

Managing centre contacts and key staff in Walled Garden

Guidance for centres

Version 3.0, March 2026



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Information for centres

Collecting centre contacts

We've simplified the way you provide and maintain centre contacts in Walled Garden. The Centre Update (CU) form within the Quality Portal tab in Walled Garden is no longer used to update us of changes to centre staff or contacts. You'll now need to manage the details of all staff involved in the administration, delivery, assessment and IQA of qualifications in a simple, easy-to-use Contact Management area within Centre Services.

In this area you will need to provide the details of:

- All relevant centre delivery staff
- Head of Centre / Principal
- Senior Designated Contact
- Designated Exam Office Contact
- Exam Office generic email address
- Quality Nominee (previously Quality Contact)
- Qualification Leads

This guide explains how to navigate to the new contact management screens and update the information.

Designated Contacts

We also require centres to provide the details of Designated Contacts in each academic year.

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 therefore vital that centres provide all relevant contacts in the system to ensure we can reach the right people at your centre.

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 contact information on Walled Garden.

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

Contact us

If you need any assistance regarding the Contact Management area in Walled Garden or have a query regarding the responsibilities for the Designated Contacts and/or Qualification Leads, please contact our Centre Operations team.

Centre Operations

 01924 930 800

 centreoperations@cityandguilds.com

Lines are open Monday to Friday 08:30 to 17:00, excluding bank holidays.

Centre contact roles and responsibilities

Please see below the different roles and responsibilities we require centres to provide on Walled Garden. You can also [download our guide](#).

Head of Centre or Principal

Each centre must provide the name, job title, and contact details of the Head of Centre or Principal. This individual must be the most senior person at the centre, for example the Head of Centre, Principal, CEO, Owner, Manager etc. This person is ultimately accountable for the overall operations, performance, governance, quality assurance and integrity of the centre.

Their responsibilities include:

- Strategic oversight: Setting the direction and priorities for the centre, ensuring alignment with organisational goals and regulatory requirements.
- Operational management: Overseeing day-to-day operations, including staffing, resource allocation, and service delivery.
- Compliance and Quality Assurance: Ensuring the centre adheres to all relevant policies, standards, and legal obligations, including safeguarding, health and safety, and data protection. Ensuring the centre has a single named Quality Nominee as a point of contact for City & Guilds.
- Risk management: Identifying and mitigating risks that could impact the centre's ability to deliver its services effectively.

Senior Designated Contact (SDC)

This person must have the authority to access all information and progress decisions swiftly throughout the academic year or ongoing study programme for all matters relating to the delivery of qualifications.

They must hold a senior position within the centre, such as a Senior Leadership Team (SLT) representative with responsibility for qualifications delivery or a Deputy Head / Vice Principal.

All escalations will be made to this person for any issues that arise. They will take overall accountability to ensure that:

- All estimated completion data is submitted accurately by the published deadline as part of the VTQ Delivery of Results Checkpoints (where applicable to the centre).
- All relevant assessment marks, grades and evidence are submitted to us no later than the published deadline (where the centre delivers relevant qualifications)
- All relevant student grades submitted to City & Guilds through results entry are valid and accurate.
- Every student has marks / grades submitted to enable them the opportunity to complete their qualification (i.e. the Rules of Combination are met).

Senior Designated Exam Office Contact

Each centre must allocate one Senior Designated Exam Office Contact. This person must be the most senior contact within the centre's exam office. They will also take overall responsibility for ensuring the timely completion of the Checkpoint data for VTQ Delivery of Results to ensure that:

- Registrations and all applicable assessment entries are made in Walled Garden for each student by the published deadline.
- Student registration and booking data are accurate and up to date throughout the academic year.
- No duplicate entries are made for the same assessment, or entries for assessments that are not required.
- All students have a single enrolment number, and any discrepancies (i.e. a student enrolment merge is required) are resolved prior to results being issued.
- All students undertaking an exam have the relevant entry, prior to sitting the exam.
- Exams are administered correctly to JCQ ICE requirements, and all paper scripts are securely packaged and returned to the correct address on time and via recorded delivery.

Quality Nominee (Quality Contact)

Each centre must have a single documented named point of accountability for management of quality assurance, with secure contact details (specific to the centre).

The Quality Nominee / Contact is the person responsible for ensuring that the management, administrative and quality assurance systems for our qualifications are properly maintained throughout the centre. They must have an appropriate background in assessment management, administration and quality assurance.

