Applying for access arrangements on the Walled Garden

Guidance for centres

Version 2.2
Last modified 16-November-2022
For external use

Document revision history

Version	Summary of change	Approval date
2.2	Added changes for 2023, amended the Frequently asked questions to reflect this.	November 2022
2.1	• Updated screenshots in section 3.3 • Change to Question 4.2.3 in the Frequently asked questions	May 2018
2.0	• Section 2.1 updated to reflect new Walled Garden home page • Screenshots updated in section 3.3 • Frequently asked questions added.	May 2016

Contents

1. Introduction 3
1.1. Overview of access arrangements 3
1.2. Updates to the application process for 2022 3
2. Accessing the access arrangements page 4
2.1. Walled Garden 4
2.2. Creating candidates 5
3. Applying for access arrangements 7
3.1. Finding candidates 7
3.2. Temporary arrangements 7
3.3. Long term arrangements 9
Appendix 11
4. Frequently asked questions 12
4.1. Logging in 12
4.2. Applying for access arrangements 13
4.3. Evidence of need 16
4.4. Time Extensions 17

1. Introduction

1.1. Overview of access arrangements

Access arrangements are agreed before an assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the assessment.

Access arrangements allow candidates to show what they know and can do without changing the demands of the assessment. Examples of access arrangements include readers, scribes and Braille question papers.

To help make the administration of access arrangements quicker for centres, examination officers can apply for access arrangements on the Walled Garden. This document outlines how the process should be used.

This process is for UK centres only.

For more details on access arrangements please visit **www.cityandguilds.com/policy** or for more information about how to apply for a Walled Garden account please visit **www.walled-garden.com.**

1.2. Updates to the application process for 2022

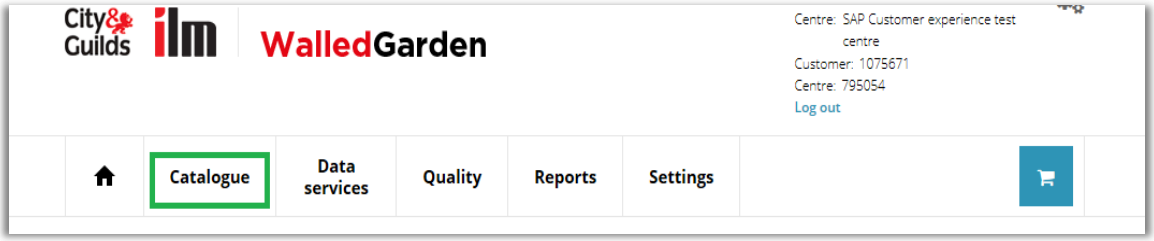
The portal has been updated and the changes include:

- New approach for applying for readers, scribes and extra time for candidates with either
  - social, emotional or mental health needs, or
  - communication or interaction needs.
- New option for applying for a reader based on a file note for candidates with learning difficulties.
- City & Guilds can now delete individual applications on request.
- Applications will remain on the site for three years, after which they will be removed.

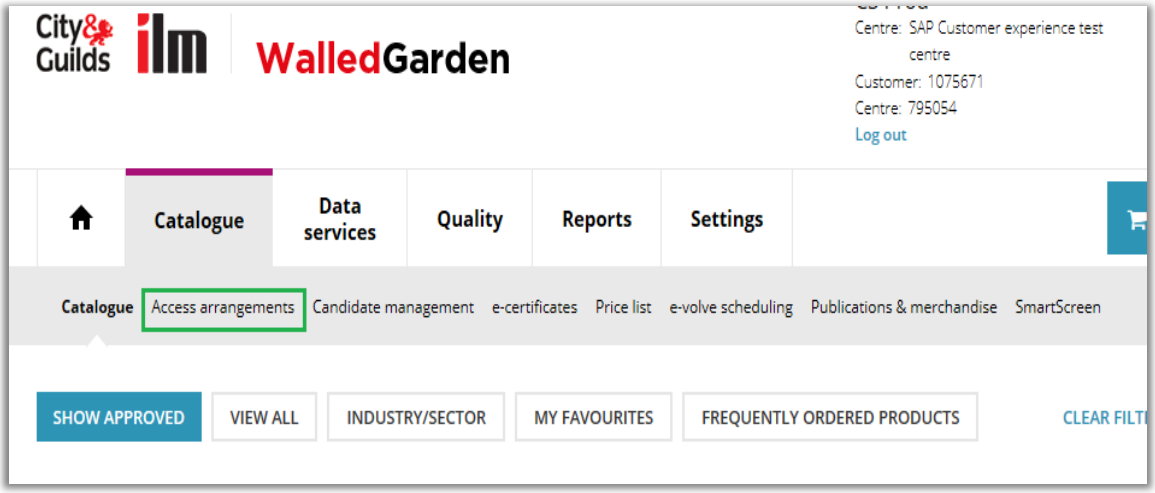
2. Accessing the access arrangements page

2.1. Walled Garden

The Access Arrangements portal can be found on the Walled Garden, as shown below:

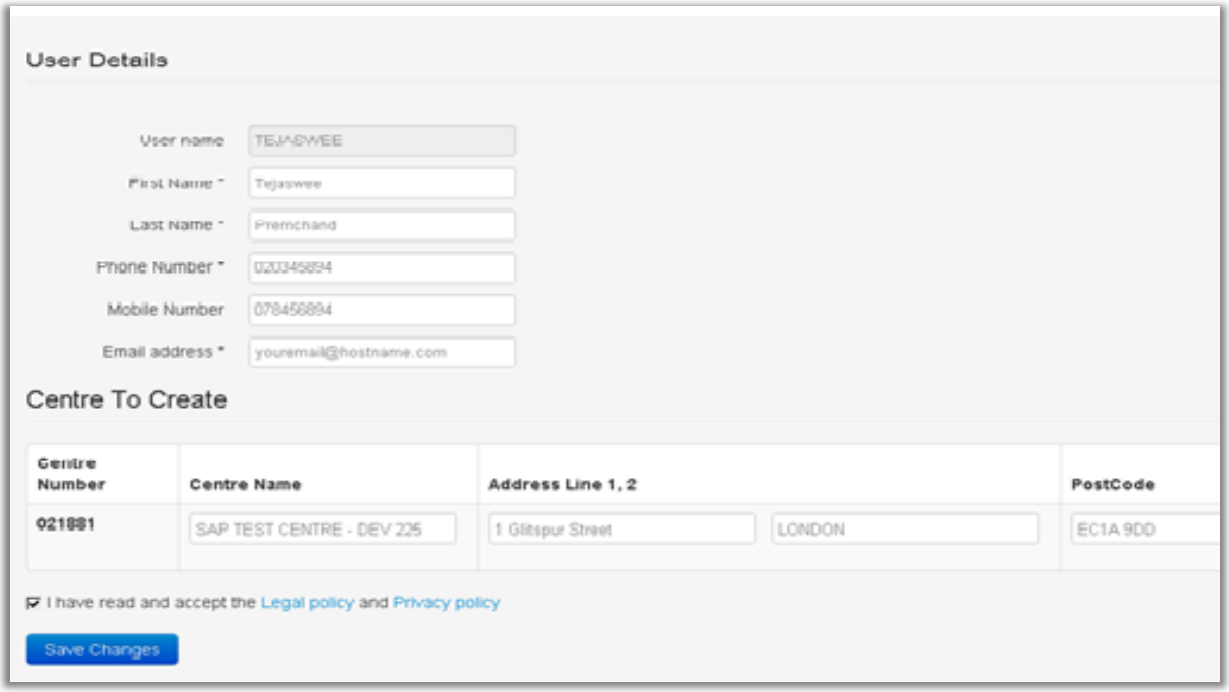


Clicking on Catalogue will take you to the 'Access Arrangements' tab.

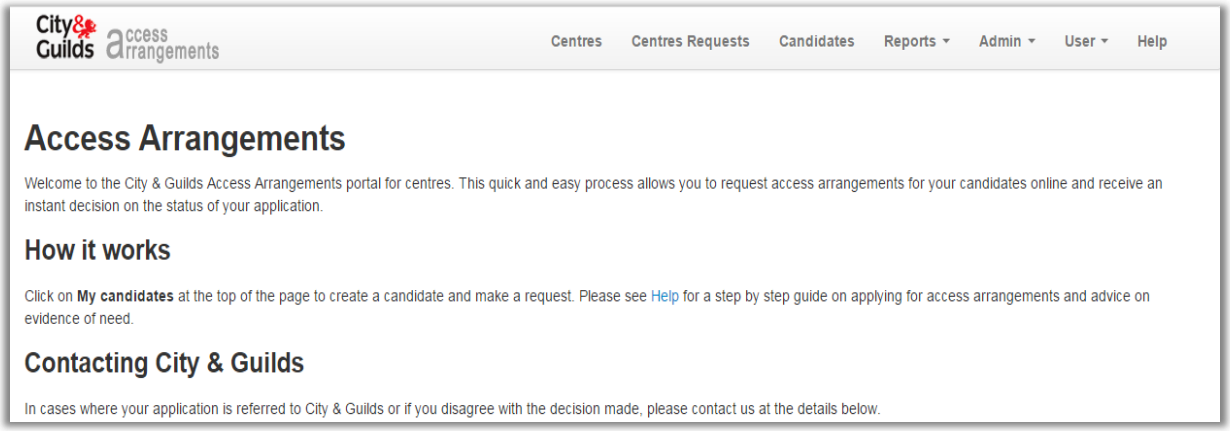


Once you click on the Access Arrangements link on the Walled Garden, you will be redirected into City & Guilds access arrangements.

For the first time when you use the system, you will need to check that the details of your centre are correct. If any information is missing you will need to enter it, please note that **email address** and **phone number** are mandatory fields and so must be completed. At present, there will only be one account per centre. Please bear this in mind when entering contact details.



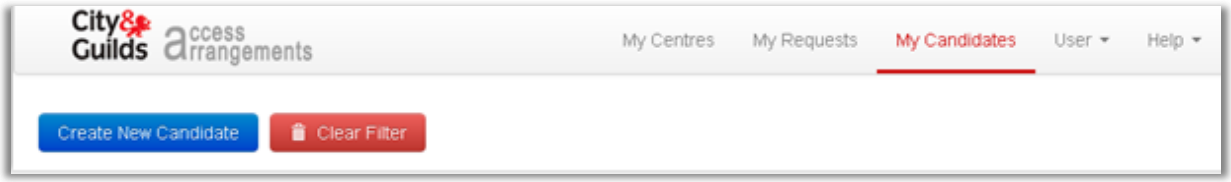
After this screen has been completed, you will arrive at the access arrangements home screen.



