gateway Review** menu on the left-hand side.



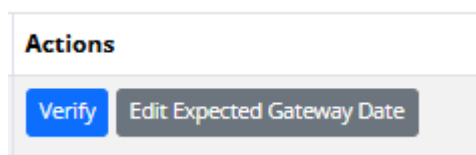
Click on **Enrolled** to view all your apprentices.

Find the apprentice you wish to verify from the list. You can search for the apprentice by name, for example, below.



Or scroll through the list or use one of the filter options, for example, **Cohort ID** or **Employer**.

Enrolled - Verify the Apprentice



Once you have found your apprentice record, click the blue Verify button on the far right of the table.

This will open a window with three tabs.

Standard



You will need to verify the information and confirm that the standard is correct for this learner. If not, it can be changed in the drop-down menu.

If all the details are correct, select the toggle button to confirm.

I confirm that the selected Standard and Specialism is correct for this Apprentice.



Select **Next**.

Gateway

This is where you're confirming your expected gateway date. Please note that it will not let you proceed with a date in the past.

Also, you will need to check the elements, such as confirming whether the apprentice needs L2 Maths and English.

If all is correct, select the toggle to confirm.

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



Select **Next**.

Assessment Plan

This is where you will confirm that the components are correct for the apprentice and that they match the standard.

Once you are happy, use the toggle to confirm and select **Verify Gateway**.

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



Previous

Verify Gateway

The apprentice record will now move to the Confirmed section under Gateway Review.

Confirmed (Uploading Evidence)



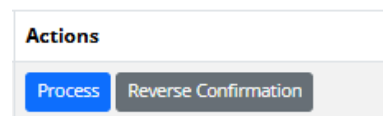
Click on the **Gateway Review** menu on the left-hand side.



Click on **Confirmed** to view all your apprentices.

Find the apprentice you wish to process in the list, then follow the same steps as before.

Once you have located your apprentice, select the blue button on the far-right labelled **Process**.



This will open a window with 5 sections:

Elements

Use this section to upload your gateway evidence and check which information must be uploaded. Any element marked with ***Required** is mandatory.

Portfolio of Evidence

* Required

Browse/Upload

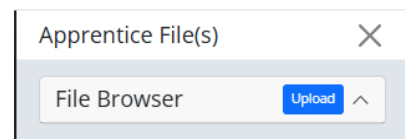
Upload portfolio of evidence

Select the **Browse/Upload** button.

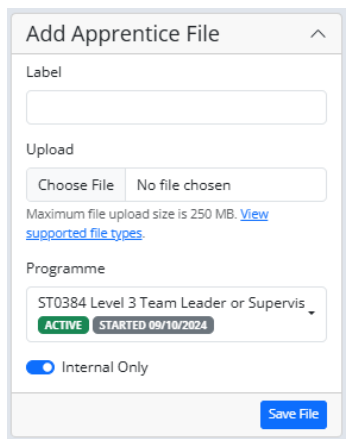
A new window will appear for you to locate the file and upload it.

Select **Upload**.

A new window will appear for you to label and add new files.



Label: Add a name to describe the file.

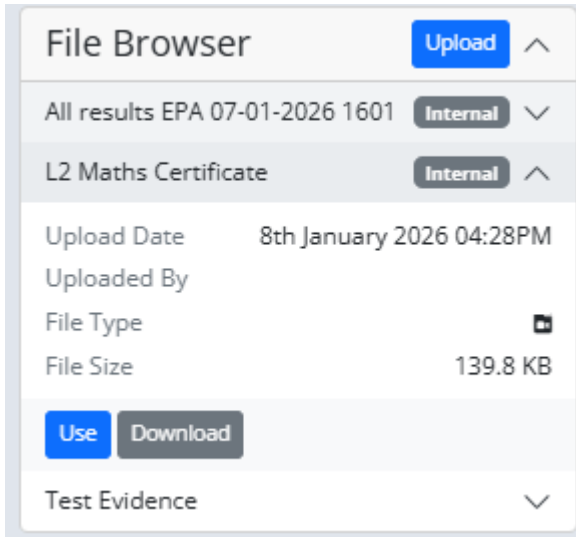


Select the **Choose File** button to locate the file on your locally stored drive.

