

City & Guilds and ILM

UK centre charges list

Version 1.9

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Document revision history

Version	Summary of change	Approval date
1.0	Annual fee updates	02/08/2021
1.1	ILM Certificate replacement fee revised ILM appeal and re-assessment fees revised	30/09/2021
1.2	Annual fee updates	11/08/2022
1.3	ILM centre approval fee revised Centre approval fee revised Qualification approval fee revised	05/09/2022
1.4	Annual fee correction: removal of qualification approval fee of £500 for electrical vehicle charging pathway	29/09/2022
1.5	Document version history amendment	25/04/2023
1.6	Annual fee updates to: Qualification approval fee Quality assurance visit Additional quality assurance visit Quality assurance remote monitoring activity Additional quality assurance monitoring	01/09/2023
1.7	Annual fee updates New charges itemised for: <ul style="list-style-type: none"> - Quality assurance activities - Late registration and entry fees - Additional administrative fees Formatting changes	30/07/2024
1.8	Formatting changes	1/08/2024
1.9	Link amended in 'Approvals and monitoring'	18/10/2024

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City & Guilds and ILM UK Centre Charges

This document sets out the charges applicable to all City & Guilds and ILM approved centres with effect from September 2024. These charges are applicable to the UK only.

1.0 Approvals and monitoring

1.1 Centre approval

Service type	City & Guilds and ILM
Centre approval	<p>£3,000 (initial centre approval).</p> <p>Includes one qualification suite approval. Centres have the option to access approval for both City & Guilds and ILM without needing to pay an additional centre approval fee.</p> <p>Centre approval is activated on successful completion of a qualification approval form at £350 per qualification or £550 per level 6 or level 7 ILM qualification.</p>

1.2 Qualification approval and monitoring

Service type	City & Guilds and ILM
Qualification approval	<p>£350 per qualification.</p> <p>£550 for one ILM qualification at level 6 and 7.</p>
Quality assurance activity	<p>Inclusive quality assurance activities are not chargeable.</p> <p>Charges apply for all non-inclusive activities:</p> <p>£350 for a remote activity</p> <p>£350 for a half day visit (plus expenses)</p> <p>£600 for a full day visit (plus expenses)</p> <p>Full details of inclusive and non-inclusive activities are set out in the City & Guilds Quality Assurance Standards. City & Guilds exercises its rights to charge if the Centre cancels a visit with less than two days' notice.</p>
Expenses	<p>Exceptional expenses (such as flights) will be charged in addition to the above fees.</p>

2.0 Minimum spend threshold

<p>Minimum spend threshold (for the purposes of the Centre Contract General Terms - Quality Assurance Standards, in Section 6)</p>	<p>£2,500 per year for individual or jointly approved centres.</p> <p>The threshold includes all paid-for services offered by City & Guilds and ILM including approval, registration, certification, teaching and learning materials and event fees.</p> <p>(Per year is calculated September to August inclusive, to be invoiced within first 12 months of trading).</p>
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3.0 Late charges

3.1 Late entry charges for on-demand examinations

Last entry deadline	The date for accepting exam entries for on-demand exams is 14 calendar days prior to the examination day unless otherwise stated on the relevant qualification documentation.
On demand examinations and assessments	<p>Online entry (through Walled Garden or EDI):</p> <ul style="list-style-type: none">• 1st to the 7th day of the month prior to the examination date - free of charge.• 8th day of the month prior to the examination to 14 calendar days prior to the examination date is a £45 administration fee plus £10 per assessment entered. <p>Supported entry (through Customer Services or similar):</p> <ul style="list-style-type: none">• 1st to the 7th day of the month prior to the examination date - £45 administration fee plus £10 per assessment entered.• 8th day of the month prior to the examination to 14 calendar days prior to the examination date is a £45 administration fee plus £20 per assessment entered.
Additional candidates	<p>Centres should not add candidates on the day of the examination without an entry. Where this is the case, the centre must contact City & Guilds Customer Services before close of business to ensure the missing entries are recorded. You will be charged a £45 administration fee plus £20 per assessment entered.</p> <p>If a centre does not notify City & Guilds (referred to as a 'pirate candidate entry') and a back-dated</p>

order is required, an additional administration fee will be charged. [See Section 4.](#)

