

Public Service Operational Delivery Officer - 9717

The questions below were gathered from the live PSODO webinar held on 17th June 2021

If a learner fails to complete their EPA within 6 months from gateway what happens next?

The EPAO would have to seek the relevant advice from the auditory body to confirm what happens. Each case would be looked at on an individual basis.

What is the difference between primary and secondary users in EPA PRO?

All sub-users will have all the same access rights as the Primary User, the only action they cannot perform is creating new users.

I can't access the PSODO on SmartScreen for some reason.

Access to the EPA preparation tab within SmartScreen is available once a learner is registered. All documents on the EPA preparation tab within SmartScreen are also available in EPA Pro.

On EPA pro at Gateway why is it now necessary to upload the project proposal? This was previously submitted within 10 working days after Gateway.

The project proposal must indeed be uploaded at gateway. This is to make the EPA Pro process more streamlined.

What is your definition of a 'reflective account' as awarding organisations used this term in different contexts

Reflective account – an account from the apprentice providing evidence of their thinking e.g. their considerations of processes used; reasons for decisions made; evaluations and suggested improvements to future practice.

How do you get access to EPA Pro?

Centres should now be transferred across to our new platform called EPA Pro. Please see your exams department who will be able to set you up as a secondary user.

Can you explain what SmartScreen is?

SmartScreen is the City & Guilds tutor and learner support website. It supports learners, tutors and assessors by providing specific support materials for City & Guilds' qualifications.

With over 150 qualifications supported across 20 different industries, SmartScreen offers you dedicated online resources that support tutors and assessors with delivery tools and provides learners with engaging materials.