

# APPRENTICESHIP END-POINT ASSESSMENT

Information for Employers and  
Apprenticeship Training Providers



Urban Driver  
(ST1025) Level 2 (V1.0)



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## RTITB AND END-POINT ASSESSMENT FOR THE LOGISTICS INDUSTRY

### **We are logistics industry specialists.**

We only work in the logistics sector. The team who developed and who deliver our End-Point Assessment (EPA) services are the same team who deliver the rest of our range of assessments and accreditation services for transport drivers and warehouse workers. It's likely we already work with your training and development team and we have a good understanding of what services we can provide based on your job roles.

### **Our Assessors are from the sector.**

All of our EPA Assessors are existing RTITB team members and are experienced in assessing drivers, warehouse operatives and machinery operatives in a range of operational contexts.

### **We are assessment specialists.**

We don't deliver apprenticeship training, so our focus is solely on developing fair, consistent, and above all, efficient assessments for you and your apprentices.

**We are on the Apprentice Provider and Assessment Register (APAR) to deliver End-Point Assessment for Urban Driver (ST1025) Level 2 (version 1.0).**



## END-POINT ASSESSMENT (EPA)

Each standard has a specific End-point Assessment (EPA) Plan. An EPA Plan first sets out the specific assessment Gateway requirements for that standard, which must be met before an apprentice can take an EPA.

To pass Gateway, the employer and training organisation must confirm that the apprentice has at least 12 months of on-programme training, gained the required knowledge, skills and behaviours and reached the required standard in English and Maths. A decision can be reached using tests of knowledge, skills or behaviours, but these do not form part of the EPA. **RTITB have no role in the Gateway process but before we can conduct an EPA, we must have confirmation that the apprentice has passed Gateway.**

An EPA Plan sets out the format and content of the End-Point Assessment for that apprenticeship standard. The Plan therefore provides the apprentice with an outline of the knowledge, skills and behaviours required by the apprenticeship standard.



The End point Assessment organisation must be carried out by an EPA Organisation that is on the Apprentice Provider and Assessment Register (APAR) to deliver end point assessment.

The EPAO Must be independent of the employer and the training provider and must have played no part in the on-programme training.

**RTITB deal only with the EPA and RTITB End-point Assessors carry out EPAs strictly in accordance with the EPA Plan.**



# END-POINT ASSESSMENT FOR THE URBAN DRIVER (ST1025) LEVEL 2 V1.0 APPRENTICESHIP

The professional driver's central task is to transport goods by road to an agreed destination, quality and time standard, and in doing so contribute to their organisation's contracts or services.

Urban drivers operate fixed axle vehicles over 3500 kg in weight, often serving multiple customers each day, in congested areas. This is a very different occupation to large goods vehicle (LGV) drivers who typically operate a point-to-point service, driving a much higher mileage, and using larger and heavier articulated lorries.

Urban drivers provide specialist on-site services and technical support for the goods they deliver, requiring high levels of customer service. This work involves moving goods/freight that is often heavy or large volume, meaning that handling sometimes requires the use of machinery or tools. They work across the UK road network, often in complex urban and on-site situations. Much of their working day is spent either driving or on site, in all weathers. A typical shift includes multi-drops at various locations and often working within a small team.

On site services may be provided either indoors or outdoors, depending on the nature of the goods. Representing their organisation's brand to the expected corporate standards, and achieving high levels of customer satisfaction, are important features of this occupation.

An employee in this occupation interacts with their organisation's customers most of the time. This includes liaising ahead of arrival as well as meeting face to face. Depending on the size of the organisation, urban drivers may work alone, or they may work with teammate(s) aboard the vehicle. They interact to ensure tasks are completed between them. Urban drivers also interact with other professionals that help with the movement of goods, like warehouse and yard operatives. In addition, they interact with other road users and pedestrians. They may need to discuss delivery or collection issues with people on site. They can also expect to liaise on progress with their line manager or support staff back at base.



