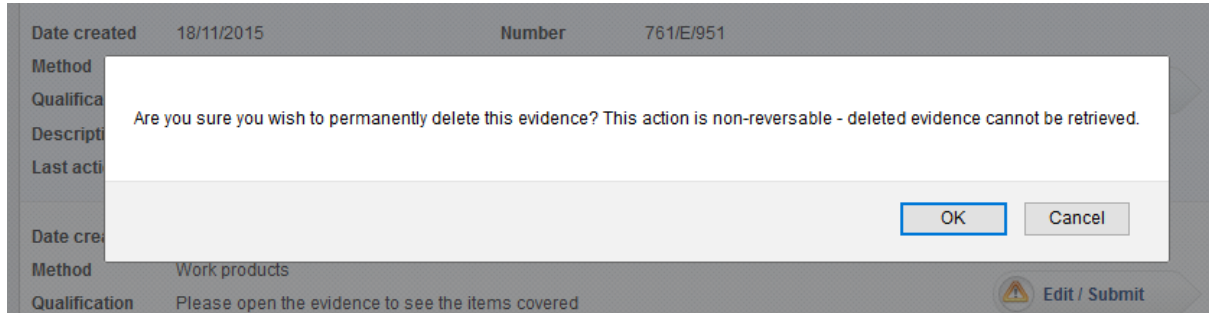


## Frequently asked questions

### I have accidentally deleted an evidence item, can I retrieve it?

No, when it is deleted it has gone from your centre. Please assume there is no recovery mechanism for deleted work. The message popup which appears when opting to delete evidence is very robust to ensure the user is aware that the deletion is a permanent action. It reads as follows:



In an emergency, SkillWise *is* able to retrieve this item again for you from the database but due to the complex nature of the evidence itself, this task takes around 30 minutes to complete for a single piece of evidence. As such an admin fee is charged for this work.