

# Employer Guide for City & Guilds e-Certificates and their Verification

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## PURPOSE OF THIS DOCUMENT

This document explains what you need to know so that you can verify the authenticity of a City & Guilds e-certificate and trust it as valid, authoritative proof of qualification. There is more information at [www.cityandguilds.com/ecertificates](http://www.cityandguilds.com/ecertificates).

## ABOUT e-CERTIFICATES

e-Certificates is a service developed by City & Guilds to allow learners to access PDF versions of their certificates. It means they can have their certificates quickly and easily validated online using a unique authentication code which only appears on an e-certificate. You can verify a potential employee's certification by submitting the unique 20 digit code on **our verify page**.

We hope this service will give you even more trust in the authenticity of City & Guilds learners. An e-certificate authentication code is only valid when matched to the name of the individual on the certificate so they can't be used by anyone else – however, you should still check the identity of the individual using your normal checks.

If you validate an e-certificate online then you can trust the authenticity of it, however if you have any concerns about a certificate that has been presented to you then please do get in touch.

## E-CERTIFICATE EXAMPLE

Below is an example of how a City & Guilds certificate may look (there are many variations of colour, logo and layout however depending on the qualification).

The 20 digit authentication code is shown. Please see the 'verifying a certificate' section for further details.

**City & Guilds**

**City & Guilds Level 1 Certificate in ESOL International (reading, writing and listening) (Communicator B2)**  
500/1765/2

is awarded to  
**Alan Ecerts**

who has achieved the following

International English for Speakers of Other Languages (IESOL) - Communicator - B2	First Class Pass
Reading	First Class Pass
Writing	First Class Pass
Listening	First Class Pass

Exam Date 05.04.2013

Awarded 5 April 2013

20 digit unique certificate number: U2Q3-BTK5-6GBF-MZYN-YXJH

050413/8984-74/722408/VTZ0726/M010171

**Michael Howell**  
M Howell  
Chairman  
The City and Guilds of London Institute

**Chris Jones**  
Chris Jones  
Director-General  
The City and Guilds of London Institute

Regulated by **Ofqual**

Llywodraeth Cymru  
Welsh Government

The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1906.  
The City & Guilds Group comprises City & Guilds, ILM, City & Guilds NPTEC and City & Guilds HAB.

QR code: L678 00/001

20 digit  
unique  
certificate  
number

This could be provided to you as a .PDF, or printed on paper or card. All 3 are acceptable as long as the authentication code can be validated online.

## VERIFYING AN E-CERTIFICATE

An e-certificate should not be trusted until you have validated its authenticity online. Anyone can check the validity of an e-certificate. This process is free of charge and does not require a login. You just need the learner's name, and the authentication code from their certificate. If the certificate doesn't have an authentication code (and QR code), then it's not an e-certificate, and must be validated by contacting us in the usual manner.

If it is an e-certificate however, you can check authenticity by visiting:

**[www.cityandguilds.com/verifycertificate](https://www.cityandguilds.com/verifycertificate)**

Enter the learners name (this must be correct as it appears on the latest version of the certificate), and the 20 digit certificate authentication number. You'll need to accept the privacy terms and conditions by ticking the box and then click the red "Verify" button.

You will then see on screen one of two possible results:

1. The certificate is verified
2. The certificate can not be verified

More information about what this means can be found in the following sections.

**Important note:** you may notice that you have been redirected to a different url in the address bar of your browser - <https://www.mycertis.com> – this domain is operated by City & Guilds and can be trusted. You should never use a website other than [www.cityandguilds.com](https://www.cityandguilds.com) or the linked [www.mycertis.com](https://www.mycertis.com) to verify an e-certificate.

# VERIFIED E-CERTIFICATE

Upon completion of the previous step you may see a screen like this:

City & Guilds

Home Verify

Home > Verify Certificate

### Verify Certificate or City & Guilds Card

To verify a certificate or a City & Guilds card, please enter the name as appears and certificate authentication code or the City & Guilds card access code.

