

Learner Details Upload Tool User Guide (Email)

Preparing the data

Required fields and validation

The template you need for the upload can be found [here](#).

Alternatively, you can create your own file to provide the email address of your learners.

The column titles are not case sensitive but must be in the following order.

All columns need to be in the file even if you have no data to upload. Those in bold are the preferred fields. Your centre number must be included and please provide as much information about your candidate as possible to ensure we match the information correctly. Ideally include the ENR, at a minimum, First Name, Last Name and DoB are needed. Where there is no data, the fields should be kept blank.

Your files should look like this:

centre	enr	first_name	last_name	dob	uln	email	your_ref	scot_num	nroso_num
899990	FKX7652	Digitwo	Twotest	11.07.1955		digitwo.test@cityguildstest.com			

Column Title	Description	Mandatory Y/N	Notes
Centre	Your centre number	Y	
ERN	Learner's enrolment number	N	Ideally include the ENR number
First Name	Learner's first name	Y	
Last Name	Learner's last (family) name	Y	
DOB	Learner's data of birth	Y	
ULN	Learner's unique learner number	N	If inputted, cannot exceed 10 characters
Email	Learner's email address	Y	Maximum characters 241
Your Ref	Your reference e.g. PO number	N	If inputted, cannot exceed 20 characters
Scot Num	Scottish Number - the equivalent of the ULN for Scottish learners	N	If inputted, cannot exceed 9 characters
NROSO Num	National Register of Sprayer Operators	N	If inputted, cannot exceed 8 characters



To ensure your centre number displays in full in the "centre column" (this is applicable where your centre number starts with a 0), format the field as text. Be aware if you re-open the file you will need to reformat the "centre column" to text and re-save before uploading.

Select organisation: City & Guilds ▼

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click Search to continue.

Show me **Learner Registration Data**

which * belongs to centre **All my Centres**

for Qualification

for period * **last week**

or since *

or From *

To

* denotes mandatory field

Search

Candidates / Results reports

Welcome to the Candidates / Results reporting section of the Walled Garden registrations, results and timetables.

The Candidates / Results reports screen is displayed in two sections. The left requirements, and this right hand pane is where the details are displayed.

For further assistance, click on the question mark icon at the top right.

Learner Registration Data

Centre No.	Customer No.	Centre name
000000		

Your search result

Download

ENR	ULN	NI	First Name	Last Name	DOB	Email address	Address	Photo

Learner registration data report

To support you with identifying learner registration information we already hold e.g. learner email address, we have created a new report that you can access via the reports tab in Walled Garden. The report can then be extracted into a spreadsheet format enabling you to apply filters in the report, if required.

To access the report, please follow the steps below:

1. Log into Walled Garden using your centre details
2. Select Reports from the main screen below and then Candidate Reports
3. Change the candidate history search criteria to Learner Registration Data
4. You will then be presented with the report screen as above. This can be searched based on the following criteria
 - a particular centre number, or all your centres and/or
 - for all qualifications, or by a specific qualification and/or
 - for a specific period, or since a specific time.
5. The registration report will then be displayed in a screen identical to below.
6. Please click on the download button which will automatically begin a download in a excel spreadsheet.

Rule	Example	Note
File Type	BULK	
Centre Number	123456A	Format to six digits (leading zeros where applicable) and include sub centre code.
Current Date	191225	Format YYMMDD. YY = Year, MM = Month, DD = Day
Current Time	121000	Format HHmmSS. HH = Hour, mm = Minute, SS = Seconds

Example: - Sample File Name: BULK_123456A_191225_121000.

It must not be more than 30 characters in length or the upload will be rejected

Saving and naming your file

The file needs to be saved as a CSV (Comma delimited) (*.csv). If you use the template, it is in CSV format. If creating your own file, choose the CSV option to save.

Please note if the file is not saved as a CSV, this will not upload to Walled Garden and provide you with an error message.

It is important that your file has a unique name. It cannot be the same as a file submitted previously or one submitted by another centre.

We recommend, for good practice, that the file should be saved using the following naming convention rules, each divided by underscore.

BULK_(Centre No)_(Current Date)_(Current Time)

User access

Walled Garden users must be a secondary or primary user to follow the upload steps outlined below.

Tip – We recommend that you keep the number of records within each .csv file to a maximum of 1000.



Home Catalogue **Data services** Quality

EDI file upload

Select organisation: City & Guilds

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

I want to: Upload Learner Identifier Update

which * belongs to centre: All my Centres

Search

Second Last
Centre: SAP Test UK CR1
Customer: 1066854
Centre: 999990
Log out

Settings

City & Guilds ilm WalledGarden

Home Catalogue **Data services** Quality Reports Help Settings

EDI file upload

Select organisation: City & Guilds

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

I want to: Upload Learner Identifier Update

which * belongs to centre: All my Centres

Search

Learner Amendment File upload

Please Note: This file upload facility is for Learner Amendment files only. Any attempt to load other file types will fail.

