

# Maintaining centre contacts and key staff in Walled Garden

**Guidance for centres**

Version 1.0, November 2024



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# Information for centres

## Collecting centre contacts

We've simplified the way you provide and maintain the following contacts:

- Head of Centre / Principal
- Senior Designated Contact
- Designated Exam Office Contact
- Exam Office Generic Email Address
- Quality Nominee (previously Quality Contact)
- Qualification Leads
- All relevant centre delivery staff

You now need to provide this information in Walled Garden. This guide explains how to navigate to the new contact management screens and update the information.

## Ofqual VTQ Timely Results

As part of Ofqual's measures to ensure timely results (including the term-time checkpoints) we are required to collect the details of senior designated contacts each academic year. We have now moved the collection of these details into Walled Garden in line with the process set out in this guidance document.

Centres must ensure that the information for Senior Designated Contacts, Qualification Leads and key Centre Staff is kept up to date throughout the academic year.

Our teams will use the contacts provided within the Contact Management section of Walled Garden to communicate with centres delivering T Levels and Technical Qualifications, as well as for the distribution of key email updates throughout the year. It is vital therefore that centres provide all relevant contacts in the system to ensure we can contact you.

## Accessing Walled Garden

You'll need the appropriate [Walled Garden](#) access to view and maintain your centre contacts and key staff, via the [Centre Services](#) tab.

All City & Guilds' centres have access to Walled Garden, however the access arrangements within each centre will differ according to your structure and who sets up your accounts.

Only a [Primary User](#) or a [Secondary User](#) can view and maintain this information on Walled Garden.

Accounts which are set as [Finance User](#), [Read Only User](#) or [Tutor User](#) will not be able to access the functionality.

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. City & Guilds can't set up accounts for you.

For further information on Walled Garden please click [here](#). Alternatively, you may find this short [video](#) helpful, or contact our Centre Support team.

## Contact us

If you need any assistance please contact our centre operations team.

### Centre operations

 0300 303 53 52

 [centreoperations@cityandguilds.com](mailto:centreoperations@cityandguilds.com)

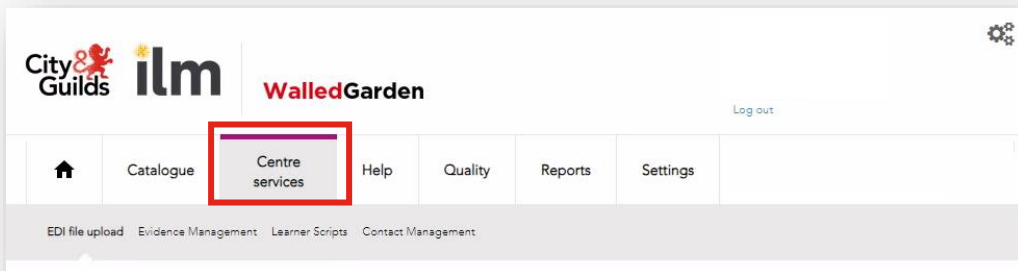
Lines are open Monday to Friday 08.30 to 17.00 GMT excluding bank holidays.

# Maintain centre contacts and key staff

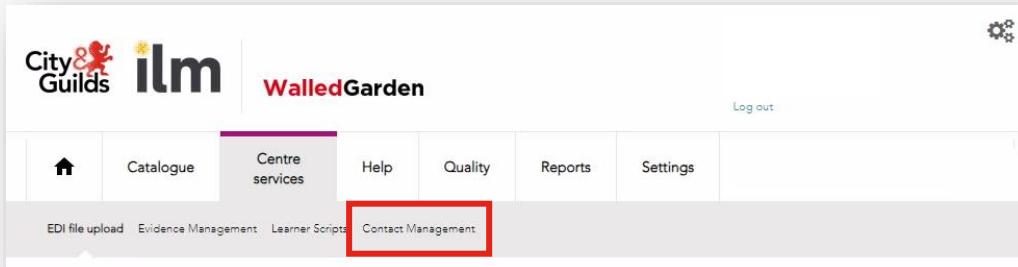
## Locate the Contact Management section

### Step 1 Locate the Contact Management section

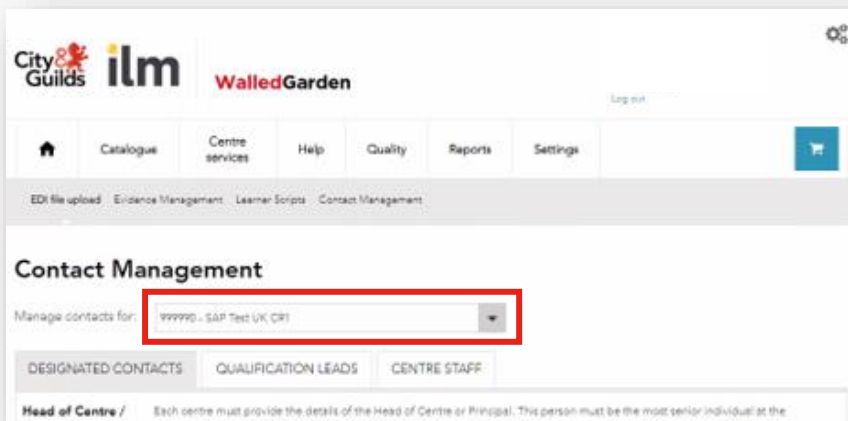
- 1 Log in to [Walled Garden](#) with your user account.
- 2 From the homepage, click [Centre Services](#) from the top menu.