Qualification Leads

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

Qualification leads are who we will communicate with regarding areas such as T Levels, Technical Qualifications and / or Extended Project Qualifications (EPQ) as well as other areas such as Functional Skills, NPTC, ESOL etc.

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

Centre Staff

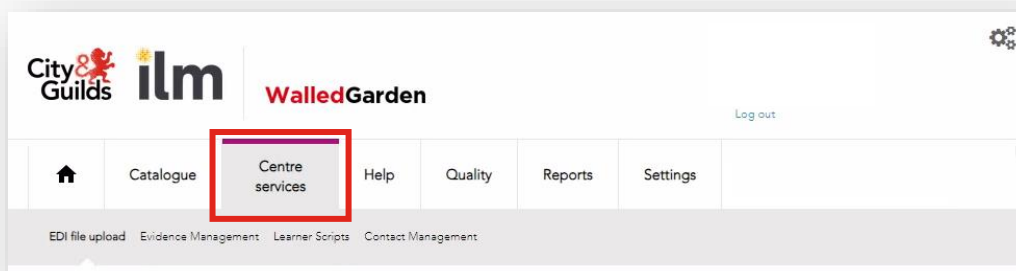
Centres should maintain all remaining centre staff on this page. This includes all staff involved in the administration, delivery, assessment and IQA of all qualifications.

Managing centre contacts and key staff

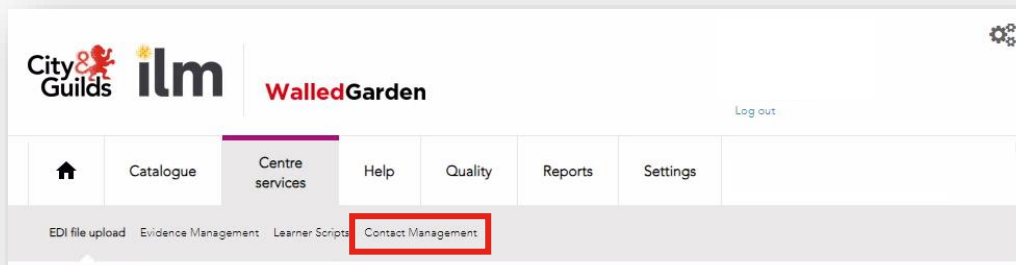
Locate the Contact Management section

Step 1 Locate the Contact Management section

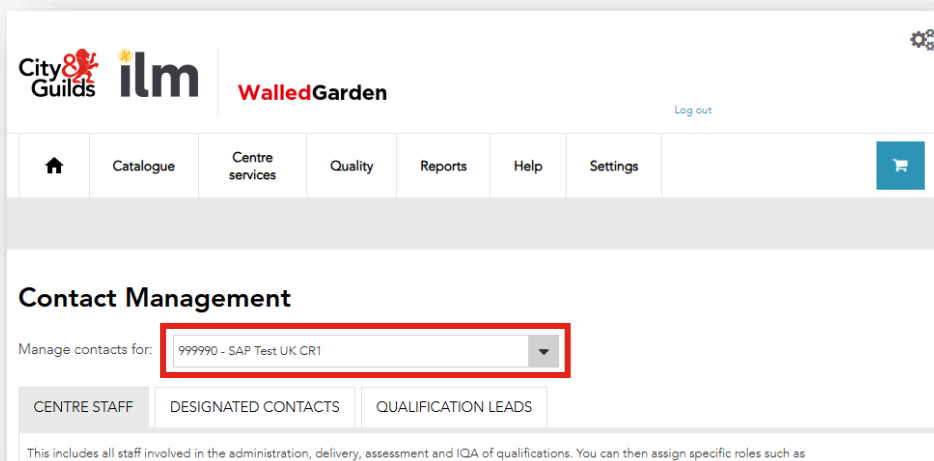
- 1 Log in to [Walled Garden](#) with your user account.
- 2 From the homepage, click [Centre Services](#) from the top menu.



