# Placing results and certification exception orders via EDI
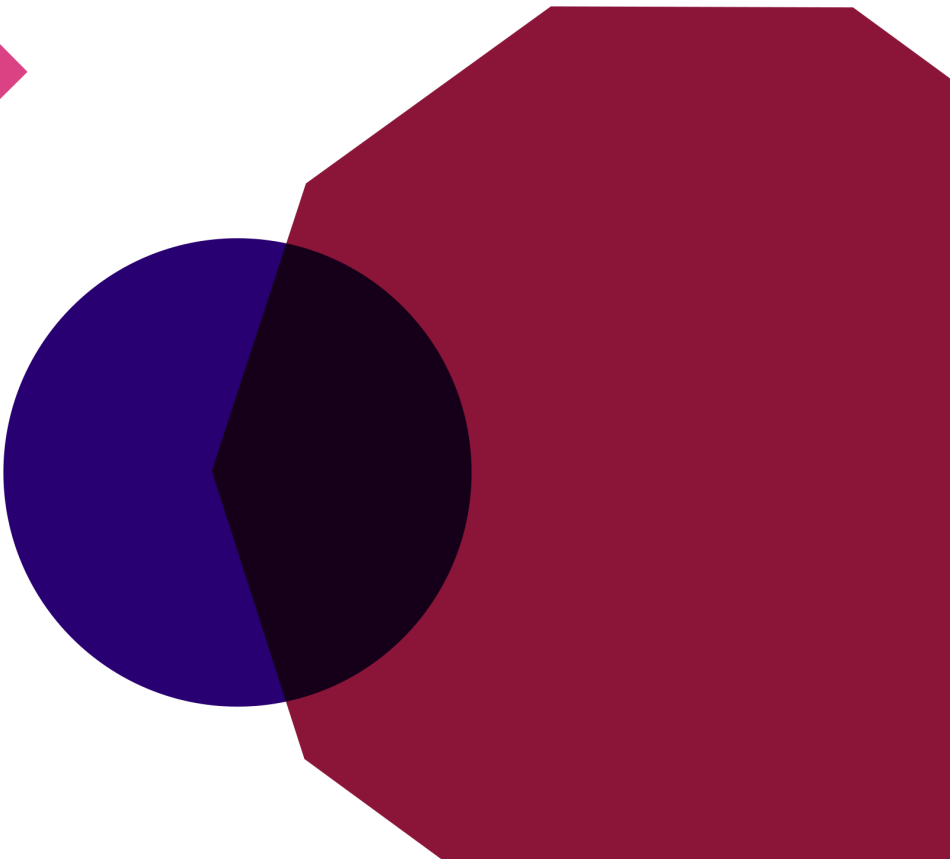# Centre guidance

This document explains the process for submission of results and certification claims for centres who do not have Direct Claims Status (DCS) for a qualification. It replaces the previous 'results override' manual claims form.

