

City & Guilds Digital Credentials

FAQ's

What is a digital credential?

- A digital credential or badge is a verified, visual representation of knowledge and skills earned in various learning environments.

What is the benefit of a digital credential?

- Because digital credentials are issued and verified online, unlike paper certificates they make it easy for individuals to demonstrate their competencies to employers, clients and peers online. Each digital credential has a unique URL that can be shared electronically via social media, in your email signature, on your CV, and more.

What's the difference between a digital credential and digital badge?

- City & Guild's digital credentials are built on Open Badge technology. We feel that the term credential reflects your level and achievement, beyond its representation in a badge. However, around the City & Guilds site and help system you will see various terms including credentials, badges and credits.

Why have City & Guilds decided to issue digital credentials?

- Digital credentials help you gain recognition by allowing you to easily display and share your achievements. As they are available online they are portable and transparent, and the detail behind each badge means others can see what it took for you to earn your achievement. According to LinkedIn research, profiles with certifications and badges receive six times the number of profile views.

What other digital credentials do City & Guilds have available?

- Click on the City & Guilds logo on the Homepage of our credentials site to see all the digital credentials currently available.

Will I receive a digital credential for other City & Guilds qualifications I've already completed?

- City & Guilds is currently exploring which of our qualifications and vocational skills development areas are best suited to digital credentials. If a credential is already available, you can claim your credential right away.

Do I have to accept a credential?

- You do not have to accept a digital credential, however, you will not be able to share your credential publicly unless you accept it (after creating an account).

How long do I have to claim or accept the credential?

- There is no time limit to claim or accept your digital credential.

How will others see what it took to earn that achievement?

- When you share a digital credential then people can view certain information including a description of your achievement, the criteria you were assessed against and who made that assessment decision. This information can be found when you click on the badge itself, which takes you through to a page containing full details of the learning experience behind the credential.

What does it mean to 'Auto-accept'?

- Enabling 'Auto-accept' for City & Guilds means you can automatically accept all future credentials that come from them quickly and easily.

How do I share my digital credentials?

- Once you have accepted the badge and it is in the Badge Management area, simply click on the Share button next to that badge. You'll see several options for Facebook, Twitter, LinkedIn and more. With each social media organization, you'll be asked to sign into that service before the credential is published.

Can I simply share my whole profile?

- You can share the URL to your public profile page with anyone you choose, which will allow the viewer to see all the City & Guilds digital credentials you have. To ensure that all your credentials are visible to the person when they open the link make sure the Public option is selected for each badge. To check if it is public, click on the badge and go to the Badge Options section.

What is the difference between Badge Management and View Profile?

- Badge Management is where you can manage your credentials: you can delete them, set their status to public or private or share them to your social media sites. View Profile is your public profile page which a third party can view (if you allow them to).

How will someone know my digital credential is authentic?

- Your badge is linked to your profile on City & Guild's Digital Credentials site, which includes verified information. Every badge and profile has a unique URL.

Can someone copy or steal my badge?

- No, your digital credential is awarded to your unique name and email address. If someone were to copy the credential image, it would be unverified and invalid. There would be no “meta-data” or additional information about the credential.

What if I have more than one email address?

- You can link multiple e-mail addresses to your profile. This means that if, for example, your digital credential is delivered to your work e-mail, but your social media accounts are linked to a personal e-mail, it is a seamless experience to share your accomplishment. Use the dropdown tool at the top of your page. Select Manage Profile and then Account Settings and you will see the option to add an email.

City and Guild's digital credentials site is on Acclaim. What is Acclaim?

- Acclaim is the name of the online platform that City & Guilds uses to deliver its digital credentialing service (owned and maintained by Credly). Thousands of organisations also use Acclaim, including Yale University, Harvard, Adobe and Smithsonian. By opting in to receive your City & Guilds digital credential, you confirm your agreement to Credly’s privacy policy and terms of service.

How does Credly protect my information?

- In order to claim your digital credential, you are required to share your name and email address with Credly. However, although Credly is a US based organisation (and the Acclaim platform hosted in the US), all data is GDPR compliant.
- And remember, you are in control of what you share and make visible to other users. On each of your awarded badges there will be options to make the badge either public or private.

Where do I go if I need help or support?

- For support queries please check out our Knowledge Base

or contact:

- digitalsupport@cityandguilds.com telephone 0141 341 5730
- Any questions/feedback please contact: Matt Rogers (Platform Solutions Consultant)
Matt.Rogers@cityandguilds.com