3.2 Late entry charges for dated entry examinations

<p>Last entry deadline <i>(excluding Technicals and T Levels)</i></p>	<p>The date for accepting exam entries is 14 calendar days prior to the examination day unless otherwise stated on the relevant qualification documentation.</p>
<p>Dated entry examinations and assessments <i>(excluding Technicals and T Levels)</i></p>	<p>Online entry (through Walled Garden or EDI):</p> <ul style="list-style-type: none">• 1st to the 7th day of the month prior to the examination date - free of charge.• 8th day of the month prior to the examination to 14 calendar days prior to the examination date is a £45 administration fee plus £10 per assessment entered. <p>Supported entry (through Customer Services or similar):</p> <ul style="list-style-type: none">• 1st to the 7th day of the month prior to the examination date - £45 administration fee plus £10 per assessment entered.• 8th day of the month prior to the examination to 14 calendar days prior to the examination date is a £45 administration fee plus £20 per assessment entered.
<p>Additional candidates</p>	<p>Centres should not add candidates on the day of the examination without an entry. Where this is the case, the centre must contact City & Guilds Customer Services before close of business to ensure the missing entries are recorded. You will be charged a £45 administration fee plus £20 per assessment entered.</p>

If a centre does not notify City & Guilds (referred to as a 'pirate candidate entry.') and a back-dated order is required, an additional administration fee will be charged. [See Section 4.](#)

3.3 Late charges for Technical Qualifications

Registration and entry windows

Both registration and entry windows for Technical Qualifications can be found on the [Technical Qualifications Resource Hub](#)

For Technical Qualifications we apply standard, late and very late registration and assessment entry windows.

Registrations and entries made outside the standard window will incur additional fees.

Late registration

- Standard registration window: per published fee
- Late registration window: **£85**
- Very late registration window: **£127.50**

The fees listed above are charged in addition to the published registration fee.

Example: If the published Walled Garden registration fee is £172.50 but the registration is made in the late registration window, an additional fee of £85.00 will be charged (Total charge £257.50).

Late entry
(examination and/or assessment)

- Standard entry window: per published fee
- Late entry window: **£50**
- Very late entry window: **£100**

The fees listed above are charged in addition to the published entry fee (if applicable) and apply per learner per entry for all examinations and assessment types.

Example: if the published Walled Garden entry fee is £30.50 but the entry is made in the very late entry window, an additional fee of £100 will be charged per entry for each examination/assessment (Total charge £130.50).

Additional candidates	<p>Centres should not add candidates on the day of the examination without an entry. Where this is the case, the centre must contact City & Guilds Customer Services before close of business to ensure the missing entries are recorded. You will be charged the very late entry fee per assessment entered.</p> <p>If a centre does not notify City & Guilds (referred as a 'pirate candidate entry') and a back-dated order is required, an additional administration fee will be charged. See Section 4.</p>
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3.4 Late charges for T Levels

Registration and entry windows

For T Levels, we are required to publish key dates, entry windows and late charges separately.

You can find this information on our [T Levels Resource Hub](#).

4.0 City & Guilds additional administrative fees

Additional administrative fees will apply under the following conditions:

Condition	Administration fee
Pirate candidate entry	<p>Where a candidate sits an examination but has no entry (referred to as a 'pirate candidate entry'), centres must contact City & Guilds Customer Services by close of business on the day of the exam to ensure the entry is recorded on our system. Note that late entry fees will apply.</p> <p>If a centre does not notify us, and exam scripts are processed without an entry, we will need to process a back-dated entry for the candidate(s).</p> <p>A centre will incur a £300 administration fee for each assessment where one or more pirate candidate entries are identified.</p>
Use of the Emergency Question Paper (EQP) process	<p>Any centre requesting access to an emergency question paper (EQP) on the day of an exam due to missing examination entries will incur a £300 administration fee.</p> <p>This fee will be incurred for each emergency question paper accessed.</p> <p>Circumstances where use of the EQP process is outside the control of a centre or is due to an error on City & Guilds' behalf, a fee will not be incurred.</p>
Late return of exam scripts	<p>Centres are required to return examination material, in line with published JCQ Instructions for Conducting Examination (ICE) guidance.</p> <p>Where a centre does not return scripts within 3 calendar days of an examination date, we will apply an administration fee of £300 per cohort/examination.</p>

