



City & Guilds

ilm

Getting Started Guide

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

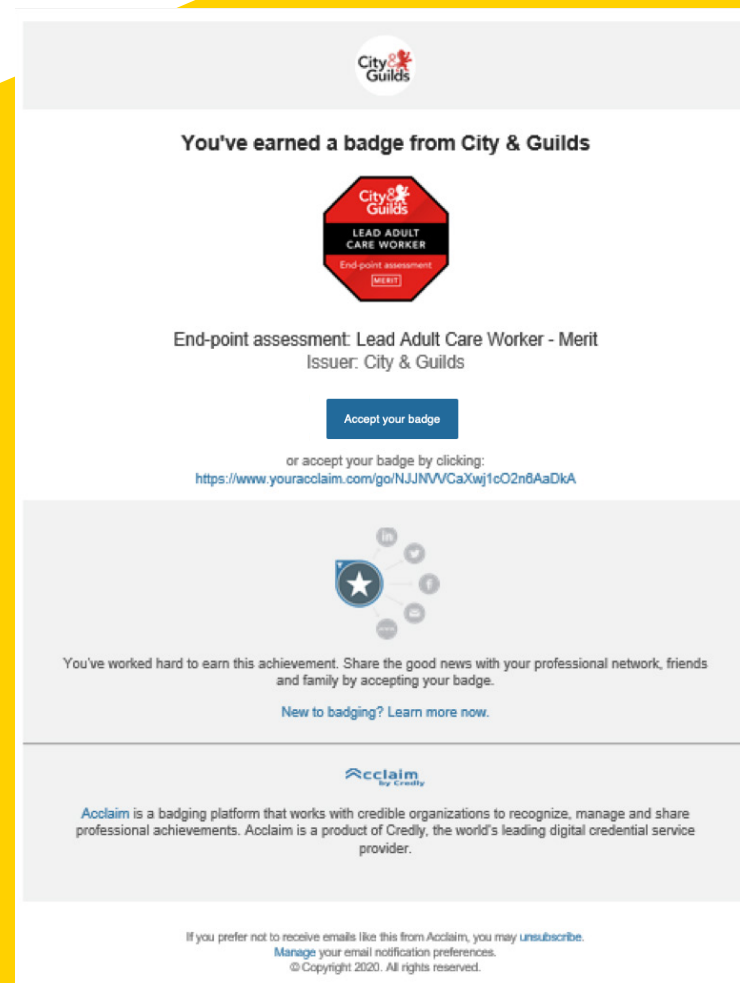
Email notification

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.



The screenshot shows an email notification from City & Guilds. At the top is the City & Guilds logo. Below it, the text reads "You've earned a badge from City & Guilds". A red octagonal badge icon is displayed, containing the City & Guilds logo, the text "LEAD ADULT CARE WORKER", "End-point assessment", and "MERIT". Below the badge, the text says "End-point assessment: Lead Adult Care Worker - Merit" and "Issuer: City & Guilds". A blue button labeled "Accept your badge" is present. Below the button, it says "or accept your badge by clicking:" followed by the URL "https://www.youracclaim.com/go/NJJNVVCaXwj1cO2n6AaDkA". A social sharing icon is shown, and the text reads "You've worked hard to earn this achievement. Share the good news with your professional network, friends and family by accepting your badge." Below this is a link "New to badging? Learn more now.". At the bottom, the Acclaim by Credly logo is shown, followed by the text "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." At the very bottom, it says "If you prefer not to receive emails like this from Acclaim, you may [unsubscribe](#). [Manage](#) your email notification preferences. © Copyright 2020. All rights reserved."

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.

acclaim
by Credly

Specifiers
In-store Trainer Development Pathway
Issued by **ILM**

Sign in to Acclaim to accept and share your badge.

Email

Password

Remember me [Forgot your password?](#)

Sign in

[Create account](#)

Earn, Share and Discover!

