

Off-the-job training entries

Q. How do I submit off-the-job training entries?

A. You can do this via the learning journal or via the assessment of tasks and activities (work provided by tutor/skills coach)

There are how-to guides available for this.

- [Creating records in the Learning Journal](#)
- [How to record off-the-job within OneFile](#)

Q. I have submitted the wrong time/date for the entry, or incorrect duration, or other information. How do I fix it?

A. Please see the OneFile support guide at <https://support.onefile.co.uk/support/solutions/articles/76000045955-how-to-update-a-learning-journal-entry-date-and-time>

Assessment of task/activities

Q. How do I locate the tasks or activities assigned and upload my evidence?

A. You will find your assessments in the tasks area. There is a [OneFile guide for how to access the tasks area and complete an assessment](#).

Q. Where is the Assessment of Task/Activity Evidence area (Storage area) located?

A. You can find this on your Dashboard. Select your Portfolio and then the Assessment Evidence icon.

Q. How do I attach evidence to assessments?

A. To attach evidence to an assessment, please follow the steps below:

1. Open the Assessment
2. Scroll down to the Evidence heading
3. Click Add Attachment
4. Click Select Files or Drag a file into the upload section
5. Click Attach

There is also a [guide from OneFile which explains how to upload evidence attachments](#).

Q. I need to amend an assessment of task/activity because I forgot to add evidence/uploaded the wrong evidence. How can I do that?

A. The assessment is locked once it is uploaded so cannot be amended. Please contact your tutor, skills coach or learner progress advisor about this as they can unlock that for you. Please provide the reason for the assessment of task/activity to be unlocked and also the reference number for the assessment of task/activity.

Q. I forgot to select the off-the-job training button in the timesheet box for an assessment of task/activity.

A. The assessment is locked once it is uploaded. Please contact your tutor, skills coach or learner progress advisor about this as they can unlock that for you. Please provide the reason for the assessment of task/activity to be unlocked and also the reference number for the assessment of task/activity.

Q. My Tutor/Skills Coach or Learner Progress Advisor (LPA) has requested me to upload a work product to my OneFile. How do I do this?

A. This can be achieved by creating your own assessment.

Doing this will allow you to add written/attached evidence, set criteria and leave feedback to your tutor.

See the [How to upload evidence to your OneFile portfolio Step-by-step guide](#) for instructions.

There is also a [Learner Induction Guide](#) which has a section on starting your own assessment on pages 12 and 13.

Functional Skills Exemptions

Q. My account shows I need to take functional skills, but I have provided certificates and should be exempt. How do get the system updated?

A. Please [complete a support ticket](#), indicating whether it's English or Maths or both that are showing incorrectly on OneFile. You can upload the certificates as part of that. These will then be added to your OneFile account, and the required learning aim(s) will be amended to 100% completed and achieved.

New line manager

Q. I have a new line manager. What do I do?

A. Please [complete a support ticket](#) with full details of the change, and we will update the system. Please also separately inform your coach and learner progress advisor.