2.2. Creating candidates

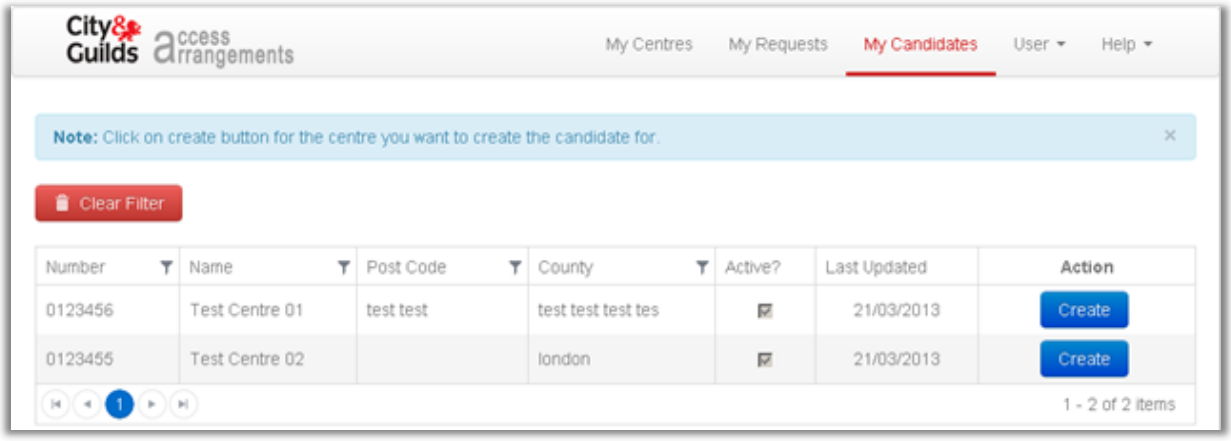
To create a new candidate, click on the **My Candidates** link on the top menu bar then click on the **Create New Candidate** button.

Note: If you have not applied for access arrangements for a candidate before you will need to create them first, even if they have been registered on the Walled Garden.



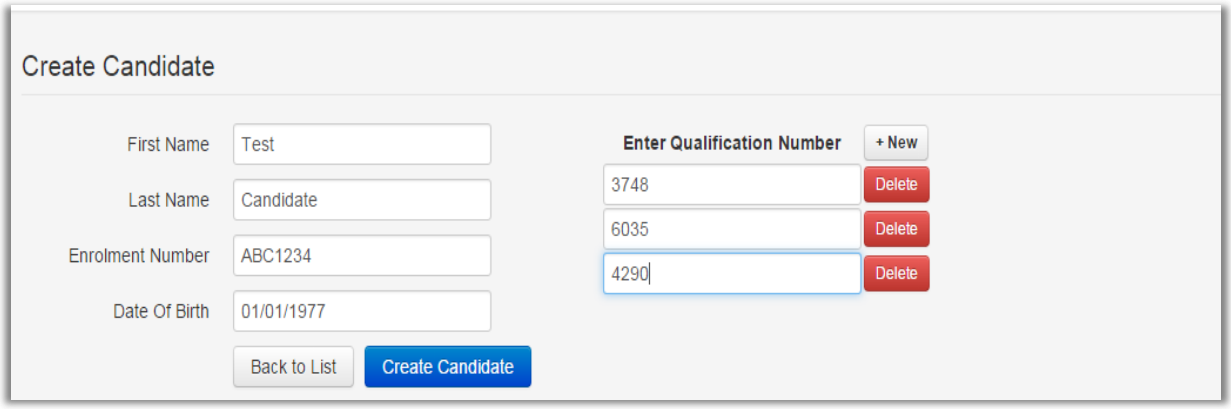
Note: If you are assigned to more than one centre on the Walled Garden you will see a screen listing all your centres.

All the centres and sub-centres attached to your Walled Garden account will be listed on this screen. Select which of your centres the candidate is registered with.



Click on the **create** button for the centre you want to create the candidate for.

To create a new candidate you will need to enter the details below. You can add multiple qualifications by clicking **+ New** button. Please add all the qualifications that the candidate is doing.



Note: To delete a qualification click on **Delete** button.

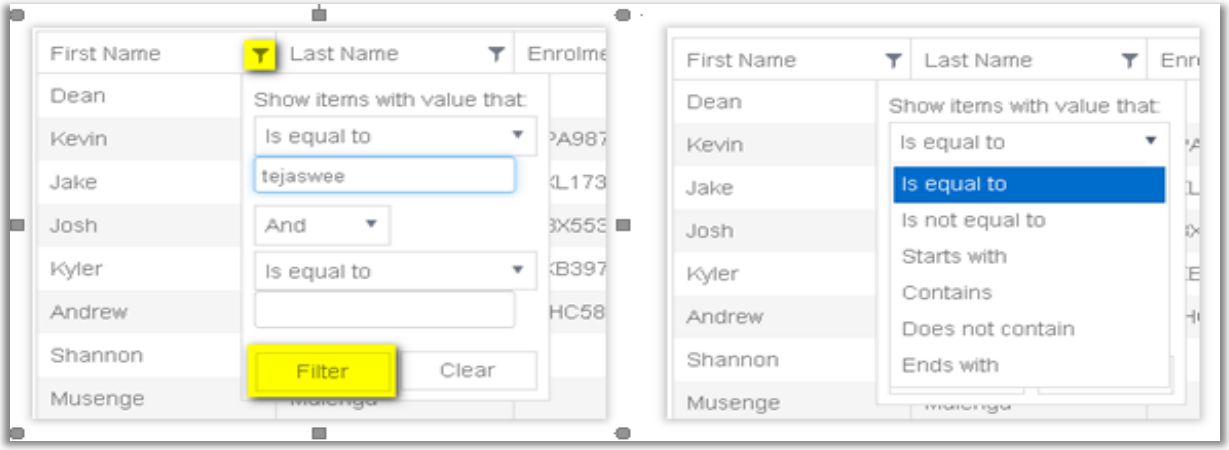
After you have entered the candidate and qualification details, click on **Create Candidate** button to save the candidate details. You will then return to the list of candidates. All applications **must** to be made against a specific qualification.

