

Turas Training Portfolio - ePAD

Frequently Asked Questions (FAQs)



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Student Nurse – General (1)

Question	Answer
1. My forms are showing the wrong placement number, how can this be updated?	• Check that the pre-practice form has the correct placement information, if not yet signed by PA/PS you can update. • If it does, but other forms have incorrect placement details, then the wrong placement has been selected on creation. Contact your University Administration team who will be able to move the form to the correct placement. • If the pre-practice placement is incorrect, and the form has been signed by your PA/PS please submit a Turas Helpdesk ticket to contact.digital@nes.scot.nhs.uk or use the Green helpdesk button giving as much information as possible as to the update required.
2. What do I do if I do not see the 'Training Portfolio' tile on my homepage?	• Make sure that you are logging into your Turas account linked to your University email. • If you have multiple Turas accounts, please submit a Turas Helpdesk ticket as above, giving the details of all account email addresses so a merge can be arranged. • If you are logging in with university email, please contact your University Administration team
3. Why is my Supervisor not able to create any forms on my ePAD?	• PA/PS's are only able to create forms for a current Part/Year • PA/PS's can only create forms for a placement that has a submitted pre-practice learning activities form – is the form showing as draft?
4. Why are my forms showing the wrong placement?	• PA/PS's are only able to create forms for a current Part/Year • PA/PS's are only able to create forms for a placement that has a submitted pre-practice learning activities form - is the form showing as draft? • Once the pre-practice learning activities form has been submitted with the appropriate dates. Please contact your University Administration Team who can move the forms to the correct placement.

Student Nurse – General (2)

Question	Answer
5. Why can neither myself or my PA/PS see a form that was saved as draft?	• Students will be able to see if a Draft form has been saved in the specific forms summary table with a status of 'Draft'. You will not be able to see the contents of the form until submitted by your PA/PS. If there is not a form displayed then the form was not completed. • If you see a form with a status of 'Draft' your PA/PS will need to log into their account and Update/Submit the form.
6. How do I speak to someone as I have no access to a PC/Internet?	• Please contact your University Administration team or PEF/CHEF • The Turas Helpdesk work from home and deal with all Turas requests not just ePAD and therefore do not have a contact number.

Student Nurse – Access Management

Question	Answer
1. I have given access to my PA/PS, but they have not received the email advising access has been granted?	• Ask PA/PS to check there 'Junk/spam' folder • Check you are using the correct email address • Ask them to log in to Turas Dashboard https://turasdashboard.nes.nhs.scot/ , if they do not have the Training Portfolio tile – check email address used • Make sure that they are still 'Active' in your 'Access Management' – if not extend the end date.
2. How do I extend access?	• Go to 'Forms' > 'Access Management' • Select the user that you want to extend access for click 'Actions' > 'Update' • Where you can update the email address, end date or Professional role • Click 'Update'
3. Can I change my Practice Supervisor to Practice Assessor so they can submit a Final Performance due to sick leave?	• The NMC state that only in exceptional circumstances can the same person can be a PS and PA. Speak to the senior nurse to be reallocated another PA in the first instance • If the exceptional circumstances have been met then this is possible using the steps in Q2 above.

Student Nurse – Pre-Practice learning activities

Question	Answer
1. How can I update my nominated PA/PS etc if this has now changed after submission?	• Once a Pre-practice learning form has a status of 'Complete' students are not able to update the content of the form – with the exception of the placement end date. • Students are able to update all fields if has a status of 'Draft' or 'Awaiting sign off' • To update click 'Actions' > 'Update' – change required fields and then 'Send for sign –off' • Students can also update who they have sent the form to for 'Sign off'. If the correct person does not appear in the drop-down list must 'Save as Draft' or 'Cancel' and update 'Access Management' as required
2. Why does the status of my Pre-practice learning activities form not say 'Complete'?	• There are 3 statuses for the 'Pre-practice learning activities' form (Draft, Awaiting Sign off and Complete). • If Draft, the student is required to 'Update' the form and send for sign off. No other forms will be able to be submitted for that placement until the pre-practice learning activities for is 'Sent for sign off' • If 'Awaiting sign off' the student is still able to update the contents of the form and update who the form has been sent to for sign off (incase of sickness) • Complete status appears once PA/PS has signed the form, which locks it down for editing with exception of placement end date.
3. Why can I not submit my Pre-practice learning activities form?	• On 'Sending for sign off' check if there is any validation in red at top of the form, once rectify the issue you will be able to submit the form. • Students cannot create another pre-practice learning activities form for another placement with overlapping dates and placement must start on a Monday
4. What do I do if my placement dates have been extended after submission of my pre-practice learning activities form?	• Go to 'Forms' > 'Pre-practice learning activities' • Find form that needs updated click 'Actions' then 'Update'

