



City & Guilds

ilm

A City & Guilds Group Collaboration

Getting Started Guide

Create an account to share your EPA achievements



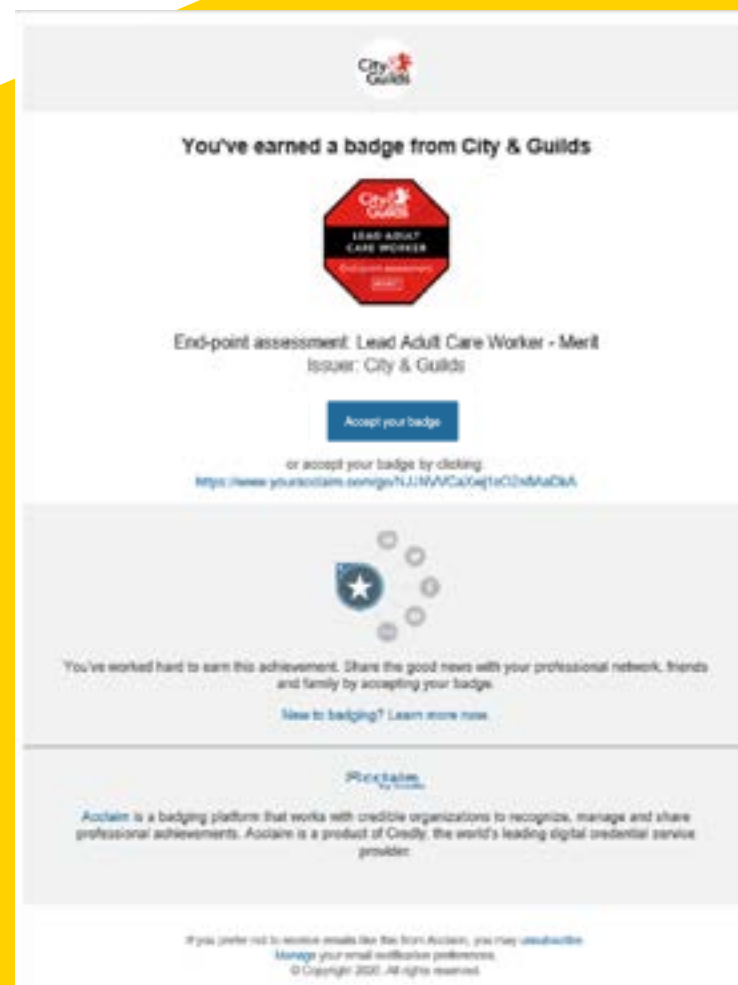
Email notification

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.