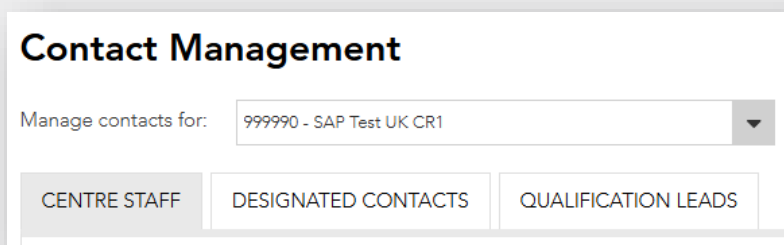
- 3 In the sub-menu, select the option for [Contact Management](#).



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



5



The page will load the **Contact Management** screen.

There are three tabs where you will need to maintain relevant contacts.

All centre contacts must be maintained within the Centre Staff tab. Contacts from the list maintained within the Centre Staff tab can then be assigned or removed as Designated Contacts and Qualification Leads through the respective tabs for those contact types.

Centre Staff

Centres must maintain all centre staff on this page – this is a mandatory requirement of your agreement with City & Guilds as per the [Centre Contract General Terms](#) and [Centre Handbook](#). This includes all staff involved in the administration, delivery, assessment and IQA of all qualifications. For each staff member you'll need to maintain their *first name*, *last name*, *email*, *job title*, and *phone number*.

Where the staff member is in a delivery, assessment or IQA role, you'll also need to provide details of relevant professional qualifications, CPD and evidence of occupational competence.

Each staff member can be allocated multiple roles, and an industry area assigned to each role type.

Designated Contacts

These are the senior members of the centre such as the *Head of Centre / Principal*, *Senior Designated Contact*, *Quality Nominee* and the *Designated Exam Office Contact*. All centres must now provide these

details. We've simplified this page, so you only need to select the staff member from the drop-down menu. You'll need to have added the staff member to the *Centre Staff* tab first.

Qualification Leads

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

Each Qualification Lead has overarching responsibility for the delivery of the qualifications in the group.

You can now add multiple different Qualification Lead roles to each staff member without having to duplicate the staff member several times.

We've simplified this page, so you will need to select the staff member from the drop-down menu when you add a new Qualification Lead. You'll need to have added the staff member to the *Centre Staff* tab first.

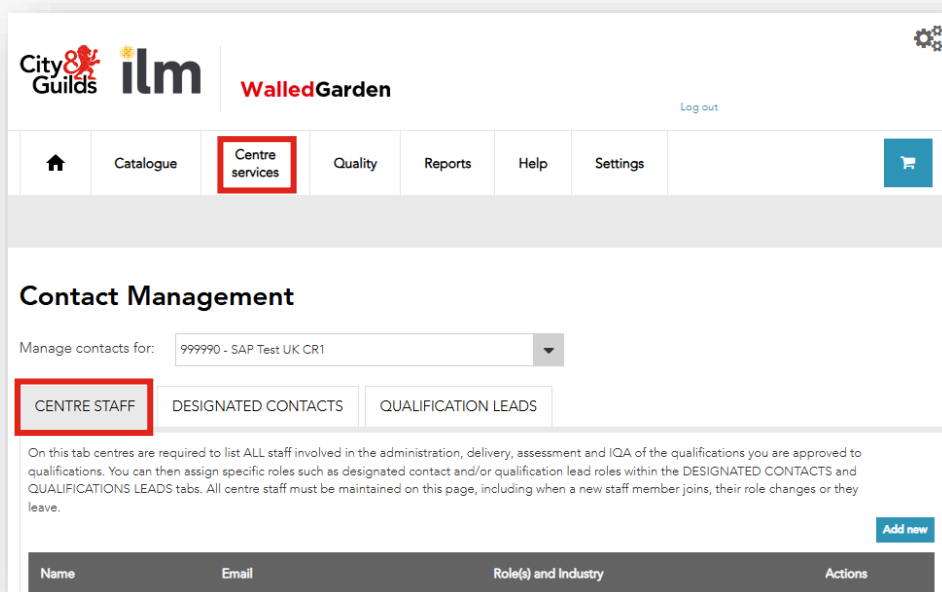
Maintain your Centre Staff list

Step 1 Maintain your general Centre Staff list

You need to maintain all centre staff on this tab. 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
- Exam 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.



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

Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

CENTRE STAFF

DESIGNATED CONTACTS

QUALIFICATION LEADS

On this tab centres are required to list ALL staff involved in the administration, delivery, assessment and IQA of the qualifications you are approved to qualifications. You can then assign specific roles such as designated contact and/or qualification lead roles within the DESIGNATED CONTACTS and QUALIFICATION LEADS tabs. All centre staff must be maintained on this page, including when a new staff member joins, their role changes or they leave.