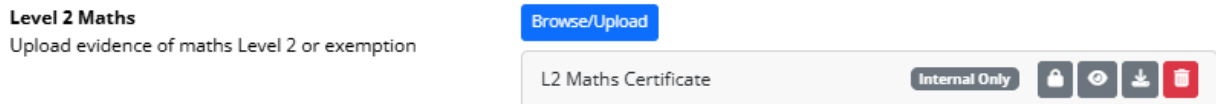
Select **Save**.

The file will then be uploaded into the File Browser for you to use.

In the File Browser, select the file you have recently uploaded.



You will need to select **Use** to add this file to the element you wish.



Upload all relevant documents for each element.

Select **Next** to move to the next screen.

Evidence

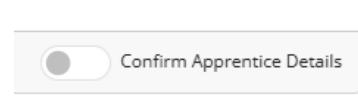
This area is a free-text field for you to provide additional information about the uploaded information. For example, to explain name changes. If no additional information is required, you can leave this blank.

Apprentice Details

This tab displays all the submitted apprentice details. Please review to ensure all the information is up to date and still relevant. Especially email addresses or site location.

You can edit these details if needed by selecting **Edit Apprentice Details** at the bottom of the window.

If all the information is correct, use the toggle button to confirm and select **Next**.



Questions



In this section, there will be a set of questions about the preferred assessment dates and the assessment location. These fields are mandatory and vital for the booking process.

Apprenticeship Details

1 Elements 2 Evidence 3 Apprenticeship Details 4 Questions 5 Declaration

Questions

Booking Form

Question	Answer
1. Preferred Assessment Date: Please provide your suggested dates for each element. You must complete at least one date per element. (Each element must be more than 4 weeks in the future.) (required)	NA
2. Alternative Dates: Please provide two alternative dates in case the preferred date is unavailable. (All dates must be a minimum of four weeks in the future.) (required)	NA
3. Assessment Location: Please specify the location where each assessment element will take place. (required)	Online
4. Reasonable Adjustments: Does the learner require any reasonable adjustments? (required)	<input checked="" type="checkbox"/> No - No further action needed <input type="checkbox"/> Yes - I have added the reasonable adjustment to the apprentice profile
5. For Maths and English, it is the training providers and employers responsibility to ensure they have collated the required evidence to confirm that the apprentice has met the requirements for Gateway in line with the apprenticeship funding rules. Please tick one of the following for your apprentice (required)	<input checked="" type="checkbox"/> The apprentice was 18 years or younger at the start of their apprenticeship therefore I have uploaded the required Maths and English in line with the funding rules <input type="checkbox"/> The apprentice was 19 years or older at the start of their apprenticeship and following an agreement with the apprentices employer we as the training provider have continued to deliver the necessary amount of training to allow the apprentice access to the

Declaration

This is where you tick all required options to confirm the evidence has been uploaded to the apprentice's record. Or evidence needs to be uploaded later if not required at Gateway.

Enter your name in the **Name** field. If you have added a signature to your profile, this will be prepopulated. Otherwise, please enter a signature now using your mouse.

You have two options now:

Save for later: If you wish to save for later, select the **Save** button, and you can return to the record later.

Submit for gateway review: Use the toggle and select **Submit Gateway**.

Submit Gateway

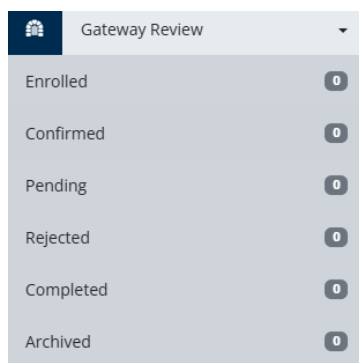
Checking this will submit the gateway for this apprentice. You will be charged in accordance with the agreed contract. This action cannot be reversed.

Prev Submit Gateway

Once submitted, the apprentice record will be moved to the **Pending** section.

NOCN Group will review the apprentice details, and the apprentice will be moved to either the **Rejected** or **Pending** stage.

Pending Apprentices



The **Pending** submenu will show all your apprentices submitted and awaiting review by NOCN Group. You can view the date it was submitted and the apprentice's history.

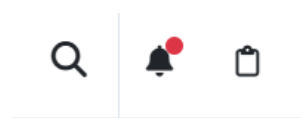
If NOCN Group rejects the apprentice, the account will be moved to the **Rejected** submenu for you to review. The apprentice will move to the **Completed** submenu if everything is acceptable.

