OneFile

By your side.

**Supporting your delivery
from day one**
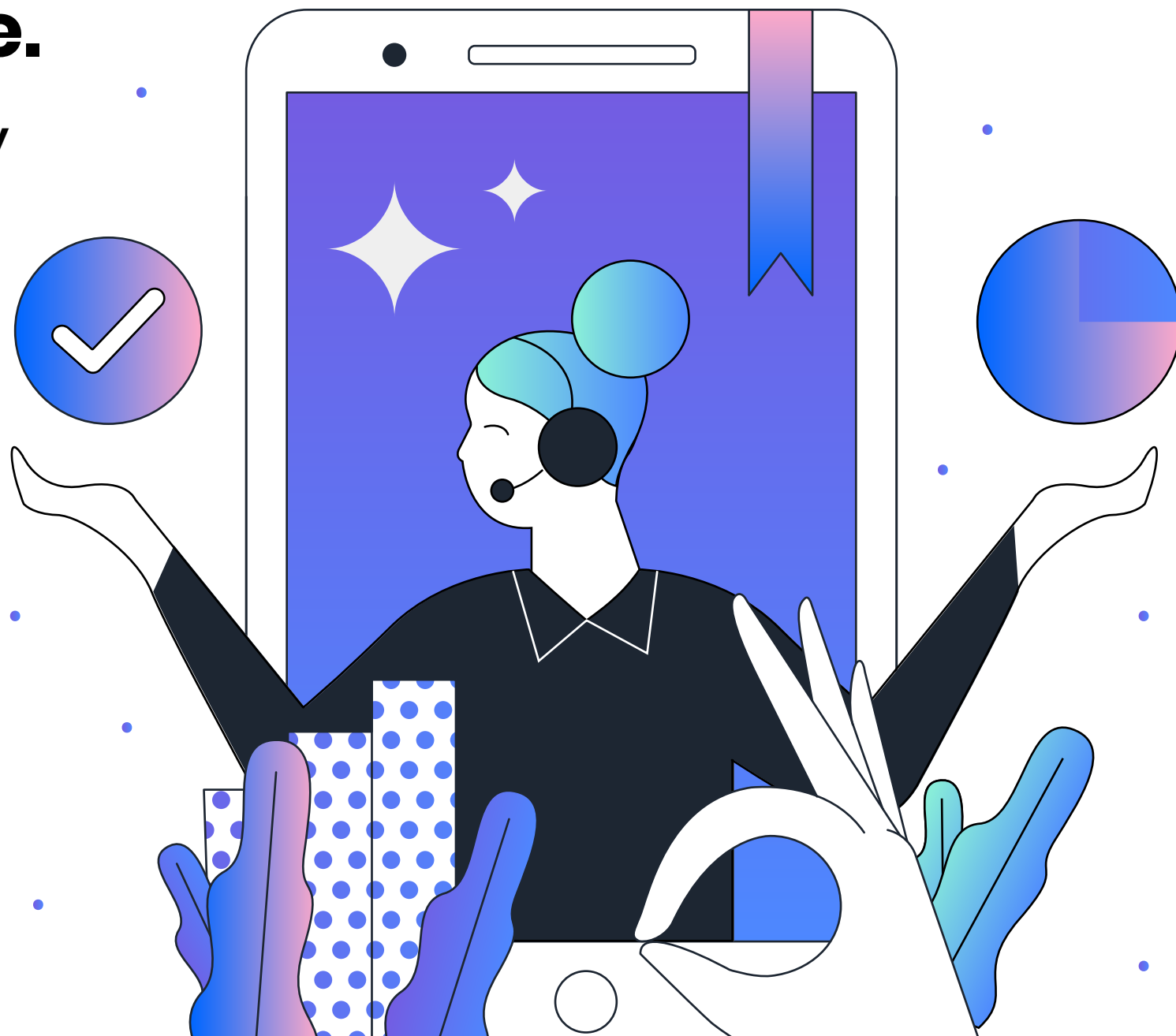
More than just a software

THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2017

OneFile is the most trusted apprenticeship software – not just because of our engaging interface and market-leading features: because we care about our customers.