Add new

Name

Email

Role(s) and Industry

Actions

3 Provide the details for the centre staff member:

First name*

Last name*

Email*

Job title*

Phone Number 1*

Phone Number 2

If the phone number requires an extension number, please enter this in the **Phone Number 2** field.

4 Then you'll need to complete the section for **All relevant professional qualifications, evidence of occupational competence and recent CPD where applicable**.

As set out in the relevant centre terms, all centres must keep City & Guilds updated with all key staff involved in the administration, delivery, assessment and internal quality assurance of qualifications. Centres are responsible for ensuring these staff are trained and hold appropriate occupational competence, experience and meet qualification requirements.

This section replaces the need to provide copies of documents to City & Guilds to verify centre staff meet requirements – as was required when completing the Centre Update (CU) form.

As this is a mandatory field, if the staff member is not someone who is involved in the delivery, assessment or internal quality assurance (i.e. an administrative staff member or an exams officer) and doesn't hold any relevant professional qualifications required specifically for the role they perform, please enter **N/A** in this field.

Note: Centres should be aware that City & Guilds will review the information provided by centres, and where this information is not provided may contact you to provide further evidence.

5 Finally, when you've completed this section, please confirm the declaration statement. You'll have to do this every time you make a subsequent change to the information within a contact record.

CENTRE STAFF
DESIGNATED CONTACTS
QUALIFICATION LEADS

Add centre staff

First name: *
Last name: *

Email: *
Job title: *

Phone Number 1: *
Phone Number 2:

*Please list all relevant professional qualifications, evidence of occupational competence and recent CPD where applicable:

As set out in the relevant centre terms, all centres must keep City & Guilds updated with all key staff involved in the administration, delivery, assessment and internal quality assurance of qualifications.

Centres are responsible for ensuring these staff are trained and hold appropriate occupational competence, experience and meet qualification requirements

☐ I confirm the staff member meets the relevant qualification/role requirements *

- 6 Finally, you need to add role(s) and the respective industry per role. You can do this using the drop-down menus in the 'role and industry' section.

Role and industry
Add new

Role	Industry	Remove
Select role	Select industry	x

Cancel
Save changes

- 7 After you have inputted the necessary information, click on the **Save changes** button.

Role and industry
Add new

Role	Industry	Remove
Trainer/Tutor	T Level: Engineering & Manufacturing	x

Cancel
Save changes

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

Contacts successfully saved

Ok

9 The centre staff member will be added to the table.

CENTRE STAFF

DESIGNATED CONTACTS

QUALIFICATION LEADS

On this tab centres are required to list ALL staff involved in the administration, delivery, assessment and IQA of the qualifications you are approved to qualifications. You can then assign specific roles such as designated contact and/or qualification lead roles within the DESIGNATED CONTACTS and QUALIFICATIONS LEADS tabs. All centre staff must be maintained on this page, including when a new staff member joins, their role changes or they leave.

Add new

Name	Email	Role(s) and Industry	Actions
Ali Beatriz	Ali.Beatriz@kirkbycollege.ac.uk	Assessor; Hospitality and Catering IQA; Hospitality and Catering Head of Department; Hospitality and Catering	Edit X
Fatima Ericson	Fatima.Ericson@kirkbycollege.ac.uk	Assessor; Hairdressing and Beauty Assessor; Maths and English Admin Assistant/Administrator; Centre Administration	Edit X
Geraldine Granger	Geraldine.Granger@kirkbycollege.ac.uk		Edit X

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

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

CENTRE STAFF

DESIGNATED CONTACTS

QUALIFICATION LEADS

On this tab centres are required to list ALL staff involved in the administration, delivery, assessment and IQA of the qualifications you are approved to qualifications. You can then assign specific roles such as designated contact and/or qualification lead roles within the DESIGNATED CONTACTS and QUALIFICATIONS LEADS tabs. All centre staff must be maintained on this page, including when a new staff member joins, their role changes or they leave.