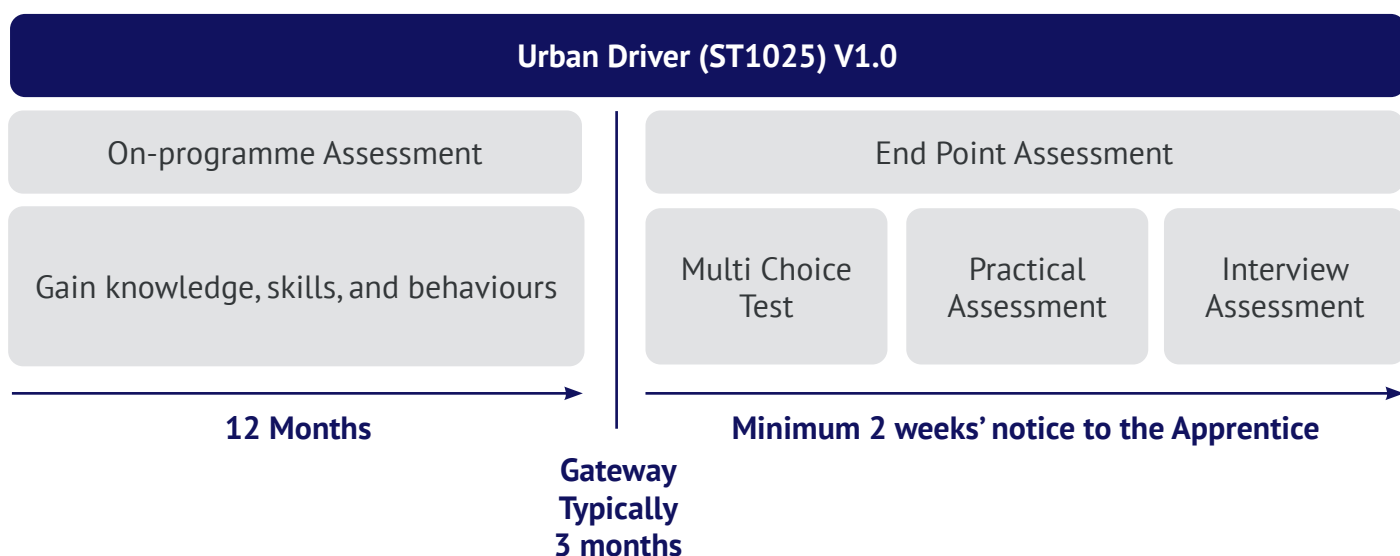
An employee in this occupation will be responsible for ensuring excellent customer service whilst providing safe, accurate and timely deliveries, collections and associated services such as technical advice on goods and product installation.

Security and safety are key to this occupation. They must ensure their duties are conducted in compliance with a wide range of laws, regulations and procedures; this includes driving related compliance, health and safety, site-specific requirements and their organisation's customer service policy. The urban driver will carry out daily vehicle checks accurately and follow defect procedures and ensure their vehicle is well maintained during their shift.

They must ensure the vehicle is loaded correctly, making adjustments as volumes change. They are responsible for adapting their driving style, taking account of fuel efficiency, the local environment, and their vehicles strengths and limitations.

All urban drivers have responsibilities beyond the delivery of goods. These responsibilities vary a great deal, depending on the role. However, they must select and use the right equipment for the safe handling of goods to and from the vehicle and on site. And they must provide additional on-site services. This could mean, for instance, installing goods in a person's home, to the agreed standard. Although the apprentice will require a C/C1 driving licence to drive an LGV, this EPA is not a licence acquisition test.

**The Urban Driver (ST1025) Level 2 Apprenticeship Standard has three components, a multiple-choice test (MCT), a practical assessment and an interview. Together these elements provide a robust process to ensure a consistent outcome. Performance in the EPA will determine an overall grade of a pass, distinction or referral.**



# Readiness for EPA

The apprentice must meet certain requirements in order to progress to gateway:

- Already hold, or attain during their apprenticeship, a Category C1 or C licence
- Level 1 English and Maths
- The employer and training provider must be confident that the apprentice has demonstrated the knowledge, skills and behaviours listed in the apprenticeship standard
- The apprentice must be confident that they have the required skills, knowledge and behaviours to achieve end-point assessment.

