



A City & Guilds Group Collaboration

EPA Pro Centre Welcome Pack

All you need to know about migrating
onto the new system



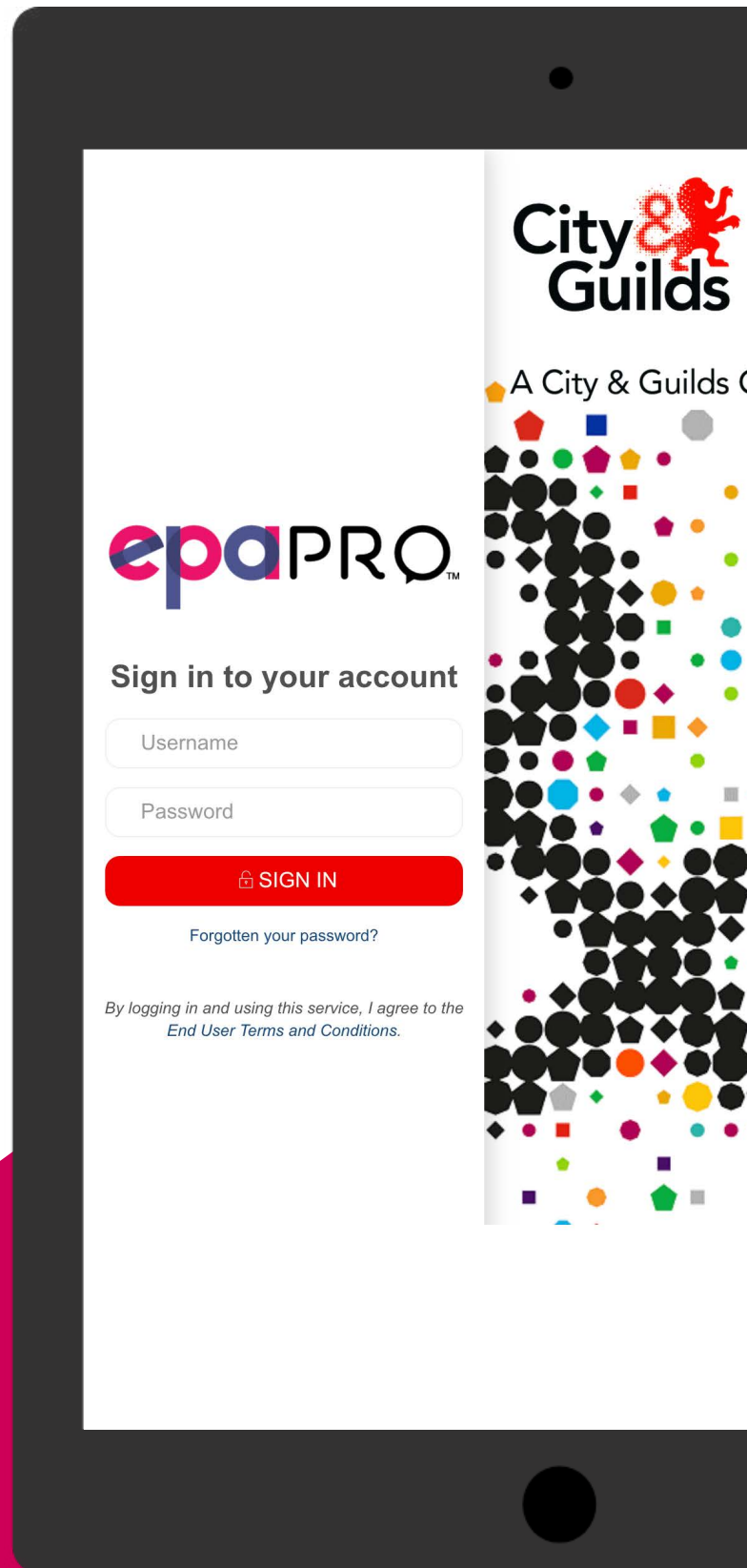
Tell me about EPA Pro

We are rolling out a new platform called EPA Pro to improve our EPA service and are now able to begin migrating your EPA activity to the new platform.

We are here to ensure you receive training and demonstrations, get invited to live webinars and are fully supported during this migration process.

