

# Digital credentials

## Getting started guide

Create an account to share your professional story in a way that is credible and validated

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## Guidance for prison leavers

Please see the additional guidance for prison leavers below:

- If you do not have an email address then you will need to create a new account
- Register for an email account with Outlook, Yahoo, Gmail or any other recognised web-mail email services
- Please use your name when creating an account so you can use it when applying for jobs
- Using anything other than your name is not professional and will hinder your job applications
- Contact your Employment and Resettlement Worker with your email address
- The Employment and Resettlement Worker will notify the Education Administration Team.

## Email notification

You will be notified by email that you've been awarded a digital credential. Even if you're awarded several at the same time, you may still only receive one email. It is worth adding 'admin@youracclaim.com' to your safe senders list.

You can find out how to do this in the help section of your email platform.

Open the email and select Accept your badge to go to the Acclaim by Credly platform.



**PLEASE NOTE:** Our digital credentials are built as Open Badges and across the platform you will see them called badges. We chose the term 'digital credentials' because we feel it best reflects your level and achievement.

City & Guilds

**You've earned a badge from City & Guilds**

City & Guilds  
LEAD ADULT CARE WORKER  
End-point assessment  
MERIT

End-point assessment: Lead Adult Care Worker - Merit  
Issuer: City & Guilds

Accept your badge

or accept your badge by clicking:  
<https://www.youracclaim.com/go/NJJNVVCaXwj1cO2n6AaDkA>

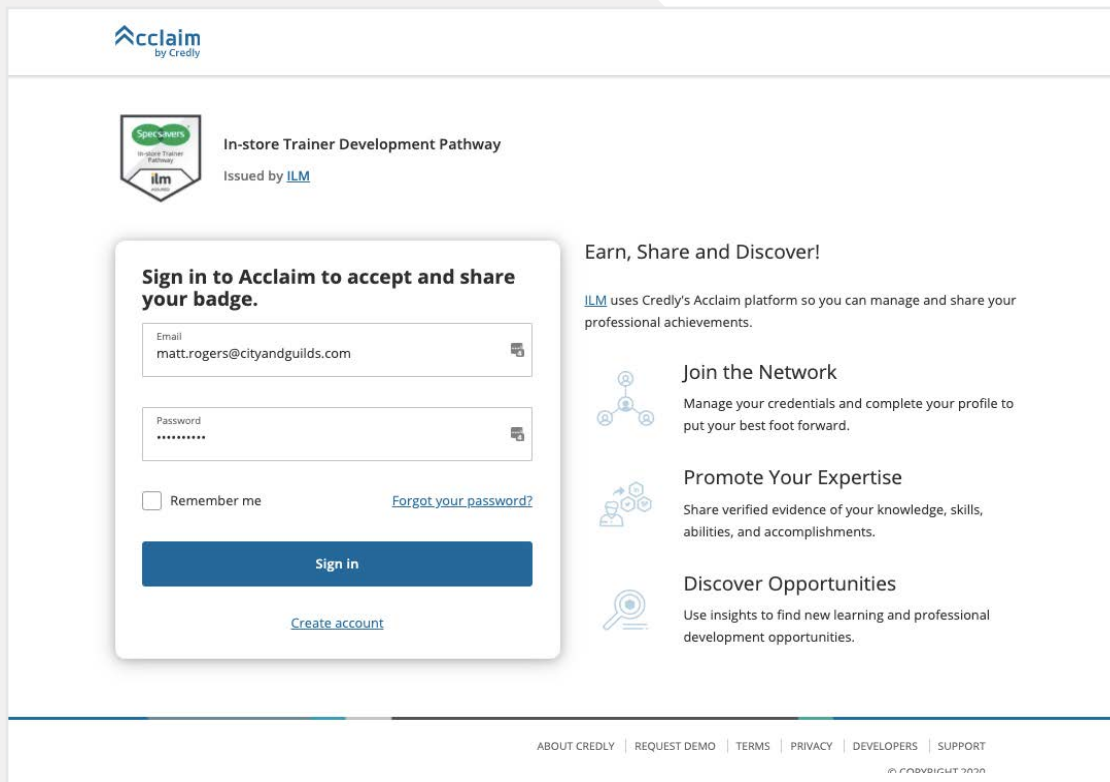
You've worked hard to earn this achievement. Share the good news with your professional network, friends and family by accepting your badge.