## Gateway Meeting and Declaration

A gateway meeting must take place on or after the scheduled programme end date (a minimum of 1 year and 1 day from programme commencement). The meeting should be attended by the apprentice, employer and training provider. The purpose of the meeting is to discuss the apprentice's progress and determine whether they have achieved all Gateway prerequisites, as outlined in the previous section, 'Readiness for EPA'.

If all parties are in agreement that all prerequisites have been met, the Gateway Declaration Form must be completed, signed and emailed to [epa@rtitb.com](mailto:epa@rtitb.com), accompanied by evidence of Level 1 Functional Skills and possession of a category C1 or C Driving licence.

Once RTITB confirm receipt of the Declaration, the employer/training provider can move ahead with booking the multiple-choice test, practical assessment, and interview for the apprentice.

The EPA must be completed within **3 months** of EPA Gateway. In all instances the Apprentice must have 2 weeks' notice of the End Point Assessment dates.

Apprentices Training Providers and Employers receive emails from RTITB informing them and confirming dates of EPA.

## EPA Guide for Apprentices

RTITB have produced a guide to this EPA for apprentices. Apprentices can access this guide in their EPA Portal on the RTITB learning management system.





# PREMISES AND EQUIPMENT REQUIREMENTS

The following sections outline premises and equipment requirements for each stage of the EPA. It is the responsibility of the Employer or Training Provider to ensure the requirements are met.

## Multiple Choice Knowledge Test

- A suitable, risk-assessed room that is free from distractions, and which is reserved exclusively for the use of apprentices taking the test.
- The room must be adequately lit and equipped with enough desks and chairs to accommodate the number of apprentices
- Apprentices must have access to an Internet-connected device (tablet or PC/laptop) capable of accessing the RTITB eFront learning platform (we recommend current versions of Chrome, Safari, Firefox Internet browsers).

## Practical Driving Assessment

- Suitable and safe employer, training provider or supplier premises, segregated from other work activities, for performing vehicle checks.
- A suitable category C1 or C vehicle must be made available by the employer or training provider.
  - In line with the assessment plan, the vehicle must be road legal, and a minimum of 3500kg
- A quiet room (e.g., office) where journey planning, a briefing, and apprentice feedback can take place before and after the assessment. This room should be:
  - Available for uninterrupted, exclusive use
  - Equipped with sufficient desks and chairs for those in attendance.
- Access to suitable route planning resources, for example a PC running route planning software, a mobile/handheld device, maps, etc.
- Any items needed for use by the apprentice during the practical assessment, e.g., delivery notes, vehicle check sheets, etc.

## Interview

- A suitable, comfortable and private room that is:
  - Adequately lit
  - Free from distractions and influence
  - Available for the exclusive use of the assessor and the apprentice.
- Chairs and tables for the assessor and the apprentice.
  - This could be the cab for example.

**Note: A contact responsible for advising the RTITB assessor of fire evacuation and other relevant emergency procedures, and incident reporting procedures must be available for the duration of the assessor's visit.**



# HOW TO BOOK AN RTITB EPA

Step

1

## Choose RTITB as your EPAO

The process starts when an Employer / Training Provider makes the decision to use RTITB to deliver EPAs for their apprentices.

**Employers / Training Providers will complete the EPAO Employer Confirmation Form, which tells RTITB:**

- Which apprenticeship standard will be assessed – in this case, ST1025 Urban Driver.
- Who is the Lead, Training Provider or Employer Training Provider
- The initial number of apprentices
- The estimated dates for End-point Assessment.

**RTITB will send the Employer the “RTITB Services Agreement – End-Point Assessments” for signature.** This general agreement to use RTITB as your EPAO enables RTITB to start planning and allocating resources, so that when apprentices are ready for EPA (see Step 3 below), we can offer End-point Assessment where and when it is needed.

