

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 qual number or choose from the list.

Click **Place an order**.

The screenshot shows the Walled Garden portal interface. At the top, there are logos for City Guilds, ilm, and WalledGarden. The user is logged in as 'Business Assurance' with details for Centre: SAP Test UK CR1, Customer: 1066954, and Centre: 999990. A 'Log out' link is visible.

The main navigation bar includes 'Catalogue', 'Data services', 'Quality', 'Reports', and 'Settings'. Below this, a secondary navigation bar lists 'Catalogue', 'Access arrangements', 'Candidate management', 'e-certificates', 'Price list', 'e-volve scheduling', 'Publications & merchandise', and 'SmartScreen'.

The 'View catalogue as centre:' dropdown is set to '999990 - SAP Test UK CR1'. Below this are buttons for 'SHOW APPROVED', 'VIEW ALL', 'INDUSTRY/SECTOR', 'MY FAVOURITES', and 'FREQUENTLY ORDERED PRODUCTS', along with a 'CLEAR FILTERS' link.

A search bar is present with the placeholder text 'Search catalogue...'. Below the search bar, there is an 'Advanced search' section.

The 'Advanced search' results show a table of qualifications:

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

The selected qualification, '9320-12', is shown in a detailed view. It is titled '9320-12 Maintenance and Operations Engineering Technician'. The provider is 'City & Guilds'. The last registration and last certification dates are both '31.03.2024'. There are buttons for 'Place an order' and 'Add to favourites'. A note states: '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.' Below this, there is an 'Information' section with expandable items: 'Fees per learner', 'Rules of combination - interactive', 'Learning pathways', 'Units and Assessments', and 'Additional information'.

Step 2

Click on **Named registration** tab.

The screenshot shows the City & Guilds ilm WalledGarden portal. 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, Data services, Quality, Reports, Settings, and a shopping cart icon. The main content area shows a course titled '9320-12 Maintenance and Operations Engineering Technician'. There is a 'Back to course information' link and an 'Add to favourites' button. A red warning message states: '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.' Below this, it says 'Provider: City & Guilds'. There are two date fields: 'Last registration: 31.03.2024' and 'Last certification: 31.03.2028'. A 'Select order type' section has five buttons: 'Named registration' (highlighted in blue), 'Unnamed registration', 'Dated entry', 'Results entry', and 'On Demand'. At the bottom, a note says: '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 *

Your referee

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

Postcode

Driving License Number National Insurance Number

NROSO Membership Number Scottish Candidate Number

Student Image Place of birth

Add apprenticeship details

Start date

Employer sector

Add qualification specific details

Unique Learner Number

[Add optional details](#)

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 'Candidates / Results reports' section of the Walled Garden interface. The 'Search' window on the left is active, showing the following search criteria:

- Select organisation: City & Guilds
- Show me: Learner Registration Data
- which * belongs to centre: All my Centres
- for Qualification nnnn-nn: (empty field)
- for period * last week
- or since * (empty field)
- or From * (empty field)
- To: (empty field)
- * denotes mandatory field

The 'Search' button is highlighted in blue. The right-hand pane shows the 'Candidates / Results reports' section with a welcome message and a question mark icon for assistance.

The screenshot shows the 'Learner Registration Data' report. The search criteria are displayed at the top, and the search results are shown in a table below. A 'Download' button is visible in the top right corner of the table area.

Centre No.	Customer No.	Centre name
999990	0001066854	SAP Test UK CR1

Your search result

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.

The screenshot shows the 'Data services' tab selected in the top navigation. Below it, the 'EDL file upload' section is visible. The 'Learner Amendment File upload' window is open, displaying a search criteria form and a file upload section. The search criteria form includes a dropdown for 'Select organisation' (City & Guilds), a 'Search' button, and a section for 'I want to' (Upload Learner Identifier Update) and 'which * belongs to centre' (All my Centres). The file upload section includes a 'Please Note' message, a 'Centre' dropdown (99999), a 'Receipt method' dropdown (Web), and a file upload area with 'Choose file', 'No file chosen', and 'Browse' buttons.



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

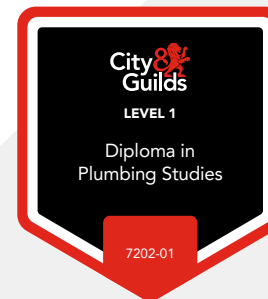
Learners can share their credentials on LinkedIn, other social media platforms or websites to show potential employers what they have achieved.

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

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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