Centre: 999990
SAP Test UK CR1

Receipt method: Web

X:\G Drive\FDPO\DSM\Data Correction Team\QA_DC_18 **Browse** **Upload**

Please select the file you wish to upload:

Uploading the file

1. Log into Walled Garden using your centre details
2. On the main screen, select the Data services tab.
3. In the window on the left-hand side select the 'Upload Learner Identifier Update File' from the "I want to:" drop down.
4. Click on 'Search' to display Learner Amendment File upload window
5. Select on 'Browse' to find and add your file.
6. Select 'Upload' to upload your file into Walled Garden. Please note, depending on number of records you have uploaded within the file, it may take a **few minutes** to upload. Do not press upload again or be tempted to close the window.
7. An "Upload in progress" message will display informing you the upload is in progress.
8. You will get a "File successfully uploaded" message if all the data is correctly submitted. The data you have uploaded will be available to view on the next working day.

File upload



File successfully uploaded.

Status will be available in Learner Amendment Tracker Report once the file is processed by City & Guilds.

Exit

Error messages

If there is an error with the data, Walled Garden will show a message highlighting which Record No. needs correcting and provides an error description.

Examples of this can be seen throughout the error examples below.

Error validation messages

Below are examples of the error messages that you might receive and guidance on how to correct these.

Once the record has been corrected or removed, the file can be uploaded again

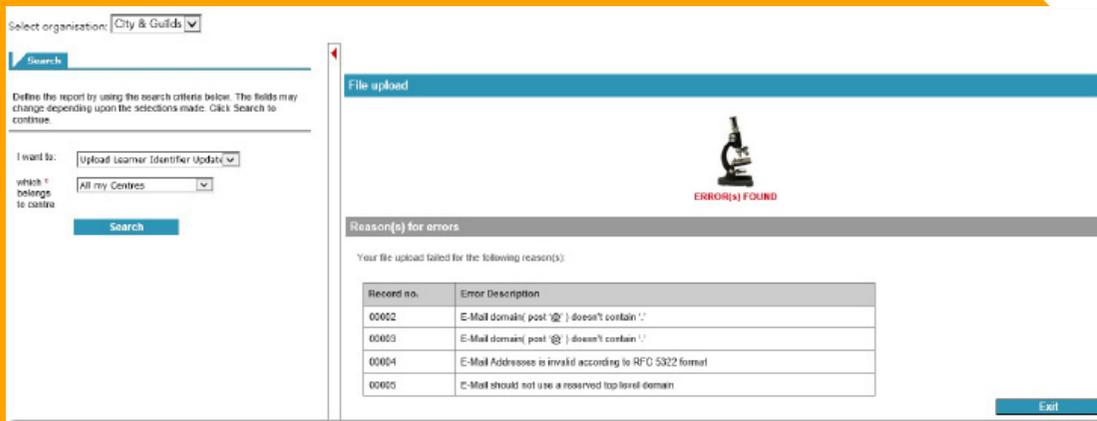
If the email has already been assigned to a learner under a different ENR you will get the following error.

00087 E-Mail is already assigned to another Learner

If a single learner has two ENRs, please contact our Customer Services team to have these merged.

Note: An email address must be unique to a specific enrolment number.

Note: No other records will be uploaded until the error is corrected or the specific error line removed.



Select organisation: City & Guilds

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click Search to continue.

I want to: Upload Learner Identifier Update

which belongs to centre: All my Centres

Search

File upload

ERROR(S) FOUND

Reason(s) for errors

Your file upload failed for the following reason(s):

Record no.	Error Description
00002	E-Mail domain(post@) doesn't contain .
00003	E-Mail domain(post@) doesn't contain .
00004	E-Mail Address is invalid according to RFC 5322 format
00005	E-Mail should not use a reserved top level domain

Exit

File upload

ERROR(S) FOUND

Reason(s) for errors

Your file upload failed for the following reason(s):
Incorrect file size - File name exceeds 30 characters

Exit

Error .csv name

As mentioned on page 3 the file name must be unique. Using the suggested naming convention should prevent this error occurring. The name must be less than 30 characters long or the file will be rejected.

Learner not associated to centre

A learner must be associated to your centre or a subcentre in Walled Garden to update their records using the bulk upload tool. If the learner is not associated to your centre the following error message will display.

If you need to transfer the learner to your centre please create a booking or order using the other centre function through Walled Garden. [Click here to view the Walled Garden guide for support.](#)

00004	Cannot find Customer/Centre relationship
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00003	Enrolment Number duplicate found in file
00003	First Name, Last Name and DOB duplicate found in file

Duplicated learner

Each enrolment number and record must be identical for the data to upload successfully. If a duplicate ENR is found the following error message will display.

Please remove any duplication from the .CSV file before attempting a reupload.

Business Server Page (BSP) error

What happened?

Calling the BSP page was terminated due to an error.

Incorrect file type

Refer to page 3, each upload file must be in the format of a CSV for successful upload. If the file is the incorrect format the follow error message will be displayed.

Please change the file format within Excel as below before attempting reuploading.





Contact us

We are here to answer any queries you may have regarding this process.

Should you require assistance, please contact our Customer Services team via email centresupport@cityandguilds.com or phone on **01924 930800** between the hours of 08:00 – 18:00 (BST).

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