[New to badging? Learn more now.](#)

acclaim  
by Credly

Acclaim is a badging platform that works with credible organizations to recognize, manage and share professional achievements. Acclaim is a product of Credly, the world's leading digital credential service provider.

If you prefer not to receive emails like this from Acclaim, you may [unsubscribe](#).  
[Manage your email notification preferences.](#)  
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The screenshot shows the Acclaim by Credly sign-in interface. At the top left is the Acclaim by Credly logo. Below it is a badge for the 'In-store Trainer Development Pathway' issued by 'ILM'. The main content area is divided into two columns. The left column contains a sign-in form with the heading 'Sign in to Acclaim to accept and share your badge.' The form includes an email field with 'matt.rogers@cityandguilds.com', a password field, a 'Remember me' checkbox, and a 'Forgot your password?' link. A blue 'Sign in' button is at the bottom of the form, with a 'Create account' link below it. The right column is titled 'Earn, Share and Discover!' and lists three features: 'Join the Network' (manage credentials and complete profile), 'Promote Your Expertise' (share verified evidence of knowledge, skills, abilities, and accomplishments), and 'Discover Opportunities' (use insights to find new learning and professional development opportunities). At the bottom of the page is a footer with links for 'ABOUT CREDLY', 'REQUEST DEMO', 'TERMS', 'PRIVACY', 'DEVELOPERS', and 'SUPPORT', along with a copyright notice for 2020.

**Acclaim**  
by Credly

**In-store Trainer Development Pathway**  
Issued by [ILM](#)

**Sign in to Acclaim to accept and share your badge.**

Email  
matt.rogers@cityandguilds.com

Password  
\*\*\*\*\*

Remember me [Forgot your password?](#)

**Sign in**

[Create account](#)

**Earn, Share and Discover!**

[ILM](#) uses Credly's Acclaim platform so you can manage and share your professional achievements.