Rejected Apprentices

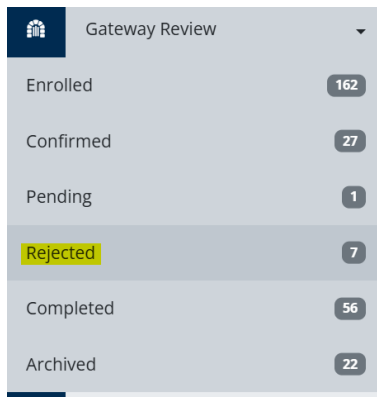
Apprentice does not meet the requirements; e.g., documents are insufficient or missing evidence required for gateway.

If the criteria are not met, the gateway will be rejected. As with the previous process, this will be marked as rejected by NOCN and returned to you for review and resubmission. The status of this apprentice will be rejected.

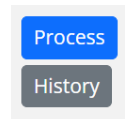
Here is where to locate and what action is required: You will receive a notification in the notification Centre at the top right-hand corner of the epaPRO screen, and via email, of the change in status.



Navigate back to the side actions under gateway review and select **Rejected** to view all apprentices who have been rejected.



This will then open the record and give you the process option again. Same as if you were to process the initial gateway review, you will need to click **History** to view the reason for the rejection.



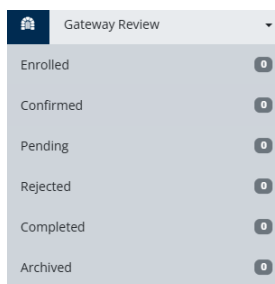
After selecting the **History** tab, the below will appear for you to action.

Gateway Action Type	Comment	Date
Submission		10/09/2025 16:29
Rejection (Missing/incomplete evidence)	Please upload certificate for English. The certificate applied was for maths.	10/09/2025 16:31

Close

After you have actioned what is required, just follow the same steps as in the original gateway submission, which can be found on Page 15.

Completed Apprentices



Click on the **Gateway Review** menu on the left-hand side.

Click on **Completed** to view all your apprentices.

You will see a list of all your learners who are currently awaiting assignment to an assessor or are currently assigned to an assessor.

You can filter the apprentice list to your chosen area or search for an individual learner.

Next to each apprentice under **Actions** in the right-hand column there will be the below options:

Actions

View History **No EPA Assigned**

View History **N/A**

View History View Meeting

View: View all apprentice details and submitted documents.

History: View all actions taken so far, moving from **Submission** to **Approval**.

Next to these options will be status updates.

Name	Provider	Employer	EPA	Standard	Specialism
------	----------	----------	-----	----------	------------

Once an assessor is assigned, the assessor's details will appear in the EPA column.

Archived Apprentices

Gateway Review

- Enrolled
- Confirmed
- Pending
- Rejected
- Completed
- Archived



Click on the **Gateway Review** menu on the left-hand side.

Click on **Archived** to view all your apprentices.

This area lists all your completed apprenticeships, whether awaiting certification or already certificated.

View Results (Including Resit and Retake)



Click on the **Apprentices** menu on the left-hand side.

- Dashboard
- To-do's & Notifications
- Apprentices

You will see a list of all your apprentices and their current status under the **Apprentice Status** column.

Apprentice Status

On Programme

In Assessment

Again, you can filter to one specific learner, standard, or cohort.



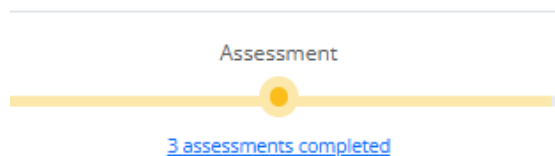
Click on the three dots under the **Actions** tab and select Profile.

Id	Status	Actions
025	Active	
<ul style="list-style-type: none">EditViewProfile+ Add Reasonable Adjustment		

You will be taken to the **Apprentice Profile** page. Under assessments, you will see the results on the **Overview** tab, for example, below;

Assessments		
Knowledge Test	Fail	27/11/2025
Skills Test	Distinction	27/11/2025
Oral Questioning underpinned by portfolio	Pass	27/11/2025

For a detailed review of the results, click on the link underneath **Assessment** on the Apprentice timeline.