Step

2

## Apprentice registration

**Apprentice registration with RTITB must be completed at least 6 months before The learning planned end date.**

Apprentice registration provides the apprentice with access to the RTITB apprentice portal.



Step

3

## Confirm that Gateway requirements have been met and Arrange Online Multiple Choice Tests for your apprentice(s)

**The Training Provider must confirm that the apprentice has met Gateway requirements by completing the Gateway Declaration and submitting evidence of Level 1 Functional Skills and evidence of Driving Category C1 or C licence attainment.**

**If required they must also inform RTITB of the date on which they would like the multiple-choice assessment to be conducted (this can be taken on the same date as the practical assessment and interview with an RTITB assessor).**

If Reasonable Adjustments are required, a request must be made at this point by submitting a Reasonable Adjustments form. All Reasonable Adjustment requests will be handled in line with our Reasonable Adjustments policy, which can be found at:

**[www.rtitb.com/epa-forms](http://www.rtitb.com/epa-forms)**

RTITB will review the Gateway Declaration and verify that the apprentice is eligible to take their EPA.

Results for the multiple-choice assessment can take up to 20 working days to clear marking and sampling

Step

4

## Booking In-Person EPA Elements

**Request your preferred dates for the in-person elements of the EPA using our online booking system.**

Booking will not proceed until RTITB is satisfied that all the Gateway requirements have been met.

All Assessment elements can be completed on one day.

Please provide us with as much information on dates and availability on the booking form.

**Note that on the day of the EPA, the Gateway evidence you have specified on the Gateway Declaration must be available for review by the RTITB assessor as they may wish to confirm that the information is correct.**

Step

5

## Confirming Delivery of EPA

**The EPA team will email you to confirm or arrange alternative dates for the End Point Assessment within 2-5 working days of the booking request. They will also clarify and confirm any Reasonable Adjustment requirements.**

If booking amendments are required, please request them within 2 working days of receiving the booking confirmation email. If changes are not requested within 2 working days, an administration fee of £25+VAT may apply.

RTITB will assign one of our Assessors (subject to them passing a 'conflict of interest' check) to the EPA (they may need to contact the Training Provider and/or Employer to agree further details where applicable). The first point of contact for the RTITB End-point assessor will be the person named on the EPA Requirements Confirmation.



# THE ASSESSMENT

The Urban Driver (ST1025) V1.0 Level 2 End-Point Assessment has three components: a multiple-choice test, a practical assessment and an interview. The multiple-choice test is completed online. the practical assessment and interview will take place at the date and time agreed.

## 1. Multiple Choice Test

**The multiple choice test takes 45 minutes and consists of 30 questions. The test will assess the apprentice's knowledge of:**

- Different types of goods transported by fixed axle vehicles over 3500 kg in weight.
- Personal protective equipment selection and use.
- The principles of load and weight distribution applicable to fixed axle vehicles over 3500 kg in weight.
- Mechanical and manual handling techniques when using auxiliary equipment. For example, using a mechanical grab for waste collection.
- The regulations and legislation that impact on professional driving. For example, the drivers' hours and working time directive.
- The highway code road laws and road restrictions applicable to category C and C1 licence holders.
- Methods to counteract for road and weather conditions impacting fixed axle vehicles over 3500 kg in weight.
- The features found in urban environments including congestion charging, street furniture, pedestrians, and other road users.
- Accident reporting and incident management.
- A range of dynamic risk assessment methods and associated reporting.
- The different regulations and legislation that apply when working on-site. For example, compliance and health and safety requirements in yards, businesses, and homes

### **How the multiple choice test will take place**

The tests will be delivered using RTITB's online assessment system. The test can be conducted at a location that meets the requirements set out on page 7, and which is accessible and convenient to the apprentice. Mock multiple-choice tests can be accessed by apprentices on the RTITB learning management system.