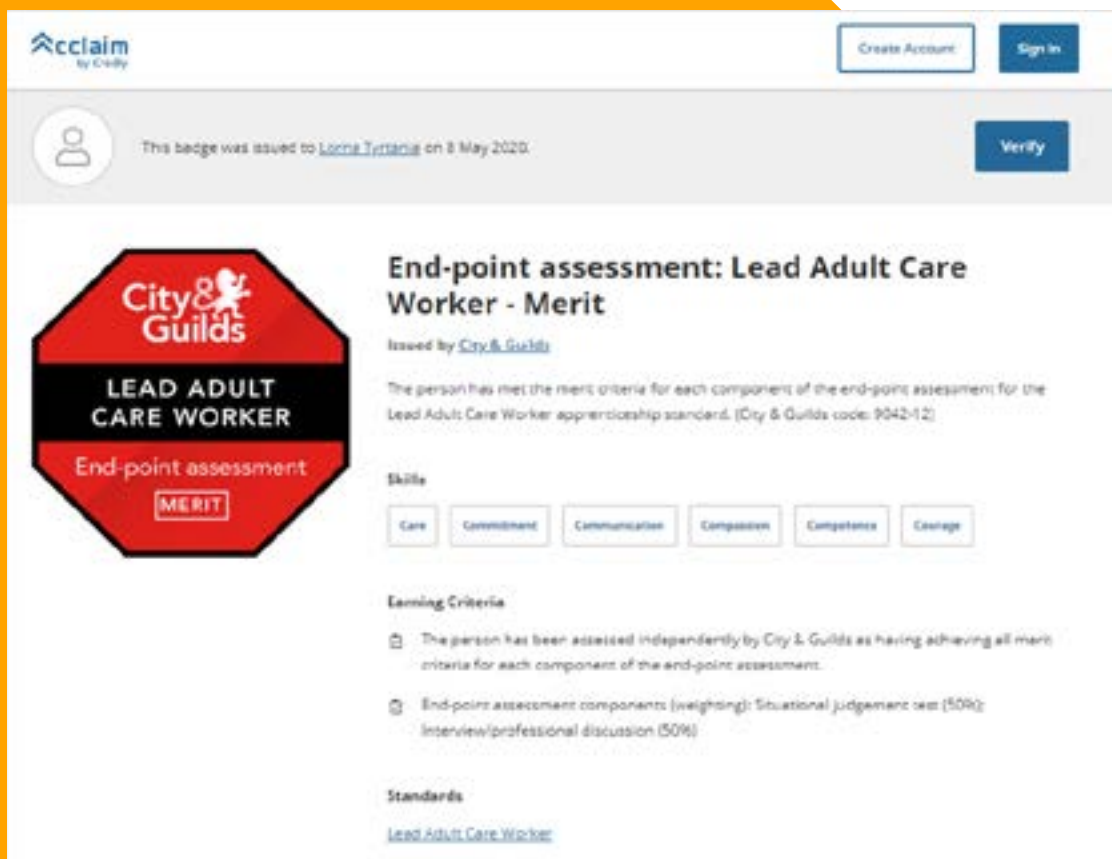


Signing up

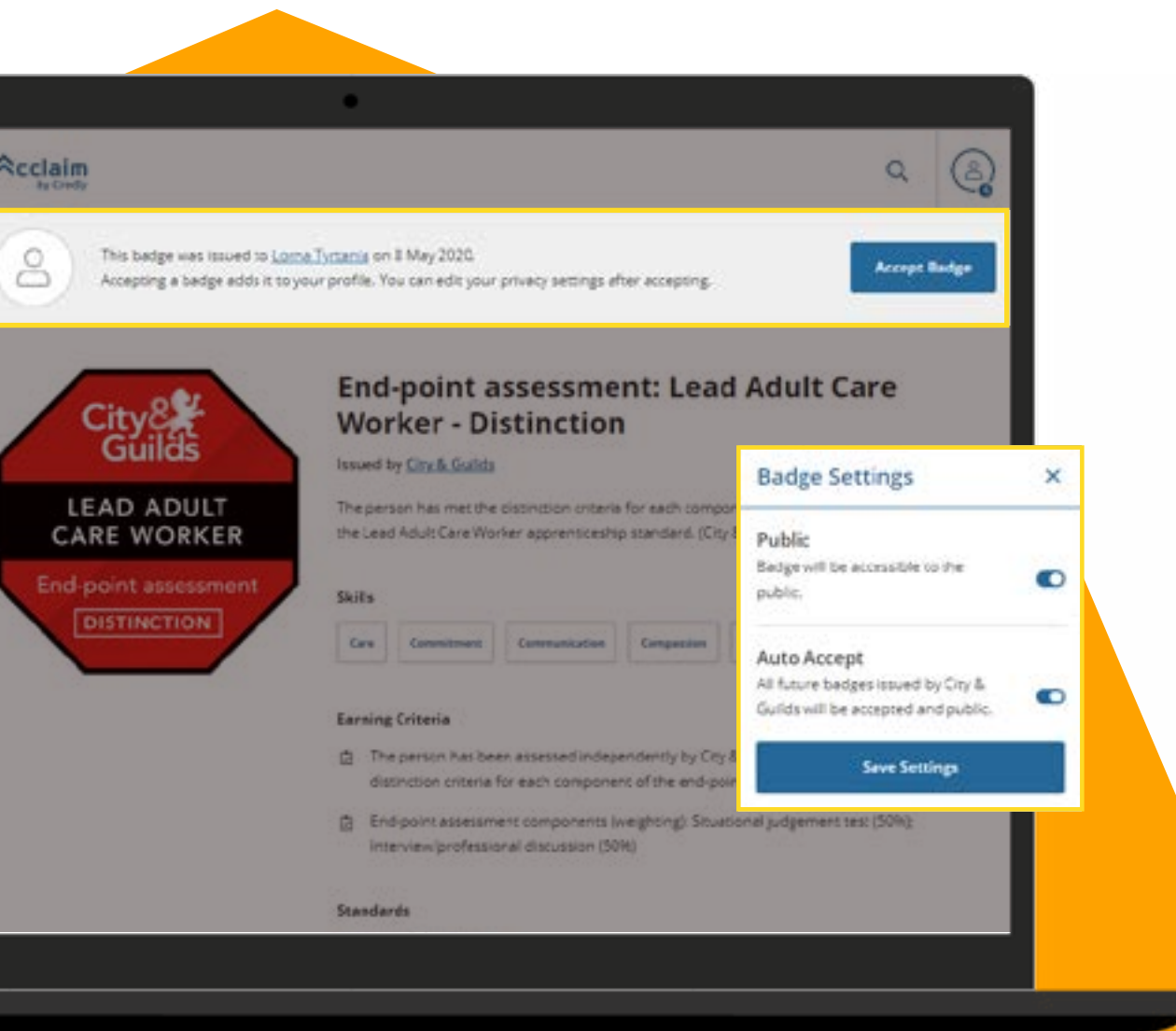
If this is your first time receiving a digital credential you'll need to create an account.