3. Applying for access arrangements

3.1. Finding candidates

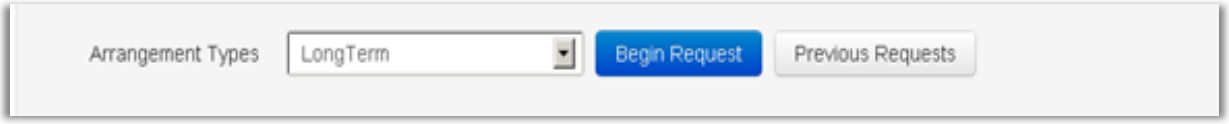
To apply for access arrangements, click on the **My Candidates** menu on the top menu bar. You can search for the candidate by clicking on the filter icon or using page navigation.

You can filter the candidates by **First Name**, **Last Name**, **Enrolment Number** and **Date of Birth**.



Click **Make Request** next to the candidate you want make an application.

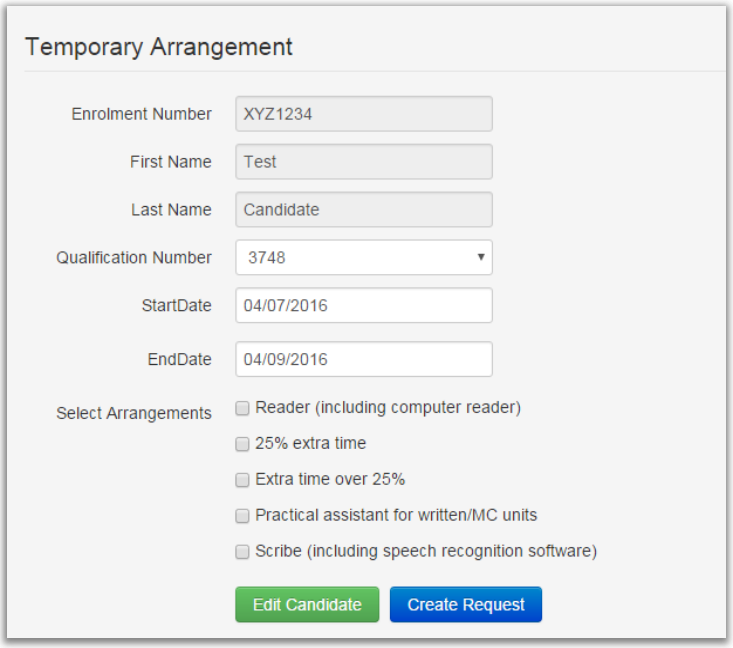
For each application, please select whether it is a temporary or long term arrangement. An example of a temporary access arrangement would be when a candidate breaks their arm and needs a scribe for a short time.



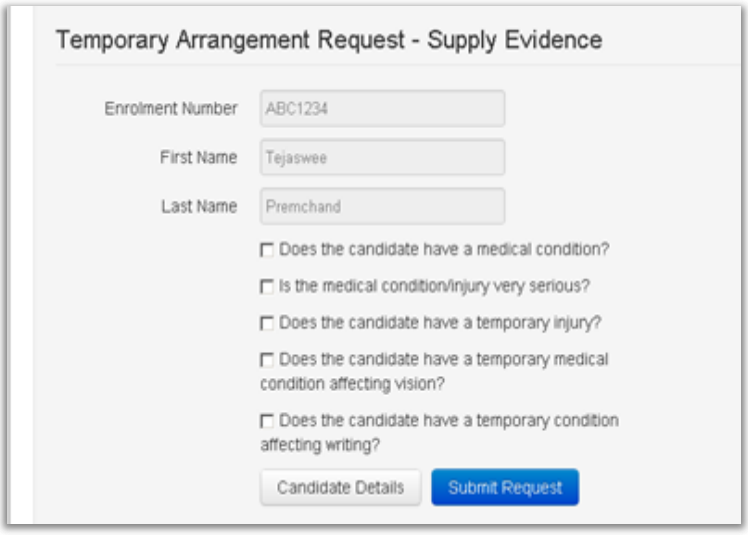
Click **Begin Request** button to continue.

3.2. Temporary arrangements

When applying for these you need to select a start and end date for the arrangements. By default the start date is the date you are making the application and the default end date is in two months time. Both dates can be changed. Choose the qualification the access arrangements are for. You can only apply for one qualification at a time.