We're here to help you – that's why our software comes with prebuilt qualifications, onboarding support and online training as standard. And if you need it, we can build bespoke qualifications and manage your centre for you.

When you partner with OneFile, you become part of a community – a group of one million people dedicated to the future of apprenticeships.

Part of the service

Standards as standard

As soon as you sign up to OneFile, we'll set up your centre and get your standards loaded onto the system.

Our in-house qualification specialists can build bespoke standards to suit your centre – whether you're delivering health and safety or higher apprenticeships. Just request your standards online and we'll create digital versions and share them with your centre. If you're looking for an off-the-shelf option, we already have 100s of standards preloaded on OneFile.

Full onboarding support

When you're ready to get going, our onboarding team is by your side from day one. Your dedicated onboarding success manager will guide you through the whole set-up process, provide online and onsite training, and be your go-to OneFile contact. You'll have access to our onboarding portal – a resource hub full of user guides, videos and top tips to help you get the most out of OneFile. You can also tune into live webinars every week to top up your training.

onefile.co.uk/onboarding

Meet the Onboarding team!
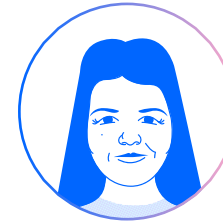
Becky

"Hi, I'm Becky and I've had 5 different roles since I started at OneFile, so I've seen the customer journey from all different aspects."
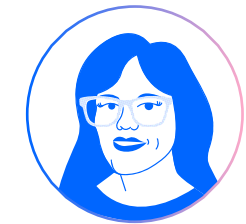
Jake

"Hi, I'm Jake. Last year I delivered 100s of onboarding training webinars and I am looking forward to bringing more topics to these webinars this year!"

Nicola

"Hello, my name's Nic and I've had 3 different roles at OneFile. I'm now part of our onboarding team as an onboarding success manager looking after our new centres."

Collette

"Hiya, I'm Collette and I love helping people get to grips with the system so they can get the best outcomes for their organisation and their learners."

We've got your back

Our software support team is always on-hand if you need us.

Software support

Our software support team is available between 8am – 6pm, Monday to Friday (excluding bank holidays). You can call us on 0161 638 3876 or email us at support@onefile.co.uk. We're happy to help all users with any queries they have.

Helpdesk

At OneFile HQ, we use a support software called Freshdesk to help us provide outstanding service to all our customers. With Freshdesk, you can use FAQ guides, live chat, online tickets and good-old-fashioned phone calls to get the support you need.

support.onefile.co.uk

"I would definitely recommend OneFile. The technical support we've received has helped us customise the software to meet the needs of the business, and their experts have helped us develop templates and forms to speed up evidence collection and mapping of criteria for learners, assessors and IVs. The training and support offered from OneFile staff is exemplary."

*Dave Ambler, quality assurance*

SIEMENS

Customer success managers

As you progress through your OneFile journey, our customer success managers will be available to support you. It's their job to keep you updated on all the latest news from OneFile HQ – new developments, sector updates, upcoming events and best practice.

All our customer success managers have real-life experience in vocational training, so they'll also be able to help you use OneFile to standardise delivery, make efficiencies and keep up with regulatory changes.

"We've received excellent support from OneFile – especially from our customer success manager. He's shown us new ways of using the system and helped us develop the software to suit our needs."