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.



The screenshot shows the Acclaim by City & Guilds interface. At the top left is the Acclaim logo. To the right are 'Create Account' and 'Sign In' buttons. Below the logo is a user profile icon and the text 'This badge was issued to [Lorraine Tyrrell](#) on 8 May 2020.' with a 'Verify' button. The main content features a red octagonal badge with the City & Guilds logo, 'LEAD ADULT CARE WORKER', and 'End-point assessment MERIT'. To the right of the badge is the title 'End-point assessment: Lead Adult Care Worker - Merit', followed by 'Issued by City & Guilds' and a description: 'The person has met the merit criteria for each component of the end-point assessment for the Lead Adult Care Worker apprenticeship standard. (City & Guilds code: 9042-12)'. Below this is a 'Skills' section with buttons for Care, Commitment, Communication, Compassion, Competence, and Courage. The 'Earning Criteria' section lists two criteria: 'The person has been assessed independently by City & Guilds as having achieving all merit criteria for each component of the end-point assessment.' and 'End-point assessment components (weighting): Situational judgement test (50%); Interview/professional discussion (50%)'. At the bottom is a 'Standards' section with a link to 'Lead Adult Care Worker'.



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.

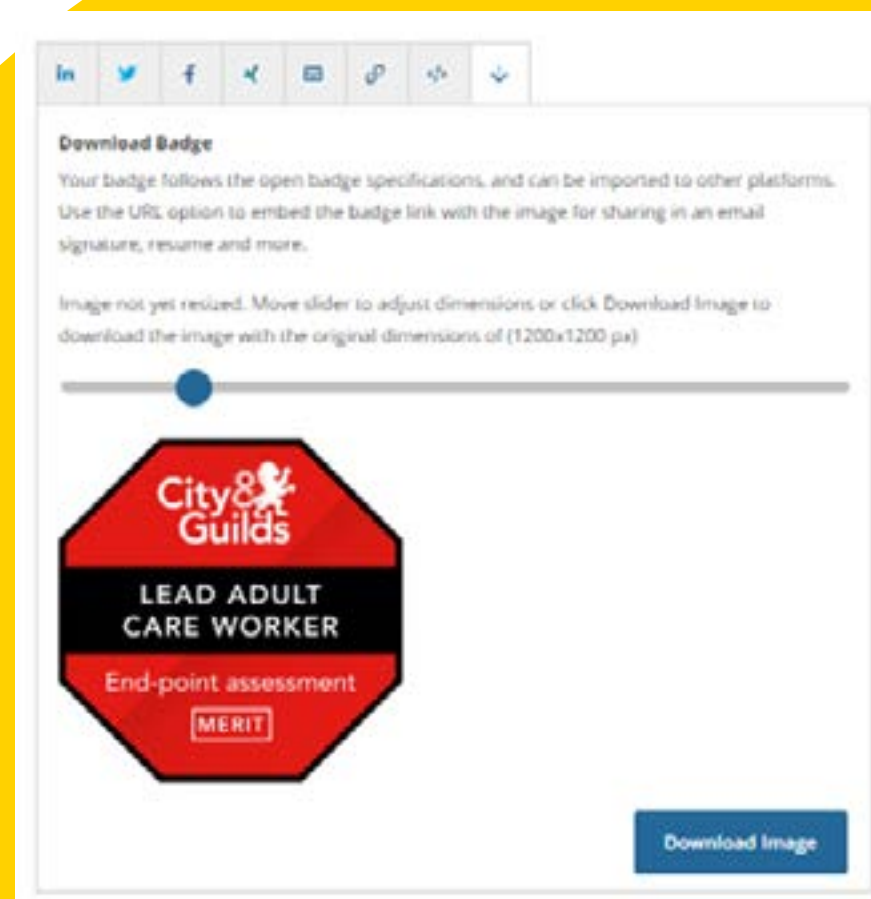
This will make it even easier to accept future credentials.