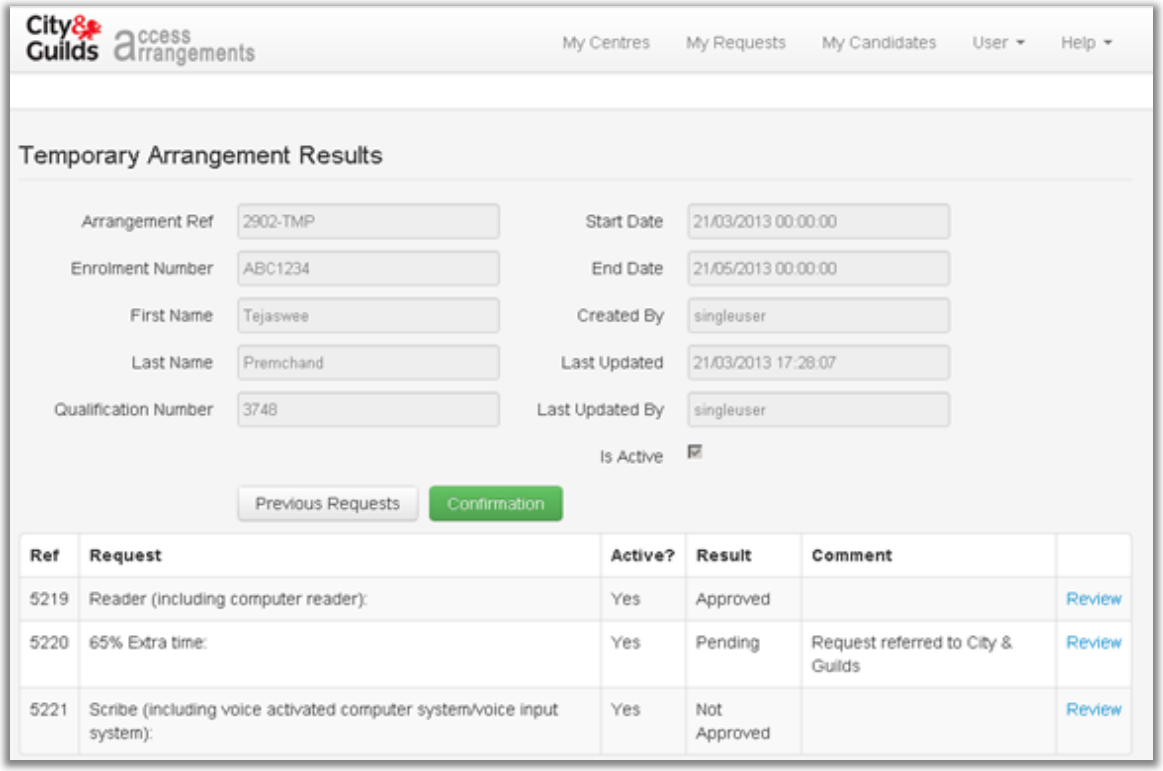


Please select the arrangements required and click **Create Request**.



Once you have answered all the questions in the supply evidence section, click **Submit Request** button.

After all of the questions have been answered, each arrangement will be **approved**, **not approved** or **referred to City & Guilds**. If it is the latter, City & Guilds will contact the person named on the system and discuss the request with them. For this reason, it is very important that the contact details are kept up to date.

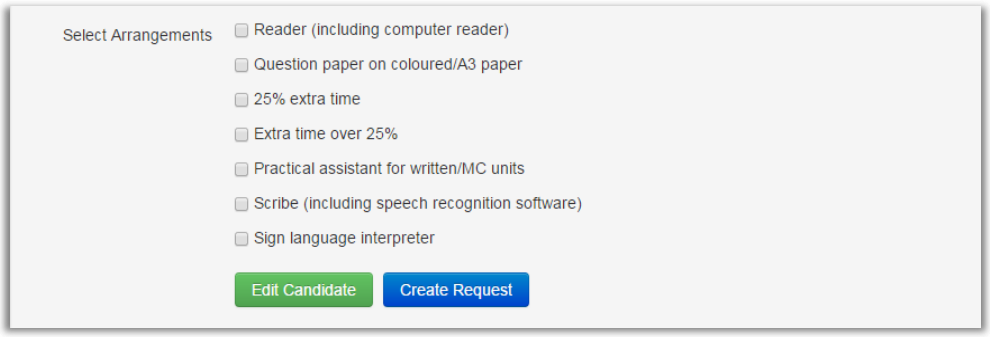


You can also view and print a confirmation. Centres should keep a copy of the confirmation on file. The confirmation also has information on when access arrangements should not be used.

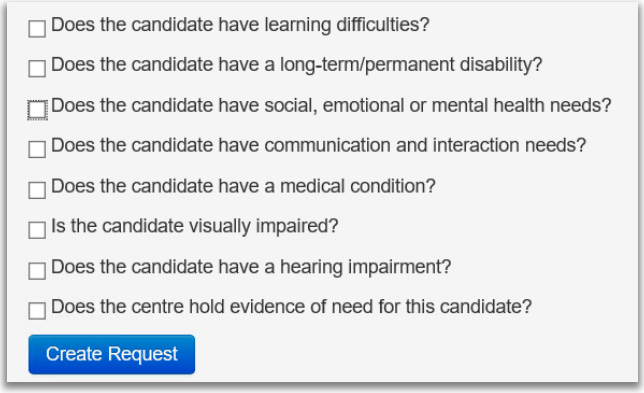
3.3. Long term arrangements

In most cases, the arrangements applied for will be long term arrangements. To apply for these, please select **long term** from the drop down list and click **Begin Request** button.

Then select the qualification and the arrangements the candidate needs from the list.



Answer the questions as they appear



After all the questions have been answered, each arrangement will be **approved**, **not approved** or **referred to City & Guilds**. If this happens, please email policy@cityandguilds.com with details of the application.

Ref	Request	Active?	Result	Comment	
67600	Reader (including computer reader):	Yes	Approved		Review
67601	25% extra time:	Yes	Approved		Review

You can view and print a confirmation. In some cases, there will be an end date displayed on the confirmation. If the candidate needs access arrangements after this time, you would need to reapply.

Centres should keep a copy of the confirmation on file. The confirmation also has information on when access arrangements should not be used.

