Credential Engine Services for Publishing Competencies and Skills: Scaling Up

Increase the relevance of credentials, programs, courses, and pathways by using the Credential Registry to publish competencies/skills* and create linked open data alignments to occupational and industry frameworks (such as O*NET and NICE), job skills, and other competencies.

Linked open data competencies and skills have many benefits, including:

- Individuals can communicate their own competencies and skills through digital credentials that clearly and transparently show what they know and can do.
- Education and training providers can communicate that the competencies included in their programs are aligned to job requirements.
- Curriculum developers can establish a skills basis for instructional, assessment, and credentialing innovations.
- Institutions can build organizational commitment to the intended, transparent outcomes of each credential.
- State agencies can review the value of education and training programs for reskilling workers.
- Career services and pathway tools can help people match skills and training to jobs.

Now more than ever, these are important reasons for making competencies publicly available and communicating their value to all stakeholders.

Credential Engine offers a suite of unique technologies and services to help many different types of organizations, agencies, and companies achieve their goals for competency transparency. In addition to our open, freely available resources, we offer fee-based services for strategy, project management, and implementation support focused on using the Credential Transparency Description Language (CTDL) effectively.

The description of our services for scaling up your competency publishing is below. These services can be customized and combined with additional services and supports, including in-depth technical services, to address your specific circumstances and needs.

Project Management, Strategy, and Outreach

- Provide overview and resources that explain Credential Engine's mission, technologies, and resources

- Support definition of the competency publishing project and roles for the organization's team
- Facilitate kickoff meeting for all involved in the project to introduce the work at a high level
- Define the problems the organization is seeking to address with linked open data competencies
- Define the value propositions for the organization
- Identify, clarify, and/or expand use case(s) to achieve the value propositions
- Define project goals
- Define detailed project steps to achieve the goals
- Identify technical requirements and technical staff support needed
- Help the team identify potential barriers and ways to address them
- Contribute to development of the team's work plan and timeline, and utilize these to make sure the project is on track
- Convene regular progress meetings with the team
- Support development and implementation of outreach plans to the organization's stakeholders, both at the beginning and throughout the project
  - Review outreach plan and help strategize how/when/who
  - Provide general resources for outreach that the team can tailor to their needs
  - Join calls and webinars with stakeholders to provide Credential Engine context and answer questions
- Provide general communications documents and help the organization's communications staff develop their own documents for outreach
  - Provide guidance for using documents and templates developed by Credential Engine
  - Review and help draft documents created by the organization, including documents that depict successful completion of the use cases, such as scenarios, and related success stories
- Assist with identifying opportunities to expand the project, including connecting to other organizations or projects

Technical Guidance

- Provide overview and resources that explain Credential Engine's technologies for all project stakeholders
  - Explain CTDL and the Registry to non-technical stakeholders
  - Explain CTDL and the Registry to technical stakeholders
  - Provide an orientation the the Credential Engine technical resources website
  - Explain CTDL terms and data structure related to competencies
  - Review the minimum and benchmark data policies
- Demonstrate publishing processes for scaling up
  - Provide an overview of the competency publisher tool
  - Provide an overview of the bulk upload and API publishing processes
  - Provide publishing how-to documentation
- Assist with organizing data and preparing it for publishing
  - Identify minimum data that is needed for project goals
  - Review technical requirements
  - Provide oversight and assistance for the team's technical support staff
  - Guide the team in identifying sources of competency data
  - Assist the team in collecting and/or formatting competency data to prepare it for publishing
  - Provide support for Third Party publishing workflows, if applicable
  - Communicate with vendor publishing partners, if applicable
  - Provide a detailed technical review of competency framework publishing workflows and/or API connections
  - Provide a detailed technical review of data formatting correctness for up to 3 competency frameworks as part of the preparation for publishing

- Assist with publishing competencies
  - Provide a detailed walkthrough of the publishing process, using sandbox data if appropriate
  - Provide oversight and assistance for the team publishing competency frameworks
  - Review a sampling of published competency frameworks for technical correctness and conformance to Registry guidelines
- Assist with enriching the competency linked open data
  - Provide an overview for creating alignments among competencies and between competencies and other linked open data
  - Review how to add rich metadata to competency frameworks and individual competencies

Effective Use of Competency Data

- Facilitate uses of the competency data at scale
  - Assist with high-level review of applications and services that publish and/or consume data in the Credential Registry
  - Help identify opportunities to consume Registry data
  - Provide RFP templates and suggestions for working with vendors
  - Help make connections to app developers, if applicable

Project Wrap-Up and Enabling Next Steps

- Facilitate project conclusion review meeting for all involved in the project
- Assist with identifying opportunities to expand the project, including further scaling up, addressing additional use cases, and connecting to other organizations or projects
- Discuss how to add value to the work achieved in the project so that
  - Individuals can communicate their own competencies and skills through digital credentials that clearly and transparently show what they know and can do.
  - Education and training providers can communicate that the competencies included in their programs are aligned to job requirements.
  - Curriculum developers can establish a skills basis for instructional, assessment, and credentialing innovations.
  - Institutions can build organizational commitment to the intended, transparent outcomes of each credential.
  - State agencies can review the value of education and training programs for reskilling workers.
  - Career services and pathway tools can help people match skills and training to jobs.
- Identify specific next steps
- Provide overview of Credential Engine resources, technologies, and services to support next steps

*For purposes of publishing to the Registry, "competencies," "skills," and "learning outcomes" are managed in the same way but can be used for different purposes.