You can contact us with any questions or queries you have by emailing:

OnboardingEPA@cityandguilds.com



Are you ready to learn all about EPA Pro?

We have provided a link to our pre-recorded Webinars that will start to give you an understanding of how the platform works and what it looks like.

Click the below link to view the following EPA Pro Pre-Recorded Webinars

- Getting started with EPA Pro
- Submitting Gateway and the planning meeting
- EPA Assessment evidence and results

cityandguilds.com/apprenticeships/endpoint-assessment-service#key-stages-of-the-epa-pro-journey--view-our-step-by-step-guides



How do I migrate my apprentices onto EPA Pro?

Any apprentices who are registered with us for whom we do not have a live reservation/booking will need to migrate to EPA Pro. Apprentice registrations can be uploaded to EPA Pro in bulk processes or you have the option to do this one by one directly in EPA Pro.

We will supply the file format we require the data to be in to get ready for bulk upload to EPA Pro once you 'Go Live'. We will also supply an exemplar file and a help guide to support you in preparing your data. Please ensure you follow the required format.

We advise that you focus on these initial data activities, so you can be up and running on EPA Pro as soon as possible. Please ensure that you align any internal data resources you might need to support you with this.

Adding an employer record to EPA Pro will not be a mandatory requirement from City & Guilds. We will only need you to add employer records where you want the employer to be given access to EPA Pro directly, or where you specifically need to track or report on your apprentice cohorts by an employer.



Live EPA Pro Support Surgeries

City & Guilds want to ensure you have the best customer experience possible, and with the introduction of our new platform EPA Pro, we want to make sure you're confident with how it works. Therefore, our specialist Onboarding Team will be holding 'Support Surgeries' to support you with all things EPA Pro!

Each Support Surgery will be tailored to the main functions that we feel Training Providers use: Getting Started, Uploading Gateway and Assessment Progress / Results.

During the webinars we will present you with a short clip of a demonstration for the focused functionality.

We will then have an opportunity to answer your questions and we will endeavour to answer as many as we can on the day.



Walled Garden Access

In order for us to prepare EPA Pro, for you to upload your apprentice data, you won't be able to make any new registrations or bookings for EPA in Walled Garden. Please note E-volve bookings remain unaffected.

Please ensure any employer data you want to upload is ready and you've filled any gaps in your apprentice data.

We would like to make you aware that since EPA Pro issues online statement of achievement certificates, we will no longer issue paper certificates for your centre for EPA from this date onwards. Apprentices completing EPA on the current systems will still be able to access e-certs in lieu of their paper certificates.

We will be in touch on your 'Go Live' to confirm that you're now set up as the Primary User on EPA Pro with instructions of how to login.

As a reminder, the first step we will need you to take once you're live in EPA Pro is to upload any employers you want to allow access to the platform **(although this is not mandatory)** and also to bulk upload your apprentices.

You can align apprentices with employers if you need to as they pass through gateway, however please note the address provided in the 'Workplace Details' section under 'Apprentice' is the address that will be used by the ESFA to issue certificates.



Go Live

From this date, you access EPA Pro at epa.cityandguilds.com/login using your email address as your username.


For this initial setup, as a one-time activity we will need you to follow the forgotten password link to reset your password.

Now you are live on EPA Pro, you can perform any bulk upload of employers you want to add to the platform.

You can now upload your apprentice file and then you're good to go. You can simply align apprentices to the correct employer as they pass through the gateway stage if you wish to.

If you have selected to give your apprentices access to EPA Pro, they will receive an automated email inviting them to login with their email address as their username and to set their own passwords.

Now all new registrations of apprentices and adding any new employers will happen directly in EPA Pro. The only activities that will remain on Walled Garden are making your e-volve bookings.



If you have any questions or require further support please contact us

at OnboardingEPA@cityandguilds.com

Contact Us

The City & Guilds EPA team delivers the EPA service for all City & Guilds apprenticeship standards and for ILM's leadership and management apprenticeships. Both businesses are part of the City & Guilds Group.

For EPA support please contact us via:



centresupport@cityandguilds.com



0844 543 0000 (option 5)



Webchat on the 'Contact Us' page on www.cityandguilds.com/help/contact-us

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