<p>Insufficient return postage for exam scripts</p>	<p>Where an examination package is returned for scanning with insufficient postage paid, the centre will incur a £50 administration fee.</p>
<p>Exams returned to incorrect scanning partner</p>	<p>Where a centre returns an examination package to the incorrect address, an administration fee of £50 will be incurred.</p> <p>All examination packs are provided with a return address label. The return address is also printed on the Invigilation Certificate (IC) for each exam.</p>
<p>Scripts deemed lost which were returned via unsecure means and/or without tracking</p>	<p>Where an examination package is returned for scanning via unsecure means, the centre will incur a £300 administration fee per exam.</p>
<p>Full re-mark of cohort for moderation</p>	<p>Where an assessment is externally moderated by City & Guilds, and adjustments cannot be applied to a cohort following moderation, we may need to carry out a full re-mark of all candidate evidence.</p> <p>Under these circumstances centres will incur an administration fee of £20 for each additional candidate marked.</p>
<p>Late submission of evidence for externally marked and/or moderated assessments</p>	<p>For some qualifications, assessment evidence must be submitted to City & Guilds by published dates for marking or moderation. For example, this applies to Technical Qualifications and T Levels.</p> <p>Centres that do not submit all required evidence to City & Guilds by the published date will incur an administrative fee of £300 per cohort per assessment.</p> <p>This fee will apply under all circumstances, regardless of candidate volumes, including where an extension has been granted.</p>

5.0 Remote Invigilation

5.1 City & Guilds remote invigilation

Booking fee per assessment	
Type	Fee
Remote Invigilation - Live	£29.00

6.0 Certificates

6.1 Candidate certification replacement

Certification replacement fees

City & Guilds and ILM replacement certificate charges are related to the age of the original certificate:

- Within 1 calendar month of issue - **free** for centres and **£50** per certificate thereafter.
- **£50** for direct requests from candidates.

7.0 Appeals

7.1 City & Guilds enquiries and appeals fees

Stage 1 – Enquiries	
Type	Fee
Examination results – clerical check	£15.75
Examination results – review of marking	£52.50
Qualification (approval risk) status	£315.00
Moderation of internally marked assessments	£210.00

Stage 2 – Appeals	
Type	Fee
Moderation of internally marked assessments	£210.00
Appeal against a City & Guilds decision regarding an application for access arrangements or special consideration	£26.25
All other appeals	£105.00

Stage 3 – Independent Appeals Board	
Type	Fee
Appeal against a City & Guilds decision regarding an application for access arrangements or special consideration	£26.25
All other appeals	£157.50

For details relating to the enquiries and appeals process, please refer to the 'Appeals' section of the [Centre Document Library](#).

7.2 ILM appeal and re-assessment fees

Enquiries	
Type	Fee
Stage 1: Mark sheet feedback clarification	£15.00
Stage 2: Re-mark	Per unit credit size (see table below)
Stage 3: Appeals	Refer to section 1.5 (see table above)

Where the original decision is overturned, no charge will apply.

Assessment	
Type	Fee
1 credit assessment	£32.80
2-3 credit assessments	£36.90
4-5 credit assessments	£51.30
6-8 credit assessments	£62.00
9 or more credit assessments	£100.00

Where the original decision is overturned, no charge will apply.

Appeals	
Type	Fee
ILM declines or subsequently withdraws a Centre's approval for one qualification/programme	£100.00

The finding of an ILM Malpractice investigation – decision, penalty or sanction	£125.00
An ILM External Verifier’s decision(s) in external quality assurance (EQA) of a Centre assessed learner work (following an Enquiry)	£75.00
ILM’s decision to decline a request for access arrangements or special considerations	£25.00

Independent Appeals Board (final stage)

Type	Fee
ILM’s decision to decline a request for access arrangements or special considerations	£25.00
All other stage 3 appeals	£150.00

8.0 Events

8.1 City & Guilds and ILM chargeable events

Events	Fee
Half day event	£350.00
Full day event	£600.00
Initial qualification briefings & networks	No charge
<p>Event cancellation</p> <p>We reserve the right to cancel an event should the number of delegates fail to make it viable. Delegates will be notified by email / phone 10 working days before the event due day.</p> <p>If you cancel, in writing (or email) at least 4 weeks before the event, there is no cancellation charge.</p> <p>For cancellations 2-4 weeks prior to the event delegates can be transferred to another event at no charge.</p> <p>Cancellations 2 weeks or less before an event the cancellation fee will be imposed unless another colleague is able to take the place.</p>	£65.00 per delegate

8.2 Centre presentations or workshops

Bespoke training or workshops delivered at the centre site by a City & Guilds or ILM representative

No. of delegates	Fee
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Up to 10 delegates (full day)	£750.00
Up to 20 delegates (full day)	£1,200.00
>20 delegates (full day)	£1,200.00 plus £100.00 per delegate over 20

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About City & Guilds

Since 1878 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.

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