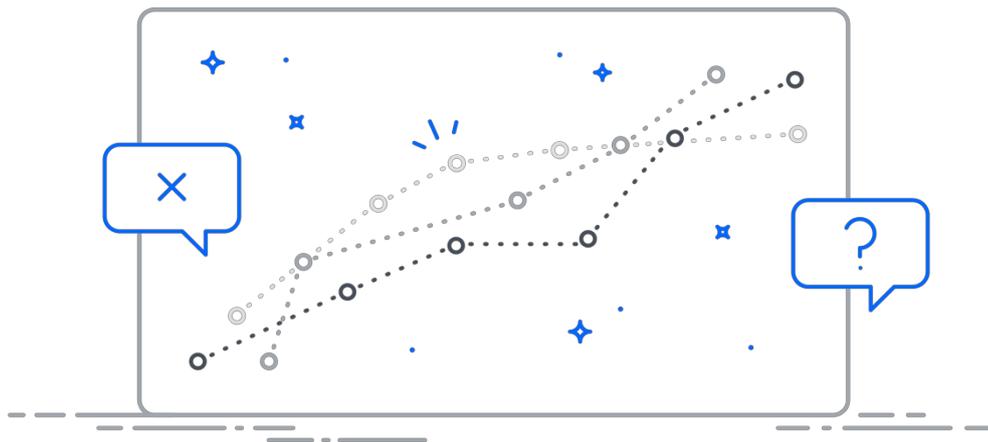




# Support Guide

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Using the learning  
journal



The learning journal allows you to keep a record of your learning experiences. It references the activities you engaged in as well as the criteria and outcomes you aim to achieve during your learning.

## Step 1

To access your learning journal, click on [Learning Journal](#) in the navigation bar.

Onefile Eportfolio (UAT2)

Welcome back, User Guides

### Portfolio Dashboard

You are working towards:

WARNING: Your centre has not yet allocated your Learning Aims!

#### OVERALL AND TARGET PROGRESS

0%

#### CALENDAR

**Today**  
No activity has been planned yet

[View calendar](#)

#### TASKS DUE

Timeframe	Count
Immediately	0
This Week	0
Next Week	2
In 2 Weeks	0

## Step 2

In the 'what have you learnt today?' box, write a [reflection of learning](#).

## Step 3

Click [Attach a file](#) to link any relevant documents to your post.

08 Feb 2019

User Guides

2 What have you learnt today?

3 [Attach a file](#)

Learning activity

Criteria

Criteria

[CREATE](#)

## Step 4

To link an activity record to your entry, click on [Learning activity](#).

08  
Feb  
2019

User Guides

What have you learnt today?

Attach a file

4 Learning activity

Criteria

CREATE

## Step 5

- Add a [new learning activity](#), or
- Select an [existing learning activity](#). Existing learning activities are populated from your timesheet entries and previous journal entries.

LEARNING ACTIVITY

5a + ADD

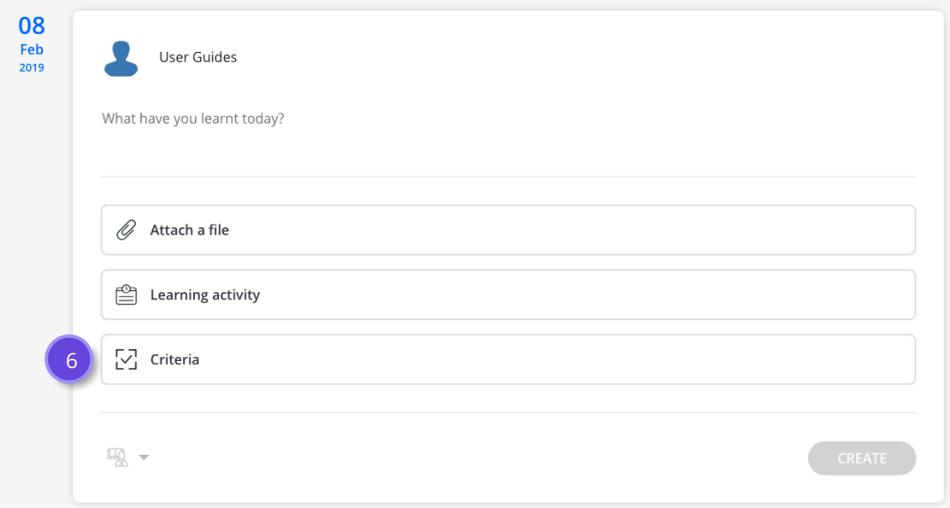
Search by date Search by title

5b  09 Feb 2019 Training Day

LINK

## Step 6

Click [criteria](#).



