

NPTC Re-platforming FAQ's

Version 01

Last modified 26-March-2025

For external use



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Transitional Period

The transition period is a window of time between 28 April and 31 July. This is when learner registrations will cease in the online registration system and all new registrations will be conducted via Walled Garden. Centres will need to access learner details and verify entry requirements via the online registration system (ORS) in the transitional period.

1.1. What is the purpose of dual running our systems.

Dual running of systems is essential to allow registrations to cease in legacy systems. This window is to enable City and Guilds to implement a solution to access candidate's historical achievements. Centres are required to verify candidate entry requirements prior to assessments, therefore access to ORS will remain.

1.2 Will centres still be able to register via the online registration system during the transition period.

The last dates for registrations via the online registration system will be 27th April 2025, after this date all new candidate registrations will be made via Walled Garden.

1.3 What will happen to existing registrations during the transition period.

Candidates who have been registered prior to 28th April 2025 can be completed via the online tracking process or via a standard CARF return to customer services. These results and certificates will be processed as standard and will not be available on as e-certificates at this stage.

Existing candidate data

The migration of candidate data will occur in phases. Stage one, scheduled for implementation by April 28th, will encompass candidate master data, including essential details such as name, date of birth, and additional address information. Only where a full address is present will the data be migrated.

If an enrolment number is not already present within Walled Garden, one will be generated and be visible on ORS, enabling centres to use this for further registrations. The ENR number field is now available within ORS and can be located next to the existing candidate number. All enrolment numbers will be present in the Online Registration System (ORS) prior to 28 April 2025

Phase two will commence between 28 April and August 2025. This phase will address access to historical learner achievements via Walled Garden. Further details on phase two will be communicated to centres over the coming months.

2.2 How do I verify an existing candidate's entry requirement.

During the transition period all entry requirements should be verified via the Online Registration system (ORS) prior to registration via Walled Garden

2.3 How do I locate an enrolment number for an existing candidate.

To register an existing candidate via Walled Garden centres will access the candidate data via the Online Registration System. The enrolment number will be present next to the existing candidate number and should be used to register via Walled Garden using the "other centre" option when registering.

Why am I unable to locate an existing candidate within candidate history.

Until phase two has been implemented, and "live" transactional data has been migrated to Walled Garden you are unable to search for candidates via candidate history, unless the candidate has had a previous evolve related registration.

All new registrations and results will be visible within candidate history.

When will historical achievements be available.

Further updates will be provided to centres to inform them of phase 2 migration.

2.4 Can I amend an existing candidate via Walled Garden.

By registering the candidate in Walled Garden, you will be able to amend their details via candidate management. If an existing candidate is not registered with your centre an amendment cannot be made.

Walled Garden

Walled Garden is the customer facing platform our service will move to from 28 April 2025. One to one training will be offered to centres, please look out for an email from our digital support team. The Walled Garden user guide has a comprehensive instruction of all functionalities.

3.1 I don't have a Walled Garden user account; how do I access the system.

If a Walled Garden account doesn't already exist one will be created by the 28 April, login details will be provided via email.

3.2 Why don't my centre's qualification approvals appear on Walled Garden.

Our teams are working on adding existing approvals and these will be in place by the 28 April.

3.3 How do I register a new or existing learner.

To register a new learner please see the Walled Garden user guide, our digital support team will be reaching out to centres for one-to-one training.

To register an existing learner please locate the ENR number within the Online Registration System and select the "other centre" option when registering.

3.4 Will centres be able to utilise full reporting functionality within Walled Garden.

Centres will have access to all functionality of Walled Garden.

3.5 Will centres be able to check assessor approvals on Walled Garden.

Centres will be able to access assessor approvals via Walled Garden reports/candidate results. Access Walled Garden, reports, and candidate results; within the drop-down list you will see LBS approved assessors. The search is completed per module and an expected date range can be selected; this will present all approved assessors within the date range. If an assessor's first aid or verification expires within the period selected, they will not be presented within the returned report. Instructions are provided within the Walled Garden user guide.

3.6 Will I have access to e-certificates via Walled Garden.

Walled Garden primary and secondary users can have access to the e-certificate platform via a Walled Garden link. Should you have any issues accessing the Mycertis platform please contact Customer Support.

3.7 How do I amend a candidate's details and do I need to provide evidence.

You can amend a candidate who is registered with your centre via Walled Garden candidate management.

- Formal evidence will be required for names changes such as marriage, divorce or deed poll changes. The evidence provided should reflect the change requested.
- If you are amending more than 2 characters within a name, formal evidence will be required.
- If you are amending more than 2 digits within a date of birth, formal evidence will be required
- For changes such as capitalised letters, small amendments such as two letters in the wrong order, evidence is not required.
- If an amendment is rejected, you will receive notification.

3.8 How do I access my Quality Assurance activities.

All quality assurance activities will now be completed through the quality portal within Walled Garden including:

Qualification approval submissions and tracking

Centre activity scheduling

Centre activity reports

Centre Updates

Your account will need to have quality admin roles applied, see your primary user for permission changes, alternatively QA support can assist.

3.9 Will I still be able to process two endorsements through one registration.

The structure of the qualifications differ slightly within Walled Garden and the price points may change to accommodate this factor, prices will reflect this change and will be released to customers week commencing 07 April 2025.

