



Premier Services



Introducing Premier Services

Make the most of OneFile with our Premier Services.

We'll look after your entire centre – from standards to settings – so you have more time to do what you do best: deliver outstanding learning.

We'll set up the software, create your users and build your bespoke centre. We'll work as an extension of your team, ensuring you always have the latest features, updated settings and premium service levels – delivering the best ROI for your company.

Why use Premier Services?

- We're experts in our trade and can perform tasks faster and more cost effectively - so you know you're getting the best return on investment from your learning software
- We'll help you focus on what makes your business thrive – building amazing relationships with employers and delivering outstanding learning
- We'll set you up with new, relevant features when they're released, so you have everything you need to deliver innovative training
- We're all OneFile champions here – so there's no risk of losing knowledge if your trained-up OneFile expert leaves (or even goes on holiday)

What's included?

We have 3 packages available depending on the number of learners at your centre. Each package allows you up to a certain number of days for work to be carried out for your centre. In each case, a day is equivalent to 7.5 hours' work. You can add additional days to your package at any time.

3 day package - recommended for centres with 50-249 learners

6 day package - recommended for centres with 250-999 learners

9 day package - recommended for centres with 1000+ learners

Services you can use

Below are some suggestions as to how you can use your allotted time.

Centre configuration

We'll get your centre set up to your requirements from day one. We'll switch on all the recommended settings, add resources for your learners and staff, and get you set up on the system.

Consistency rules

We'll set up all your standards with the right rules, so learner progress is calculated accurately and efficiently.

Reporting & Ofsted support

If you have an inspection coming up and you need a little help getting your data together, our team will build the reports you need. We'll also collate any data you need on a monthly basis and send it out to you.

Templates and forms

We'll create your written questions workbooks, templates and forms, so everything's ready for you and your learners.

Fast track qualifications

We'll build 2 of your main aim qualifications on the double. The qualifications you request will be built within 5 days, no matter how many learners you have.

VLE courses

If you're using our VLE, we'll build the courses your learners need to complete their programmes.

Creating user accounts

We'll input all your learners, tutors, IQAs and employers, and ensure that all your users have their account details when they need them. If you need to change permissions or remove users, just let us know.

Learner migration

Whether you're bringing on new learners from another centre or another eportfolio, we'll map all their assessments so their progress is accurate. This service is available at £10 per portfolio.

How can I use my days?

The short answer is: it's up to you!

From the above list, you can choose which tasks you'd like our dedicated service team to tackle. To help you decide, here's a rundown of some of the tasks and the time they typically take to complete.

- Custom form building – approx 30 mins per 3-page form
- Consistency rules setup – approx 1 hour per qual
- Assessment template creation – approx 30 mins per template
- Additional centre creation – approx 30 mins per additional centre
- VLE course building – approx 1 hour per course

We'll provide you with a rundown of how much time you've used after each task's complete. You can add more days at any time, at a cost of £500 per day.

How much does it cost?

There are 3 different packages available depending on the size of your centre:

Small centre package

Up to 249 learners

£1,500 + vat

3 days' dedicated OneFile Premier Services

- Custom form creation
- Consistency rules
- Creating user accounts
- Look-up tables
- Framework templates
- Classes
- Placements
- Resources
- Assessment methods
- Grading
- Templates and plan templates
- Creating courses
- Monthly reports
- Centre clean up
- Fast-track qualifications (2 main aims)
- Creating additional sub centres (1 centre)

Medium centre package

250 - 999 learners

£3,000 + vat

6 days' dedicated OneFile Premier Services

- Custom form creation
- Consistency rules
- Creating user accounts
- Look-up tables
- Framework templates
- Classes
- Placements
- Resources
- Assessment methods
- Grading
- Templates and plan templates
- Creating courses
- Monthly reports
- Centre clean up
- Fast-track qualifications (2 main aims)
- Creating additional sub centres (1 centre)
- 1 onsite training day per year

Large centre package

1000+ learners

£4,500 + vat



9 days' dedicated OneFile Premier Services

- Custom form creation
- Consistency rules
- Creating user accounts
- Look-up tables
- Framework templates
- Classes
- Placements
- Resources
- Assessment methods
- Grading
- Templates and plan templates
- Creating courses
- Monthly reports
- Centre clean up
- Fast-track qualifications (2 main aims)
- Creating additional sub centres (1 centre)
- 1 onsite training day per year
- Fast-track technical support

To discuss adding Premier Services to your OneFile package, please email hello@onefile.co.uk.



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