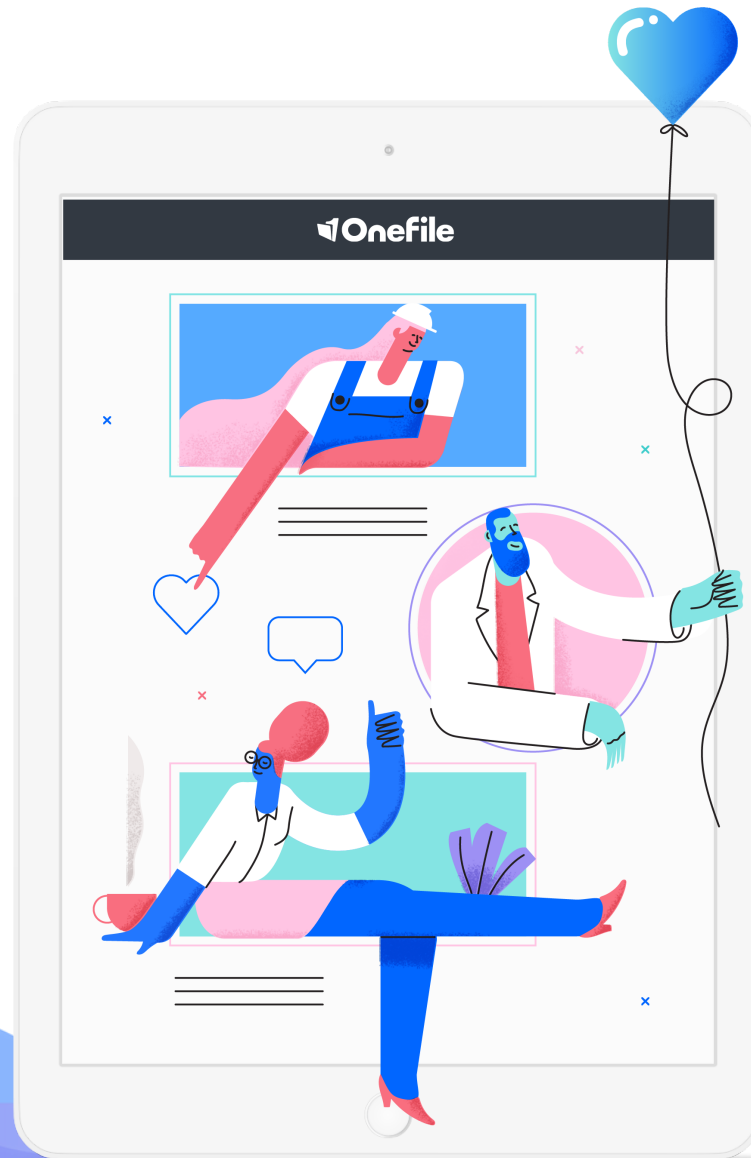# Welcome
to OneFile

Let's get started!

Congratulations on joining forces with OneFile, the UK's leading learning and development software. We're excited to have you on board!

You'll soon receive a kick-off call with our onboarding success manager, who'll walk you through this guide. The first thing you'll do is assign a centre manager - your OneFile champion - from within your organisation.

In the meantime, head to our onboarding page to see our huge range of resources and guides.

https://info.onefile.co.uk/onboarding

Setup

Your OneFile account will be set up within 5 days of receipt of your signed SaaS agreement. You'll receive your OneFile login details and then your kick-off call.

Meet the team

Our onboarding team is here to help you and your team get settled into OneFile.

Your onboarding journey

Here's what you can expect over the first 9 months of using OneFile.

Onboarding

3 - 8 weeks

Request your standards

Kick-off call

Centre manager training

4 week follow-up call

Tutor training

Group webinars

8 week follow-up call

Adoption

8 - 24 weeks

3 month review

Success

6 months and beyond...

6 month review

9 month review

Graduation

Onboarding planning

Let's get into the nitty gritty. Here are the first steps to getting set up on OneFile. Confused by anything? Don't be. Your onboarding success manager will talk you through these steps within 5 days of receiving your setup paperwork.

Welcome email

In this email, we'll ask you to confirm the qualifications you'd like adding to your centre. We'll talk you through the process for onboarding your staff, and schedule your training dates with you.

Curriculum of Intent

When you've built your curriculum intent, send it over to us and we'll upload it to your centre.

Your curriculum intent should include what you intend learners to learn, how you're going to deliver learning, and the end points learners have to meet. You can expand on the standard to include your organisation's core values or extra sector knowledge. As long as your curriculum covers the KSBs in the standard, you're good to go!

You can find some handy resources and templates to help you build your curriculum over on the Onboarding page.

Centre logo and appeals procedure

Send your company logo and appealls procedure over to us by email, and we'll get these added to your centre.

Onboarding@onefile.co.uk

Integrations

If you're using other software alongside OneFile, we'll help you set up your integrations. You can find out more about how these work on your onboarding help page.

Your kick-off call

In the initial call with your onboarding success manager, we'll discuss your company goals and objectives so we can support you to achieve them. We'll also talk about the timeline you're looking at to roll out OneFile, and how you'll know when you've successfully rolled OneFile out to all your users, including your learners.

Who should attend?