3.10 Why I am unable to access pricing.

Prices will be available to customers week commencing 07 April 2025, price points will change to accommodate the systems changes

3.11 I receive my invoices by post can I change this via Walled Garden.

You can change your centres preferences in Walled Garden for the following options:

- Invoicing can be issued via post or email.
- Invoices can be issued daily, weekly or monthly.
- Certificates can be dispatched, daily, weekly, monthly.
- Certificate of Unit Credits can be issued or switched off.
- Result lists are not issued as standard, you can choose to opt in to receive these.
- Notification of Candidate Results receipt can be switched off.

Please note if you work within a larger organisation, preference changes will reflect for the whole organisation. QA support have reached out to centres to enquire if you are part of a larger organisation to support the transition.

Assessments

Assessments will be carried out with no system bookings, approved assessor details are accessible via Walled Garden, once obtained the assessment can be arranged directly with

the selected assessor. Assessment documentation can be accessed via NPTC website and should be saved by both the assessor and assessment centre for the relevant period.

4.1 How do I access assessment results sheets

Assessment results sheets will be available via the NPTC website

4.2 With no bookings now required within the system, do I need to populate the results sheet manually

Assessment results sheets will be required to be populated by the centre user. The required details are assessment dates, centre and assessor details and candidate information. Further completion information will be provided in April's centre Teams call.

4.3 Why have you removed The Assessment Tracking Process.

With feedback from customers advising the process was lengthy and complex this has been removed. As the assessments are seen as centre assessed, the paperwork will now be in the control of the assessment centre and not returned to City & Guilds. A sample tracker is available from City and Guilds should centres wish to use this to track their assessments.

4.4 How will City & Guilds quality assure my assessments.

Quality Assurance remains at the heart of what we do as an origination, Quality Assurance activities will remain through centre sampling activities.

4.5 Can I track my assessments via City & Guilds systems.

Assessment scheduling will now be in the control of centres. However, you can track registration and certification of candidates via Walled Garden reporting. A sample tracker is available from City and Guilds should centres wish to use this to track their assessments

4.6 What happens if a candidate result is lost in the post.

Assessors are required to keep a copy of assessment results for audit purposes. Should documentation be lost in the post when returning to a centre, a copy will be held for 12 months by the assessor.

4.7 Will centres be informed of the assessment documentation completion requirements.

Centres and Assessor's will have the same access to assessment completion information.

4.8 Are centres required to keep hard copies of assessment paperwork.

Centres and assessors are encouraged where possible to use digital copies of assessment documentation. Digital copies must be kept for three years; therefore, it is not necessary to keep physical copies.

4.9 Can I add an additional candidate to an arranged assessment.

Candidates must have a valid registration within Walled Garden. Assessment documentation must be completed by the centre and provided to the assessor prior to the assessment taking place. This will be monitored by standard IQA and sampling activities.

4.10 How is a candidates identity confirmed.

Assessors will complete identity checks prior to any assessment taking place.

Certificates and digital ID cards

All certificates will be standardised and align with City & Guilds certification and delivery. The look of the certificates will alter slightly and will contain more information. Certificate information will be available to centres week commencing 07 April 2025.

5.1 Will the Walled Garden recognise old qualifications as entry requirements.

As standard practice, all entry requirements are expected to be checked by centres prior to registration, this will not change. City & Guilds systems will not check entry requirements and certification will be issued to centres directly, should the candidate meet the requirements of the Certificate of Competence.

5.2 Can my certificates be delivered to candidates directly.

Certification will be issued to centres directly. This is aligned to standard issue of City & Guilds certification, as we are unable to verify candidate addresses. Cover letters will no longer be provided.

5.3 Can I opt out of physical certificates.

Centres can choose to opt out of receiving physical certificates and issue digital only certificates. However, should centres choose to opt, this would be for all certifications that the centre delivers. If your centre offers other City and Guilds qualifications or you are part of a larger organisation this would need to be agreed across the centre.

5.4 Will certificates change in appearance.

Certificates will change in appearance; you will be issued guidance on both physical certificates and e-certificates week commencing 07 April 2025. Industry bodies will also be notified of our changes.

5.5 How do I access e-certificates and digital ID cards

E-certificates and digital ID cards can be accessed by primary and secondary users via Walled Garden.

5.6 Will I be able to access all candidates e-certificates

Centres will have access to certification achieved via their centre.

5.7 How do I access Digital ID cards

Digital ID cards will be accessed via the Mycertis platform. When locating a candidate in the system, both the e-certificate and ID card will be present, these can be downloaded to a local drive and issued to candidate directly.

5.8 How do the digital ID cards work.

When a candidate achieves a new Certificate of Competence an ID card will be created.

ID cards remain sector related. If a candidate achieves a Certificate of Competence within the Livestock sector, a livestock ID card will generate, for each further achievement within this sector, an entry will be added to the existing Livestock ID card.

5.9 Is there an individual ID card for each Certificate of Competence.

ID cards remain sector related. The achievement data is accumulative to reflect the current achievements of the candidate within the specific sector. If a candidate achieves more than one COC within the same sector, these entries will appear on one ID card.

5.10 Are the ID cards visible to all centres.

If a candidate has multiple achievements via Walled Garden which are within the same sector, all entries will be visible within the sector ID card. As a resulting centre the ID card you access will reflect all achievements obtained within that sector.

5.11 Will the ID cards contain historical data

Currently only new achievements registered and certified via Walled Garden will show within an ID card.

Candidates and centres can obtain historical replacement certificates and ID cards via the usual channels.

Further updates will be provided to centres regarding historical achievements as we progress with phase two of the re-platforming process.