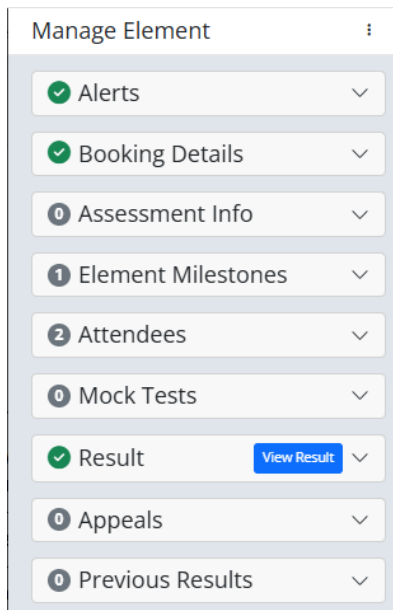
Clicking on the link will take you to the apprentice's **Assessment Profile**.

View Feedback

To view any feedback from each element, from the **Assessment Profile**. Select the Manage option under Actions for the specific element.

Result	Previous Results	Actions
Fail	-	Manage

A new window called **Manage Element** will appear.



Select **View Result**, you will be taken to a details page for the element.

Expand the Feedback bar by clicking on it to reveal the details.

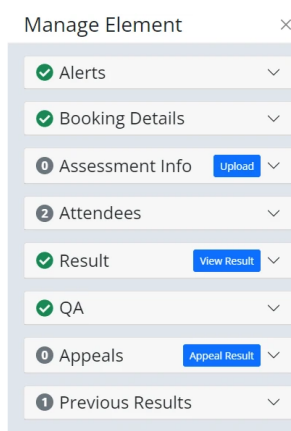
There will be 3 boxes: Apprentice Feedback, EPA Feedback, and EPA Next Steps.

Please review these areas before requesting a resit.

If the result requires feedback, a member of our team will process this. Please contact endpointassessment@nocn.org.uk to discuss rescheduling the resit or retake, where applicable.

Creating an Appeal

In the same section, you will also see the **Appeals** tab.



If you wish to appeal, please click **Appeal Result**.

Please also refer to our appeals policy via the website which can be found [here](#).

Apprentice Details		Element Details		Practical Assessment
Name	Karen Dewis	Component Name		05/11/2025
Status	Completed	Date Published		Pass
ULN	1000191982	Result		
EPA	Isha Booking Team	Element EPA	Isha Booking Team	
Provider	Bobby Dazler	Element QA	N/A	
Standard	ST0736 Level 2 Construction Plant Operative v1.0	Has Been Adjusted	No	
Specialism		Is Previous Result	No	

You will be required to add a summary of the reasons and upload any additional evidence for review. Once you have done so, please select **Submit**.

Summary *

Requested Date *

dd/mm/yyyy

0 / 1000

File Uploads

* Indicates a required field

Submit

Assessment Profile

At any point during the learner journey, you can view progress and details via the assessment profile. To access this, please see the guide below.

Navigate to your side action bar; the easiest way to do this is to click **Apprentices**.

- Dashboard
- To-do's & Notifications
- Apprentices
- Employers

This will then open the search facility and also show you, in a list, all apprentices you currently have registered in the system, regardless of status.

Search...

Filter By Standard Title

You can filter this using this action or simply view the overall list. Below is a snapshot of the details for an overview.

ULN	Apprentice Status	Name	Email	Standard	Specialism	EPA	Provider	Date Added	Status	Actions
-----	-------------------	------	-------	----------	------------	-----	----------	------------	--------	---------

Using the hyperlink, highlighting the name of the apprentice, click, and this will take you to the apprentice's record.

In Assessment	Anders on Parker	✉	3 Team Leader or Supervisor	John Doe	Highflyer	10/10/2025	Active
-------------------------------	------------------	---	-----------------------------	----------	-----------	------------	------------------------

You will be presented with 3 options.

[Edit Record](#)
[View Profile](#)
[Assessment Profile](#)

To view the profile or the assessment profile.

Overview **Profile** Files

Registration Gateway Planning Assessment Certification

Registered on 10/10/2025 Submitted on 24/10/2025 In Progress

Upcoming Events
No upcoming events

Assessments

- Presentation with Questions and Answers [Pending](#)
- Professional Discussion [Pending](#)

33 Complete

View Profile: This is where you can view details, including employer details, email address, and any files uploaded to the record. You will also be presented with a progress chart showing the actions required, e.g., any documents to be submitted or gateway rejections.