It should be noted that a certificate without an authentication code may still be genuine and you should check with the issuing awarding organisation to ensure validity.

#### Result

**Candidate name:** Stephen Law  
**Qualification:** 8985-72  
**Qualification title:** Entry Level Certificate in ESOL International (Spoken) (Access A2)  
**Date of issue:** 21 March 2014

✔ This is an authenticated certificate belonging to the person shown.

[View Certificate](#)

Name as appears on the certificate or the City & Guilds card:

Certificate authentication or City & Guilds card access code:

By ticking this box you accept the [Terms & Conditions](#) of use.

[Verify](#)

#### Authentication Code Position

The following image highlights in blue where the authentication code can be found on a certificate.

#### City & Guilds Card Access Code Position

The following image highlights in blue where the access code can be found on a card.

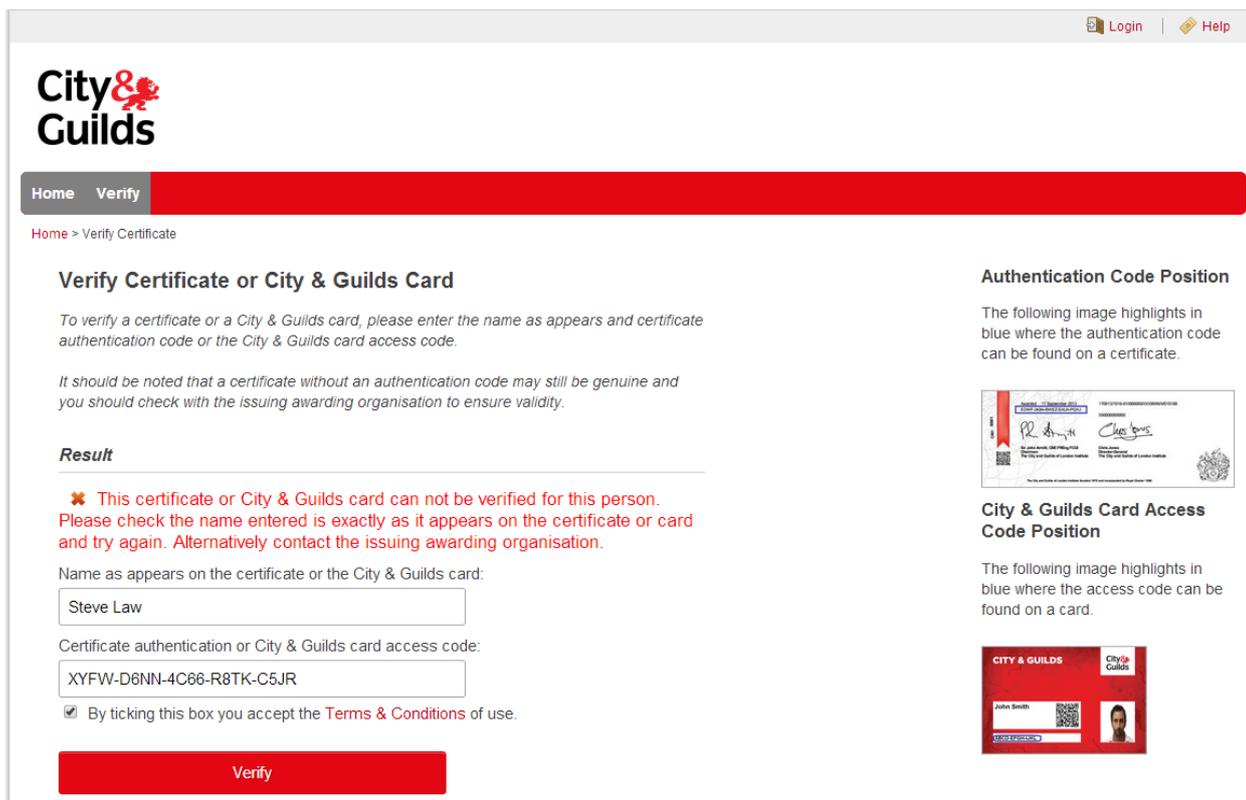
This confirms that we have a matching record in our data. It lists the details of the individual, the qualification they hold, and the date it was issued.