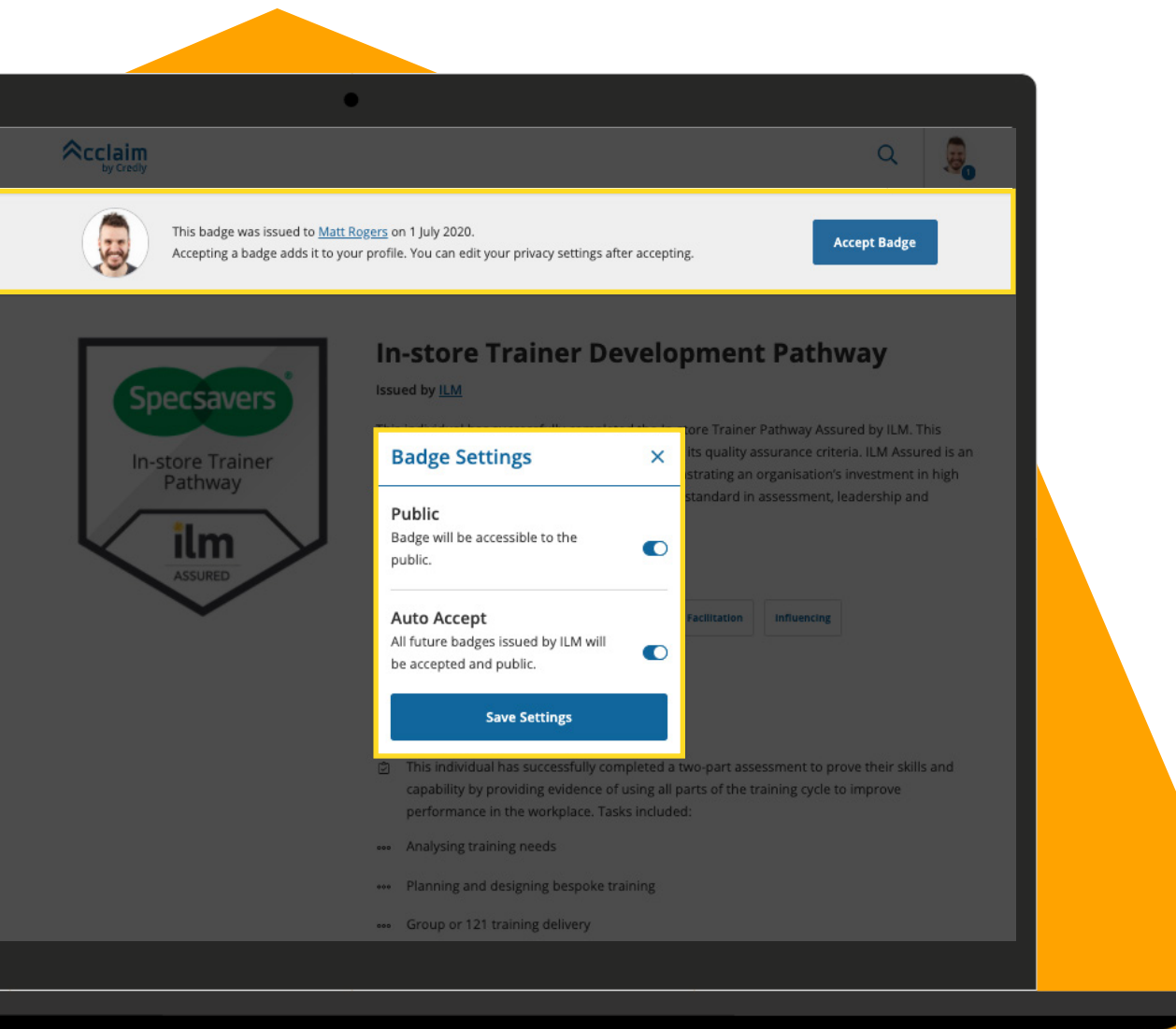
ILM uses Credly's Acclaim platform so you can manage and share your professional achievements.

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
© COPYRIGHT 2020



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 shows the Acclaim by Credly interface for a digital credential. At the top, the Acclaim by Credly logo is on the left, a search icon and a user profile picture are on the right. Below the logo, a circular profile picture of Matt Rogers 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 shield-shaped badge on the left with the text "COFFEE Lover Barista Skills" and the City & Guilds ASSURED logo. To the right of the badge is the title "Coffee Lover Barista Skills" and the text "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...](#)"

Below the paragraph is a "Skills" section with a grid of buttons: "Barista", "Prepare Banana Smoothie", "Prepare English Black Tea", "Prepare Espresso", "Prepare Frothy Coffee", "Prepare Hand-washed Coffee", and "Prepare Latte".