Yvonne Greenwood, training manager

NHS
North Bristol
NHS Trust
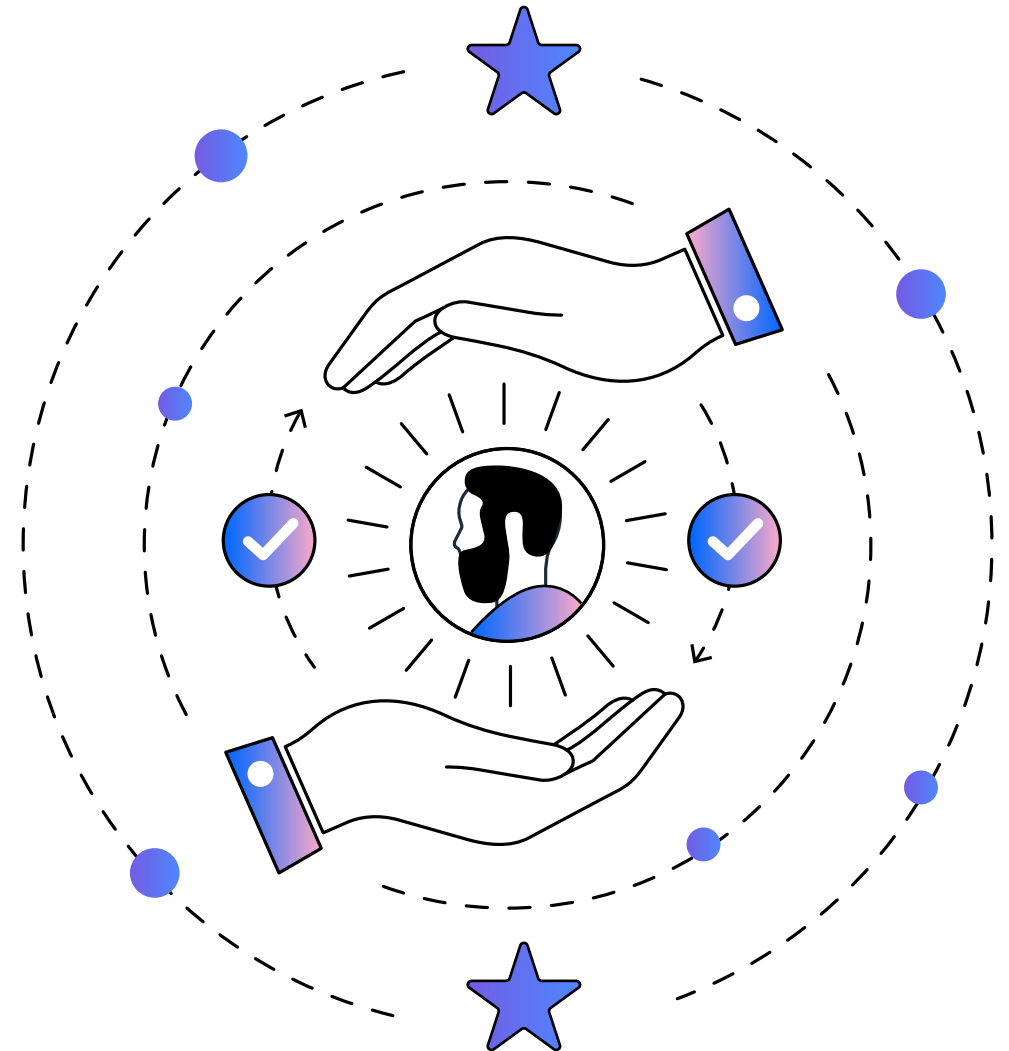
More time to do what you do best

Make the most of OneFile with Premier Services. You'll receive fast-tracked support and be able to hand over time-consuming tasks to us – like creating custom forms, building learning plans and remapping learners – so you'll have more time to do what you do best: deliver outstanding learning.

Why use Premier Services?

We're experts in our trade and can perform tasks faster and more cost effectively – so you get the best return on investment from OneFile.

We'll set you up with new, relevant features when they're released – so you'll have everything you need to deliver impactful 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!).

Here are some of our top Premier Services:

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. If you have multiple centres, we can standardise them for you too.

Reporting and Ofsted support

If you have an inspection coming up and you need a little help getting your data together, we've got your back. Our team will build the reports you need so you can show them to your inspector. We'll also collate any data you need and send it out to you when requested.