**Join the Network**  
Manage your credentials and complete your profile to put your best foot forward.

**Promote Your Expertise**  
Share verified evidence of your knowledge, skills, abilities, and accomplishments.

**Discover Opportunities**  
Use insights to find new learning and professional development opportunities.

ABOUT CREDLY | REQUEST DEMO | TERMS | PRIVACY | DEVELOPERS | SUPPORT

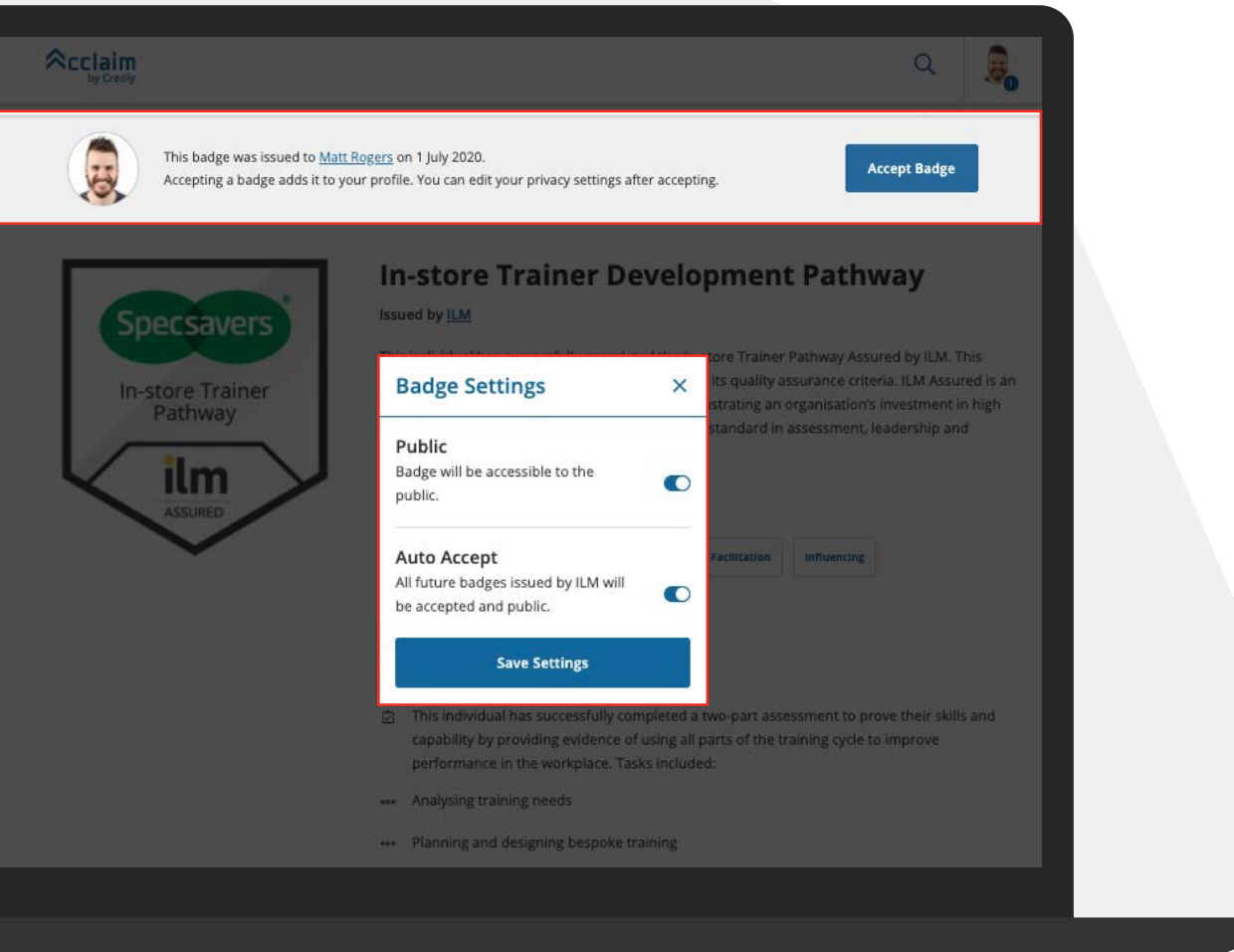
© CREDLY 2020

## Signing up

If this is your first time receiving a digital credential you'll need to create an account

Just enter a password and read and agree the Terms of Service and Privacy Policy.

Then select the Sign-Up button to complete the process.



## Accept your digital credential

Once you've clicked the 'Accept your badge' button in the email you will see this screen in your browser.

From here you can accept your digital credential and save your settings.

This will make it even easier to accept future credentials.

# Time to tell others

To share your digital credential to your social and professional networks select the Share button

This brings up a list of options, select one to start.

If you get stuck, just go to the Support section to get some help.

The screenshot displays the Acclaim by Credly interface for a digital credential. At the top, the Acclaim by Credly logo is on the left, a search icon in the center, and a user profile picture on the right. Below the logo, a circular profile picture of a man is shown next to the text: "This badge was issued to [Matt Rogers](#) on 1 July 2020." To the right of this text is a blue "Share" button and a three-dot menu icon.

The main content area features a large shield-shaped badge on the left. The badge contains the text "COFFEE Lover" in a stylized font, "Barista Skills" below it, and the City & Guilds logo with the word "ASSURED" at the bottom. Below the badge is a link for "Additional Details".

To the right of the badge, the title "Coffee Lover Barista Skills" is displayed, followed by "Issued by [City & Guilds](#)". Below this is a paragraph: "This individual has successfully completed Coffee Lover's Barista Skills Assured by City & Guilds. They have demonstrated understanding of coffee history and express the flavour of coffee. They have deep understanding about the temperature and texture of the milk and the [More...](#)"

Under the "Skills" section, there are several buttons: "Barista", "Prepare Banana Smoothie", "Prepare English Black Tea", "Prepare Espresso", "Prepare Frothy Coffee", "Prepare Hand-washed Coffee", and "Prepare Latte".

Below the skills section is a "Related" section with a horizontal line. Underneath, there is a card for "International Barista Skill Course" with a small icon of a barista.

At the bottom of the interface, there is a blue "Share" button followed by a row of social media sharing icons: LinkedIn, Google+, X, CV, Facebook, a code icon, and an email icon.

# Verifying your digital credential

Digital credentials allow you to recognise and communicate all skills in a single consistent way, one that is portable, verifiable and secure.