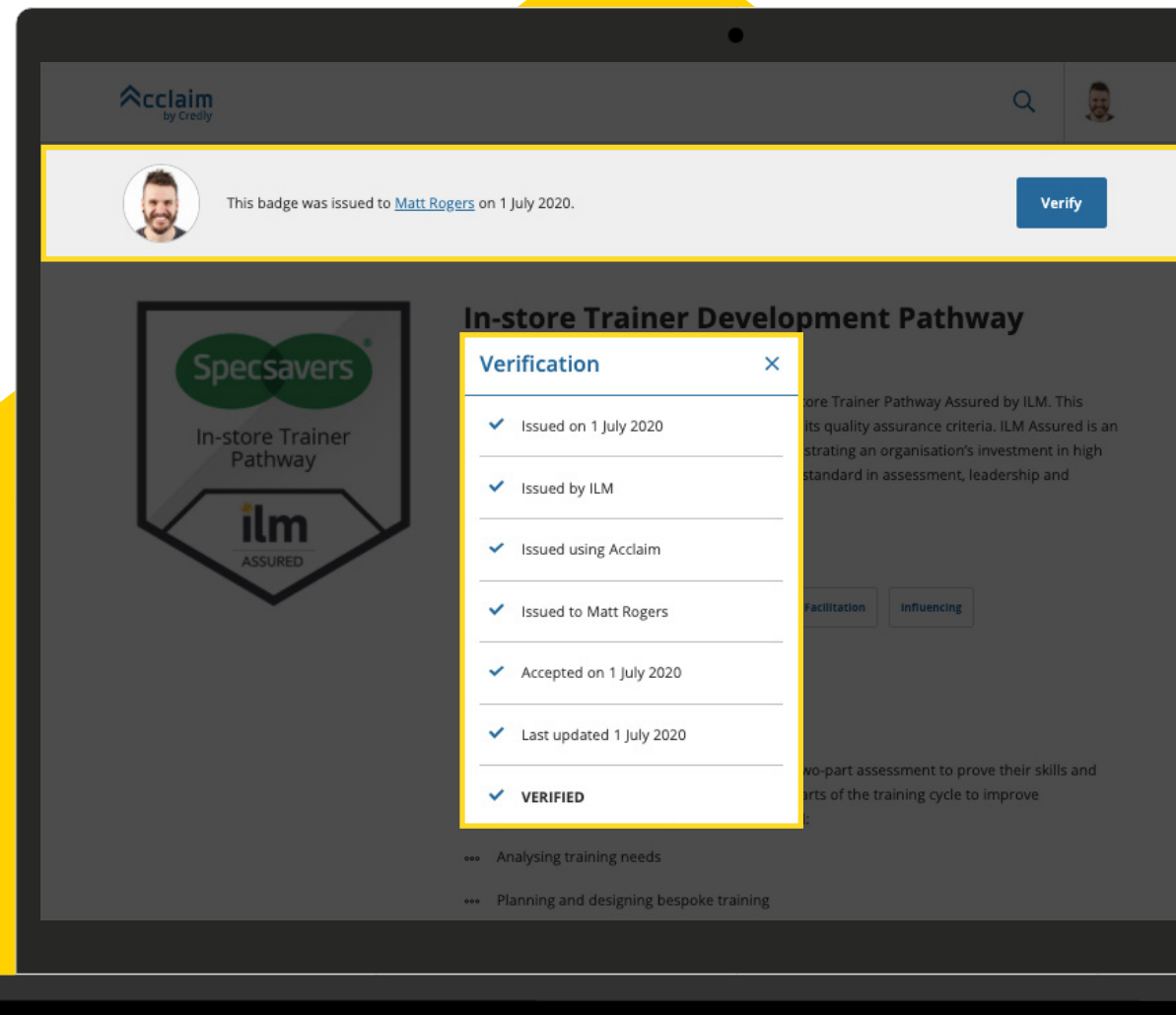
At the bottom of the main content area is a "Related" section with a horizontal line. Below this is a card for the "International Barista Skill Course" with a small icon of a barista.

