

# Digital credentials

## Guide for providers

Set up your learners to receive digital credentials and help them easily showcase their achievements online.

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## What are digital credentials?

Digital credentials are easy-to-share and fully verifiable online badges that enable learners to instantly showcase their skills with their professional networks and potential employers at the click of a button.

Issued on successful completion of a programme or qualification, each badge acts as a digital certificate. It safely stores all the information about the knowledge, skills and behaviours the learner demonstrated throughout their programme.



## Set up your learners to receive digital credentials

This step-by-step guide explains how to upload learner details in Walled Garden to ensure that they receive their digital credentials.

We automatically issue digital credentials for the majority of our qualifications, but to ensure that your learners receive their badge, it is essential that you upload their personal email address into Walled Garden.

You can upload an email address when you first register your candidate in the platform, at a later date, or as part of a bulk upload if you'd like to do it for multiple candidates at once.

# How to upload emails when registering new candidates

## Step 1

Once you've logged into Walled Garden navigate to the **Place an order** page of the required qualification.

Click the **Catalogue** tab, then **show approved** and enter the qualification number or choose from the list.

Click **Place an order**.

The screenshot shows the Walled Garden interface. At the top, there are logos for City & Guilds, ilm, and WalledGarden. On the right, there is a 'Business Assurance' section with details: Centre: SAP Test UK CR1, Customer: 1066954, Centre: 999990, and a 'Log out' link. Below the logos is a navigation bar with tabs: Home, Catalogue (highlighted), Data services, Quality, Reports, and Settings. A shopping cart icon is also present. Below the navigation bar is a secondary bar with links: Catalogue, Access arrangements, Candidate management, e-certificates, Price list, e-volve scheduling, Publications & merchandise, and SmartScreen. The main content area shows 'View catalogue as centre: 999990 - SAP Test UK CR1'. Below this are buttons: SHOW APPROVED (highlighted), VIEW ALL, INDUSTRY/SECTOR, MY FAVOURITES, and FREQUENTLY ORDERED PRODUCTS. A 'CLEAR FILTERS' link is on the right. A search bar is labeled 'Search catalogue'. Below the search bar is an 'Advanced search' section. On the left, there is a table with columns 'Approved', 'Code', and 'Level'. The table lists several qualifications, all marked as 'Approved'. The qualification 9320-12 is highlighted. On the right, a detailed view for 9320-12 is shown, including the title '9320 Maintenance and Operations Engineering Technician', a warning about digital credentials, the provider 'City & Guilds', and dates for last registration (31.03.2024) and last certification (31.03.2028). At the top right of this detailed view are buttons for 'Place an order' and 'Add to favourites'. Below the dates is an 'Information' section with expandable items: Fees per learner, Rules of combination - interactive, Learning pathways, Units and Assessments, and Additional information.

**City & Guilds ilm WalledGarden**

Business Assurance  
Centre: SAP Test UK CR1  
Customer: 1066954  
Centre: 999990  
[Log out](#)

Home Catalogue Data services Quality Reports Settings

Catalogue Access arrangements Candidate management e-certificates Price list e-volve scheduling Publications & merchandise SmartScreen

View catalogue as centre: 999990 - SAP Test UK CR1

SHOW APPROVED VIEW ALL INDUSTRY/SECTOR MY FAVOURITES FREQUENTLY ORDERED PRODUCTS [CLEAR FILTERS](#)

Search catalogue

► Advanced search

Approved	Code	Level
✓	9320-12	Level 3
✓	9963-99	Level 3
✓	5546-02	Level 3
✓	2396-01	Level 3
✓	3792-01	Level 3
✓	3748-01	Level 3

Results summary: Showing results 10 of

**9320-12**

**9320 Maintenance and Operations Engineering Technician**

We are issuing digital credentials to learners who have completed this qualification. Please ensure you add your learner's email address during registration. A digital credential cannot be issued without a learner email address.

Provider: City & Guilds

Last registration: 31.03.2024 Last certification: 31.03.2028

[Back to search results](#)

[Place an order](#)



[Add to favourites](#)


**Information**

- Fees per learner
- Rules of combination - interactive
- Learning pathways
- Units and Assessments
- Additional information

## Step 2


Click on **Named registration** tab.



Business Assurance

Centre: SAP Test UK CR1  
Customer: 1066954  
Centre: 999990  
[Log out](#)




Catalogue

Data services

Quality

Reports

Settings



[< Back to course information](#)

9320-12

Add to favourites

**9320 Maintenance and Operations Engineering Technician**

We are issuing digital credentials to learners who have completed this qualification. Please ensure you add your learner's email address during registration. A digital credential cannot be issued without a learner email address.

Provider: City & Guilds

Last registration: 31.03.2024

Last certification: 31.03.2028

**Select order type**

Named registration

Unnamed registration

Dated entry

Results entry

On Demand

This section allows you to register candidates onto a specific qualification. You will also be able to purchase any related qualification materials.