If you wish you can click the green “View Certificate” button and see a pdf copy which may contain more detail about the modules achieved (though this varies depending on the qualification).

You should always check the identification of the individual to ensure they are the person matching the individual who achieved the certificate.

# UNVERIFIED E-CERTIFICATE

If a certificate can not be verified you will see a screen similar to this:



The screenshot shows the City & Guilds website interface. At the top right, there are links for 'Login' and 'Help'. The main header features the City & Guilds logo. Below the header is a navigation bar with 'Home' and 'Verify' options. The current page is titled 'Home > Verify Certificate'. The main content area is titled 'Verify Certificate or City & Guilds Card'. It contains instructions on how to verify a certificate or card, a note about the validity of certificates without authentication codes, and a 'Result' section. The result section displays a red error message: '✘ This certificate or City & Guilds card can not be verified for this person. Please check the name entered is exactly as it appears on the certificate or card and try again. Alternatively contact the issuing awarding organisation.' Below this message are two input fields: 'Name as appears on the certificate or the City & Guilds card:' with the value 'Steve Law', and 'Certificate authentication or City & Guilds card access code:' with the value 'XYFW-D6NN-4C66-R8TK-C5JR'. There is a checked checkbox for 'By ticking this box you accept the Terms & Conditions of use.' and a red 'Verify' button at the bottom.

**Authentication Code Position**

The following image highlights in blue where the authentication code can be found on a certificate.



**City & Guilds Card Access Code Position**

The following image highlights in blue where the access code can be found on a card.



It is important to note, that just because we are unable to validate an e-certificate automatically doesn't mean the learner has supplied fraudulent information. There are a number of reasons this may happen and each should be considered.

## REASONS THAT A CERTIFICATE MAY NOT BE ABLE TO BE VALIDATED

There are a number of reasons that a certificate may not show as validated:

1. Our system will hold the most recent certificates a learner has, so if their name has changed and we've issued another certificate we will also have updated their old e-certificates to the new name. The same is true if we have had to re-issue an updated version of their certificate (there are a number of reasons we may do this). In this case the learner should check their latest e-certificate by logging in or asking their centre to provide it. You should then use these details and try again.
2. The certificate may not be an e-Certificate (any certificate without a 20 digit authentication code). These can not be verified through the e-Certificates system. These should be verified by contacting City & Guilds please see [www.cityandguilds.com/replacement](http://www.cityandguilds.com/replacement) for more information.
3. You may have keyed the name or authentication code incorrectly – please recheck.
4. There may be some other problem. In this instance you should contact City and Guilds. Please see [www.cityandguilds.com/ecertificates](http://www.cityandguilds.com/ecertificates) for more information about how.

## VERIFYING AN E-CERTIFICATE USING THE QR CODE

The e-certificate contains a QR code in the bottom left hand corner. A QR code is a machine readable code which can save you having to type information. They look a little like this:



You can use an internet enabled device like a tablet or phone to scan this code and jump straight to the verification page with the data pre-filled for you saving you having to enter the web address, learner name, and authentication code manually.

Not all devices will have a QR reader but you can download a number of free ones from the store you normally get apps from (Play Store, App Store etc).

**Please note** – There is no City & Guilds approved application which will show you if an e-certificate is valid. It's vital that upon verification you validate the url of the page is either **cityandguilds.com** or **mycertis.com**.

**DO NOT TRUST ANY SUCH APPLICATION WHICH OFFERS THIS SERVICE.**

Verifying using a QR code will yield identical results to entering the details on the website direct (as described in previous section) so you don't **need** to use this method, but some of you may find it quicker and easier.