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.

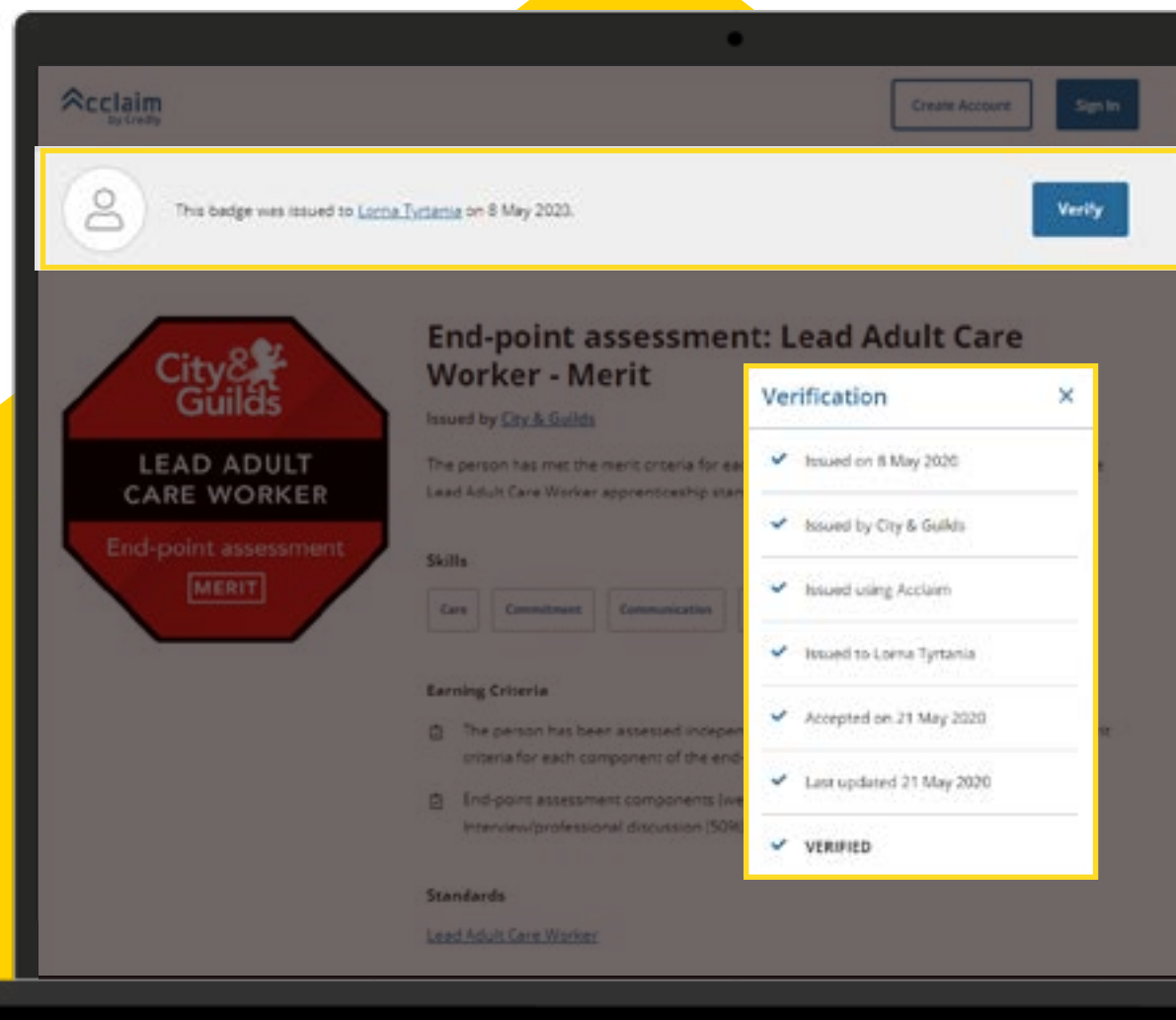


Share



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 displays the Acclaim by Credly interface for a digital credential. At the top, there are 'Create Account' and 'Sign In' buttons. Below the header, a notification states: 'This badge was issued to [Lorna Tyrantia](#) on 8 May 2020.' with a 'Verify' button.