08  
Feb  
2019

User Guides

What have you learnt today?

Attach a file

Learning activity

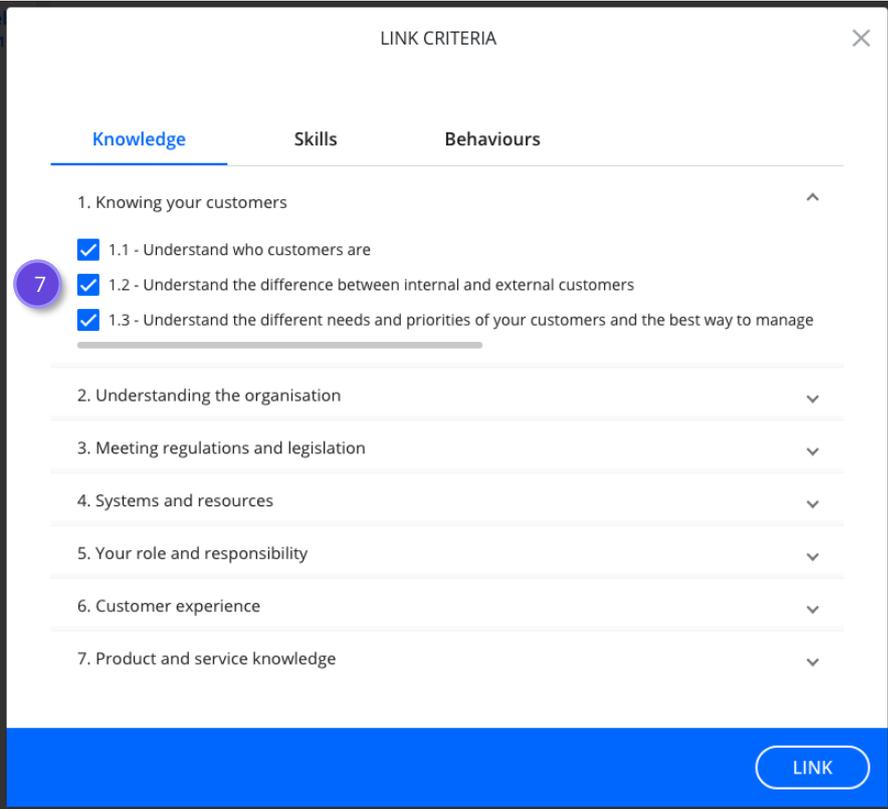
**6** Criteria

CREATE

## Step 7

Select the criteria you wish to link to your entry and click [Link](#). This helps to identify the areas of learning that you experienced in the reflection you are providing.

Note that this does not generate progress towards the relevant learning aims.



LINK CRITERIA

Knowledge Skills Behaviours

1. Knowing your customers ^

**7**  1.1 - Understand who customers are

1.2 - Understand the difference between internal and external customers

1.3 - Understand the different needs and priorities of your customers and the best way to manage

2. Understanding the organisation v

3. Meeting regulations and legislation v

4. Systems and resources v

5. Your role and responsibility v

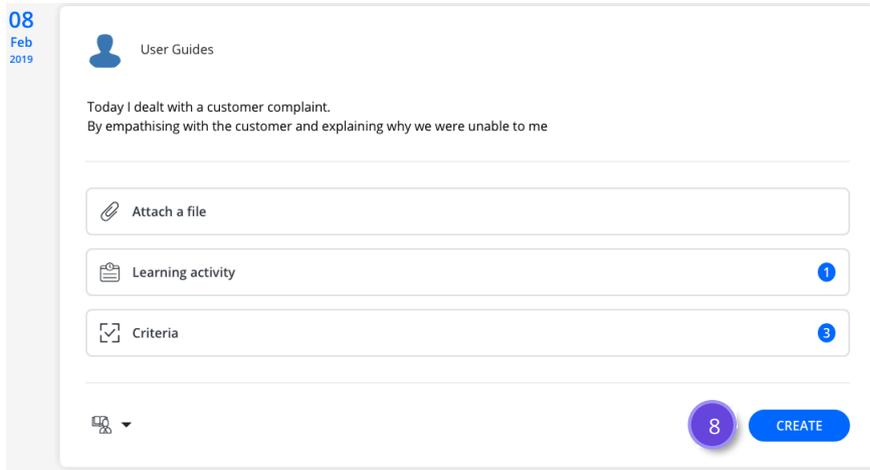
6. Customer experience v

7. Product and service knowledge v

LINK

## Step 8

Click [create](#) to publish your learning journal entry.