## 2. Practical Driving Assessment

**The practical driving assessment takes 2 hours to complete. This assessment tests skills, knowledge and behaviours related to route planning, pre-use checks, and driving on the public highway.**

The apprentice will be asked to create a journey plan, conduct a daily pre-use check of the vehicle, and demonstrate their driving ability during the assessment period.

## Conduct of the Practical Driving Assessment

This part of the EPA will take place at a suitable location (see page 8) and on the public highway in a suitable vehicle (see p7).

The test will be conducted in a logical order:

- Journey plan
- Pre-use checks
- Driving assessment.

## Vehicle Journey Plan and Questions

The Apprentice will be given 10 minutes to plan a 30-minute route that includes typical road conditions and environments encountered by a category C1 or C driver.

The assessor will review the apprentice's route and spend 5 minutes asking questions to test their knowledge of the key factors involved in successful route planning.

This part of the assessment will be conducted at the employer's premises, the training provider's premises, a supplier's premises, or a suitable location chosen by the EPAO. The employer will be required to provide access to suitable route planning resources of the sort used in the apprentice's daily role - for example, this may include satellite navigation devices, appropriate maps, etc.

**If the apprentice fails, the practical vehicle journey plan then they will not be allowed to proceed to the practical pre use checks. This will result in a fail of the entire practical assessment.**

## Pre-use Checks

The Apprentice will be given 30 minutes to conduct a pre-use check of the vehicle to be used for the practical driving assessment. It's important to note that this is a safety critical component, and failure to pass will result in an overall failure of the practical driving assessment.

The apprentice will be asked to:

1. Checking the fuel or charge level of the vehicle
  2. Checking the condition of the cab,
  3. Identifying any defects
- Complete vehicle safety checks in line with DVSA guidelines on roadworthiness
  - Checking the fuel or charge level of the vehicle
  - Identifying defects
  - Answer questions related to the pre-use check.

Once the checks are complete, the assessor will spend 10 minutes asking the apprentice questions about the planning and preparation process and safety requirements related to the vehicle, as a minimum include:

- Safety requirements
- Planning and preparation processes.

The independent assessor must ask a minimum of 3 questions.  
Scenario-based questioning will be used to assess potential faults, for example, faulty seat belt

This part of the assessment will be conducted at the employer's premises, the training provider's premises, a supplier's premises, or a suitable location chosen by the EPAO. The employer or training provider must ensure that suitable equipment and appropriately controlled conditions are available for the safe conduct of this test.

### **Practical Driving Assessment with Questions**

During the practical driving assessment, the apprentice will drive their planned route. The assessor will observe and assess the apprentice's driving. On completion of the practical drive, the assessor will ask questions on a range of subjects relating to safe and efficient driving practices, traffic and road conditions, driving regulations, and risk awareness.

The practical driving assessment will last 30 minutes. The apprentice will then visually risk assess the destination and park the vehicle (10 minutes), followed by 25 minutes of questioning.

The assessor will brief the apprentice before the practical driving assessment. The time taken for the briefing will not be included as part of the assessment duration. Practical driving assessment preparatory materials can be accessed via the apprentice portal on the RTITB leaning management system.

The following activities must be observed during the practical driving assessment. A practical assessment without these tasks would seriously hamper the opportunity for the apprentice to demonstrate occupational competence in the KSBs assigned to this assessment method:

- Drive a category C1 or category C vehicle via a combination of A and B roads (as defined by Driver and Vehicle Licensing Agency (DVLA))
- Ensure elements of the journey are driven through an urban area, meaning a town or city
- Usage of in-cab electronic devices during the journey
- Perform a visual risk assessment of the destination site
- Manoeuvre the vehicle onto the site and park up.

### **Questions**

The independent assessor must ask at least 5 questions from across the themes and follow up questions to clarify any points or evidence any KSB's that did not naturally occur. These will be around themes:

- Drive safely and professionally
- Use of equipment and IT
- Risk assessment.