Fast-track qualifications

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

Creating courses

If you're using our Learning Hub, we'll build the courses your learners need to complete their programmes. If you're not using the Learning Hub, head to our website to find out more.

To find out how to purchase Premier Services, head to onefile.co.uk/premier-services.

Join the Shaping OneFile community

At OneFile, we love hearing from users and really value customer feedback. That's why we created Shaping OneFile – so our community of users can come together, get involved, share best practice and make a difference in the future of OneFile.

Suggest software ideas

As a member of Shaping OneFile, you'll have access to our ideas portal where you can suggest ideas for potential future developments and vote on other people's suggestions. You can follow trending ideas at @Shapingonefile on Twitter and we'll email you if your idea makes it onto the OneFile roadmap.

Join our research groups

We want our software to be the best, and we know the best people to ask for feedback are our very own users. That's why we invite users to get involved in research and development of new features before they're released.

As a member of our UX research groups, you'll get an exclusive look at our new developments and be able to share your user experience and shape the future of OneFile.
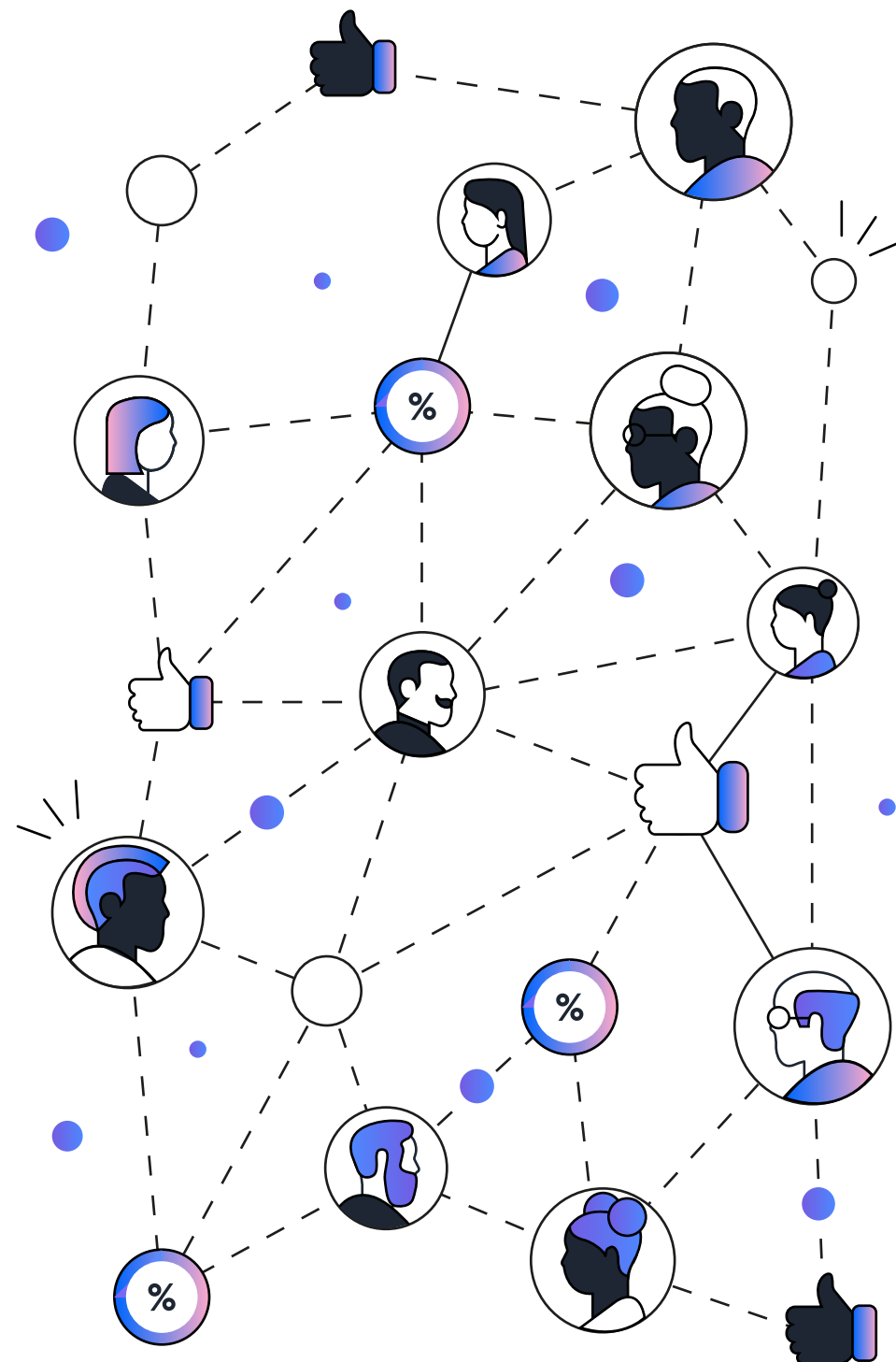
@Shapingonefile