Quality teams will no longer accept claims via the result override spreadsheet.
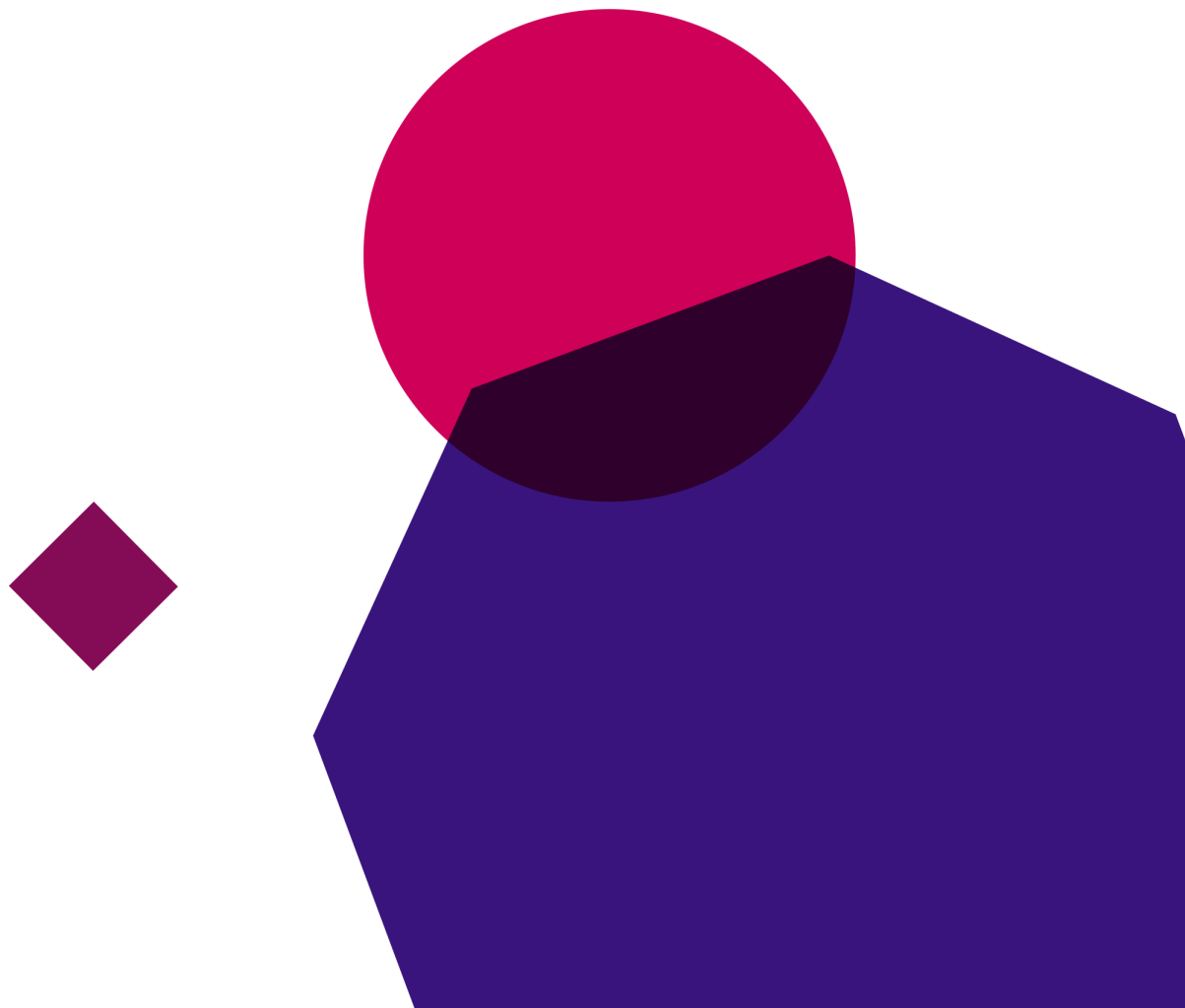
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The previous process

The results override process was used when a centre did not have direct claims status (DCS) for a qualification, but where during a sampling activity the External Quality Assurer (EQA) recommended that specific candidates could be certificated.

An Excel document, commonly known as a 'Results Override Form' or 'Form S', would then be completed by the centre and emailed to the Quality team at City & Guilds. An example of the previous form is below:

The Quality team would then check the submission against the corresponding EQA report to confirm that the candidates had been sampled, and if they agreed with the EQAs recommendation, they would request that the certificates were released.

To ensure we remain in line with GDPR requirements, this process has now changed.

We will no longer accept the results override form via email. Instead, you will need to submit your request via the Walled Garden by uploading an Electronic Data Interchange (EDI) file. Remember this is **only** in instances where:

- You do not have direct claims (DCS) for the qualification and;

- The EQA has sampled the candidates and has recommended on their EQA report to the Quality team that the certificates can be claimed.

Access to Walled Garden

You will need the appropriate Walled Garden access to use our new process.

All City & Guilds' centres have access to Walled Garden, however the access arrangements within each centre will differ according to their organisational structure.

Only a Primary User or a Secondary User can submit results on the Walled Garden. Accounts which are set as Finance User, Read Only User or Tutor User will not be able to submit results.

If you do not have the correct permissions or do not have access to Walled Garden, you will need to request this from your centre's primary account holder.

For further information on Walled Garden please click here. Alternatively, please contact our Centre Support team:

📞 0844 543 0000*

✉ centresupport@cityandguilds.com

Lines are open Monday to Friday 8am to 5pm.