We'd encourage any of the below to attend the kick-off call:

· Project lead
· Centre administrators
· OneFile champions
· Anyone involved in OneFile centre admin duties

How long will the call last?

The call is likely to last between 30-45 minutes.

When will the call take place?

We'll give you a ring within 5 days of receiving your setup paperwork. If you have a preferred time you'd like us to call, please let us know and we'll do our best to accommodate this.

Centre config and admin training

When your centre has been configured and your standards have been assigned, we'll book in your initial online centre manager training sessions. Don't forget to check your standards before you assign them to your learners.

Centre setup

When your centre's up and running, we'll send you your logins. From here on out, you're officially a OneFile user!

Who should attend?

We'd encourage any of the below to attend the online centre manager training:

• Project lead
• Centre administrators
• OneFile champions
• Anyone involved in OneFile centre admin duties

How long will the webinar last?

We'll split this training into two 60 minute sessions. If you'd prefer to do both sessions at once, just let us know.

When will the webinar take place?

We'll deliver these webinars within 14 days of receiving your setup paperwork.

Onsite tutor training

After your centre managers are fully trained up, you'll have your face-to-face training sessions. In these sessions, we'll train your tutors on how to use OneFile for learning, development and assessment.

Who should attend?

We'd encourage any of the below to attend the onsite tutor training:

• Tutors
• OneFile champions
• Anyone involved in the OneFile tutor role

How long will the training last?

A days training is split into two 3 hour training sessions. The amount of training days you have will depend on the package you purchased.

When will the webinar take place?

We'll deliver your training days within 8 weeks of receiving your setup paperwork.

Following up

Throughout the onboarding process, we'll carry out health checks on your centre and come up with some suggestions for how you can make the most of OneFile.

We'll then give you a call to review your progress, offer advice, and give you any support you might need.

Who should attend?

We'd encourage any of the below to attend the follow-up calls:

• Project lead
• OneFile champions
• Senior management

How long will the call last?

Each call is likely to last between 10-20 minutes.

When will the training take place?

We'll call you in week 1, week 4 and week 8 to review your progress.

Quarterly reviews

When your training's all done and dusted and you've started using OneFile across your centre, we'll be in touch every 3 months to carry out a quarterly review.

We'll complete a health check on your centre, and deliver a presentation on your usage, engagement, feedback, success, tech support and ROI.

Who should attend?

We'd encourage any of the below to attend the onsite tutor training:
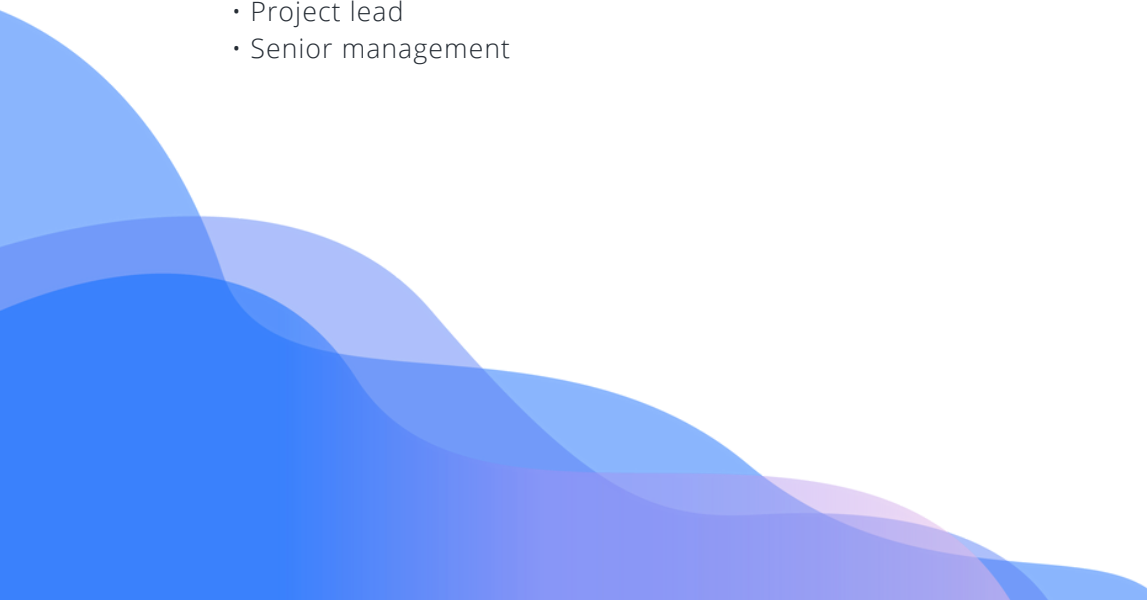
- Project lead
- Senior management

How long will the call last?

Each review will last around 60 minutes.

When will the call take place?

We'll carry out reviews 3, 6 and 9 months after your training has been completed.

Graduation

Congratulations - you made it!

When you've used most of your seats (usually around 9 months after you began using OneFile), we'll send you an email to let you know you've graduated from your OneFile success journey.

Still need support?

We'll assign you a customer success manager who'll support you through the rest of your OneFile journey.

onboarding@onefile.co.uk

Alternatively, get in touch with our standards and support teams:

standards@onefile.co.uk
support@onefile.co.uk
0161 638 3876