Better together

We host events big and small, up and down the country. They're a fantastic opportunity to meet with your customer success manager, network with other organisations and hear all the latest sector news and product updates.

OneFile conferences

Our conferences are a great way to hear from OneFile HQ, meet likeminded users and share legislation from across the sector. All our customer success managers attend, so you can put a face to a name.

Product launches

These high-energy events are designed to bring our new releases to life just before launch. You'll get a first glimpse of the software and be able to speak to our product team about any suggestions or improvements you have.

Roundtables

We invite small groups of users to join us for roundtable discussions at OneFile HQ – intimate debates about the best way to use OneFile. They're a really useful way for us to gather valuable feedback – the only problem is our square table!

Share best practice

OneFile users get invites to our Better Together events – where we bring people from the same sector together to share best practice. They're free to attend and are a great space to meet, greet, share and learn.

"OneFile's Better Together events are great. It's good to be kept informed about new developments and be able to share them with others. It's also a great opportunity for standardisation."

Sarah Smith, vocational qualifications manager

Cambridgeshire County Council

Access ready-made content on OneFile

OneFile partners with leading elearning content providers – including LearnBox and e-Learning WMB – so you can access their high-quality content directly in the OneFile course builder.

LearnBox

LearnBox are on a mission to revolutionise learning through the creation and delivery of fun, creative and engaging videos. Their video content covers everything from Prevent to Functional Skills with proven results – like over 90% pass rates for Functional Skills English and Maths.

To find out more about LearnBox content, speak to a member of our team on 0161 638 3876 and press option 2 or email hello@onefile.co.uk.

e-Learning WMB

e-Learning WMB builds bespoke elearning courses and has over 200 modules ready to download off the shelf – including hospitality, housing and HR.