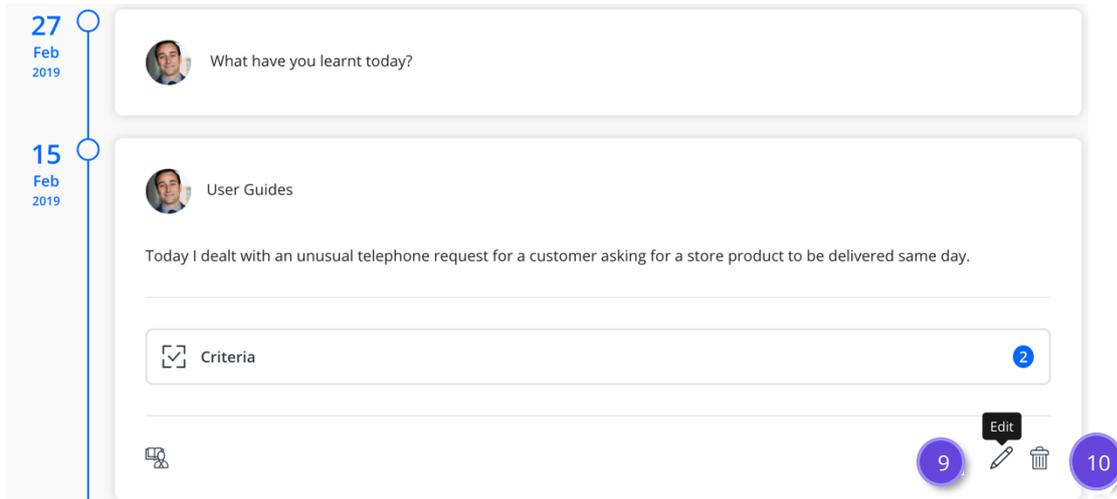
The screenshot shows a user interface for creating a learning journal entry. On the left, a vertical sidebar displays the date '08 Feb 2019'. The main content area is titled 'User Guides' and contains the text: 'Today I dealt with a customer complaint. By empathising with the customer and explaining why we were unable to me'. Below the text are three input fields: 'Attach a file', 'Learning activity' (with a blue circle containing the number '1'), and 'Criteria' (with a blue circle containing the number '3'). At the bottom right, there is a blue 'CREATE' button and a purple circle with the number '8'.

## Step 9

To make changes to an entry you have posted, click the [edit icon](#).

## Step 10

Delete an unwanted entry by clicking the [trash can icon](#).



The screenshot shows a vertical feed of learning journal entries. The top entry is dated '27 Feb 2019' and has the text 'What have you learnt today?'. The bottom entry is dated '15 Feb 2019' and is by 'User Guides', with the text 'Today I dealt with an unusual telephone request for a customer asking for a store product to be delivered same day.' Below the text is a 'Criteria' field with a blue circle containing the number '2'. At the bottom right of the entry, there are three icons: a purple circle with the number '9' (edit icon), a trash can icon, and a purple circle with the number '10' (delete icon).

## Step 11

You can change the privacy of your posts at any time by clicking the [Who can see this?](#) button.

The screenshot shows a social media interface with a vertical timeline on the left. Two dates are visible: 27 Feb 2019 and 15 Feb 2019. The post from Feb 15 is selected. The post content includes a profile picture, the title "User Guides", and the text "Today I dealt with an unusual telephone request for a customer asking for a store product to be delivered same day." Below the text is a text input field with a blue "2" notification bubble. A dark grey overlay box titled "Who can see this?" is positioned over the input field, containing the text "Only your learning support team and your line manager." At the bottom left of the post, there is a purple circle with the number "11" and a share icon. At the bottom right, there are icons for editing and deleting the post.