

LBS Candidate Amendments and Photograph Submissions



Walled Garden candidate amendments.

Name and Date of Birth (DOB) Amendments

If you need to update a candidate's name or date of birth and the change involves more than two characters or digits, supporting documentation is required.

- Select the appropriate reason for the amendment from the dropdown menu.
- Upload the relevant evidence to support the change.

Other Amendments

For updates such as place of birth, email address, or other personal details (excluding name, DOB, or gender), no supporting evidence is required.

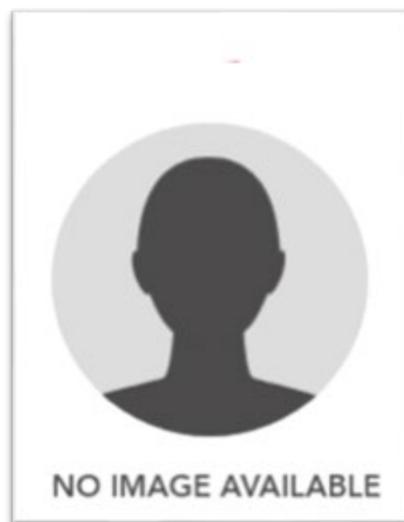
- Please submit these changes separately from photograph uploads or major amendments to prevent delays or rejections.

Photograph Submissions

To avoid delays or rejections, ensure all photo submissions meet the requirements outlined in the guidance.

- When uploading a photograph via Walled Garden, do not include any additional amendments in the same submission.

If a certificate and ID card are generated without a photograph on file in Walled Garden, a placeholder image will appear on the ID card.

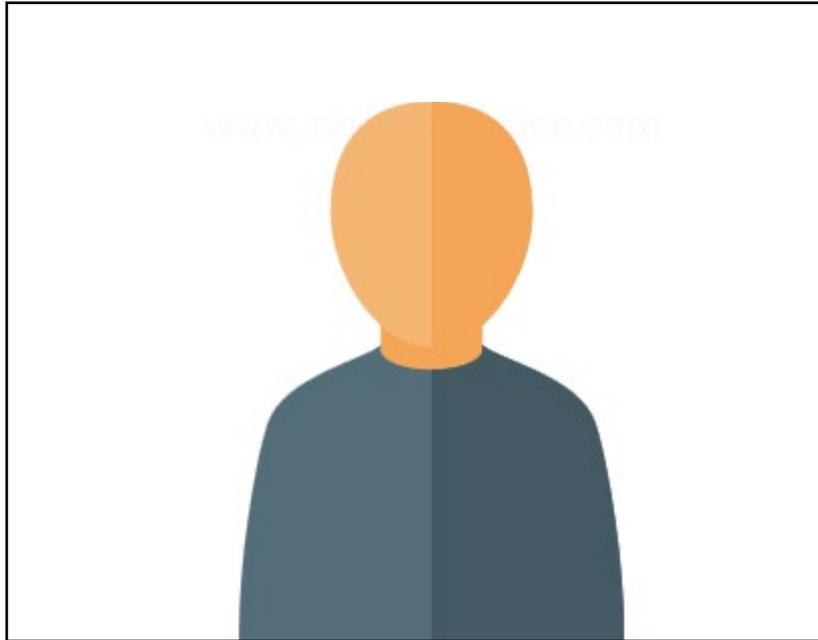


Once a photograph is uploaded and approved through Walled Garden this would populate to the ID card within 24 hours.

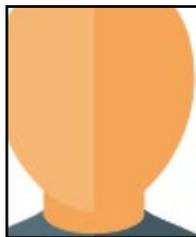
Walled Garden Photograph submission system requirements.

- File type jpeg, with a minimum pixel resolution of 200 (width) x 300 (high)
- File size no more than 120kb size
- In colour, black and white is not allowed
- Taken against a plain light grey or plain cream background
- A close-up of the learners head and shoulders so that their head, from the bottom of their chin to your crown is between 29mm and 34mm high
- Free from shadows
- Taken with eyes open and clearly visible (with no sunglasses or tinted glasses, and no hair across the eyes)
- Free from reflection or glare on glasses, and the frames must not cover the eyes (where possible, we recommend that glasses are removed)
- Free from red-eye
- Of the; learner facing forward, looking straight at the camera with a neutral expression and mouth closed (no grinning, frowning or raised eyebrows)
- Of the learner on their own
- Taken of the full head, without any covering, unless it is worn for religious beliefs or medical reasons
- Taken with nothing covering the learners face
- Be in sharp focus and clear
- Have a strong definition between face and background

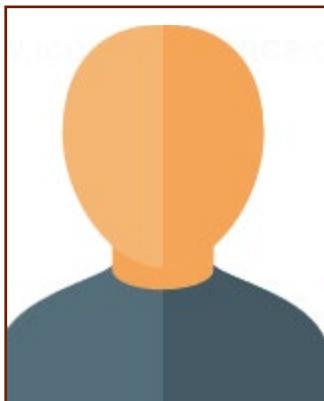
Positioning of the candidate



Too much background and body – incorrect



Cropped to close – incorrect.



Correct positioning

Adjusting the photo size

To adjust the size of the photograph you can use the following options dependant on the device you are using.

Windows: Microsoft Paint:

1. Right-click your image > **Open with > Paint.**
2. Click **Resize** in the toolbar.
3. Choose **Pixels** → Uncheck "**Maintain aspect ratio**" (if needed).
4. Enter **200 (width)** and **300 (height)** or more.
5. Go to **File > Save As > JPEG.**
6. Right-click the saved file > **Properties** → ensure file size <120 KB.

macOS: Preview App:

1. Open the image with **Preview.**
2. Go to **Tools > Adjust Size.**
3. Set width to **200** and height to **300** (or more).
4. Go to **File > Export.**
5. Choose **JPEG** and move the **Quality slider** down to reduce file size.
6. Save → Right-click file > **Get Info** → verify it's under 120 KB.

iPad

Option 1: "Image Size"

1. Install **Image Size** (free on App Store).
2. Open your image in the app.
3. Set **Width: 200, Height: 300** (or larger).
4. Export as **JPEG.**
5. Check resulting file size — repeat with lower quality if over 120 KB.

Option 2: Shortcut Automation:

1. Open the **Shortcuts** app.
2. Create a new shortcut:
 - Add action: **Resize Image** → set to 200x300.
 - Add: **Convert Image > JPEG**
 - Add: **Save File**
3. Run the shortcut on your image.
4. Use **Files app** to check file size.

Android Free App – Lit Photo

1. Download **Lit Photo** (from Play Store).
2. Choose **Resize** → set width 200, height 300.
3. Then use **Compress** → set max size = 120 KB.
4. Save the image.

Online Option

There are sites which allow you to upload your image and resize online, this requires the image to be uploaded to the site and you must be sure of the security of the site.

1. Upload your image.
2. Under **Resize your image**, set Width = 200 and Height = 300 (or keep aspect ratio).
3. Scroll to **Optimize your image** → select JPEG and move slider to reduce size.
4. Click **Resize Image** → then download.