Share



Verifying your digital credential

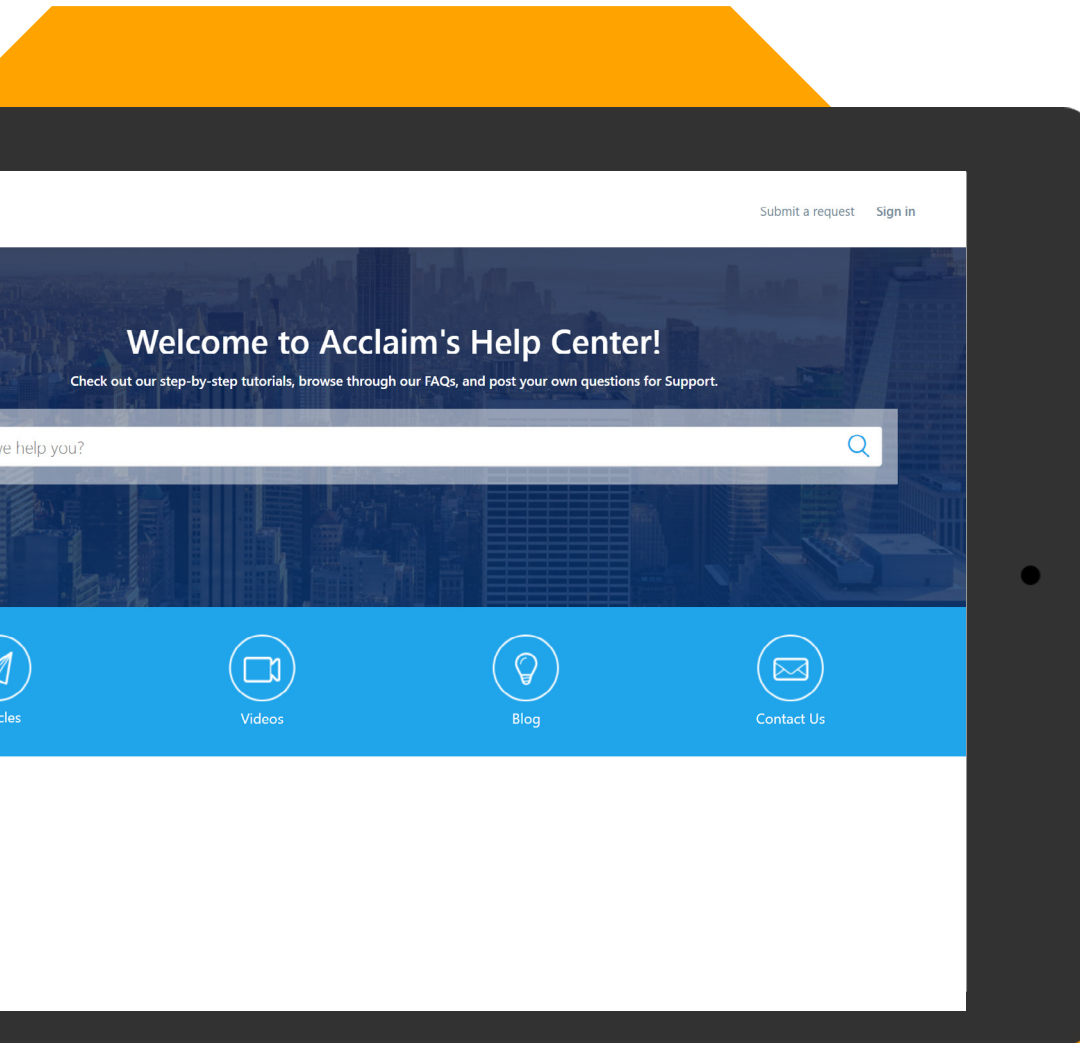
Digital credentials allow you to recognise and communicate all skills in a single consistent way, one that is portable, verifiable and secure.



The screenshot displays the Acclaim by Credly interface for verifying a digital credential. At the top, the Acclaim logo is visible. Below it, a header bar shows a profile picture of Matt Rogers and the text: "This badge was issued to [Matt Rogers](#) on 1 July 2020." A blue "Verify" button is located on the right. The main content area features a badge for "Specsavers In-store Trainer Pathway" issued by "ilm ASSURED". A "Verification" pop-up window is open, showing a list of verification 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 verification details, a list of skills is visible, 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

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.