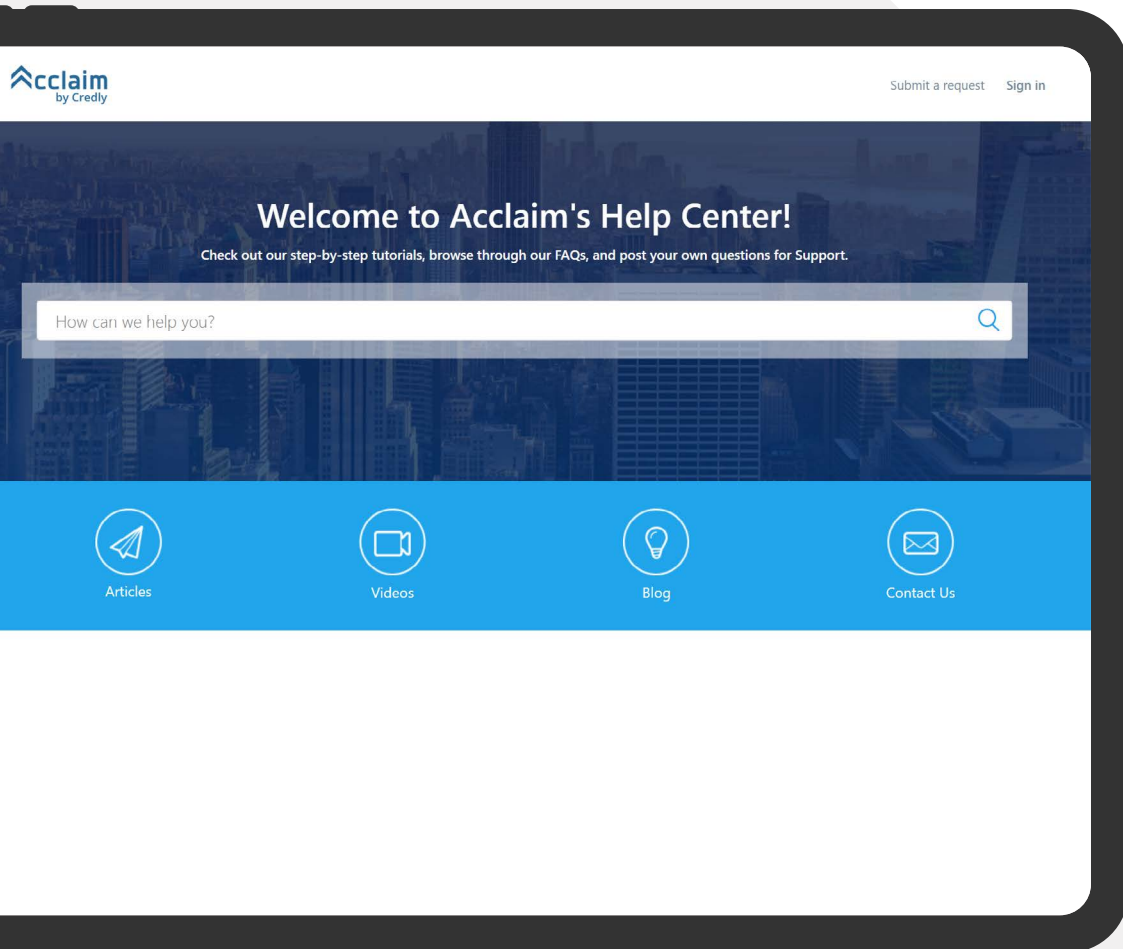
The screenshot shows the Acclaim by Creality interface for verifying a digital credential. At the top, the Acclaim logo is visible. Below it, a profile picture of Matt Rogers is shown next to the text: "This badge was issued to [Matt Rogers](#) on 1 July 2020." A blue "Verify" button is located to the right.

The main content area displays the "In-store Trainer Development Pathway" badge, which features the Specsavers logo and the ILM ASSURED logo. A "Verification" modal window is open, listing the following details:

- ✓ Issued on 1 July 2020
- ✓ Issued by ILM
- ✓ Issued using Acclaim
- ✓ Issued to Matt Rogers
- ✓ Accepted on 1 July 2020
- ✓ Last updated 1 July 2020
- ✓ **VERIFIED**

Below the badge, the text "In-store Trainer Pathway Assured by ILM. This..." is partially visible, along with buttons for "Facilitation" and "Influencing". At the bottom, a list of skills is shown, including "Analysing training needs" and "Planning and designing bespoke training".





