



Credential Engine Services for Learning and Employment Records: Scaling Up

Today, we can empower people with control over their own learning and employment records by issuing digital credentials that enable flexible curation of equitable learning and career pathways. To achieve these benefits, it is important to implement digital credentials in ways that enhance the information they communicate to all stakeholders. A new technology wrapper does not by itself ensure that credentials are machine actionable, linked, open, and meaningfully connected to useful data. The Credential Transparency Description Language (CTDL) can be embedded as linked open data within digital credentials, connecting each credential to a global knowledge graph of information that makes the credentials more transparent and valuable.

Linked open data embedded in digital credentials provides 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 show that the credentials they issue are connected to other credentials and aligned to job requirements.
- Career services and pathway tools can help people match their skills to jobs.

Now more than ever, these are important reasons for making rich data about credentials 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 credential 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 CTDL effectively.

The description of our services for scaling up publishing information to embed in credentials 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 an overview and resources that explain Credential Engine's mission, technologies, and resources
- Support definition of the credential 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 credentials
- Define the value propositions for the organization
- Identify and/or clarify initial use case(s) to achieve the value propositions
- Define project goals
- Define detailed project steps to achieve the goals
- 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 an 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 to the Credential Engine technical resources website
 - Explain CTDL terms and data structure related to credentials
 - Review the minimum and benchmark data policies
- Demonstrate publishing processes for scaling up
 - Provide an overview of the manual credential publishing tools
 - 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 credential data
 - Assist the team in collecting and/or formatting credential 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 credential publishing workflows and/or API connections
 - Provide a detailed technical review of data correctness for up to 3 credentials as part of the preparation for publishing

- Assist with publishing credentials
 - Provide a detailed walkthrough of the publishing process, using sandbox data if appropriate
 - Provide oversight and assistance for the team publishing credentials
 - Review a sampling of the published credentials for technical correctness and conformance to Registry guidelines
- Assist with embedding credential information in digital credentials
 - Provide a detailed walkthrough of embedding CTDL information in digital credentials
 - Provide oversight and assistance for the team embedding CTDL information in credentials
 - Review a sampling of the digital credentials' embedded information for technical correctness and conformance to Registry guidelines
- Assist with enriching the credential linked open data
 - Provide an overview for creating connections among credentials and between credentials and other linked open data
 - Review how to add rich metadata to credentials

Effective Use of Credential Data

- Facilitate uses of the credential 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 a 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 show that the credentials they issue are connected to other credentials and aligned to job requirements.
 - Career services and pathway tools can help people match their skills to jobs
- Identify specific next steps
- Provide an overview of Credential Engine and partner resources, technologies, and services to support next steps



To learn more, please visit www.credentialengine.org or contact info@credentialengine.org