Find out more at e-learningwmb.com.
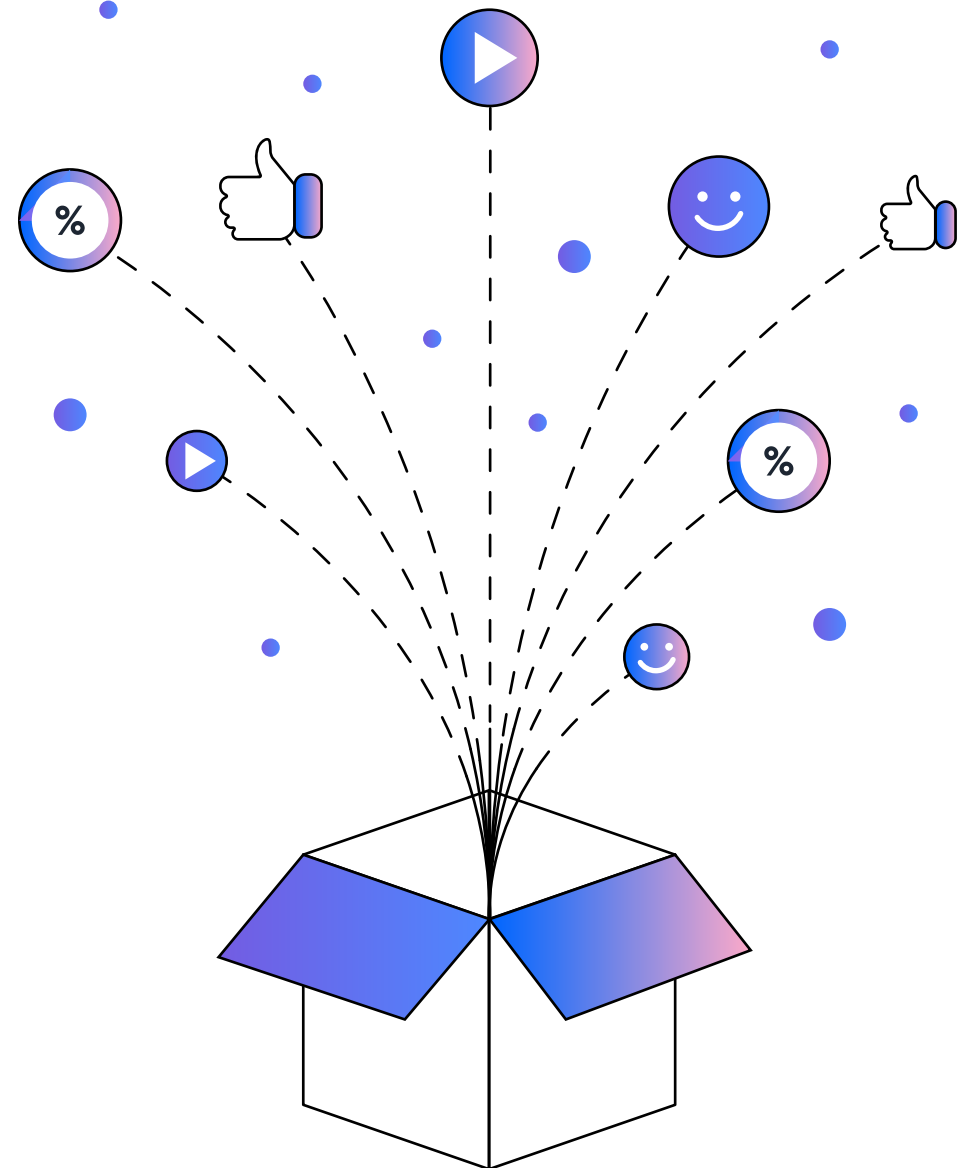
Explore

OneFile is a leader in the apprenticeship sector, so we share our thought leadership with people via Explore – our online learning and resource hub. It's packed full of useful templates, news articles and thought pieces about apprenticeships, staff training, further and higher education and healthcare training. Choose your sector and go exploring!

As a OneFile customer, you can find Explore on our website at any time, and we'll send you our most-popular pieces in our monthly newsletter.

Over 150,000 people read Explore every year, so it's worth checking out. Head to **onefile.co.uk/explore.**

Ofsted's annual report: what did they say about apprenticeships?

3rd February 2020

The sector is always poised to hear what Ofsted has to say about apprenticeships.

How to align your curriculum to the apprenticeship standard

23rd January 2020

Use these practical tips to align your curriculum to the apprenticeship standard.

End-point assessment: frequently asked questions

16th January 2020

We've gathered answers to 10 frequently asked questions about end-point assessment.

Why is gap analysis important in apprenticeships?

13th January 2020

Gap analysis takes progress planning and tracking to the next level.

Increasing diversity in apprenticeships

21st January 2020

We spoke to Isa Mutlib from BAME Apprenticeship Alliance to discuss the issue.

Comparing eportfolios: OneFile vs other elearning platforms

6th January 2020

Find out why OneFile is the leading software for apprenticeships, trusted by 700,000 users.