

## FAQs for Students

### 1. What is an ePAD?

The ePAD is an online platform that enables the student, together with practice staff and their Academic Assessor to complete all the forms associated with their practice assessment. It is administered by the nursing Placements Team who manage the set-up of the underlying data and the placement allocations.

The ePAD is mainly accessed via an internet browser on a desktop or laptop. However, it is accompanied by a mobile app enabling students, Practice Assessors and Practice Supervisors to complete forms on the student's mobile device or a shared ward device depending on the placement provider's policy.

Please refer to the User Guides on the PLPLG website for more details at:

<https://plplg.uk/pan-london-epad/>.

### 2. What are the responsibilities of Students with the ePAD?

Students should take responsibility for their own learning and know how to access support and engage positively with all learning opportunities. They should also understand the assessment requirements for their placements. They will work with and receive written feedback from a range of staff (including identified Practice Supervisors) and Service-Users. Students must be able to reflect on their own learning and provide feedback on their learning experience. Students are expected to work alongside their Practice Assessors, Practice Supervisors for their achievement, progress and forms signs off, and with their Academic Assessors should any concerns be raised during the placement.

### 3. How do I login to my ePAD?

You can log into your ePAD using your normal BNU student details at:

<https://panlondon.epads.mkmapps.com/#/buckinghamshire>

### 4. I can't sign in. Who should I contact?

If you are a new student, an activation email will be sent to you. If you haven't received this email, it may indicate your account has not yet been activated. Remember to use the single sign-in button (to use your BNU login). If you are an existing student and are having difficulties logging in, please email [nursing-pad@bucks.ac.uk](mailto:nursing-pad@bucks.ac.uk) for help.

### 5. Where do I update Practice Assessors or Supervisors information?

Log into your ePAD at: <https://panlondon.epads.mkmapps.com/#/buckinghamshire>. Go to your current Part and the Placement tab. Under the "Start" column, you should see a list of forms such as "Practice Assessor Allocation" and "Practice Supervisor Allocation". Fill the form out, then insert the sign-off email and sign-off name. An automatic email will be sent to your Practice Assessor (PA) or Practice Supervisor (PS).

Note: New PAs/PSs will receive an email to say they have completed this form. Another email will notify them that a new account has been created and provide the username and password, along with the URL to access the student dashboard.

## **6. How do I submit my Practice Hours?**

From the Homepage, click on the “Practice Hours” button found at the bottom right corner of the page, a window will open. You can then update your hours. Please ensure you do this daily (when on shift or to mark absences).

You may find the User Guide helpful, this can be found on the PLPLG website <https://plplg.uk/pan-london-epad/>.

## **7. My placement has finished but some of my practice hours have not been recorded. What should I do?**

You should always try to get your practice hours submitted in your ePAD on the day you worked or as soon as possible afterwards. If you have gaps in your practice hours record, email your Practice Supervisor or Practice Assessor asking them to confirm/ approve the outstanding dates and number of hours completed. Copy [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk) to the email so that when the Practice Supervisor or Practice Assessor confirms the hours, they can amend your record.

## **8. I have wrongly updated the practice hours; how can I change them?**

Students do not have access to edit practice hours. Please inform your Practice Supervisor or Practice Assessor as they can change them. If the hours were incorrectly recorded on a previous placement, contact [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk).

## **9. My current placement is not showing on my ePAD. What should I do?**

If your placement hasn't started, then it won't be displayed on your ePAD homepage. Go to your current Part page for details.

If your placement has started, then check whether you've had an email from the Placements Team. If there is no email, please contact [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk) and wait for them to correct the placement in your ePAD. DO NOT submit forms or practice hours against the wrong placement.

## **10. My placement dates are wrong. How can I get them changed?**

Send an email to [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk) providing details of your placement, and how and why the placement dates need to be amended.

### **11. Can I use my personal smart phone/ tablet for the ePAD on my placement?**

The use of personal devices in placements depends on the policy of the placement provider. Always get the permission of the practice staff you are working with before using your device. You may need to use a shared ward device, or go to an area where personal devices are allowed such as a staff room. Note: The patient/ service user/ carer feedback form can be completed on paper and uploaded to the ePAD where necessary.

### **12. I've entered an incorrect email address for approving practice hours. What should I do?**

If you're still at the placement, your Practice Supervisor or Practice Assessor can change the approver's email address from their own ePAD account. If this concerns hours on a previous placement, contact [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk). When submitting hours, always double-check the email address and make sure you have the express permission from the person approving them.

### **13. How do I get help?**

In the first instance, and especially if your query is urgent, read the information on the PLPLG website at: <https://plplg.uk/pan-london-epad/>. The written and video guides should answer all your questions. If you still need help, email your question to: [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk). Note: this mailbox will only be monitored during normal working hours.

## **“Forms” related Questions**

### **14. What forms should I complete and when on the ePAD?**

Please follow the “Guide to Completing ePADs” on the PLPLG website at: <https://plplg.uk/pan-london-epad/>.

### **15. I cannot type anything on the form, what should I do?**

Click on the “complete now” button, you should then be able to fill out the form.

### **16. I am unable to edit the “practice evaluation” form, what should I do?**

This is an anonymous form. You can only submit the form once - it cannot be edited after submission. We advise you to double check your entry before clicking complete. Contact [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk) if you need help.

### **17. Why can't I save my progress on the Assessment of Proficiencies form?**

When the form is ready, click on “complete form”. This process can be repeated as many times as needed depending on whether the Part within the form has to be signed-off by different assessors or supervisors. You will be able to refresh the page and see any changes.

### **18. How do I fill out the Patient/ Service user/ Carer Feedback form manually?**

Click on the pdf file at the bottom of the screen, print, fill it out, scan and save to your desktop. Click on the “complete form” button, then “upload” the pdf file and submit.

### **19. I have an unresponsive form on my ePAD, what should I do?**

Make sure you have opened a blank form using the “Complete now” button. If the button is unresponsive, or the blank form isn’t working, try refreshing the page (usually the F5 key but this depends on your browser and PC/laptop), or close the form and open it again. If the form is still stuck, sign out of the ePAD website and sign in again. The problem is very likely to be caused by a slow network connection or a PC with poor memory availability. Try the form on a different data connection or different device if you can. If you are still having trouble, email [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk) providing full details of the problem: what, where, when and including screenshots if possible.

### **20. I’ve drafted a form, but I can’t find it. How can I get it back?**

Make sure you use the “Save progress” button to save a draft. If you are on a slow data connection or PC, allow a few extra seconds before closing the form window. To access the draft, you must select the “Complete now” button again. Note: This may work differently for the Assessment of Proficiencies form (see question 17 above).

### **21. I’ve drafted a form, but my Practice Supervisor/ Practice Assessor can’t find it. How can I share it with them?**

Drafts are not shared between accounts. Your Practice Assessor or Practice Supervisor will not be able to see your draft in their own account. You must complete the form with them at your next meeting in your own account.

### **22. Can I amend or delete a form I’ve submitted?**

You cannot amend or delete a submitted form. Complete the form again using the “Complete now” button. This will supersede the older form and be considered the correct one for marking. If a form definitely requires amendment or removal (e.g. it contains confidential patient information), email [nursinge-pad@bucks.ac.uk](mailto:nursinge-pad@bucks.ac.uk) explaining the problem and providing full details of the form including date/ time submitted and by whom.