Cognizant®

External Credentials:
Associate and Supervisor Guidelines

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1.0 Introduction

External Credentials is an enhanced model of External Certification, which was used by associates to update and upload the Industry Standard Professional Certificates, listed with in the application. The current enhancement brings the following features:

1. Associates can use this application to update any certification which they have obtained outside Cognizant – for example a Coursera certificate/Udacity certificate or any other industry standard.certifications

2. The external trainings like seminars or products & processes, workshops can be updated in the application

3. Any external training/certification which is not listed in the application, (or) which an associate creates newly – will be subject to review and approval by Academy

4. There will be no changes to the existing Certification Reimbursement Policy. The scope of this enhancement is only to enable an associate record/update learning taken outside Cognizant LEARN (LMS)

2.0 External Credentials – Guidelines

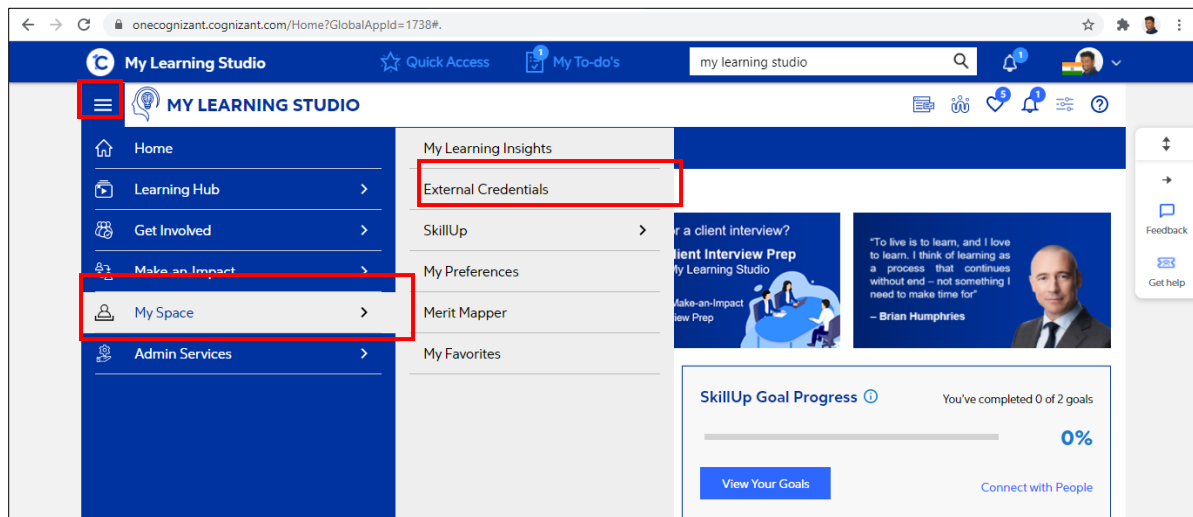## 2.1 Launching External Credentials App

Step1: Login to One cognizant→ MyLearning Studio
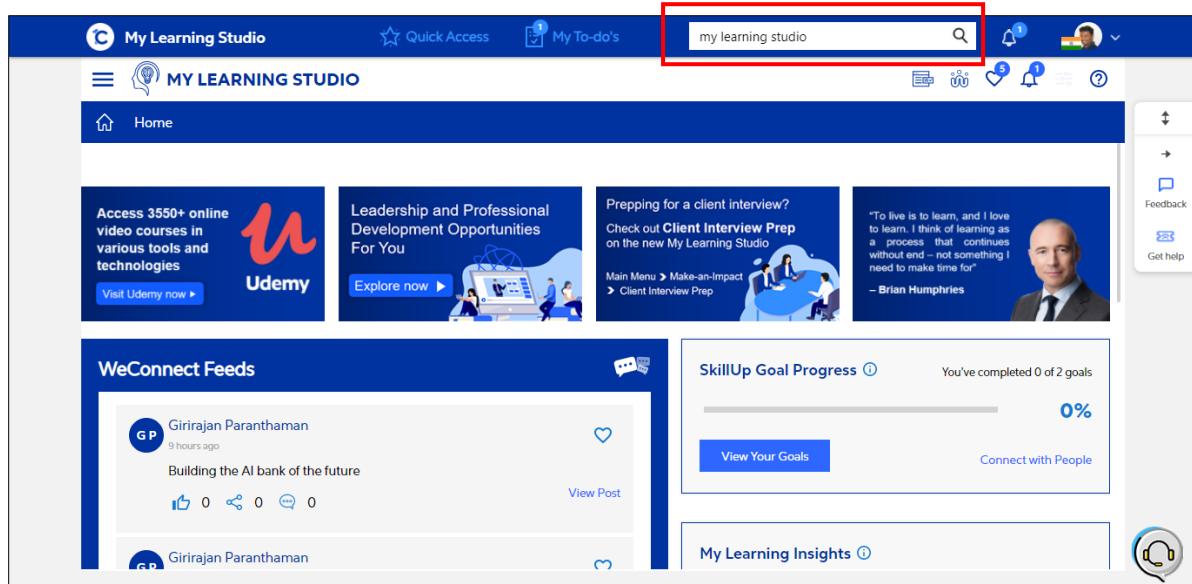
Alternately associates can launch external credentials using following URL:

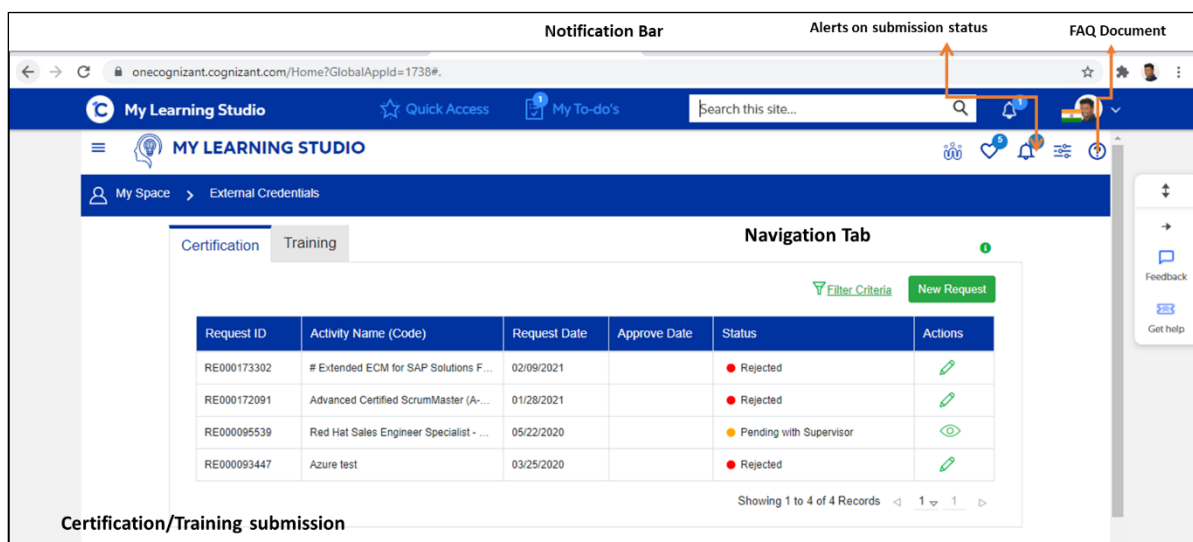https://onecognizant.cognizant.com/?GlobalAppId=1738

Step 2: Navigate to MYLEARNING STUDIO→MY Space→External Credential

The homepage for external credentials have 3 parts:

1. Notification bar – for alerts, FAQs

2. Navigation tab – to switch between

3. Submissions – to view the list of certification/training submissions, new request/submission

2.3 Raising a new certification/training submission request

By clicking "New Request" associates can raise a new certification/training request submission.

Step 1: Click at New Request

Step 2: Search for the certification/training by name/technology/keyword

Step 3: Select the certification/training from the search list. If the certification/training is not available click at "Create New Request"

2.3.1 Submission for an existing certification/training

From the search results, click at the relevant certificate/training to update the certification completion details.

Guidelines:

1. All fields are mandatory
2. Associates can upload softcopy (or) scanned copy of completion certificate in jpeg/png/pdf format. Other formats are not supported

3. Valid completion documents include – completion certification, mail confirmation from the certification/training provider with completion details, screenshot of course completion

4. Refer to "Skills associated with certification" for skills/proficiency associated with the selected certificate

5. If the submission is rejected by Supervisor, associate can review the comment, make necessary changes and submit again with comments

Upon submission, the same will be queued to HCM supervisor for review and approval. Associates can view their submissions and status in the homepage.

2.3.2 Submission "Create New Request"

When a certification/training is not available under search result, associates can create a new request, by clicking at "Create New Request" in the search result page.

Guidelines

1. Values for all fields are mandatory

2. Add all skill/proficiency associated with the learning by selecting "Skills associated with training"

3. The training, skill-proficiency updated by associates are subject to review by Academy. Training status will be updated in CognizantLEARN only the provided information are valid and the certification/training is deemed to be eligible "Formal Learning".

