

Support Services for Learning and Employment Record Pilot Preparation

Learning and Employment Records (LERs) - digital records of an individual's learning and work - have the potential to create more equitable access to employment and education opportunities by equipping individuals with verifiable and shareable data about their skills, achievements, experiences, and credentials. As states, postsecondary institutions, and employers explore piloting LERs, it is important that pilots are designed with: equitable outcomes for learners as an explicit goal; and that they use linked open data to support interoperability within a skills-based talent ecosystem.

Education Design Lab (the Lab) and Credential Engine (CE) have teamed up to offer services that will help stakeholders prepare for LER pilots, laying a strong foundation for pilots designed to empower learners in the sharing of their verifiable credentials and skills as currency towards job opportunities. Together, the Lab and CE bring a blend of human-centered design tools and processes, best practices in data transparency, and technical knowledge that will position emerging LER pilots for success. The partners will work with you so that LER pilots are prepared with a strong use case and value proposition for learners, a plan for incorporating credential and pathways data, and a rich understanding of the human and technological requirements to support an LER workflow. A description of services for springboarding LER pilots is below. These offerings can be customized and combined with additional services to address specific circumstances and needs.

Project Management and Strategy

- Facilitate a kickoff meeting with stakeholders to align on LER pathway pilot goals
 - Define the primary use case that the LER pathway will address
 - Identify how LERs and linked open data pathways can support the primary use case
 - Define the value propositions for the organization's LER pathway and intended benefits for the learner/worker
 - Identify project steps and activities, milestones, and success metrics
 - Identify potential barriers to this work and ways to address them
- Provide overview and resources that explain Credential Engine's mission, technologies, and resources
- Provide overview of the Lab's human-centered design process that centers the learner within an equitable LER ecosystem
- Contribute to development of the work plan and timeline, keeping the project on track
- Convene regular progress meetings

Education Design Lab Support Services

The Lab partners with your organization to facilitate a human-centered design process that ensures that LER pathways are designed with (l)earners and support equitable access and use.

- **Occupation and Pathway Selection + Alignment Support**
 - Facilitate a short design sprint to identify: 1) occupational pathways for the pilot to focus on, 2) which credentials align to these pathways and will be valuable to include in the pilot
 - Draw connections between credentials - using data in the Credential Registry - to map common pathways across credentials, skills, experiences and jobs
 - Identify opportunities to support interoperability, equitable access, and openness that will improve a (l)earner's ability to share their credentials and skills using LERs
 - Recommend processes for making LER use cases more equitable for learners who have been underserved by traditional education-to-work systems
 - Leverage the Lab's [21st Century Skills micro-credentials](#) as a part of LER pathways to enhance (l)earner soft skills visibility
- **Credential and (L)earner Journey Mapping**
 - Facilitate a design process that will map the journeys of the (l)earner, the credential, and illustrate other LER data workflows
 - Design journey maps that will illustrate the data systems, technologies (including learner wallets), and human touch points that occur during the credential and (l)earner journey
 - Develop (l)earner persona(s) to be represented in the journey maps, with an emphasis on those most in need of equitable access
 - Advise on aligning LER technology solutions with the (l)earner journey
- **Pilot Preparation Support**
 - Support design team in identifying key outcomes and outputs for LER pathways
 - Identify metrics and performance indicators, as well as data collection methodology to evaluate pilot success

Credential Engine Support Services

Credential Engine partners with your organization to ensure your credentials and pathways are built with human- and machine-readable data that enables transparent understanding of connections and progression towards equitable opportunities.

Registry Publishing Technical Guidance

- Provide overview and resources that explain Credential Engine's technologies for project stakeholders
 - Introduction to the Credential Transparency Description Language (CTDL) and the Credential Registry to non-technical stakeholders
 - Introduction to CTDL and the Registry to technical stakeholders
 - Introduction to CTDL terms and data structure beneficial to LERs and pathways
 - Provide CTDL and Registry example supporting the primary use case.
- Demonstrate publishing options and processes for getting started
 - Review the minimum and benchmark data policies
 - Provide an overview of LER credentials and pathway publishing
 - Provide publishing how-to documentation
- Assist with organizing data and preparing it for publishing
 - Identify minimum data that is needed for project goals
 - Identify pathway publishing steps and stakeholder roles
 - Review technical requirements
 - Guide the team in identifying sources of credential and pathway data
 - Assist the team in collecting and/or formatting data to prepare it for publishing
 - Provide a detailed technical review of data formatting correctness for up to 15 credentials and 3 pathways as part of the preparation for publishing
- Assist with publishing credentials and pathways
 - Provide a detailed walkthrough of publishing one of the team's pathways and its credentials
 - Provide oversight and assistance for the team to publish up to 2 additional pathways and their credentials
 - Review the published credentials and pathways for technical correctness and conformance to Registry guidelines

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 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 through additional use cases, such as:
 - Individuals can explore how their own digital credentials connect to existing and dynamic pathways.
 - Education and training providers can communicate that the credentials they offer are connected into pathways that have valuable destinations.
 - Curriculum developers can contextualize their instructional, assessment, and credentialing innovations.
 - Institutions can build organizational commitment to the intended, transparent outcomes of each credential.
 - 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 for pilot launch and implementation
- Provide an overview of Credential Engine and Education Design Lab resources, technologies, and services to support next steps

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