ASSESSMENT PLAN

COMPONENTS

ASSESSMENT PLAN CERTIFICATION

● No Status ● Booked ● Complete ● In Progress ● Alert Preventing Progression

8 DAYS LEFT IN EPA

Apprenticeship Details
Status: In Assessment
Provider: Highflyer
Employer: [redacted]

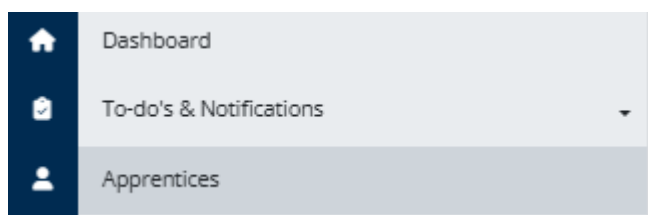
Programme Details
Jard

Alerts
Presentation with Questions and Answers stopped for 77 days
Level not been updated
Team Leader Professional Discussion

Programme checklist
Complete Assessment Plan
Complete Presentation with Questions and Answers

Assessment Profile: This will identify key dates and requirements to meet the overall assessment criteria; it will also show the apprentice's status, actions required, and how many days they have left in their EPA period.

Reasonable Adjustments



Click on the **Apprentices** menu on the left-hand side.

You will see a list of all your apprentices and their current status under the **Apprentice Status** column.

Filter for the apprentice you wish to add the adjustment to, and under **Actions**, select **Add Reasonable Adjustment**.

On the **Add Reasonable Adjustment** page, please follow the instructions and complete all fields as directed. You will need to upload evidence to support your request.


Amend the status to **Pending**, as NOCN will review and confirm whether this will be accepted.

You can add a duration for the Reasonable Adjustment, either for a specific time period or to the duration of the EPA.

Toggle the **Covers Programme Duration** to cover all the EPA, or add in a specific Start and End date.

Our Quality Assurance team will contact you if there are any issues or if more detail is required.

Once ready to submit, select **Save and Exit**.

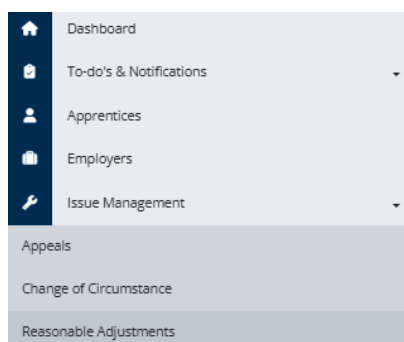
Added	Status	Actions
1/2025	Active	
<ul style="list-style-type: none">EditViewProfile+ Add Reasonable Adjustment		

Covers Programme Duration

Start Date *

End Date *

View Reasonable Adjustments



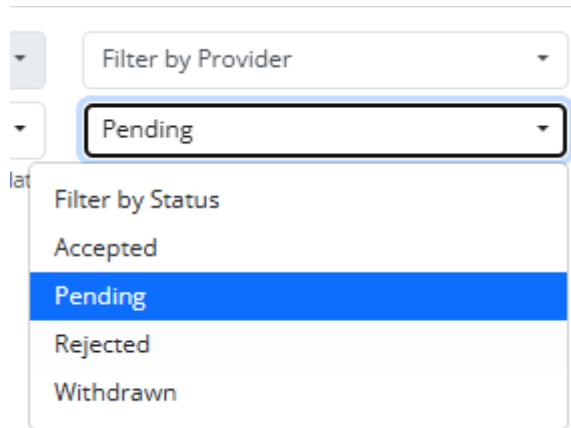
Click on **Issue Management** on the left-hand side.

Click on **Reasonable Adjustments**.

This page lists all apprentices who have reasonable adjustments. The page will automatically filter to **Pending** apprentices.

Please filter the list to display the details you require.

Click on the **Filter by Status** option to amend.

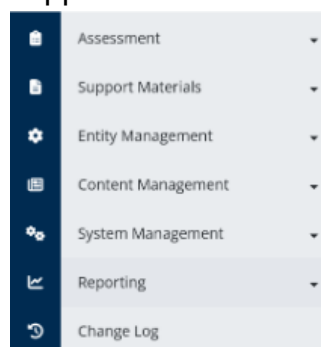


What to do if your RA is rejected.

