



Digital credentials guide for providers

A step by step guide on how to add an email at registration so your candidates can be issued with a digital credential.

Digital credentials

This customer booking document provides a step by step guide on how your candidate's email addresses are added on Walled Garden upon registration.

A digital credential cannot be issued without a candidate's email address. To input a candidate's email address, please follow these steps.

Visit our [privacy webpage](#) to learn more about how we handle the personal data we collect.



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 displays the Walled Garden Catalogue interface. At the top, the City & Guilds ILM logo and 'WalledGarden' branding are visible. The user is logged in as 'Business Assurance' with details: Centre: SAP Test UK CR1, Customer: 1066954, Centre: 999990, and a 'Log out' link. The main navigation bar includes 'Catalogue' (selected), 'Data services', 'Quality', 'Reports', and 'Settings'. A secondary navigation bar lists various services like 'Access arrangements', 'Candidate management', etc. The 'Catalogue' section shows a search for '999990 - SAP Test UK CR1'. Below this, there are filters for 'SHOW APPROVED', 'VIEW ALL', 'INDUSTRY/SECTOR', 'MY FAVOURITES', and 'FREQUENTLY ORDERED PRODUCTS', along with a 'CLEAR FILTERS' link. A search bar is also present. The 'Advanced search' section is active, showing a table of results for 'CITY & GUILDS UK' and 'ILM'. The table lists qualifications with their status (Approved), codes, and levels. The selected qualification is '9320-12' at Level 3. To the right of the table, 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 bottom, there is an 'Information' section with expandable items like 'Fees per learner', 'Rules of combination - interactive', 'Learning pathways', 'Units and Assessments', and 'Additional information'. A green 'Place an order' button and a grey 'Add to favourites' button are also visible.

City & Guilds ILM WalledGarden

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

[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**

CITY & GUILDS UK ILM

Results summary: Showing results 10 of

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

◀ [Back to search results](#)

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



[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.

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

What next?

Repeat this process when adding all new candidates to ensure candidates are eligible to receive their digital credential upon completion of their City & Guilds and/or ILM qualifications.

Upon successful completion of their course, candidates will automatically receive an email from City & Guilds/ILM via Acclaim by Credly platform, which will enable them to accept their credential.

There's separate guidance on how to bulk upload learners that are already registered. For more information on this process please email DCServiceTeam@cityandguilds.com.



The screenshot shows an email notification from ILM. At the top is the ILM logo. Below it, the text reads "You've earned a badge from ILM". A central graphic is a yellow and black octagonal badge with the ILM logo, "LEVEL 7 SENIOR LEADER MASTER'S DEGREE (MCCG)", "End-point assessment", and "MERIT". Below the badge, it says "End-point assessment: Level 7 Senior Leader Master's Degree (Merit)" and "Issuer: ILM". A blue button labeled "Accept your badge" is present. Below the button, it says "or accept your badge by clicking:" followed by the URL <https://www.youracclaim.com/go/KDhRBbxKlgq1IRM80oWKtg>. A section with social media icons (LinkedIn, Twitter, Facebook, Email) and a star icon contains the text: "You've worked hard to earn this achievement. Share the good news with your professional network, friends and family by accepting your badge." and "New to badging? Learn more now." Below this is the Acclaim by Credly logo and a paragraph: "Acclaim is a badging platform that works with credible organizations to recognize, manage and share professional achievements. Acclaim is a product of Credly, the world's leading digital credential service provider." At the bottom, it says "If you prefer not to receive emails like this from Acclaim, you may unsubscribe." and "Manage your email notification preferences." followed by "© Copyright 2020. All rights reserved."



City &
Guilds

ilm

For more information

Contact us today.

Email: centresupport@cityandguilds.com

Tel: 0844 543 0000

Web: cityandguilds.com/digital-credentials
i-l-m.com/digital-credentials