Appendix

Frequently asked questions

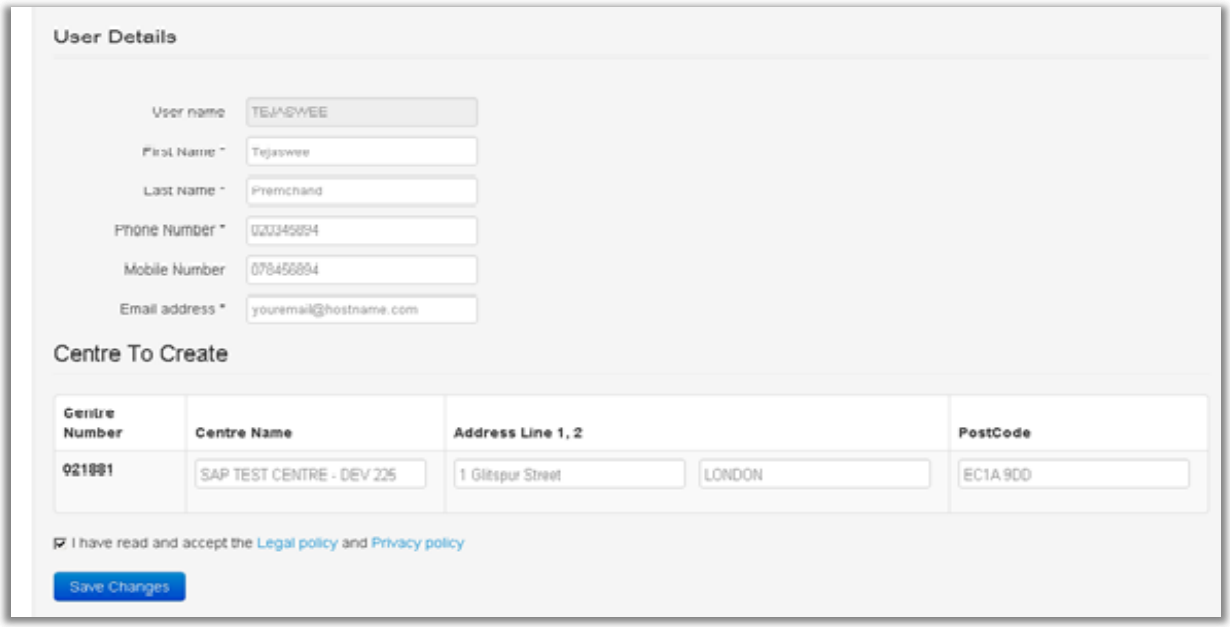
4. Frequently asked questions

4.1. Logging in

4.1.1. When we click on the 'Access arrangement' link on the Walled Garden, we are asked to input our username and password. Is there a different login to access the system?

Walled Garden is single sign-on. This means that once you log on to the Walled Garden, you should be able to access all the functionalities within it without the need for separate username / passwords. If 'Access arrangements' is asking you for a password, this indicates that there is an issue. Please try logging in using a different browser, like Google Chrome or Firefox. This will help to identify if the issue is related to your browser settings. If this doesn't work, please contact City & Guilds.

4.1.2. When I log on to 'Access arrangement', I can see a list of centres. I am not aware of some of these centres. The centre number I want to make requests for is not in the list. What should I do?



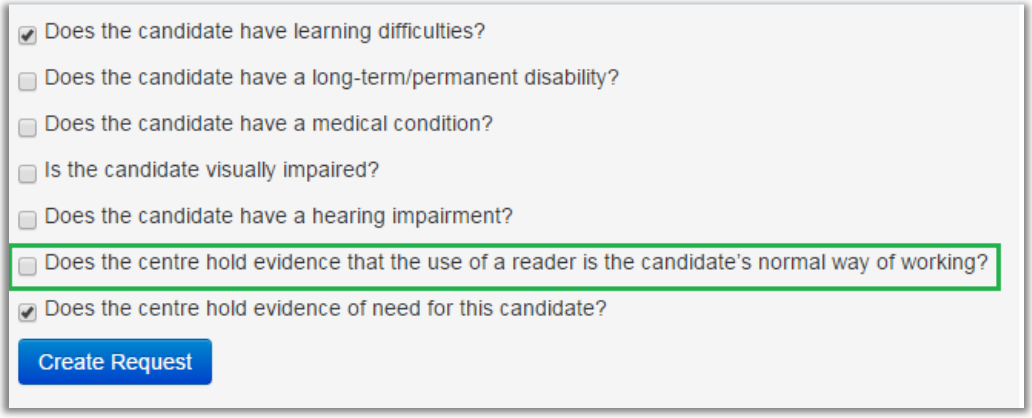
If your centre has several centre numbers, all of these centre numbers will be created in Access Arrangements. The main centre may also not be included in the list you see when you log in as it has already been created. As long as all the centre numbers on the list are connected to your centre, please accept the legal policy at the bottom of the page.

This will register your details and you should then be able to apply for arrangements for any of the centre numbers you need to.

4.2. Applying for access arrangements

4.2.1. My request for a reader has been rejected even though I have added that we have a file note. What should I do?

Access arrangements can only be permitted if they are the candidate's normal way of working. There is a question on this, which is highlighted below:

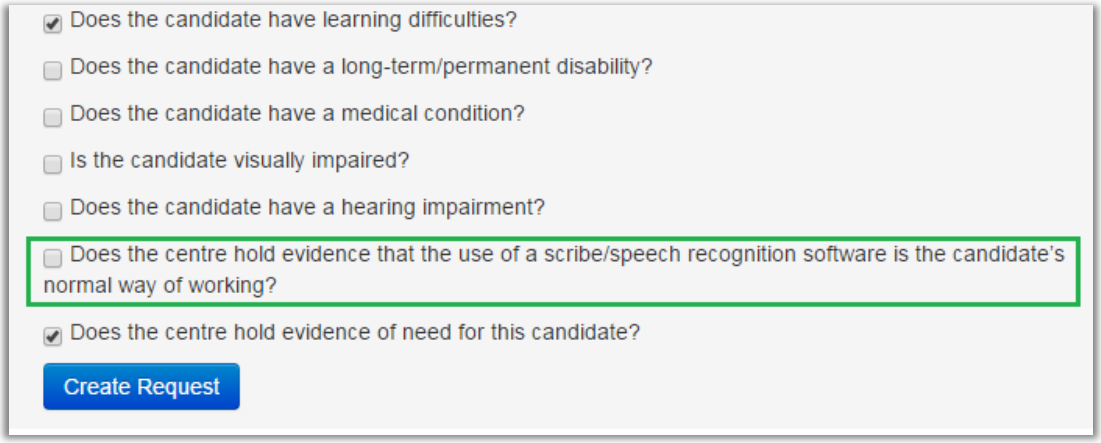


If this question has not been ticked the application for a reader will not be approved. You will need to make the application again in order to check if this box is ticked.

4.2.2. I have requested a scribe, but it says "not approved" even though I have the required evidence of need. What do I need to do?

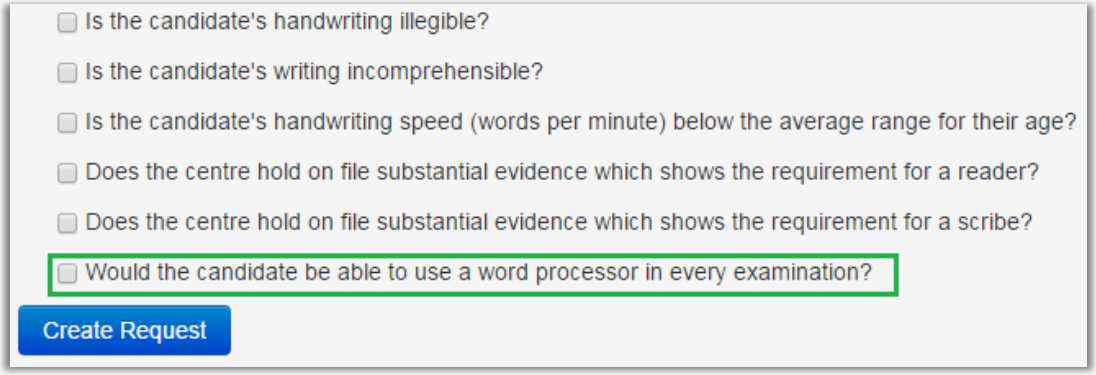
There are two questions that might have caused the application to be rejected, which are described below. You will need to make a new application to check if you answered these questions.

Access arrangements can only be permitted if they are the candidate's normal way of working. There is a question on this, which is highlighted below:



If this question has not been ticked the application for a scribe will not be approved.

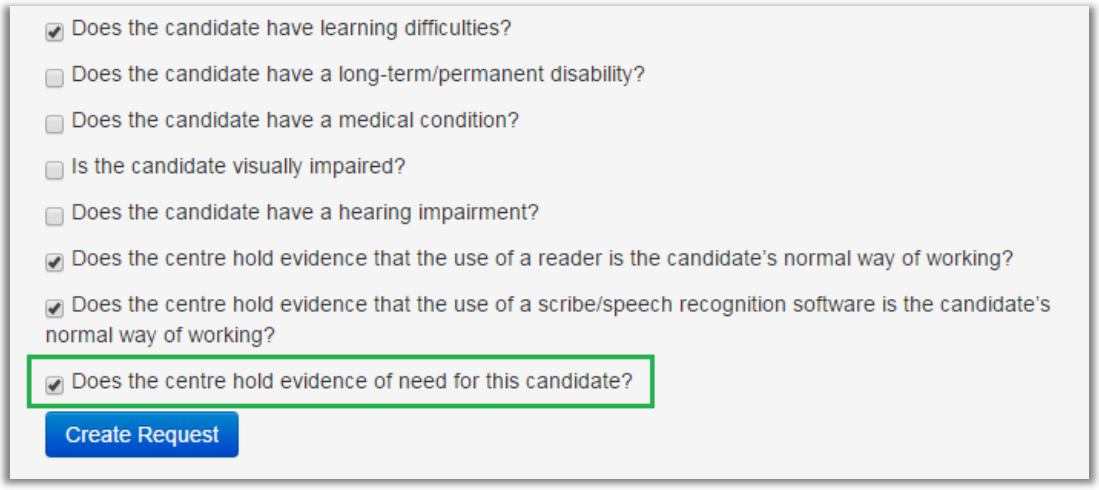
A scribe can only be approved for candidates that cannot use a word processor in their exams. There is a question covering this point on the learning difficulties diagnosis screen, which is highlighted below:



If this question is ticked, the request for a scribe will not be approved.

4.2.3. I have requested a reader, scribe and 25% extra time but none of them have been approved. Why is this?

The question highlighted below must be ticked for any of these arrangements to be approved:



These access arrangements can only be permitted if the centre holds evidence to support the application.

You will need to make a new application to check if you answered this question.