# Interview

**The interview lasts 45 minutes and assesses the apprentice against the knowledge, skills and behaviours identified within the standard. The interview is an assessor-led question and answer verbal assessment.**

The interview is designed to assess the apprentice against KSBs that would take too long to observe in a practical setting, or which do not lend themselves to practical assessment. The interview also provides the assessor with an opportunity to ask questions which could not be asked during a multiple-choice test, due to the nuanced or qualitative nature of the answer.

The purpose of the independent assessor's questions will be to clarify the apprentice's understanding and the themes that must be all covered are:

- Vehicle & load management
- On site services
- Health and safety
- Structure of organisation and industry
- Environment & sustainability
- Legislation
- Use of IT
- Ways of working.

## Conduct of the Interview

The interview will take place on a one-to-one basis in a suitable, controlled location (see page 8) at the employer's premises or at a location chosen by the EPAO.

Interview preparatory materials can be accessed via the apprentice portal on the RTITB leaning management system.

## If There Is a Problem on EPA Day

The RTITB Assessor will refer to the EPA Contingency Plan. If a situation that is not covered by the plan arises, the Assessor will contact the EPA Manager.



## Results and Certification

**When all components of the EPA have been completed by the apprentice, the RTITB assessor will submit their completed assessment documentation for internal quality assurance.**

The final result will be agreed, and the grade will be recorded in the RTITB EPAO system (confirmation of the grade and entry onto the system should normally take up to 20 working days). Once the result is confirmed and entered onto the system, the RTITB Summary of EPA Assessment Results report will be sent to the apprentice's Employer via ACE360 or a secure OneDrive portal

RTITB will inform ESFA of the final grades for each apprentice following the ESFA's certification process. The ESFA carries out validation checks on the certificate requests submitted by EPAOs to ensure the information from the EPAO and the Training Provider meets their requirements.

Following successful validation, the ESFA will send the certificate to the apprentice's Employer by recorded delivery.

The ESFA have stated that following successful completion of validation checks, the certificate will be issued between 15 and 17 working days.

## Arrangements for Resits and Retakes

If an apprentice fails a component of the EPA, RTITB will provide feedback to the employer and the apprentice. This will include the reasons for a Fail result and indication of areas of improvement. This will help the employer and training provider decide if the apprentice should attempt a resit, or if they need additional training prior to a retake.

Resits and retakes are booked by contacting the EPA Team via email on [epa@rtitb.com](mailto:epa@rtitb.com).

- A resit is taken by the apprentice without further training.
- A retake is attempted after the apprentice has received further training

If an apprentice has failed one component of the EPA but was successful in others, only the failed component can be re-attempted. Results for each of the other components of the EPA will not be affected by the result of the resit/retake. An apprentice can only resit/retake components which are graded as Fail. An apprentice cannot resit / retake all or part of the EPA for the sole purpose of achieving a higher grade.



## FEES AND INVOICING

The current fees for RTITB EPA can be found on the RTITB website or by enquiry to the RTITB EPA Team. EPA fees differ between apprenticeship standards; this reflects the specific EPA requirements of each standard.

### Cancellation Fees

A booked EPA may need to be cancelled. If cancellation is required, the following steps will be followed to determine if a cancellation fee is applicable.

RTITB will take all possible steps to avoid cancelling EPAs, in order to protect the interests of apprentices; however, sometimes it may unfortunately be necessary. If an EPA is cancelled by RTITB, the EPA will be rescheduled without charge.

In the event that an EPA needs to be cancelled by the Employer/Training Provider, the following conditions apply:

If cancelling with more than 5 working days' notice, an email must be sent to [epa@rtitb.com](mailto:epa@rtitb.com). In this case, no charge will apply.

If cancelling with less than 5 working days' notice, the EPA team must be called on 01952 520202 (or on 07706 350211 outside of office hours). Please note that the full EPA charge will still apply.

### Resit and Retake Fees

Where the apprentice is graded a fail in **all** EPA components, the fees for resits and retakes are the same, as the EPA tests are the same irrespective of whether they are for a resit or a retake. Apprentices have already been confirmed as having passed the Gateway, so no confirmation process or additional fee relating to the Gateway applies. Where the apprentice is graded a fail in an **individual** component, please contact RTITB for resit/retake costs.