Student Nurse – Attendance Record

Question	Answer
1. How do I update who I have sent my weekly attendance record to for sign off?	Go to 'Forms' > 'Attendance Record', select Actions against relevant placement record > View. Find the week you need to update in 'Actions' select 'Update' where you can change the person you have sent to. If they do not appear in the drop-down list, please ensure they are active in 'Access Management'
2. Why can I not create or add to an Attendance Record?	Please ensure that your pre-practice learning activities form for the placement has been completed. If in draft, it must be submitted before an attendance record will be created for that placement.
3. Why does my Attendance Record still say 'In Progress' when all signed off?	- Once all weekly attendance records have been signed, students must submit for 'Final sign off' - Against the Attendance Record for the placement select 'Actions' > 'Send for final sign off' - Where the student can select the PA/PS to send to for final sign off - Once signed off the Attendance Record is locked for editing
4. What do I do if my Attendance Record shows as 'Complete', but the information is incorrect?	- If information is incorrect in your weekly attendance records, please contact your University Administration Team who will be able to 'unlock' the form for editing. - Please note: Once unlocked you will need to make the required changes, then resend for weekly sign off and final sign off (once weekly has been signed).
5. How do I delete my weekly attendance record if I was off sick?	If you have already created a weekly record and populated hours but ended up off sick, you should click 'Actions' > 'Update' and change the status to S=Sick and send for sign off as above.
6. Why can't I complete my weekly attendance record for the following week?	You are only able to complete a weekly record once the week has begun, you are not able to fill in in advance.

Student Nurse – Attendance Record (2)

Question	Answer
7. I have incorrectly sent my Attendance Record to my Academic Assessor instead of my PA/PS for sign off, how do I change?	• You should only be able to select 'Active' PA/PS's to send your Attendance Record to for sign off. Please ensure the correct roles have been assigned in 'Access Management'. • Your University Administration Team assigns the AA and AoS on behalf of the student and if this is incorrect, please contact them to advise.

Student Nurse – Personal Library

Question	Answer
1. Why can I see evidence in my Personal Library but those assigned to me cannot?	• Please check that 'Private' has not been selected, assignees can only view Personal Library items that are marked as 'Shared'. • To update click 'Actions' > 'Update'

Student Nurse – Final Performance Assessment/Confirmation of Completion

Question	Answer
1. Why can't my PA sign off my Platforms and Proficiencies or complete a Final Performance Assessment?	• Please check your 'Access Management' dates to ensure your PA is still Active, if inactive you will need to extend the dates to allow completion.
2. My Practice Assessor is currently off sick and cannot create my Final Performance Assessment form, what do I do?	• Please speak to the Senior Nurse to be reallocated a Practice Assessor or your PEF/CHEF can advise further.
3. My Practice Assessor has created by Final Performance Assessment form and I have completed the relevant section but PA currently off sick and cannot complete.	• The user who completed the form is required to sign off the form, if they are not able to do so and therefore the Confirmation of Completion form notification cannot be generated • Please contact you University Administration Team to ask that the form be deleted to allow another Practice Assessor to complete as required.
4. My PA has not received a notification to complete the Confirmation of Completion form, can you reset it?	• Once a Final Performance Assessment form has been submitted as 'Recommend' and 'Yes' has been selected to 'Is this a confirmation of a Part?' all active Practice Assessors will receive a notification to complete a CoC form. • Only one CoC form can be submitted per Final Performance Assessment form • Check that no other PA has completed the form than the one you expect • The notification disappears for all active PA's when any PA completes the form