Add new

Name	Email	Role(s) and Industry	Actions
Ali Beatriz	Ali.Beatriz@kirkbycollege.ac.uk	Assessor; Hospitality and Catering IQA; Hospitality and Catering Head of Department; Hospitality and Catering	Edit X
Fatima Ericson	Fatima.Ericson@kirkbycollege.ac.uk	Assessor; Hairdressing and Beauty Assessor; Maths and English Admin Assistant/Administrator; Centre Administration	Edit X
Geraldine Granger	Geraldine.Granger@kirkbycollege.ac.uk		Edit X

Maintain your Designated Contacts

Step 2

Maintain your 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 and Exam Office generic email address
- Quality Nominee

Note: The **Quality Nominee** is sometimes referred to as the **Quality Contact**. These terms are interchangeable and refer to the same responsible person at the centre.

- 1

To assign a member of centre staff to a role on the **Designated Contacts** tab, you must first have created them on the **Centre Staff** tab. Please see the previous section for information on how to do this.
- 2

To assign a member of centre staff to a role on the **Designated Contacts** tab, please use the drop-down menu provided next to the relevant role. This will display a list of staff members added as contacts under the Centre Staff tab. Select the staff member you would like to assign to the role.

Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

CENTRE STAFF

DESIGNATED CONTACTS

QUALIFICATION LEADS

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.

Senior Designated Contact

Designated Contact (SDC). This person must have the authority to access all information and academic year for all matters relating to the delivery of qualifications. They must hold a Senior Leadership Team (SLT). All escalations will be made to this person for any issues

Ali Beatriz

Ali Beatriz

Annette Curtan

Fatima Ericson

Geraldine Granger

Hazel Thompson

Janine Sampson

Mary Jane

Mary Smitherson

Robert Rush

Rolf Butcher

Trever Hill

- 3

Click on the **Save** button at the bottom of the page.

Quality Nominee

Each centre must have a single documented named point of accountability for management of quality assurance, with secure contact details (specific to the centre).

The Quality Nominee/Contact is the person responsible for ensuring that the management, administrative and quality assurance systems for our qualifications are properly maintained throughout the centre. They must have an appropriate background in assessment management, administration and quality assurance.

Geraldine Granger



Email: Geraldine.Granger@kirkbycollege.ac.uk
Phone: 01432 678901

Save

- 4 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 To assign a member of centre staff to a role as a **Qualification Lead**, you must first have inputted their details on the **Centre Staff** tab. Please see section one of this guide for information on how to do this.
- 2 To assign a member of centre staff as a Qualification Lead, click the **Add new** button at the top right of the table.

CENTRE STAFF DESIGNATED CONTACTS QUALIFICATION LEADS

Each centre must allocate an overall Qualification Lead for relevant qualification groups.

Each person has overarching responsibility for the delivery of the qualifications in the relevant group, and will be identified as the main point of contact for these qualification by City & Guilds.

Add new

Name	Email	Phone	Role	Actions
Fatima Ericson	Fatima.Ericson@kirkbycollege.ac.uk	01432 678901	Technicals Lead T Levels Lead	Edit X
Ali Beatriz	Ali.Beatriz@kirkbycollege.ac.uk	01432 567890	Functional Skills Lead	Edit X
Trevor Hill	trevor.hill@kirkbycollege.ac.uk	0123456789	NPTC Lead	Edit X

- 3 Select the member of **Centre Staff** you wish to assign as a **Qualification Lead** from the drop-down menu provided. Please note that staff already assigned as a Qualification Lead will not appear on this list – in this instance you need to find them on the current list and use the **Edit** function.

The screenshot shows the 'Add qualification lead' form with three tabs: 'CENTRE STAFF', 'DESIGNATED CONTACTS', and 'QUALIFICATION LEADS'. The 'Select staff : *' dropdown menu is open, displaying a list of staff members: Ali Beatriz, Fatima Ericson, Geraldine Granger, Hazel Thompson, Janine Sampson, Mary Jane, Mary Smitherson, and Rolf Butcher. The 'Role(s)' section is empty, and the 'Add new' button is visible.

- 4 After selecting a member of staff, the staff member's email address and phone number will be provided. This enables you to verify that you have selected the correct person. To assign them to a role, use the drop-down menu provided.

The screenshot shows the 'Add qualification lead' form with the 'Select staff : *' dropdown menu set to 'Hazel Thompson'. Below the dropdown, the email address 'Email: hazel.thompson@kirkbycollege.ac.uk' and the phone number 'Phone: 01432 456789' are displayed. The 'Role(s)' section is empty, and the 'Add new' button is visible.

