

24 July 2024

Mr Jeff Charlton

Via email to:

City & Guilds ref. no. [REDACTED]

City & Guilds Head Office

Giltspur House

5-6 Giltspur Street

London

EC1A 9DE

UK

+44 (0) 1924 930 801

[general.enquiries@cityandguilds.com](mailto:general.enquiries@cityandguilds.com)

[www.cityandguilds.com](http://www.cityandguilds.com)

Dear Mr Charlton

**Re: Queries regarding [REDACTED] Mould Remediation Programme**

Thank you for your correspondence dated Monday, 22 July 2024 in which you raise further queries regarding [REDACTED] Mould Remediation Programme. In responding, I would like to address each of these in turn:

***“Who has actually approved the course content for it to be accredited at all?”***

For City & Guilds Accreditation, the course content is written and owned by our customers. Our accreditation process looks at the aims and objective of the programme, and how a customer manages their quality process to ensure there is rigour within the programme.

***“Has anyone read the syllabus and training or even looked at the qualifications of the instructors?”***

During the City & Guilds course approval process, we look for occupational competence for all delivery staff involved in the design, delivery and quality assurance of the programme. We look at the aims and objectives of course syllabus to ensure that they meet the required outcomes of the course.

***“Will DEW Point notify all holders of their accreditation course that it is not advanced. Etc etc?”***

Unfortunately, we cannot advise on the actions or intentions of [REDACTED] as they are a third party who operate outside of our control. City & Guilds only accredits [REDACTED] and we do not exercise any level of control over their operational actions. Furthermore, we do not have any influence over how third parties may interpret the rigour, or otherwise, of [REDACTED]

As City & Guilds Accreditation is designed to provide a quality assurance framework for a customer's own training programme and the programme content is developed and owned by the customer, we

**The City and Guilds of London Institute, Founded 1878**

Incorporated by Royal Charter

Registered Charity in England and Wales 312832 and in Scotland SC039576

President: HRH The Princess Royal

Chair: Dame Ann Limb DBE CBE DL FCGI

Chief Executive Officer: Kirstie Donnelly MBE

would suggest that if you still have any queries regarding the content of the training programme itself, you raise them directly with [REDACTED] as they will be able to discuss these with you.

Yours sincerely



**Mandy Smith**  
**Executive Director Customer Solutions**  
[REDACTED]