The main content area features a red octagonal badge with the City & Guilds logo and the text 'LEAD ADULT CARE WORKER End-point assessment MERIT'. To the right of the badge, the title 'End-point assessment: Lead Adult Care Worker - Merit' is displayed, followed by 'Issued by City & Guilds' and a description: 'The person has met the merit criteria for each component of the Lead Adult Care Worker apprenticeship standard.'

Below the description, the 'Skills' section lists 'Care', 'Commitment', and 'Communication'. The 'Earning Criteria' section includes two items: 'The person has been assessed independently against the merit criteria for each component of the end-point assessment' and 'End-point assessment components (via interview/professional discussion (50%))'. The 'Standards' section lists 'Lead Adult Care Worker'.

A 'Verification' pop-up window is open on the right, showing a list of verification details:

- ✓ Issued on 8 May 2020
- ✓ Issued by City & Guilds
- ✓ Issued using Acclaim
- ✓ Issued to Lorna Tyrantia
- ✓ Accepted on 21 May 2020
- ✓ Last updated 21 May 2020
- ✓ VERIFIED

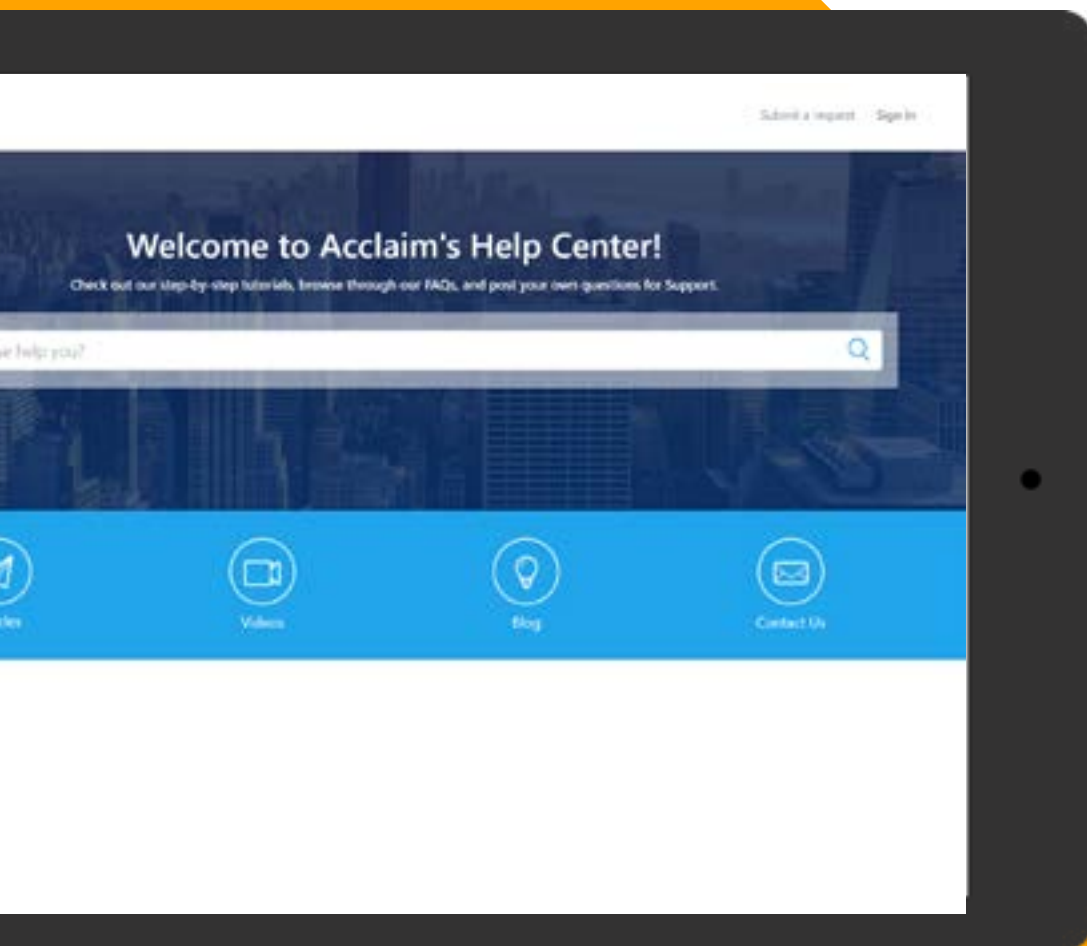
Knowledge base

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

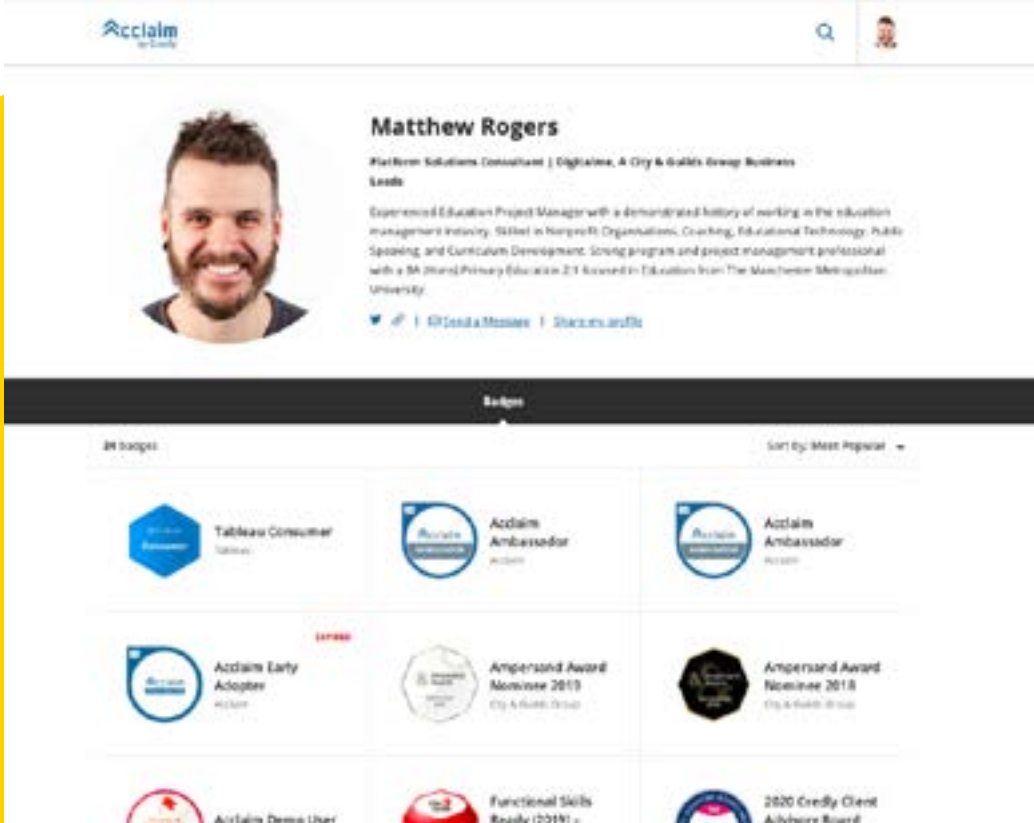


My credentials

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.