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The new process – Exception Orders

Our new process is called an Exception Order. You need to complete the exception order because your centre does not have direct claims and you cannot claim results on the Walled Garden in the usual way. However, the EQA will have recommended to the Quality team that specific certificates can be released. Our new process will require you to upload results via Electronic Data Interchange (EDI) and state the service order number of the EQA activity.

Electronic Data Interchange (EDI)

Our new process will require you to upload an EDI file. In simple terms, an EDI file is a way of transferring data quickly and securely from one organisation to another. The certification request will come to us from your Management Information System (MIS) electronically as a data file via the Walled Garden.

Here are some of the benefits of using EDI:

- It is quicker and more reliable than forms, both online and offline.
- Reduction of errors caused by re-keying data into forms, such as spelling of candidates' names, dates of birth etc.
- No more forms to fill in
- Data loaded via the Walled Garden is in the system within the same day.
- Less effort is required by the examinations office by using EDI files.
- Data can be returned electronically and downloaded directly back into the centres MIS.
- Base data (awards information for MIS) is available on the Walled Garden.

To find out more about which MIS systems support EDI, and to follow our detailed instructions about how to set up EDI, please click here.

Alternatively, if you would prefer to speak to us with queries or you require any support or information regarding EDI files and uploading them, please contact our Customer Services Team at centresupport@cityandguilds.com or speak to a member of the team on 0844 543 0000*.

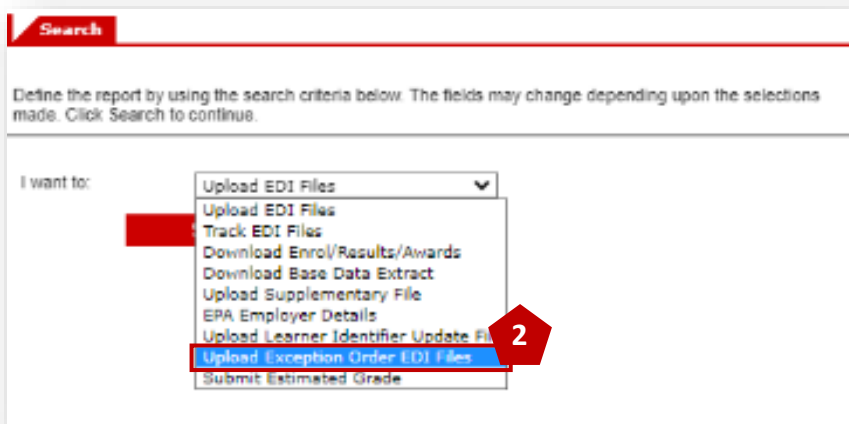Lines are open Monday to Friday 8am to 5pm.

How to create an Exception Order using EDI

Here is how to place an Exception Order by uploading an EDI file:

1. From the Walled Garden home page, go to the **Data Services** tab:
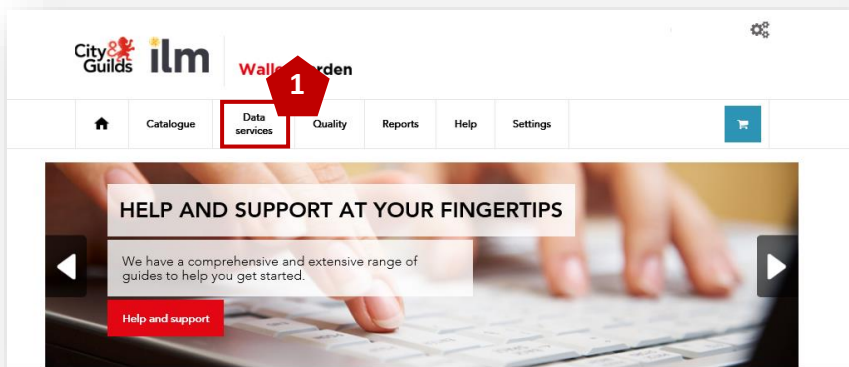
2. From the drop-down box, select the new option titled **Upload Exception Order EDI Files**.

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3. You will then enter the 'Exception Order File Upload' screen. Please enter the EQA visit report number in the **reference** field. This is a **mandatory requirement** and if you do not provide this the request will be rejected. This ten-digit number starts with '8000' and is found on the first page of the EQA report.