# COMPLAINTS

We have a procedure to deal with complaints to make sure they are resolved fairly.

A complaint may relate to:

- The quality and standard of our service
- The quality of resources for end-point assessment
- Attitude, or behaviour of an RTITB team member or assessor
- Failure to follow our policies and processes

The following are not complaints:

- A request under the Freedom of Information Act
- A request under the Data Protection Act
- A request for explanation of a policy or process
- An issue which is being, or has been, considered by a court or tribunal
- A question or concern about an EPA grading decision. We would deal with this through our enquiries and appeals policy

We will treat complaints about Reasonable Adjustments/Special Considerations in the same way as any other complaint.

Your complaint must be sent by email or post within 10 days of the event that causes your concern.

- Email: [QA@rtitb.com](mailto:QA@rtitb.com) using the subject line: In Commercial Confidence
- Address: In Commercial Confidence, QA team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

Your complaint must include:

- Your name and your contact details
- Your permission, if another person is complaining on your behalf
- Details about the complaint
- Date of the event that you are complaining about
- Name of the person who the complaint is about

We will let you know that we have received your complaint and who will be handling it within 2 working days.

We will complete all investigations in no more than 10 working days. But if your complaint is complex, this might not be possible. Our Quality Assurance Manager will let you know if there is a delay, and we will let you know why.



## COMPLAINTS

If your complaint is about a member of the RTITB team, that person will not be involved in the investigation.

Your complaint will be logged in our system, along with the details and the outcome.

There will be two possible outcomes:

- The complaint is dismissed. Full details and reasons for the decision will be given, along with details about your right to appeal
- The complaint is upheld or partly upheld. Full details and reasons for the decision will be given. We will also give details of what we will do to stop similar issues happening in the future.



## ENQUIRIES

**RTITB does not charge any fee for enquiries or appeals.**

If you wish to enquire about the grade or result of an End-point Assessment, an enquiry can be made in the following way.

### **Step 1:**

The appeal must be submitted in writing within 15 working days of the EPA.

Enquiries can be emailed to **EPA@rtitb.com**, please include subject header: Enquiry about Result.

Alternatively, enquiries can be sent through the post to:

EPA Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

Once received, the Head of EPA will review the marking process and moderation conducted for the assessment in question within 15 working days of receipt of the enquiry. The Head of EPA will communicate in writing/email the findings of the enquiry.

We will answer all enquiries accurately and fully but will not disclose information which would lead to a breach of confidentiality or legal duty.

### **Step 2:**

If you remain dissatisfied at the outcome of the review, you may escalate the matter to an appeal within 15 working days.



## APPEALS

If you wish to lodge an appeal, it can be made in the following manner:

### Step 1:

The appeal must be submitted in writing within 15 working days of the preceding enquiry's outcome.

Appeals can be emailed to [QA@rtitb.com](mailto:QA@rtitb.com), please include subject header: Appeal - In Commercial Confidence.

Alternatively, appeals can be sent through the post to:

In Commercial Confidence, QA Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