## Knowledge base

From this Support section you can contact us by email or access the online help resources in the Knowledge Base.

You can probably find the answer in the Knowledge Base, just select the link to access it. Look at the lists of step-by-step guides and videos to find what you need. Or, use the Search function to find it.

Can't find the answer you need? Just email us at: [digitalsupport@cityandguilds.com](mailto:digitalsupport@cityandguilds.com)

# My credentials

You may have received more than one digital credential, so to see them all select Dashboard from the dropdown menu in the top right.

Click on the digital credential to view more details, including the issuer, issue date and the metadata.

You can also share your digital credential from here.

The screenshot shows the user profile for Matthew Rogers on the Acclaim by Creely platform. The profile includes a circular profile picture, the name "Matthew Rogers", and his title "Platform Solutions Consultant | Digitalme, A City & Guilds Group Business Leeds". A detailed bio describes his experience as an Education Project Manager. Below the bio are social media icons and links for "Send a Message" and "Share my profile".

The "Badges" section displays a grid of 24 digital credentials. The badges are sorted by "Most Popular". The visible badges include:

- Tableau Consumer (Tableau)
- Acclaim Ambassador (Acclaim)
- Acclaim Ambassador (Acclaim)
- Acclaim Early Adopter (Acclaim)
- Expired badge
- Ampersand Award Nominee 2019 (City & Guilds Group)
- Ampersand Award Nominee 2018 (City & Guilds Group)
- Acclaim Demo User
- Functional Skills Ready (2019) - (City & Guilds Group)
- 2020 Credly Client Advisory Board

# My profile

You may have noticed View Profile in this top menu bar. This allows you to showcase all your credentials at once.

To that first select Dashboard and choose which badges you wish to display – you can toggle these to be public or private in the from the top right of the badge page.

It's worth adding your photo and a bit about yourself too. To do this select Settings from the left-hand menu. Once you're ready, click 'View Profile' from the top menu and then copy the URL.

The screenshot shows the Acclaim user profile for Joan Smith. The profile includes a circular profile picture, the name 'Joan Smith', and the title 'Platform Solutions Consultant' at 'Leeds'. A bio describes her as an experienced education project manager with a BA (Hons) in Education from The Manchester Metropolitan University. Below the bio are social media icons for LinkedIn, Facebook, Twitter, and a share icon. A top navigation menu contains 'Dashboard', 'View Profile', 'Organization', 'Settings', and 'Sign Out'. The main content area is titled 'Badges' and shows '14 badges' with a 'Sort by: Most Popular' option. Four badges are visible: 'Level 1 Award in Customer Service' from City&Guilds, and three 'Acclaim Ambassador' badges.

**End-point assessment: Adult Care Worker - Pass**  
 Issued by [City & Guilds](#)

The person has met the pass criteria for each component of the end-point assessment for the Adult Care Worker apprenticeship standard. (City & Guilds code: 9040-12)

**Skills**

- Care
- Commitment
- Communication
- Compassion
- Competence
- Courage

**Earning Criteria**

- The person has been assessed independently by City & Guilds as having achieving all pass criteria for each component of the end-point assessment.
- End-point assessment components (weighting): Situational judgement test (50%)

**1,486 Job Openings**  
 Courage in [United Kingdom](#)

**TOP JOB TITLES**

Job Title	Postings
Support Worker	44
Healthcare Worker	44
Covid Survey Specialist Field Based	37
Nurse Advisor	36
Healthcare Worker Nationwide	29

**TOP LOCATIONS**

Location	Postings
London, Greater London	188
Brentford, Greater London	95
Reading, Berkshire	90
Stevenage, Hertfordshire	49
Bristol, Bristol	23

The Acclaim by Credly platform scours 20,000+ job sites per day, allowing students to job-search based on the skills tags linked to their achievements.

# Real-time employment opportunities

Access real-time employment insights and job opportunities related to skills. You will notice within the data that sits behind your credential under Skills you can see some tags.

These skills tags can link you through to real-time employment insights related to the skills you've been recognised for.

