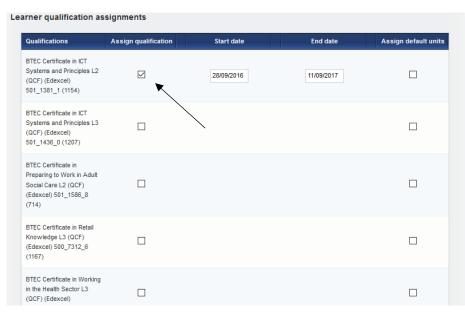# Frequently asked questions

Why can't the Assessor see the qualification allocated to the learner on the "Log Evidence" page?

There are two reasons why this could be.

Firstly check that the qualification has been assigned to the learner.

or

The qualification needs to be assigned to the assessor in the user profile area. Check that this has been done. This will need to be done each time a qualification is added or a new version with new standards is added.