

## Common issues trainees on Lifelong Learning experience

1. If your entry is not appearing in your ESSR, make sure the dates of your entry is within the dates of your ESSR. If your ESSR dates are 01/08/2018 – 30/08/2019, all entries from 02/08/2018 to 29/08/2019 will be pulled into the ESSR. If your entry has a start or end date that falls outside of the ESSR dates, then that document/entry will not be pulled in.
2. You can create and complete an ESSR for your old placement by changing the dates of your placement. You will need to extend the dates of your previous placement until the ESSR is fully signed off. Once it is signed off, you can put in your current placement back.
3. Your ESSR or MSF will be sent to your current Educational Supervisor and not a previous Educational Supervisor.
4. If the item you are looking for is unavailable on the dropdown box, please choose the option other and insert the detail on the comment box.
5. If you clear your cached settings on the device you are using for the logbook, this date/hospital issue should resolve. Please do this each time you change your placement
6. The Lifelong Learning team can only provide assessor role for trainee that are ST5 or above. If a trainee is below ST5, they will need to provide a Training Programme Director confirmation.
7. As the old e-Portfolio was decommissioned at the end of August 2018, we cannot provide a download of your old e-Portfolio.
8. We cannot incorporate your old logbook with the new Logbook on LLP. This is because the LLP logbook has fields that are not the same as other logbooks. You can upload your previous logbook via personal activities > activity type > logbook.
9. The Multi-Source Feedback sends an email to the participants and does not appear in their assessing tab. The participant will need to click on the link via the email and fill in the form. If they have not received the email, you have a reminder option which you can send an email every two weeks.
10. If a WPBA has been approved, it cannot be returned back into draft and we cannot add or remove any competencies linked with the assessment.
11. Educational supervisor name will only be attached once you send your ESSR of for approval.