

ENQUIRES

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 enquiry 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, 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.