Educator – General

Question	Answer
1. I require access to ePAD to complete assessments for my student	• Access is provided via 'Access Management' by the Student Nurse • You will require to have a Turas account to be added by the Student Nurse • To register for a Turas account click here
2. I have received a notification to sign off forms but I am getting an access denied message.	• Contact the Student Nurse to ensure you still have appropriate access to their ePAD – they may need to extend the end date. • If access looks correct, please submit a Turas Helpdesk ticket to contact.digital@nes.scot.nhs.uk or use the Green helpdesk button. Please provide as much detail as possible including student name and if possible a screenshot of access dates from the Student.
3. Student has been off sick and only the PS is willing to give feedback by completing a Final Performance Assessment form. How can this be arranged?	• The PS should liaise with the PA to provide feedback, then the PA can complete the final performance assessment form.

Educator – Attendance Record

Question	Answer
1. Practice Assessor has incorrectly signed off the Attendance Record for a student, how can this be updated?	• Students are able to make updates to all weekly attendance records even after sign off, but it wipes the original signature and will need to be re-sent for sign off • If it is the Placement Attendance Record that has been incorrectly signed, please contact your University Administration Team who can 'Unlock for Editing' which will allow the student to update as required

Educator – Final Performance Assessment

Question	Answer
1. Student is unable to complete a Final Performance Assessment form, how do they do so?	• Students cannot complete a Final Performance Assessment form only a Practice Assessor has the permissions to create this form.
2. Can you change my access from Practice Supervisor to Practice Assessor so that I can complete the Final Performance Assessment?	• The NMC state that only in exceptional circumstances can the same person be a PS and a PA. Speak to the senior nurse to be reallocated another PA in the first instance. See Slide 5 – Student Access Management for more details.
3. I have selected 'Fail' instead of 'Pass' on the Final Performance Assessment form, can this be updated?	• Practice Assessors are able to update the Final Performance Assessment form until the student has signed off • Only the PA who created the form can sign off after student completes • If required, contact your University Administration Team to delete the form to allow you to resubmit.
4. I have incorrectly ticked that it is a 'Confirmation of a Part' when it isn't and now have a notification to complete a Confirmation of Completion form, can this be updated?	• Contact your University Administration Team to delete the Final Performance Assessment form which will remove the notification and allow for resubmission

Educator – Confirmation of Completion

Question	Answer
1. How do I create a 'Confirmation of Completion' form?	• Only a PA is able to create a 'Confirmation of Completion' form • This form is created via a notification generated on completion of a Final Performance Assessment form – if 'Yes' is selected for is this a confirmation of a part. • This form is not created via 'Create Forms'
2. I have incorrectly selected 'Not Recommend' in the Confirmation of Completion form, How can I update this? (PA)	• Please submit a Turas Helpdesk ticket to contact.digital@nes.scot.nhs.uk or use the Green helpdesk button giving as much information as possible as to the form that will require to be deleted and resubmitted.
3. I have incorrectly recommended that a student progress to the next part, can this be updated? (AA)	• Please submit a Turas Helpdesk ticket to contact.digital@nes.scot.nhs.uk or use the Green helpdesk button giving as much information as possible i.e Student Name, what form requires deletion etc • This request may take some time as will be entered into a queue so please make sure that no forms are completed or P&Ps are signed off for the next part to ease workload.
4. I have not received a notification to complete a 'Confirmation of Completion' form for my student, can you please resolve?	• Have you selected 'Yes' for 'Is this a confirmation of a part?' on the relevant placement Final Performance Assessment Form? If yes, has another PA completed the CoC form on your behalf? • If you selected 'No' for 'Is this a confirmation of a part?' please contact your University Administrator to delete so that this can be resubmitted.