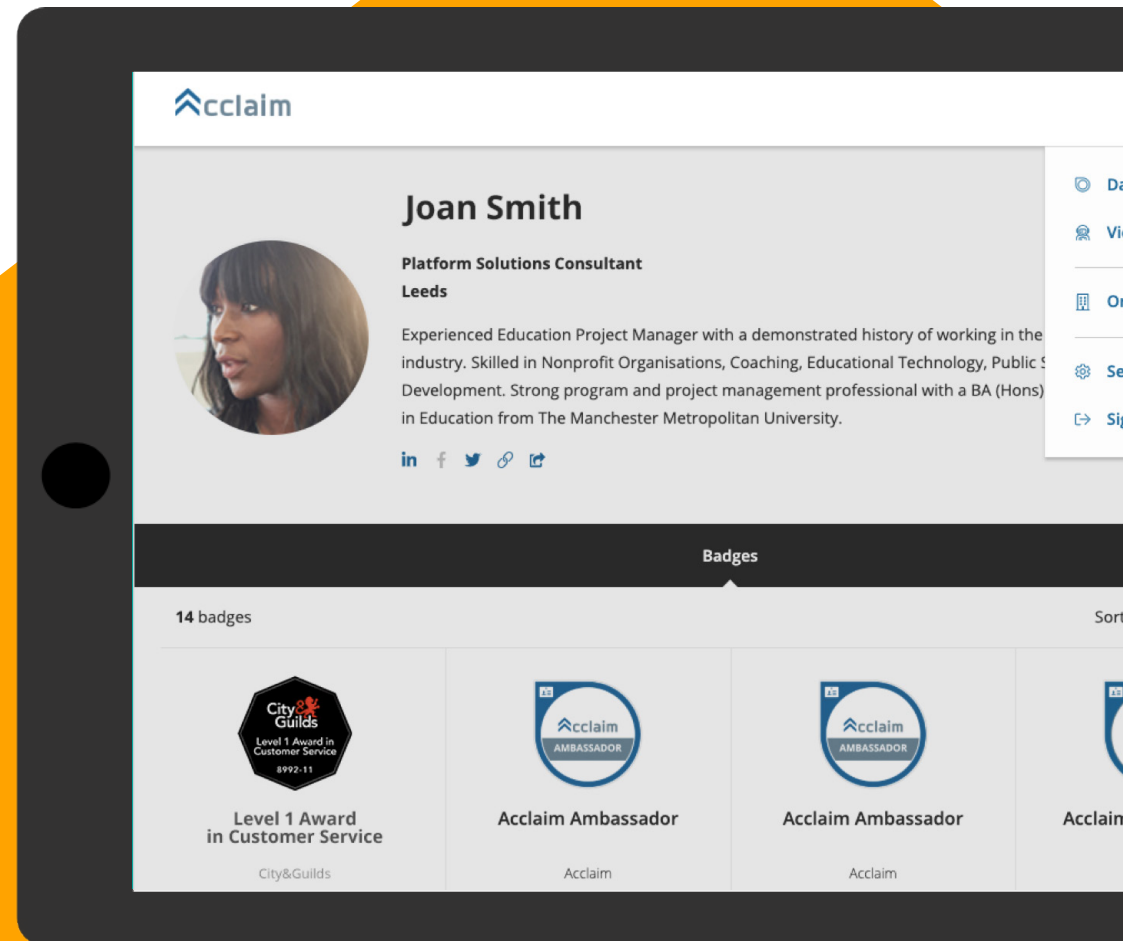
The screenshot displays a user profile for Matthew Rogers on the Acclaim by Credly platform. The profile includes a circular profile picture, the name 'Matthew Rogers', and his title 'Platform Solutions Consultant | Digitalme, A City & Guilds Group Business Leeds'. A bio describes him as an experienced education project manager with a history in the education management industry, skilled in nonprofit organizations, coaching, educational technology, public speaking, and curriculum development. Below the bio are social media sharing options for Twitter, LinkedIn, and a 'Send a Message' button. The main section of the page is titled 'Badges' and shows a grid of 24 digital credentials. The badges are sorted by 'Most Popular' and include: Tableau Consumer (Tableau), Acclaim Ambassador (Acclaim), Acclaim Ambassador (Acclaim), Acclaim Early Adopter (Acclaim), Ampersand Award Nominee 2019 (City & Guilds Group), Ampersand Award Nominee 2018 (City & Guilds Group), Acclaim Demo User, Functional Skills Ready (2019) - (City & Guilds Group), 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 a digital credential on the Acclaim by Credly platform. The credential is for 'ADULT CARE WORKER' issued by City & Guilds, with a 'PASS' status. It lists skills such as Care, Commitment, Communication, Compassion, Competence, and Courage. Below the credential, a section titled '1,486 Job Openings' provides insights into related job titles and locations. The top job titles include Support Worker (44 postings), Healthcare Worker (44), Covid Survey Specialist Field Based (37), Nurse Advisor (36), and Healthcare Worker Nationwide (29). The top locations include London, Greater London (188), Brentford, Greater London (95), Reading, Berkshire (90), Stevenage, Hertfordshire (49), and 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.

