

Digital credentials

Guide for providers

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

Contents

What are digital credentials?		
Set up your learners to receive digital credentials		
Support your learners to showcase their skills	1	



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.

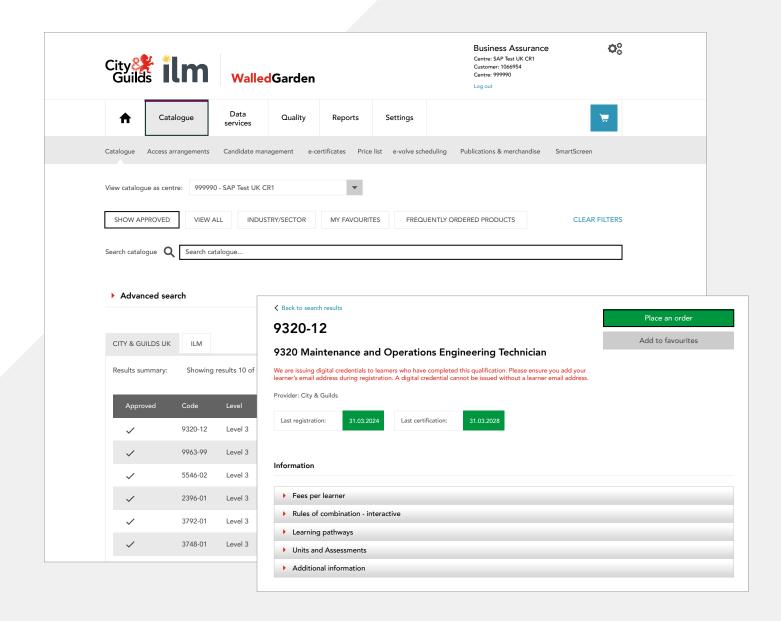
How to upload emails when registering new candidates

Step 1

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

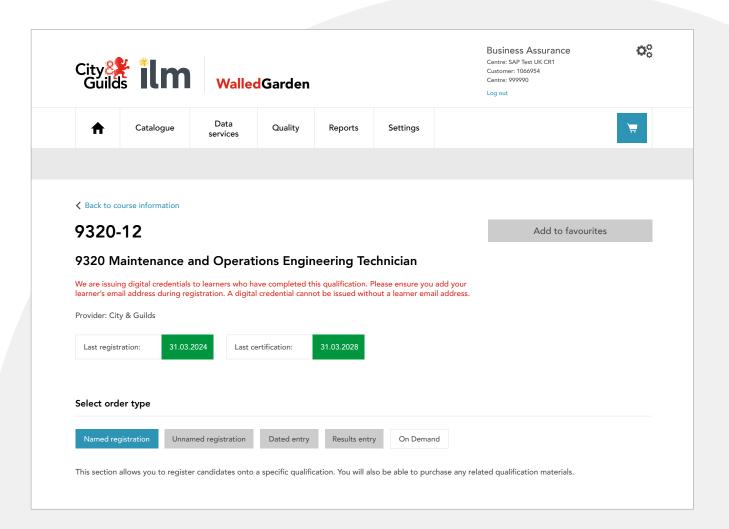
Click the Catalogue tab, then show approved and enter the qual number or choose from the list.

Click Place an order.



Step 2

Click on Named registration tab.



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.

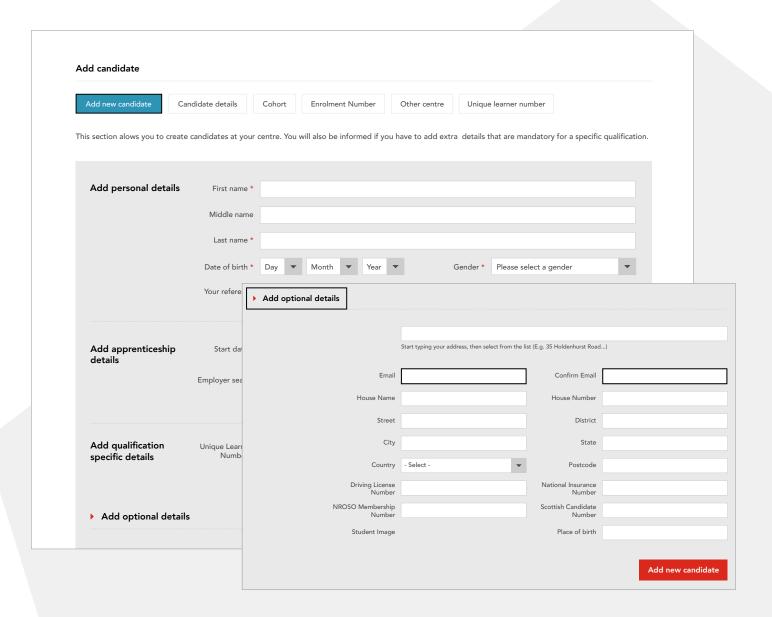
ILM candidates' email address field is on the same screen as their other personal details.

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.



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	Υ	
ERN	Learner's enrolment number	N	Ideally include the ENR number
First Name	Learner's first name	Υ	
Last Name	Learner's last (family) name	Υ	
DOB	Learner's data of birth	Υ	
ULN	Learner's unique learner number	N	If inputted, cannot exceed 10 characters
Email	Learner's email address	Υ	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

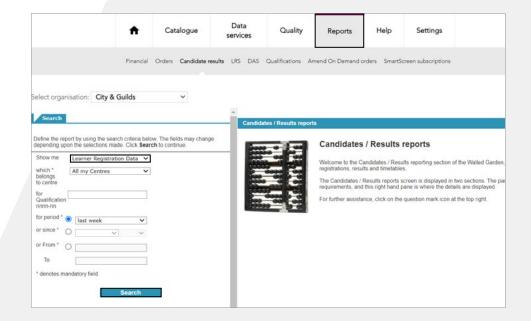
To ensure your centre number displays in full in the "centre column" (this is applicable where your centre number starts with a 0), format the field as text. Be aware if you re-open the file you will need to reformat the "centre column" to text and re-save before uploading.

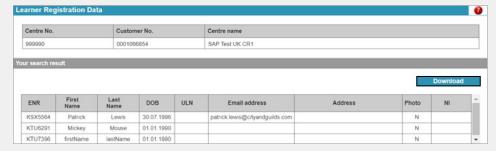
Learner registration data report

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.





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.



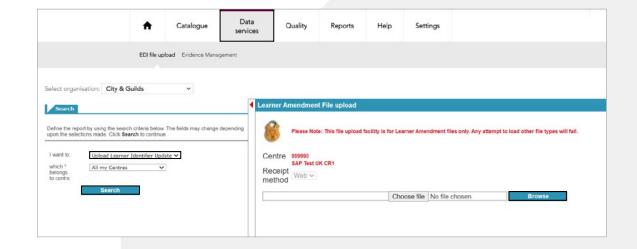
We recommend that you keep the number of records within each .csv file to a maximum of 1000.

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.





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 dplicate 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 follow 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.

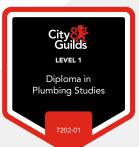
2. No more lost certificates

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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