

Active IQ: Integration with NCFE FAQs

Question	Answer
When will I receive my log in details for NCFE epaPRO?	You'll receive log in details for NCFE epaPRO on 2 December 2024 at 8am. You'll receive an email from noreply@epapro.co.uk which will include your username and a link to setup your password. Please check your junk mailbox.
What is the last date I can register my apprentices on Active IQ epaPRO?	You'll be able to register apprentices on the Active IQ epaPRO account until 6pm on 29 November 2024. All apprentices registered before this point will be migrated over to NCFE epaPRO account.
What is the last date I can request Gateway for my apprentices on Active IQ epaPRO?	You can request Gateway on Active IQ epaPRO up until 6pm on 29 November 2024.
When can I start registering apprentices on NCFE epaPRO?	Once you have signed an NCFE agreement and from 28 October 2024, you'll be able to register apprentices on an NCFE epaPRO account.
What apprentice records will be migrated to NCFE epaPRO?	We will be migrating learners who are registered but haven't yet had EPA requested.
Will I still be able to access the system with my old log in details to see previous apprentices completed?	You'll still be able to access the Active IQ epaPro system with your login details that are allocated to Active IQ.
What online testing platform will I use for my apprentices?	<p>If your apprentice is registered and completing EPA with Active IQ, the testing platform that will be accessed for any online tests will be Cirrus.</p> <p>If your apprentice is registered and completing EPA with NCFE, the testing platform that will be accessed for any online tests will be Surpass.</p>
Will I need to apply for a user account with NCFE or will this be automatically generated?	If your training provider has signed an agreement with NCFE, a user account will be created and allocated to you for any users specified.
Will historical apprentice records and achievements be migrated over to the new epaPRO account?	Any apprentices that have completed EPA with Active IQ will remain on the Active IQ epaPRO system and this data will not be migrated over to NCFE epaPRO.
Will I still be able to centre invigilate when working with NCFE and will I be charged a fee for remote invigilation?	<p>NCFE has 3 options for sitting knowledge tests:</p> <ul style="list-style-type: none"> • Using Secure Client: This is centre or employer and has no additional charge. • Proctoring: Remote invigilation where Surpass check the recordings after the assessment is sat. This has an additional fee of £30 for assessments up to 60 minutes and £35 for assessments more than 60 minutes. • Paper-based: This is centre or employer invigilated and has no additional charge.

<p>Does NCFE have SLAs in place?</p>	<p>Yes, any apprentice that enters EPA with NCFE will access NCFE's SLAs for all processes including grade releases. NCFE claims the apprentice's completion certificate with the ESFA 20 working days after the final grade is released to allow for any appeals.</p>
<p>Will EPA resources still be accessible?</p>	<p>EPA resources are available through NCFE and once an agreement is in place all EPA resources will be made available.</p>
<p>Will Active IQ customers need to sign a new EPA agreement with NCFE if an agreement with NCFE is not already in place?</p>	<p>Yes, an agreement will be issued by NCFE. This must be signed before system access is issued and learners are registered or enter EPA.</p>