ACCREDIBLE CREDENTIAL FRAMEWORK

Activity
05

Design Credential Support Arrangements

Description: Design the changes required to operationally support the day to day activities relating to credentials

Inputs: Credential Operating Model

Outputs: Support Arrangements

When you issue digital credentials, it's important to set up support resources for your learners. These resources will help your learners with their credentials when they need it.

You should set up the following:

1 Support email templates for your support team to copy and paste when responding to common questions. These templates will help your learners receive quicker responses, shortening the time it takes for your team to respond to queries.

2 A knowledge hub or support section for learners to find out answers to FAQs. This hub should be linked out to from your website and the credential email content so that learners can easily search for answers to their questions.

3 A video tutorial on how to use the Accredible credential, uploaded in an easily accessible place (a landing page on your website or embedded into your emails would work great). Video is a great way to educate learners in an easily digestible way, without overwhelming them with too much content. It also gives visual learners a way to understand how to use their credentials.

You can use the content on the Accredible knowledge base to help guide your content creation.

Our Accredible toolkit and other content focused on helping your learners can be found here, in the Credential View Tool Kit. Some issuers like to link out to the Accredible hub, however it's more effective to re-write and rebrand to your organization's brand and tone of voice to ensure brand consistency across your credential touch points.

Accredible