

Associates

City & Guilds and ILM

Last modified 20-October-2025



Overview	Response
Your relationship with us continues unchanged	Everything you value about working with City & Guilds and ILM stays exactly the same. Your existing contacts, your Associate Manager, and the support you receive remain unchanged. We're simply joining a larger organisation that will invest in the technology and infrastructure to make working together even better.
Your contract remains secure	Your contract continues seamlessly. The only change will be the company name engaging you. From 31 October 2025, this will be City & Guilds Limited. Following completion, we will write to you, via email, in relation to your contract. If you're not currently under contract, contracts will be issued following our normal timelines.
Your fees and expenses remain the same	Claim your fees and expenses as you always have. This announcement doesn't impact your fees. Most Associates should continue following normal processes for claiming fees and expenses – all administrative processes remain the same for now. We'll send separate instructions to the very limited number of sole traders we engage with.
Your scheduling continues as normal	Keep your meetings and bookings as planned. There are no changes to our scheduling and booking processes. Where you already have meetings planned with City & Guilds colleagues or with centres and providers, please continue with these as normal. Our centres and providers have received relevant communications relating to these changes. If any of our customers do ask you about this announcement, please direct them to our Customer Services team at: customersupport@cityandguilds.com
The qualifications and EPAs you assess maintain their prestige	City & Guilds qualifications and EPAs remain globally respected and trusted. Our rigorous approach to assessment and certification continues unchanged, ensuring the same high standards you expect. City & Guilds qualifications and

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	EPAs will continue to be respected and accepted internationally, maintaining their prestigious reputation.
Quality processes stay rigorous	The same assessment processes and quality assurance procedures you know. Our assurance and evaluation processes continue without change. You can expect the same rigorous standards and procedures that ensure excellence in everything we do together.
Your support team is still here	The same people, ready to help. Your existing contacts and your Associate Manager remain your trusted partners. For any questions, please reach out on: associate.contracting@cityandguilds.com Our support processes remain unchanged, and we're committed to maintaining our high level of Associate service throughout this transition.
In short	Your relationship with City & Guilds and ILM continues with the same dedication, now backed by greater investment.