4. Associates can refer the status "Approved/Rejected" from the home-page

5. If the submission is rejected by Academy, associate can review the comment, make necessary changes and submit again with comments

Create new certification/training

Update Skills

Skill/proficiency updated by associates for a new certification are subject to review by Academy. Academy may modify the skill/proficiency or remove if inappropriate.

2.4 Edit an existing request

Any request which is already submitted can be edited only under the following circumstance:

1. If the supervisor rejects submission
2. If the new certificate submission is rejected by Academy (sent back for revision)

2.5 Supervisor – review submission request

When an associate submits any external certificate/training which is already as an Academy offering, must be approved by supervisor. Steps below:

Launch External Credentials app, navigate to "My Approvals" as given below
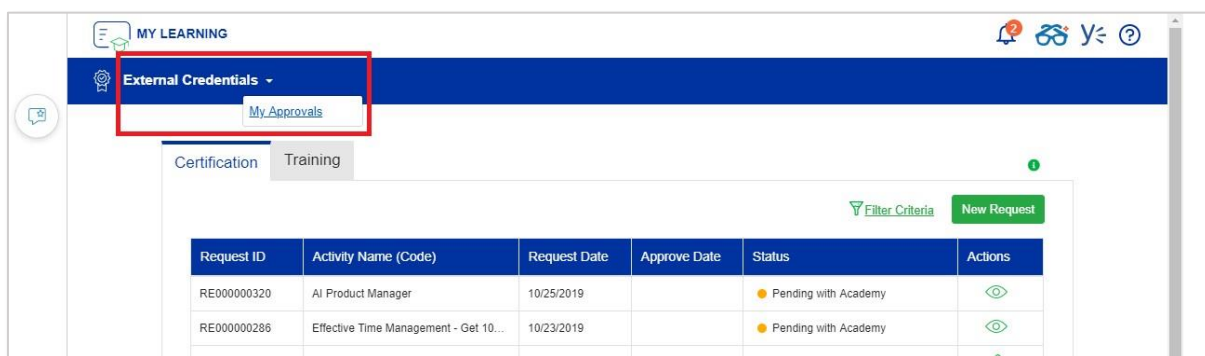
Also supervisors can see if there are any approvals pending at the "Notifications Bar". This shortcut will provide a glimpse of list of certificates submitted for approval by reporting associates. Click at "View All" to navigate to "My Approvals" page
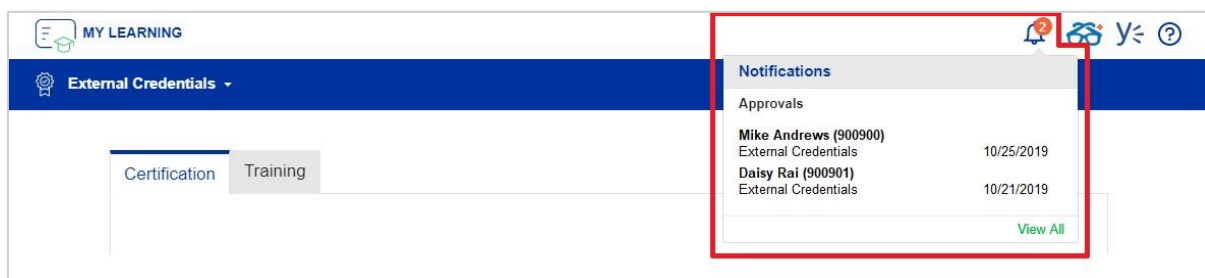
	Approving a certification or training in "External Credential" application is to update the learning in CognizantLEARN as a formal training and not for cost reimbursement. Refer guidelines for reimbursement for more details.

Select "Approve" or "Reject" to review, view certificate, update supervisor comments for respective action.

2.5.1 Approve/Reject Submission

Guidelines:

1. Supervisor can view certificate (only view, associate certificate cannot be downloaded)
2. Supervisor can also view the skills associated with the certification
3. Enter the comments, approve or reject the submission

	Supervisors will have to check in each submission, review to approve/reject. Selecting multiple entries for bulk approval/rejection is not a supported action

3.0 Support

The following documents can be referred for any clarifications:

1. [FAQ Document](#)
2. [Video – associate certification upload process](#) (existing certificate)
3. [Video – associate certification upload process](#) (new certificate)

For any support/queries, raise GSD with keyword "External Credentials" under Academy.