

## An Introduction to the RTITB Driver CPC Consortium Team



**Kiri Morris**

Senior Customer Service Administrator  
01952 520200

[kiri\\_morris@rtitb.com](mailto:kiri_morris@rtitb.com)

Monday – Thursday 09:15 – 14:15  
Friday 09:15 – 12:30



**Rebecca Evans**

Customer Service Administrator  
01952 520200

[rebecca\\_evans@rtitb.com](mailto:rebecca_evans@rtitb.com)

Monday – Thursday 09:00 – 17:00

Kiri and Rebecca look after Driver CPC Consortium administration. They can help you with queries about pre-registering courses, uploading drivers, any questions relating to driver eligibility, late arrivals to courses, cancelling courses, and changes to membership etc. They are your first point of contact for any questions.



**Jane Hughes**

Customer Success Manager  
01952 520207

[jane\\_hughes@rtitb.com](mailto:jane_hughes@rtitb.com)

Monday – Thursday 08:00 – 16:00

Jane is responsible for ensuring you are happy with the service and support you receive from us. She is there to help you get the most value out of your membership. If you need a bespoke course or something that isn't 'on the shelf' Jane is your point of contact. If you have any concerns about service, please contact Jane in the first instance.

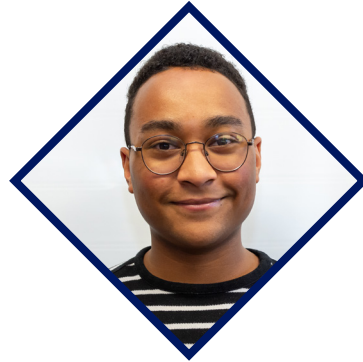
## An Introduction to the RTITB Driver CPC Consortium Team



**Laura Mack**

Quality Assurance & Administration Manager  
01952 520208

[laura\\_mack@rtitb.com](mailto:laura_mack@rtitb.com)



**Asher Thomas**

Quality Assurance Administrator  
01952 520200

[asher\\_thomas@rtitb.com](mailto:asher_thomas@rtitb.com)

Laura and Asher deal with all aspects of Quality Assurance for the consortium. They ensure that the consortium's scheme of control (approved by JAUPT) is implemented and investigate any quality issues that arise. They also complete support checks for all members so that they can help you if you are struggling with any aspect of compliance.



**Sarah Brown**

Driver CPC & ADR Manager  
01952 520217

[sarah\\_brown@rtitb.com](mailto:sarah_brown@rtitb.com)

Sarah has overall responsibility for Driver CPC at RTITB. She is your senior point of contact and an escalation point for you. If you are experiencing issues and feel that other members of the team are not resolving these quick enough for you, please let Sarah know and she will ensure matters get fixed quickly for you. Sarah is also currently looking after the auditing team, so if you need any advice about what the auditors will be looking for or queries regarding an audit report, please get in touch with her.

## An Introduction to the RTITB Driver CPC Consortium Team



**Richard Brewer**

Technical Services Manager (LGV)

01952 520219

[richard\\_brewer@rtitb.com](mailto:richard_brewer@rtitb.com)

Richard is part of the team that develops and maintains the Driver CPC training materials. Richard provides technical and industry expertise and alongside the Driver CPC and ADR Manager makes sure the course materials are up to date and fit for purpose.



**Emma Rodgers**

Senior Accounts Assistant

01952 520200

[accounts@rtitb.com](mailto:accounts@rtitb.com)



**Julie Leese**

Accounts Assistant

01952 520200

[accounts@rtitb.com](mailto:accounts@rtitb.com)

Emma and Julie look after your account from a finance perspective, you'll receive account statements and invoices from them.