You may find that your RA has been rejected, or that more information/supporting evidence is required. You will receive a notification on the platform that your RA has been rejected, and our quality team will update you on the reason. You will then be required to resubmit the RA for further review via the platform, following the guidance above.

Where to Locate Support Documents

If you require support material, either for troubleshooting or, for example, an assessment schedule document or guidance, you can locate these within the support material tab within the actions.



By selecting support materials, you will be able to access all standard-specific documents, for example, portfolio mapping, within this section.



View: This will allow you to search and filter the catalogue for what you require.

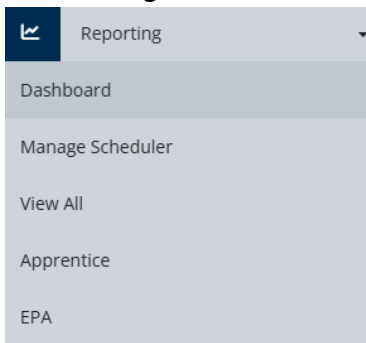


Reporting

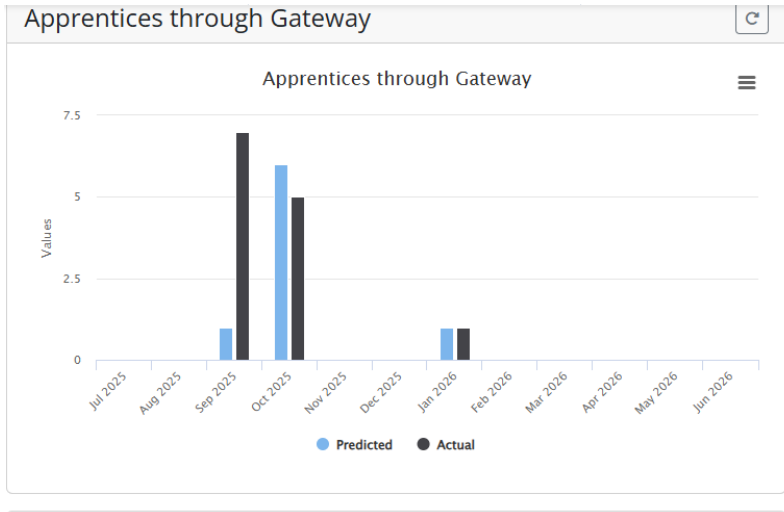
To support the efficiency of your data and analysis, epaPRO has an in-depth reporting system built into the platform. This can also be set to run automatic reporting that can be sent via email to specific Staff members to support workflow and accuracy. This can also be set as automatic. To access this, please see below.



Navigate to and click the **Reporting** tab on the right-hand side of your screen.



You will then see a list of actions/options in this section, each of which provides access to a number of data reports. The most informative for the day-to-day operational overview is the **Dashboard**. Click the **Dashboard** to open a few key data reports.



Terminology Comparison Between epaPRO and Rubric

epaPRO	Rubric
Enrolled: Where providers will confirm the Estimated Gateway Date.	Draft: Where providers have blank slots to be completed with learner's details.
Confirmed: This is where you will find confirmed apprentices; they are ready to be processed and for Gateway evidence to be uploaded and submitted.	No comparison. this is an extra layer to the enrolment process that confirms the expected gateway dates and locks them in for pipeline forecasts and to support accurate data.
Pending: Gateways that have been submitted and are awaiting approval or rejection by NOCN.	TP Complete: Learners are submitted for gateway review.
Rejected: Gateways that need resubmission and were rejected in the previous step.	Rejected: Same, more information is required to meet the gateway requirements.
Completed: Apprentice has been accepted into gateway and is awaiting assignment to an assessor or is in progress.	Awaiting Assessor/Booked: Apprentices are awaiting allocation; once allocated, they move to booked.
Archived: Apprentices who have been certified	Cert Claimed: Apprentice certificate has been issued.

Hints and Tips

- When requesting a password reset, do not request it more than once within 15 minutes. If the first attempt doesn't work, try again through the webpage below: <https://nocn.epapro.co.uk/password/request>



PART OF **nocn** GROUP

EPAPRO USER GUIDE

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