- 3 In the sub-menu select the new option for [Contact Management](#).



- 4 Ensure the correct centre number is selected in the [Manage contacts for](#) field.



- 5 The page will load the Contact Management screens.

There are three tabs where you will need to maintain relevant contact:

### Designated Contacts

These are the senior members of the centre such as the Head of Centre or Principal, Senior Designated Contact, Quality Nominee and the Designated Exam Office Contact.

### Qualifications Leads

Each centre must allocate an overall Qualification Lead for several qualification groups, including those in the scope of the Ofqual's VTQ Timely Delivery of Results.

Each person has overarching responsibility for the delivery of the qualifications in each group.

### Centre Staff

Centres should maintain all remaining centre staff on this page. This includes all staff involved in the administration, delivery, assessment and IQA of all qualifications.

## Contact Management

Manage contacts for: 999990 - SAP Test UK CR1 ▼

DESIGNATED CONTACTS

QUALIFICATION LEADS

CENTRE STAFF

### **Head of Centre / Principal**

Each centre must provide the details of the Head of Centre or Principal. This person must be the most senior individual at the centre. Either, Head of Centre, Principal, CEO, Owner, Manager etc. They have overall accountability and responsibility for the end-to-end centre operations.

# Maintain you Designated Contacts

## Step 2 Maintain you Designated Contacts

In this tab, centres are required to provide the details of the following contacts:

- Head of Centre / Principal
- Senior Designated Contact
- Designated Exam Office Contact
- Exam office generic email address
- Quality Nominee

1 Provide the details for each of the designated contacts:

**First name**

**Last name**

**Email**

**Phone**

**Job title**

**Contact Management**

Manage contacts for: 999990 - SAP Test UK CR1

DESIGNATED CONTACTS | QUALIFICATION LEADS | CENTRE STAFF

**Head of Centre / Principal** Each centre must provide the details of the Head of Centre or Principal. This person must be the most senior individual at the centre. Either, Head of Centre, Principal, CEO, Owner, Manager, etc. They have overall accountability and responsibility for the end-to-end centre operations.

First name: \*  Last name: \*

Email: \*  Phone: \*

Job title: \*

The screenshot shows a form titled 'Contact Management' with a dropdown menu set to '999990 - SAP Test UK CR1'. There are three tabs: 'DESIGNATED CONTACTS', 'QUALIFICATION LEADS', and 'CENTRE STAFF'. The 'DESIGNATED CONTACTS' tab is active, showing a section for 'Head of Centre / Principal'. A descriptive paragraph explains that this person must be the most senior individual at the centre. Below this are five input fields: 'First name: \*', 'Last name: \*', 'Email: \*', 'Phone: \*', and 'Job title: \*'. Red arrows point from a central point to each of these five input fields.

2 We recommend you save your changes after completing each section. Locate the **Save changes** button at the bottom of the page.



### Quality Nominee

Each centre must allocate one Quality Nominee. The Quality Nominee is the point of contact for your centre for all quality assurance matters. They will be involved in monitoring and supporting quality assurance for qualifications at your centre.

First name: *	<input type="text"/>	Last name: *	<input type="text"/>
Email: *	<input type="text"/>	Phone: *	<input type="text"/>
Job title: *	<input type="text"/>		

Cancel

Save changes

- 3 A pop-up message will display confirming the contacts have been successfully saved. Click **Ok**.

Contacts successfully saved

Ok

## Maintain your Qualification Leads

### Step 3 Maintain your Qualification Leads

In this tab you need to provide a named Qualification Lead for a number of key qualification groups, where these are applicable to your centre:

- Assured/Recognition Lead
- Core Maths Lead
- Essential Skills Lead
- Extended Project (EPQ) Lead
- FS Pre-Supply Lead
- Functional Skills Lead
- Land-based Services Lead
- Qualifications Wales Lead
- T Levels Lead
- Technicals Lead

1 Navigate to the **Qualification Leads** tab within the Contact Management screen.

The screenshot shows the Walled Garden user interface. At the top, there are logos for City Guilds, ilm, and WalledGarden, along with a 'Log out' link. A navigation menu includes 'Home', 'Catalogue', 'Centre services' (highlighted with a red box), 'Help', 'Quality', 'Reports', and 'Settings'. Below this, a secondary menu shows 'EDI file upload', 'Evidence Management', 'Learner Scripts', and 'Contact Management' (highlighted with a red box). The main content area is titled 'Contact Management' and features a dropdown menu for 'Manage contacts for:' set to '999990 - SAP Test UK CR1'. Below the dropdown are three tabs: 'DESIGNATED CONTACTS', 'QUALIFICATION LEADS' (highlighted with a red box), and 'CENTRE STAFF'. An 'Add new' button is located in the top right corner of the table area. The table has columns for 'Name', 'Email', 'Phone', 'Role', and 'Actions'. A message below the table states: 'There are no contacts for selected centre number'.