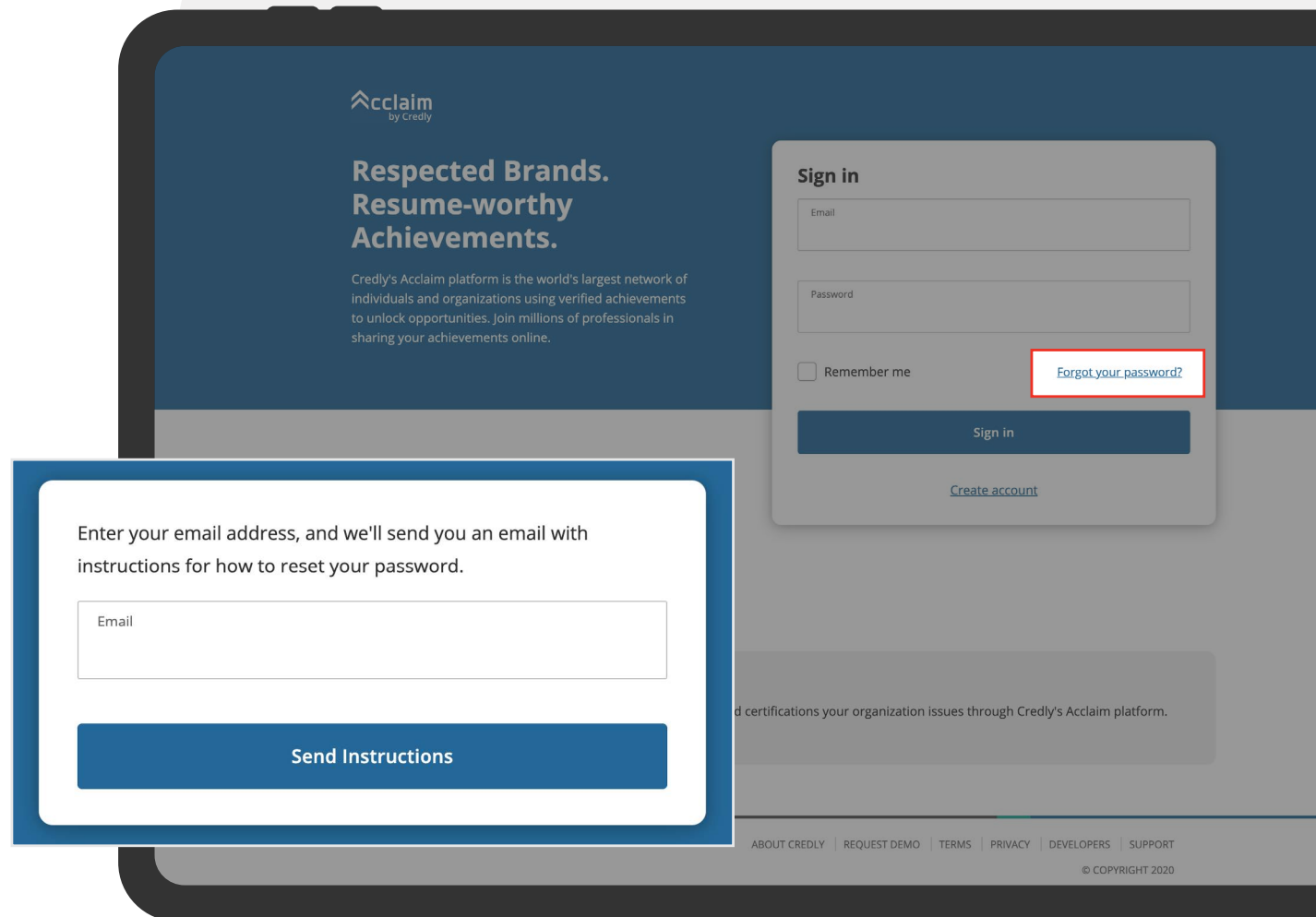
You can use this to find and surface jobs and future career opportunities by:

- Title
- Location
- Employer
- Salary range
- Top employers
- Top related skills
- You can connect directly to job postings too.

## One last thing...

If you've forgotten your password, you can reset it by selecting 'Forgot Password?'

For **unclaimed credentials** or where a learner no longer has access to the email address the credentials were previously issued to; please contact City & Guilds Group via email at [digitalsupport@cityandguilds.com](mailto:digitalsupport@cityandguilds.com) so we can reissue the credentials to the relevant email address.



## About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

## Contact us

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