



## Service Definition

### Service Summary

Onefile is a secure, cloud-based Software-as-a-Service (SaaS) platform designed to support learning delivery, assessment, evidence collection, learner management and statutory reporting. The service is used by training providers, further education colleges, higher education institutions, employers and public sector bodies to manage vocational training, apprenticeships and competency-based programmes.

The service is delivered via the internet on a subscription basis and provides modular functionality including ePortfolio, enrolment, learning delivery, engagement monitoring and Individual Learner Record (ILR) management.

The service is accessed through a standard web browser and is hosted in secure UK/EEA-based cloud environments.

### Service Features

#### Onefile Eportfolio

Onefile Eportfolio provides a digital portfolio of evidence for learners, with support from assessors and/or tutors enabling assessment planning and progress tracking throughout the learning journey. It supports multiple types of evidence, including documents, media and assessor observations, and offers role-based access for learners, assessors, employers and administrators to ensure appropriate visibility and control.

#### Onefile Learning Hub

Onefile Learning Hub supports the structured delivery of learning content, including learning journals, activities and scorecards. It is designed to support blended and fully online learning delivery models, enabling providers to manage and track learning activity and improvements alongside assessment.

#### Onefile Enrol & Onboarding

Onefile Enrol provides end-to-end digital learner enrolment workflows, with configurable forms to capture required learner information. The solution supports accurate data capture to meet compliance requirements and feed downstream systems.

#### Onefile ILR Tracker

ILR Tracker supports learner data management for statutory and funding returns. The solution enables the import and export of ILR data and provides reporting functionality to support audit, compliance and funding assurance.

## **Onefile RPL Funding Calculator**

The Onefile RPL Funding Calculator supports the assessment of Recognition of Prior Learning (RPL), allowing evidence to be scored and the impact on funding to be calculated in line with funding rules.

## **Onefile Engage**

OneFile Engage provides tools to monitor learner engagement, including risk indicators and early intervention alerts. It also offers engagement analytics and reporting to help providers identify trends and support timely intervention.

## **Integrations**

Secure API access to provide the Application Programming Interface that allows software applications to communicate and interact with each other

Single Sign-On (SSO) including SAML allows users to log into 3rd party systems using their Onefile credentials

Multi-factor authentication to add additional layer of authentication

Third-party integrations please reach out to your account manager to discuss confirm which providers we integrate too.

## **Service Levels and Availability**

The service is available 24 hours a day, 7 days a week

\* please note planned maintenance is normally carried out between 07:00 and 07:30 UK time with advance notice with unplanned maintenance is performed outside normal business hours where possible.

Standard support services include:

Telephone support during UK business hours for designated user roles

Email support during UK business hours for all authorised users and learners

Logged support tickets with unique reference numbers

Support services are provided in accordance with the our Standard Support Policy.

## **Contract Length**

Initial subscription term of 12 months minimum. Automatic renewal for successive 12-month periods unless notice is given

## **Service Constraints**

Requires a supported modern web browser with internet connectivity being required for most aspects of the provided service features.

## **Standards and Compliance**

- ✓ UK GDPR
- ✓ Data Protection Act 2018
- ✓ ISO 27001
- ✓ ISO 29001
- ✓ Cyber Essentials / Cyber Essentials Plus

## **Service Scope**