2 Click on the **Add new** button on the top right of the table to start adding new contacts.

## Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

DESIGNATED CONTACTS

QUALIFICATION LEADS

CENTRE STAFF

Add new

Name	Email	Phone	Role	Actions
------	-------	-------	------	---------

There are no contacts for selected centre number

3 Provide the details for the lead contact:

**First name**

**Last name**

**Email**

**Phone**

**Role**

## Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

DESIGNATED CONTACTS

QUALIFICATION LEADS

CENTRE STAFF

### Add qualification lead

First name: \*  Last name: \*

Email: \*  Phone: \*

Role: \*

Cancel

Save changes

4 Click on the **Save changes** button.

### Add qualification lead

First name: \*  Last name: \*

Email: \*  Phone: \*

Role: \*

Cancel

Save changes

- 5 A pop-up message will display confirming the lead contact has been successfully saved. Click **Ok**.

Contacts successfully saved

Ok

- 6 The lead contact will be added to the table.

DESIGNATED CONTACTS QUALIFICATION LEADS CENTRE STAFF

Add new

Name	Email	Phone	Role	Actions
Celest Mussindah	Celect.Mussindah@examplecentre.com	01234567890	T Levels Lead	Edit X

- 7 To edit the details of a contact press the **Edit** button on the contact line.

Add new

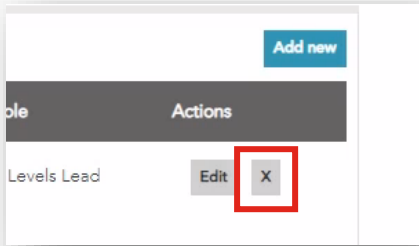
Actions

Levels Lead

Edit

X

8 To delete a contact click on the X button on the contact line.



## Maintain your general Centre Staff list

### Step 4 Maintain your general Centre Staff list

In this tab you need to maintain all remaining centre staff on this page. This includes all staff involved in the administration, delivery, assessment and IQA of all qualifications, including:

- Admin Assistant/Administrator
- Assessment Manager
- Assessor
- Assessor and IQA
- Centre Coordinator
- Exams Officer/Student Services
- Finance Contact
- Head of Department
- HR & Training Manager
- IQA
- Marker
- Trainer/Tutor
- Other

- 1 Navigate to the **Centre Staff** tab within the Contact Management screen.

The screenshot shows the WalledGarden user interface. At the top left, the logos for City & Guilds and ilm are visible, along with the WalledGarden logo. A 'Log out' link is in the top right. A navigation bar contains 'Home', 'Catalogue', 'Centre services' (highlighted with a red box), 'Help', 'Quality', 'Reports', and 'Settings'. Below this, a secondary navigation bar includes 'EDI file upload', 'Evidence Management', 'Learner Scripts', and 'Contact Management' (highlighted with a red box). The main heading is 'Contact Management'. Below the heading is a dropdown menu for 'Manage contacts for:' with the value '999990 - SAP Test UK CR1'. Three tabs are visible: 'DESIGNATED CONTACTS', 'QUALIFICATION LEADS', and 'CENTRE STAFF' (highlighted with a red box). An 'Add new' button is in the top right of the table area. The table has columns for 'Name', 'Email', 'Role', 'Industry', and 'Actions'. Below the table, a message states: 'There are no contacts for selected centre number'.

- 2 Click on the **Add new** button on the top right of the table to start adding new contacts.

## Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

DESIGNATED CONTACTS QUALIFICATION LEADS CENTRE STAFF

Add new

Name	Email	Phone	Role	Actions
------	-------	-------	------	---------

There are no contacts for selected centre number

3 Provide the details for the centre staff member:

First name

Last name

Email

Phone

Role

Industry

## Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

DESIGNATED CONTACTS QUALIFICATION LEADS CENTRE STAFF

### Add centre staff

First name: \*  Last name: \*

Email: \*  Phone:

Role: \*  Industry: \*

Cancel

Save changes

4 Click on the **Save changes** button.

### Add centre staff

First name: \*  Last name: \*

Email: \*  Phone:

Role: \*  Industry: \*

Cancel

Save changes

- 5 A pop-up message will display confirming the centre staff member has been successfully saved. Click **Ok**.

Contacts successfully saved

Ok

- 6 The centre staff member will be added to the table.

DESIGNATED CONTACTS QUALIFICATION LEADS CENTRE STAFF

Add new

Name Email Role Industry Actions

Mary Brownlee Mary.Brownlee@cityandguilds.com Head of Department Construction and BSE

Edit

X

- 7 To edit the details of a contact press the **Edit** button on the contact line.

Add new

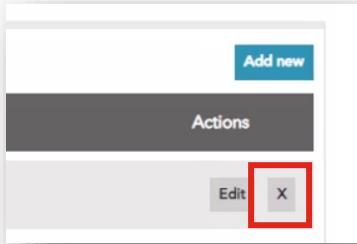
Actions

Edit

X



8 To delete a contact click on the **X** button on the contact line.





## Contact us

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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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