

Customers

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. You'll still work with the same dedicated team members who know you and your needs. Your day-to-day experience, account management, and the quality you expect from us remain unchanged. We're simply joining a larger organisation that will help us invest more in supporting you and your learners.
City & Guilds qualifications are as trusted as ever	City & Guilds qualifications maintain their prestigious reputation worldwide. The qualifications you offer are fully valid and continue to be respected and accepted globally. Nothing about this announcement affects the credibility or recognition of City & Guilds certifications – they hold the same value with employers and institutions around the world.
Your programmes and contracts are secure	All your existing arrangements continue seamlessly. Your current programmes carry on without interruption, and all contracts remain valid on their existing terms. City & Guilds Limited will be joining the PeopleCert group from 31 October 2025, and we'll send you a formal notification shortly after this date.
Pricing remains stable	We're not planning any price changes in the short term. As always, we periodically review our pricing to stay competitive and ensure we can continue investing in excellent products, services and customer support. Any future changes will be communicated well in advance.
Administrative updates made simple	Changes to be aware of. From 1 November 2025, invoices will come from City & Guilds Limited. Depending on the funding status of your learners, VAT may now be chargeable for some products and services. Linked to the VAT questionnaire we shared on 29 September 2025, City & Guilds Limited have updated your customer records to reflect your VAT status. If you have yet to complete the questionnaire, please do so at your earliest convenience.

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	You'll find our new bank details on invoices issued from 1 November – please update your payment records. All other administration processes stay the same.
Your support team is still here for you	The same friendly faces, ready to help. Your existing contacts haven't changed. The same City & Guilds team members who understand your business are still here for you. For any questions at all, please reach out: • Email: customersupport@cityandguilds.com • Phone: 0192 4930 800
In short: The City & Guilds and ILM you know and trust continues to deliver the same exceptional service	We continue to operate independently while benefiting from being part of a larger organisation that can support even greater innovation. We're excited about this next chapter and the enhanced opportunities it brings to serve you.