



Chartered end point assessment

February 2024



Chartered end point assessment

1	Introduction	1
	Essential documents	1
2	Roles and responsibilities	2
3	RICS student membership	3
4	Enrol as an RICS candidate	4
5	Candidate support	5
6	RICS pathways and competencies (knowledge, skills, and behaviours)	6
7	Gateway stage	8
8	CPD record	9
9	APC structured training diary	10
10	Key milestones	11

11	End point assessment	12
	RICS professionalism online module	12
	Case study	12
	Summary of experience	13
	Important notes on your submission	14
	Result	16
	Appeals	17
	Conflict of interest	17

Published by: RICS, Parliament Square, London SW1P 3AD.

All rights in this publication, including full copyright or publishing right, content and design, are owned by RICS, except where otherwise described. Any dispute arising out of this publication is subject to the law and jurisdiction of England and Wales

1 Introduction

RICS is the end point assessment organisation (EPAO) for the chartered surveyor degree apprenticeship (CSDA).

This handbook is for apprentices taking the CSDA (reference ST0331). This apprenticeship can be used with any RICS accredited degree, postgraduate and undergraduate.

As an apprentice, your end point assessment (EPA) is the RICS Assessment of Professional Competence (APC). The APC ensures you are competent and meet the high standards of professionalism required to become a chartered surveyor (MRICS).

When you enrol as an apprentice, you are making a commitment to becoming a chartered surveyor and you have 12 months from completing the **Gateway stage** to sit the end point assessment (the submission of your case study, summary of experience, RICS professionalism module and assessment interview).

Essential documents

There is a suite of RICS documents you need to be familiar with, including this handbook. You must read these documents before you enrol, refer to them throughout your apprenticeship particularly in preparation for your APC final assessment.

Apprentice enrolment handbook – you should refer to the enrolment guidance in this document and the separate Apprenticeship handbook - enrolling as an RICS candidate for further details.

Assessment platform: candidate user guide – you must familiarise yourself with this guide as an RICS candidate.

Sector pathway guide – this guide sets out the competency requirements for your pathway, including examples of the knowledge, experience and skills required to demonstrate the competencies. You can download your pathway guide from [Sector pathways](#) on the RICS website.

2 Roles and responsibilities

You, the apprentice – although there will be people to support you, it is your responsibility as an apprentice to make sure you start and remain committed to the assessment.

You must commit to following the process from beginning to end. You must familiarise yourself with the guidance and abide by it, planning and organising your time conscientiously. You must take responsibility for your own continuing professional development (CPD).

Your employer – your employer should encourage you and make facilities and time available to you to complete your assessment documents. Your employer must also provide you with paid time off to study. This is the mandatory ‘off the job learning’ and will normally be 20% of your employed time per year or one day a week. Some employers may not be able to give you access to the full range of experience needed. If this is the case, you may need to gain a temporary secondment to supplement your experience.

Your training provider – the university that your employer chooses to provide the required training. This will include the RICS accredited degree and additional training that will ensure you reach the Gateway stage with a full understanding of the knowledge, skills, and behaviours (i.e. the RICS pathway competencies).

Your training provider is responsible for appointing a dedicated training manager, who will support you throughout the process. When you join a programme, the provider must register your details on the ACE360 platform. ACE360 is the industry-standard end point assessment (EPA) platform to streamline the EPA process. The platform has been designed to meet the needs of the organisations involved in the delivery of apprenticeship standards.

Your counsellor

You must be supported by a chartered surveyor (MRICS or FRICS). They must be satisfied that you have achieved the required levels in all the competencies needed for your pathway.

They may not have personal knowledge of your experience in all your competencies as these may have been achieved before you knew the counsellor and/or in a different role. The counsellor will still be able to support you and verify your experience by having discussions with you. Your counsellor does not need to be your employer or line manager.

It is your responsibility as candidate to find a suitable counsellor.

Your supervisor – while not a mandatory role, best practice is to have someone overseeing your day-to-day activities, who is responsible for giving you guidance and support. This is particularly important when you are completing a period of structured training.

RICS assessors – chartered surveyors who assess your APC written submission and conduct your assessment interview.

RICS support team – as an apprentice (also referred to as a candidate) you will have access to a [dedicated team of RICS staff](#).

3 RICS student membership

As an apprentice, you are required to enrol as a student member of RICS within three months of starting your apprenticeship.

Student membership connects you with RICS and gives you access to information and facilities that will support your progress.

