

18 July 2024

Mr Jeff Charlton

*Via email to:*

**City & Guilds ref. no. CAS-04071-P1N9V5**

**City & Guilds Head Office**

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Dear Mr Charlton

**Re: Possible fraudulent use of City & Guilds accreditation**

I am writing further to your communication dated Monday 8 July 2024 regarding [REDACTED]

[REDACTED] and their City & Guilds Accreditation programme.

In line with your request, we have undertaken a review of [REDACTED] [REDACTED] Mould Remediation – Advanced programme. We have also reviewed the course description on [REDACTED] [REDACTED] website, their membership certificate, course certificate, course brochure, logo pack, Frequently Asked Questions, Code of Conduct, Pre-assessment check list and the course syllabus.

Following our review, we asked [REDACTED] [REDACTED] to remove the word 'Advanced' from their programme. We suggested that the course name be amended to make it clear that the programme is introductory in its nature and what it covers rather than a comprehensive course that could be interpreted as conferring 'qualified expert' status on those who complete it. We have also instructed them to remove the City & Guilds Accredited logo, other than where it appears in accordance with our brand guidelines, to eradicate any misconception that the programme is a City & Guilds qualification.

We have asked that [REDACTED] [REDACTED] apply these changes to all their City & Guilds accredited programmes and have suspended their activity with City & Guilds in totality until they have confirmed in writing that they have done so.

In closing, I would like to thank you for raising your concerns with City & Guilds and providing us with the opportunity to address them.

Yours sincerely



**Mandy Smith**  
**Executive Director Customer Solutions**

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