4.2.4. My request has been "referred to City & Guilds". What are the next steps?

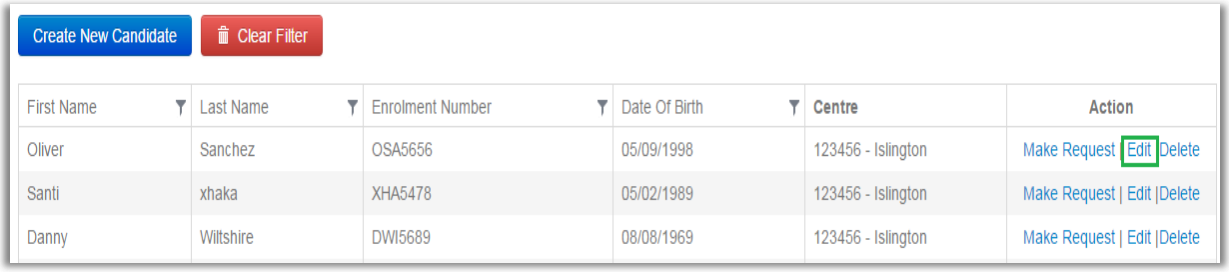
Most arrangements will be **approved** or **not approved**. However, in a minority of cases, the application may be referred to City & Guilds.

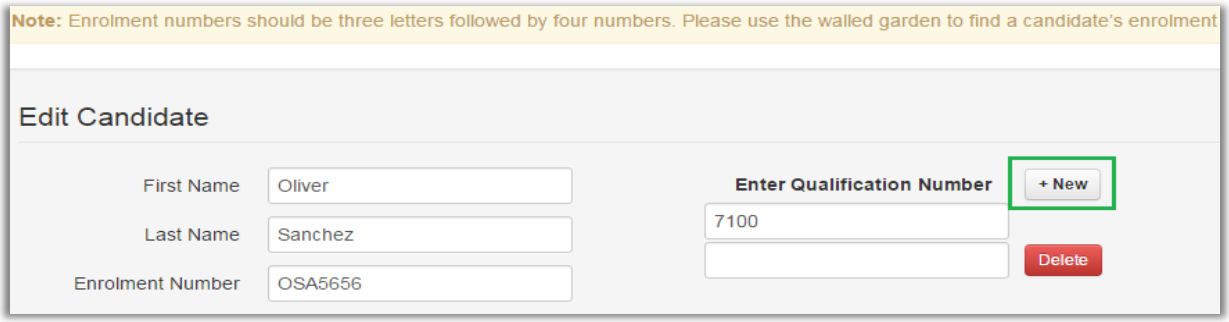
If this happens, please email policy@cityandguilds.com with details of the application.

4.2.5. The confirmation of the candidate's arrangements does not have an approval end date. Can the arrangements be used indefinitely?

Most arrangements approved on the system will not have an end date on the confirmation. However, we only hold applications for a period of three years on the access arrangements portal. Centres will have to reapply after this time.

If the candidate registers for a different qualification, then you will need to add that qualification. You can do this by going to My Candidates and then click on edit.





4.2.6. How do I apply for access arrangements for a candidate without an enrolment number?

To create a candidate you will need an enrolment number, you can't create one without this information. Please register the candidate for a qualification and then apply for access arrangements.

4.2.7. I can't see the arrangement I want to apply for on the list of access arrangements, does that mean it can't be permitted?

No. There are likely to be, from time to time, arrangements that candidates need that are not listed on the system. This does not mean the arrangement cannot be permitted.

Please consult the JCQ document on Access Arrangements and Reasonable Adjustments for details on how and whether to apply for a particular access arrangement. For modified question papers, centres need to apply to City & Guilds so that papers can be ordered. More information and the accompanying forms can be found on our on the access arrangements page on our website. Requests for access arrangements can be emailed to policy@cityandguilds.com.

4.2.8. What are communication and interaction needs?

This would include, for example, Autistic Spectrum Disorder (ASD) and Speech, Language and Communication Needs (SLCN). Candidates with communication and interaction difficulties may require, for example:

- extra time,
- a computer reader or a reader,
- a scribe.

4.2.9. What are social, emotional and mental health needs?

This would include, for example, Attention Deficit Hyperactivity Disorder (ADHD) and Mental Health Conditions. Candidates with social, emotional and mental health needs may require, for example:

- extra time,
- a computer reader or a reader,
- a scribe.

4.3. Evidence of need

4.3.1. The candidate's evidence of need is over two years old, do they need to be reassessed?

If the report has been completed during or after year 9, there is no need to get the candidate reassessed if you are requesting a reader, scribe or up to 25% extra time. However, centres should have notes on the candidate's normal way of working, listing the support given to the candidate and confirming that the needs of the candidate haven't changed.

For some access arrangements, like 50% extra time, a report dated within 26 months is required.

4.3.2. What should I do if I am not sure if the evidence we hold meets the requirements?

Please make the application and if it is declined, please email policy@cityandguilds.com with the application details. We will check your application and if we do need to see the evidence, we will inform you of a secure way to send it to us. If the evidence is sufficient, City & Guilds can amend the decision of the system and grant approval.

4.4. Time Extensions

4.4.1. My request for 50% extra time has been approved for this candidate, why won't the Walled Garden let me add over 25% extra time for the e-volve test?

For most tests, centres can only book up to 25% extra time. If you need to add more than this please email policy@cityandguilds.com. City & Guilds can book the test for you, please remember to include all the information required to do this on the Walled Garden (eg date and time, enrolment number, centre number, qualification details).

4.4.2. My request for 25% extra time has been approved for this candidate, why won't the Walled Garden let me add 25% extra time for the e-volve test?

The Walled Garden should allow centres to add 25% extra time when scheduling any e-volve test. If it doesn't, please email policy@cityandguilds.com with the details.

Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE

general.enquiries@cityandguilds.com

01924 930 801

www.cityandguilds.com

About City & Guilds

For almost 150 years 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.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, ILM products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds Limited cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds and ILM are trademarks of City & Guilds Limited.