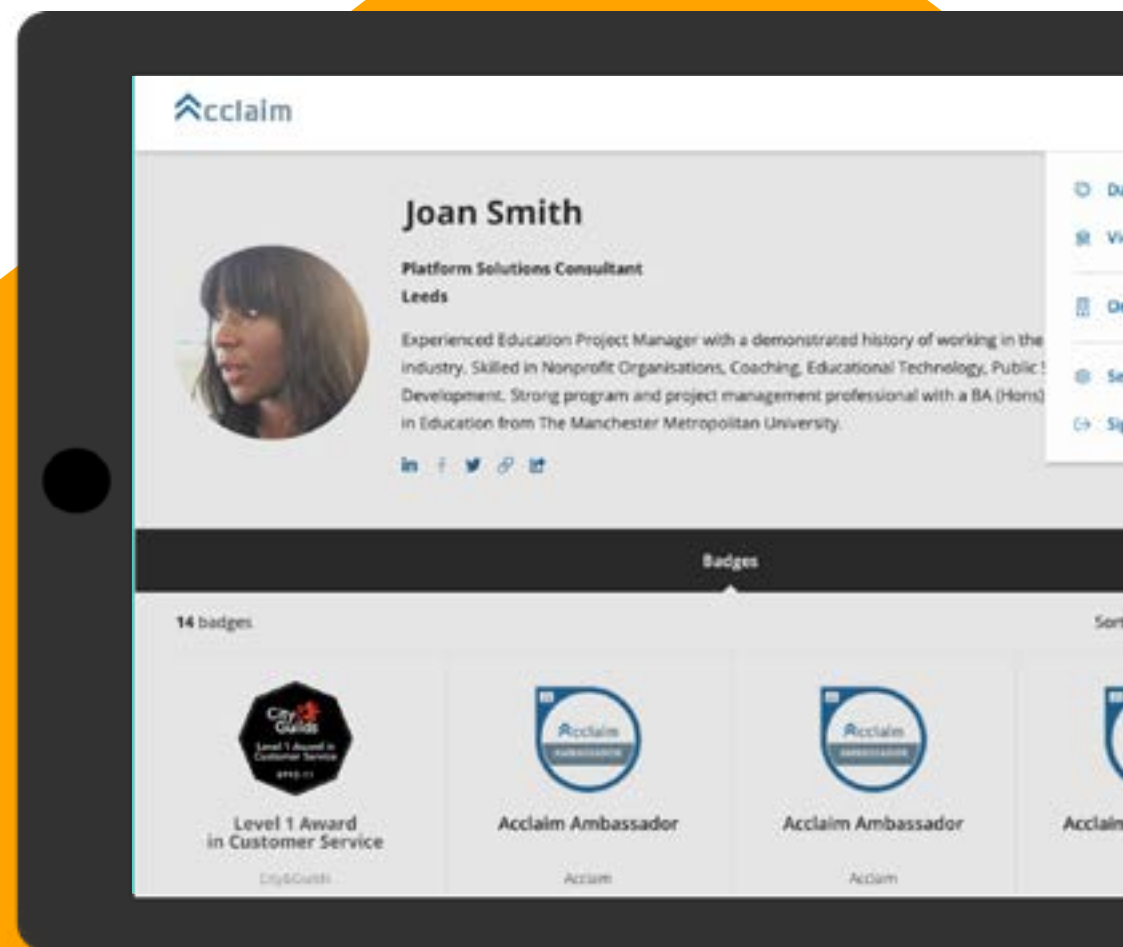
The screenshot displays the Acclaim user interface. At the top left is the Acclaim logo. In the top right corner, there is a search icon and a user profile icon. The main profile card for Matthew Rogers includes a photo, his name, title 'Platform Solutions Consultant | Digital, A City & Guilds Group Business', and a bio: 'Experienced Education Project Manager with a demonstrated history of working in the education management industry. Skilled in Microsoft Organisations, Coaching, Educational Technology, Public Speaking, and Curriculum Development. Strong program and project management professional with a BA (Hons) Primary Education 2:1 Award in Education from The Manchester Metropolitan University.' Below the bio are social media links for LinkedIn and GitHub. A 'Badges' section is visible, showing a grid of digital credentials. The grid includes: 'Tableau Consumer', 'Acclaim Ambassador', 'Acclaim Ambassador', 'Acclaim Early Adopter', 'Amperand Award Nominee 2019', 'Amperand Award Nominee 2018', 'Acclaim Demo User', 'Functional Skills Ready (2019)', and '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 displays the Acclaim by Credly interface for a City & Guilds 'Adult Care Worker - Pass' credential. The 'Skills' section is highlighted with a yellow box, showing tags for Care, Commitment, Communication, Compassion, Competence, and Courage. Below this, a '1,486 Job Openings' section is also highlighted, showing a bar chart of job openings by location and skill set.

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.