## Step 3

Click on **Add new candidate**.

Add in the candidate's personal details and expand the **Add optional details** field. Add the candidate's email and confirm the email again.

ILM candidates' email address field is on the same screen as their other personal details.

Repeat this process when adding all new candidates to ensure candidates are eligible to receive their digital credential upon completion of their qualification or programme.



### Tip

Make a note of the details required so you can retrieve these from the candidate beforehand.

### Add candidate

Add new candidate
Candidate details
Cohort
Enrolment Number
Other centre
Unique learner number

This section allows you to create candidates at your centre. You will also be informed if you have to add extra details that are mandatory for a specific qualification.

#### Add personal details

First name \*
Middle name
Last name \*
Date of birth \*
Day
Month
Year
Gender \*
Please select a gender

Your reference

#### Add apprenticeship details

Start date
Employer sector

#### Add qualification specific details

Unique Learner Number

Add optional details

Add optional details

Start typing your address, then select from the list (E.g. 35 Holdenhurst Road...)

Email
Confirm Email

House Name
House Number

Street
District

City
State

Country
- Select -
Postcode

Driving License Number
National Insurance Number

NROSO Membership Number
Scottish Candidate Number

Student Image
Place of birth

Add new candidate

## How to bulk upload emails for multiple candidates

The bulk upload tool in Walled Garden enables you to add multiple candidate email addresses after registration.

### 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.

Column Title	Description	Mandatory	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



#### Tip

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.



## Learner registration data report

To support you with identifying learner registration information we already hold e.g. learner email address, update your learner registration data report 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 results.
3. In the search window on the left-hand side, go to the **I want to:** dropdown and select **Upload Learner Identifier Update File**.
4. You will then be presented with the report screen (pictured top right). You can search for your report 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. Once you have selected your search criteria click **Search** and your report will be generated as shown (bottom right).
6. Please click on the download button which will automatically begin a download in a excel spreadsheet.

The screenshot shows the Walled Garden interface. At the top, there is a navigation bar with links: Home, Catalogue, Data services, Quality, **Reports** (highlighted), Help, and Settings. Below this is a sub-navigation bar with links: Financial, Orders, **Candidate results** (highlighted), LRS, DAS, Qualifications, Amend On Demand orders, and SmartScreen subscriptions. The main content area is divided into two sections. On the left is a 'Search' window with the following fields: 'Select organisation:' (City & Guilds), 'Show me' (Learner Registration Data), 'which \* belongs to centre' (All my Centres), 'for Qualification' (nnnn-nn), 'for period \*' (last week), 'or since \*' (radio button), 'or From \*' (radio button), and 'To' (text field). A 'Search' button is at the bottom. On the right is the 'Candidates / Results reports' section, which includes a welcome message and a question mark icon for help.

Learner Registration Data

Centre No.

999990

Customer No.

0001066854

Centre name

SAP Test UK CR1

Your search result

Download

ENR	First Name	Last Name	DOB	ULN	Email address	Address	Photo	NI
KSX5564	Patrick	Lewis	30 07 1996		patrick.lewis@cityandguilds.com		N	
KTU6291	Mickey	Mouse	01 01 1990				N	
KTU7396	firstName	lastName	01 01 1990				N	

## 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.

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

## 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.



### Tip

Watch our [step-by-step video guides](#) for more support.

[How to extract learner registration details from Walled Garden](#)

[How to prepare and upload data using the bulk upload tool](#)

## 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 Email is already assigned to another Learner'**

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

### Error .csv name

As mentioned on [page 10](#) 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.

**'00004 Cannot find Customer/Centre relationship'**

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

### 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 messages will display.

**'00003 Enrolment Number duplicate found in file'**

**'00003 First Name, Last Name and DOB duplicate found in file'**

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

### Incorrect file type

Refer to [page 10](#), each upload file must be in the format of a CSV for successful upload. If the file is the incorrect format the following error message will be displayed.

**'Business Server Page (BSP) error'**

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



#### Tip

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

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



## Support your learners to showcase their skills

Encourage your learners to share their achievements with their networks and potential employers.

From our easy-to-access platform, your learners can share their credentials via social media channels such as LinkedIn, Facebook and X, as well as by adding them to emails or embedding them into their own website or blogs.

Share our Getting started with digital credentials guide to introduce your learners to digital credentials and explain how to access them.

## The benefits of digital credentials

Want to encourage your learners to share their digital credentials? Speak with them about the benefits of showcasing their skills in this way, including:

### 1. An easy and verifiable way to celebrate achievements

Learners can share their credentials on LinkedIn, other social media platforms or websites to show potential employers what they have achieved.

### 2. No more lost certificates

Digital credentials will never go missing! It's like a digital passport that stores achievements safely and securely so they can proudly display them anywhere, anytime.

### 3. A CV for life

Digital credentials are a great way for individuals to show who they are, their abilities and the skills they pick up as they go through life.





## About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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