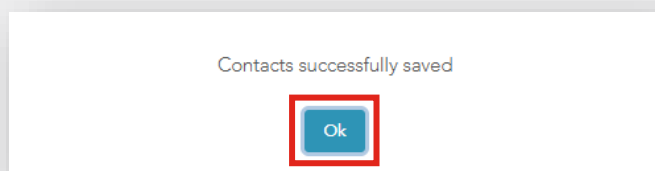
Roles you can select are:

- Africa Delivery Lead
- Apprenticeships / EPA Lead
- Asia Delivery Lead
- Core Maths Lead
- Essential Skills Lead
- Europe Delivery Lead
- Exams and Administration Lead
- Extended Project (EPQ) Lead

- FS+ Service Lead
- Functional Skills Lead
- India Delivery Lead
- Jamaica and Caribbean Delivery Lead
- Land-based Services Lead
- Middle East Delivery Lead
- NPTC Lead
- Qualification Reform Lead
- Qualifications Wales Lead
- Remote Invigilation Lead
- SENCO Lead
- T Levels Lead
- Technicals Lead

5 Click **Save changes**.

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



7 To add or remove roles from a contact, click on the **Edit** button on the contact line.

CENTRE STAFF				
DESIGNATED CONTACTS				
QUALIFICATION LEADS				
Each centre must allocate an overall Qualification Lead for relevant qualification groups.				
Each person has overarching responsibility for the delivery of the qualifications in the relevant group, and will be identified as the main point of contact for these qualification by City & Guilds.				
Add new				
Name	Email	Phone	Role	Actions
Fatima Ericson	Fatima.Ericson@kirkbycollege.ac.uk	01432 678901	Technicals Lead T Levels Lead	Edit X
Ali Beatriz	Ali.Beatriz@kirkbycollege.ac.uk	01432 567890	Functional Skills Lead	Edit X
Trever Hill	trevor.hill@kirkbycollege.ac.uk	0123456789	NPTC Lead	Edit X

8 To remove a role from the staff member, click on the **X** button next to that role.

CENTRE STAFF
DESIGNATED CONTACTS
QUALIFICATION LEADS

Edit qualification lead

Select staff: * Annette Curtan

Email: Annette.Curtan@cglitestcentre.com
Phone: 01234 098765

Role(s)

Add new

Role	Remove
T Levels Lead	x
Technicals Lead	x
Essential Skills Lead	x

Cancel
Save changes

- 9 To assign a new role to the staff member, click on the [Add new](#) button.

Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

CENTRE STAFF
DESIGNATED CONTACTS
QUALIFICATION LEADS

Edit qualification lead

Select staff: * Annette Curtan

Email: Annette.Curtan@cglitestcentre.com
Phone: 01234 098765

Role(s)

Add new

Role	Remove
T Levels Lead	x

Cancel
Save changes

- 10 Assign the staff member to a role using the drop-down menu provided.

Edit qualification lead

Select staff: * Annette Curtan ▼

Email: Annette.Curtan@cglitestcentre.com
Phone: 01234 098765

Role(s) Add new

Role	Remove
T Levels Lead	x
Select role ▼	x

- Please Select -
- 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

Cancel Save changes

- 11 When you have added and removed roles as required, click **Save changes** to confirm the changes.

Contact Management

Manage contacts for: 999990 - SAP Test UK CR1 ▼

CENTRE STAFF DESIGNATED CONTACTS QUALIFICATION LEADS

Edit qualification lead

Select staff: * Annette Curtan ▼

Email: Annette.Curtan@cglitestcentre.com
Phone: 01234 098765

Role(s) Add new

Role	Remove
Technicals Lead	x
Essential Skills Lead	x

Cancel **Save changes**

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

Contacts successfully saved

Ok

- 13** To delete a contact from the **Qualification Leads** tab, click on the **X** button on the contact line.

Contact Management

Manage contacts for: 999990 - SAP Test UK CR1

CENTRE STAFF

DESIGNATED CONTACTS

QUALIFICATION LEADS

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

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

Add new

Name	Email	Phone	Role	Actions
Annette Curtan	Annette.Curtan@cglitestcentre.com	01234 098765	Technicals Lead Essential Skills Lead	Edit X
Robert Rush	Robert.Rush@cglitestcentre.com	01234 901234	Technicals Lead	Edit X
September Sam	samseptember@centre.com		FS Pre-Supply Lead	Edit X



Contact us

centreoperations@cityandguilds.com

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www.cityandguilds.com

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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