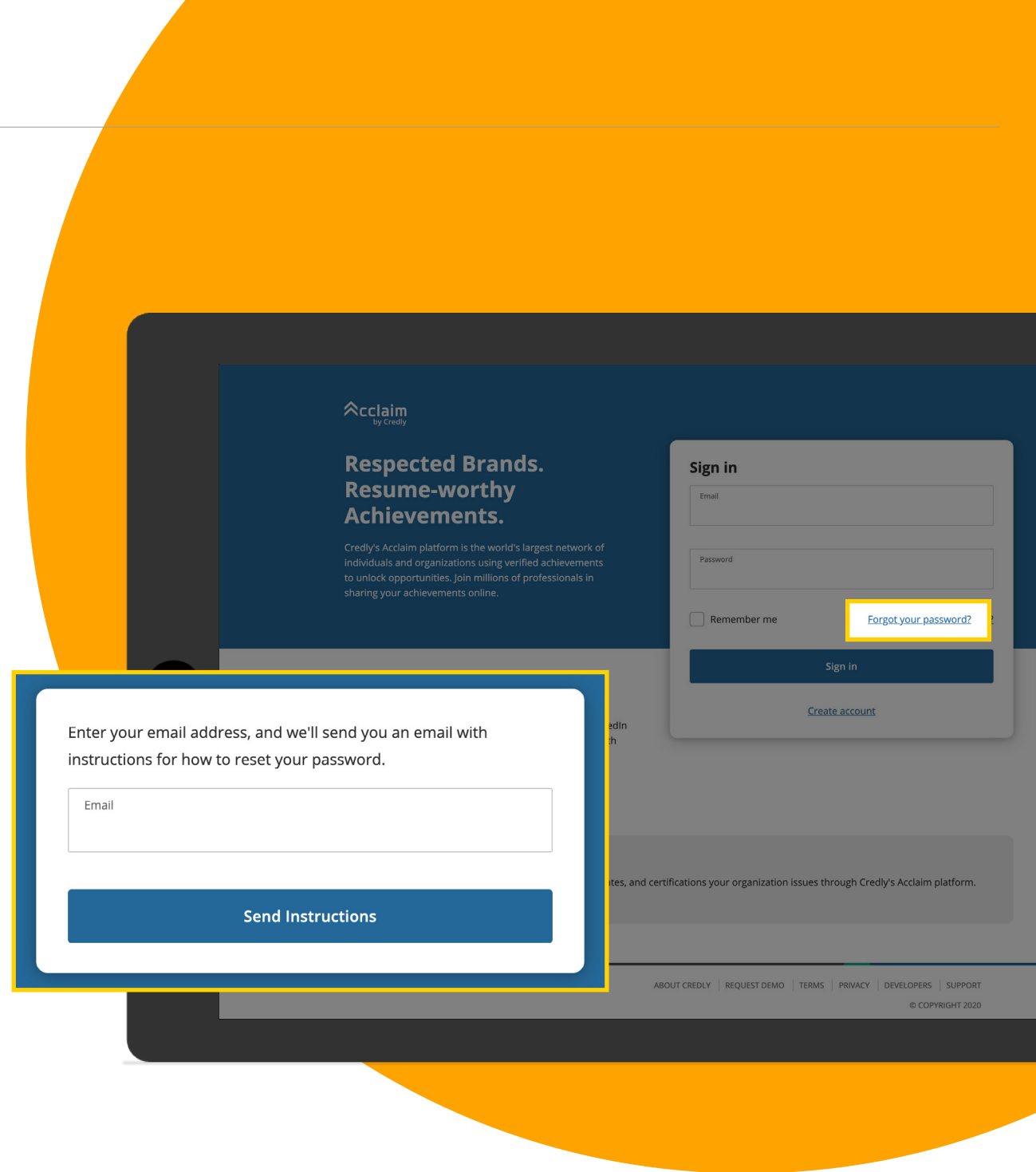
You can use this to find and surface jobs and future career opportunities by:

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





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 >>](#)