

Onefile Eportfolio

Service Description

1. Service Summary

Onefile Eportfolio is a cloud-based Software-as-a-Service (SaaS) solution that enables learners and training providers to collect, manage and assess evidence against vocational and competency-based programmes. It supports structured assessment, progress tracking and audit-ready evidence management throughout the learning journey.

2. Service Scope

The service provides a digital portfolio environment for learners, assessors, employers and quality staff. It can be used as a standalone service or alongside other Onefile services.

3. Key Features

- Digital learner portfolios
- Evidence upload and management
- Assessment planning and tracking
- Reflective journals and feedback
- Employer and assessor access
- Audit and inspection-ready records

4. Intended Users

- Further education colleges
- Independent training providers
- Higher education institutions
- Employers supporting vocational learning
- Public sector organisations delivering training

5. Access and Delivery Model

The service is delivered as a public cloud SaaS solution and accessed via a supported web browser. No local installation is required.

6. Hosting and Data Location

The service is hosted in UK-based cloud data centres, with production and disaster recovery environments located within the United Kingdom.

7. Integration and Interoperability

APIs are available to support integration with other systems and OneFile services where required.

8. Security and Data Protection

The service operates under OneFile's ISO/IEC 27001 certified information security management system and complies with UK GDPR and the Data Protection Act 2018.

9. Service Levels and Support

The service is available 24/7, subject to planned maintenance. Planned maintenance is normally undertaken outside UK business hours with advance notice. Support is provided via email, ticketing, telephone and web chat in line with the Standard Support Services Policy.

10. Onboarding and Getting Started

Customers receive onboarding support, access to documentation and training materials. Training is available remotely or onsite at additional cost.

11. Service Constraints

- Requires a supported modern web browser
- Internet connectivity required

12. End-of-Contract Data Handling

Users can export portfolio data during the contract period. Read-only access and additional data exports can be provided on request.

13. Standards and Assurance

- ISO/IEC 27001
- Cyber Essentials
- Cyber Essentials Plus