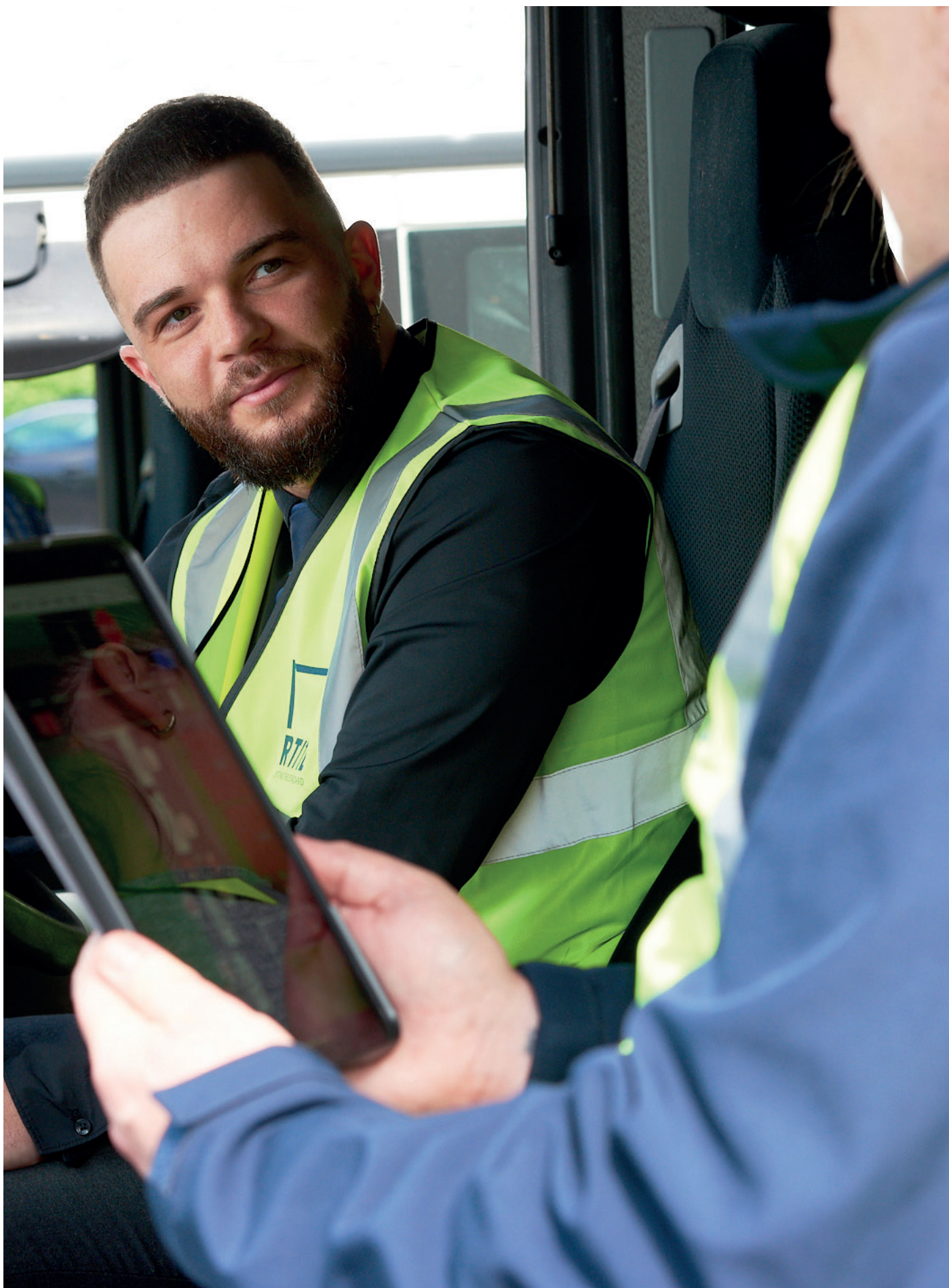
The appeal should include the grounds/rationale for the appeal, copies of all relevant correspondence, and any supporting information. The Quality Assurance Manager will, within 15 working days of receiving an appeal, chair a review of the appeal submission with:

- An RTITB manager who is a qualified Lead Auditor, and who does not work in the RTITB EPA business unit
- An independent consultant with industry and EPA knowledge.

All parties involved in the appeal review will be required to pass a conflict-of-interest check.

The appeal review group will vote by the majority whether to uphold or decline the appeal.

If it is found that RTITB did not apply procedures consistently or that procedures were not followed properly and fairly, we will, within one month, offer re-assessment free of charge, to be conducted at the applicant's convenience.





## CONTACT US

**Telephone:** +44(0)1952 520202

**Email:** [epa@rtitb.com](mailto:epa@rtitb.com)

**Website:** [www.rtitb.com](http://www.rtitb.com)