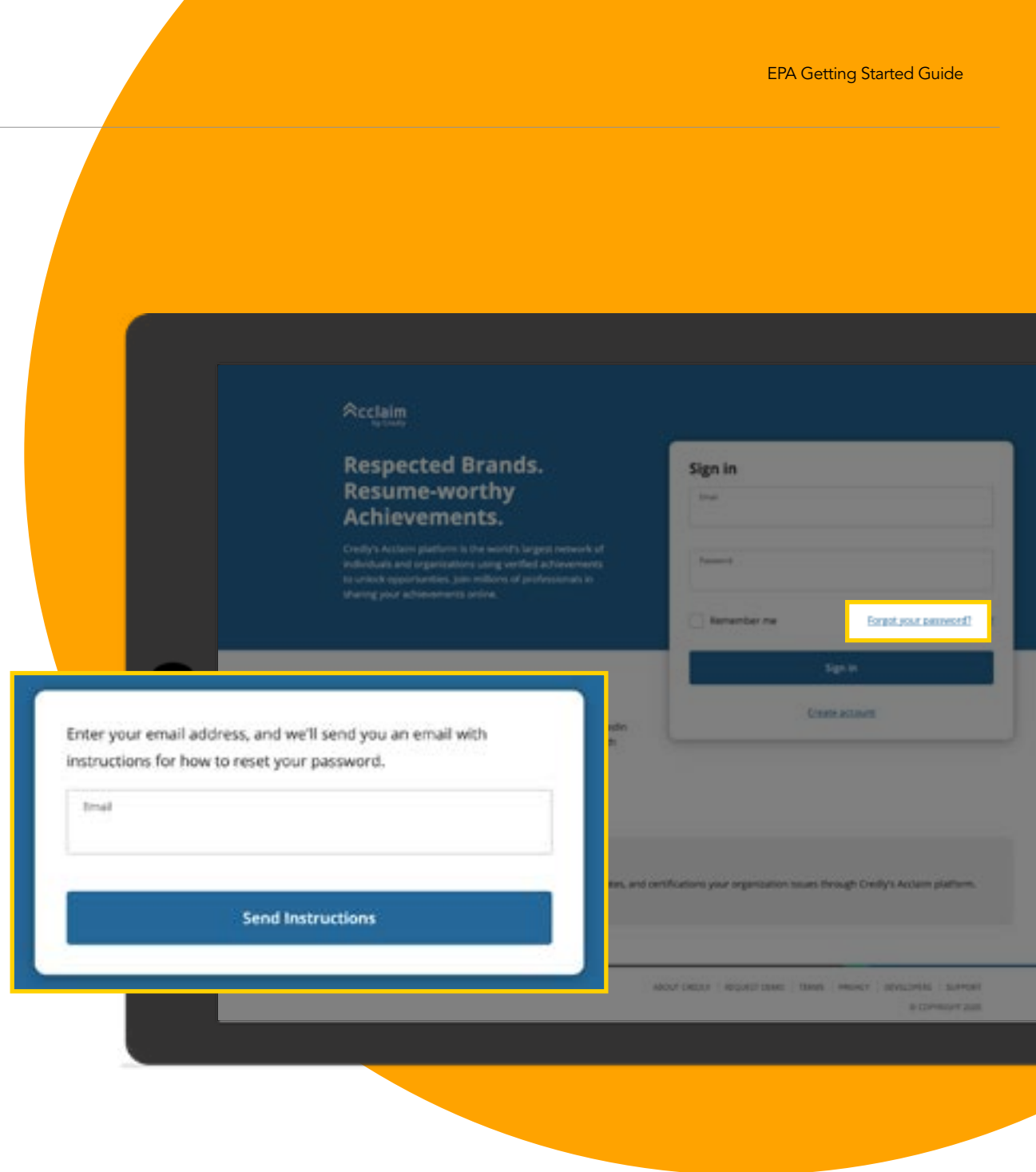
You can use this to find and surface jobs and future career opportunities by:

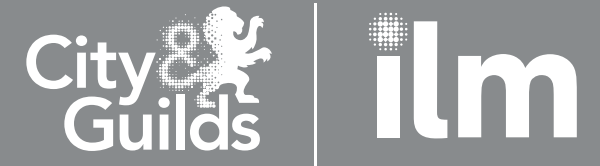
- Title
- Location
- Employer
- Salary range
- Top employers
- Top related skills
- You can connect directly to job postings too.

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 so we can reissue the credentials to the relevant email address.





A City & Guilds Group Collaboration

Customer support

Contact Email:
digitalsupport@cityandguilds.com

Learn more at

cityandguilds.com/digital-credentials

Technical support

For guides on how individuals can use the digital credential platform - Credly's Acclaim, visit the Help Centre that includes support articles and videos available 24/7.

[VISIT THE HELP CENTRE >>](#)