   Note: There are occasions, however, where there is no EQA activity reference (8000 number) which can be provided, for example for Qualifications Wales or because learners were not sampled as they were previously submitted through the Covid-19 centre-assessed grades process (CAG).
   If you are submitting grades for learners that were part of the Covid-19 mitigation (centre assessment grades / calculated results) and you do not have an EQA sampling activity, please write "*CAG*" in the reference field.
   For the new City & Guilds and WJEC Health and Social Care and Child Care, Playwork, Learning and Development qualifications (8040 / 8041), please use "*HCLW*" in the reference field.

4. Next, use **Browse** to select the EDI file you want to upload, and then select **Upload** to upload the EDI file.

5. You'll notice that there is a document located here with instructions on how to locate errors in EDI files, which you may find useful.

6. If there are any errors in the EDI file that you have uploaded, you will see the reasons why in the **Reasons(s) for errors** section. If you receive this error message you will need to check the data in the EDI file and resubmit by going back to step 1.

7. The following screen will appear if the upload of the EDI file has been successful.

How to create an EDI file if you do not have MIS

If you do not have an MIS system you can still create an EDI file to upload. We have created a template tool which you can use to create your EDI files ready for submission. Please click here to access the tool on our website in the Centre Document Library under Results and Exceptions.

To claim certificates, you will need to provide the following information in the specially formatted spreadsheet:

- Centre number (including suffix if applicable)
- Qualification number
- Unit numbers you are claiming for
- Candidate enrolment number
- Candidate's first name
- Candidate's middle name (if applicable)
- Candidate's last name
- Candidate's date of birth (using the format 01/01/2020)

Note: this "Centre Result Submission Exception Tool" provided on our website is not a document for you to download and later upload to Walled Garden as it is too big and will cause an error when uploaded.
This is a supportive tool to help you to create a text file, known as an EDI.
You must follow the guide detailed on page 10 of this document, and then click "**Create File**" which will generate the EDI file you need.

(A) Reference Number: This is an optional requirement. Any data included will appear on your results sales order.

(B) Single Qual: If you are entering all candidates for just one qualification then change this dropdown to 'Y' and enter the qualification number in the adjacent cell. (Please note that the 'Qualification No.' column will grey out and any qualification numbers here will not be used.

(C) New: If a candidate does not have an enrolment number select 'Y' from the dropdown and leave the 'ENR' cell blank. If a candidate does have an enrolment number, then leave the 'New' cell blank.

(D) Qualification No.: You only need to enter this if you are submitting multiple qualifications on the same form. If not make sure the form is set to single qualification as per 'B' above.

(E) Create File: When you completed all data click the 'Create File' button. This will generate the EDI file, follow the instructions, and select the folder where you wish to save. The file unique file name will create automatically.

(F) Clear Form: Select the method you want to use to clear all or specific data.

Processing timescales

Once you have successfully uploaded the EDI file to claim your results, the Quality team are notified automatically via our internal system. They will then cross check your request against the corresponding EQA report.

Please note that if you have not provided the relevant EQA activity reference number (800), the request will be rejected.

If your request is approved, we expect the process to take no longer than 10 working days.

Keeping you updated

Once the Quality team has reviewed your request, they will email you the outcome which will be one of the following;

- Following quality assurance checks your request has been accepted and the certificates will be released, or;
- Following quality assurance checks, the certificates will not be released and the reason why, or;
- Following quality assurance checks, *only some results can be released and the reason why.*

Whatever the scenario, we will confirm the outcome by email to you. We will notify you of the relevant outcome within ten working days

Further advice and information

After you receive notification from the Quality team you may have questions relating to quality assurance or wish to discuss your request further. If so, please contact your assigned quality team. Each team's email address is below:

Qualityteam1@cityandguilds.com
Qualityteam2@cityandguilds.com
Qualityteam3@cityandguilds.com
Qualityteam4@cityandguilds.com
Nations@cityandguilds.com
Hclw.approval@cityandguilds.com

If you would prefer to speak to a member of the Quality team, then please call us on:

0300 303 5352

If you have any queries or require support or information regarding creation or upload of EDI files, please contact our Customer Services team:

centresupport@cityandguilds.com

0844 543 00 00

Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

International centres can contact us at:

ASEAN & EAST ASIA - asean@cityandguilds.com
South Asia - south.asia@cityandguilds.com
MENA - quality_mena@cityandguilds.com
South Africa - africaquality@cityandguilds.com