Student member enrolment process

If you already registered on the RICS website:

- [RICS student membership](#)
- click 'Apply now'
- log in
- fill in the details to enrol as a student member.

If you are not yet registered on the RICS website:

- [RICS student membership](#)
- click 'Apply now'
- register as a website user
- go back to the link for RICS student membership
- click 'Apply now'
- log in
- fill in the details to enrol as a student member.

4 Enrol as an RICS candidate

For the APC, you will need to enrol as an RICS candidate a minimum of 24 months before the Gateway stage. Once registered as a candidate, you will have access to the RICS Assessment Platform, which is where you will track your CPD, apply for end point assessment and upload the required final assessment documentation for your submission.

	Academic qualification duration	Suggested enrolment point	Latest enrolment point
Chartered surveyor degree apprenticeship (APC)	Three-year degree (Masters)	As soon as you are registered	24 months before the Gateway stage
	Four-year degree	At the end of your first year	
	Five-year degree	At the end of your second year	

Please refer to the *Apprenticeship handbook: Enrolling as an RICS candidate* for further details. As noted in the handbook, there is no requirement to pay fees to RICS when enrolling.

You will receive an email confirming that you are enrolled. If you do not receive this within ten working days, please contact the Apprentice Enrolment team (apprenticeenrolment@rics.org) with your full details, including your RICS membership number (if known).

5 Candidate support

Contact the Candidate support team at: candidatesupport@rics.org

Your RICS Candidate Support team is here to guide you from your enrolment as a candidate to qualifying as an RICS professional.

Visit the [Candidate Support web page](#) for:

Introductory webinars – to support candidates, available on demand.

Interactive webinars – designed to offer process support and best practice tips throughout the various stages of your assessment journey.

Real-time support – regular informal candidate drop-ins are a great way to speak to a member of the team about any assessment-related questions you may have.

RICS Qualification Package – all the resources you need to navigate your candidate journey. Through a combination of live and recorded sessions, gain access to interactive and technical eLearning modules, case studies, mock interviews and final assessment training support.

RICS CPD Support Package – access all the content you need and more all in one place. Included as part of your annual subscription renewal, this pack is a benefit available to members and candidates only.

RICS podcast network – an exclusive podcast series bringing together expert guests to discuss the most pertinent, industry-shaping topics from the world of chartered surveying.

LionHeart – is the independent charity for RICS candidates and professionals, past and present, and their families. From the moment you embark on your candidate journey, LionHeart is there to support you throughout the rest of your career.

6 RICS pathways and competencies (knowledge, skills, and behaviours)

To be competent to practice as a chartered surveyor, you must demonstrate the knowledge, skills and behaviours to perform a variety of tasks or functions.

Your RICS sector pathway is the surveying discipline which sets out the competency requirements you must demonstrate at the end point assessment. Your pathway must be one approved for the apprenticeship you are undertaking. Your training provider will confirm the RICS pathway(s) they are able to offer.

RICS competencies are not only a list of tasks or functions; they are also based on attitudes and behaviours. The competencies are written in a generic way so that they can be applied to different areas of practice and geographical locations. It is important that you interpret them in the context of your own area of practice or specialism and geography.

The competencies are in two distinct categories:

Mandatory competencies – personal, interpersonal, professional practice and business skills common to all pathways and compulsory for all apprentices.

Technical competencies which are split into –

- **Core** – primary skills of your pathway.
- **Optional** – selected as additional skill requirements for your pathway.

Each competency is defined at three levels of attainment. You must reach the required level in a logical progression and in successive stages:

Level 1 – knowledge and understanding.

Level 2 – application of knowledge and understanding.

Level 3 – reasoned advice and depth of knowledge.

Level 1 – Knowledge and understanding

You will be required to explain what learning/training you have done, and when, to gain level 1 competency.

This may have been through formal education and/or formal training in the workplace or on-the-job experience. As an apprentice, your degree is relevant to your RICS pathway, so you can draw on this to indicate how you have gained the required knowledge.

Alternatively, you may have developed your knowledge and understanding through targeted formal training. Formal training could include online courses, in-house seminars or workshops, distance learning, academic study, day-release programmes, structured learning or mentoring. You may have participated in a training programme developed by your employer or in partnership with a training provider.

To reduce the number of words used, you can provide a list, but you should include some brief detail, if necessary, to ensure that the assessor can be confident the education/training is relevant to the competency. You can also link this to your CPD record.

Level 2 – Application of knowledge and understanding

You will need to be able to show how you have put your knowledge and understanding into practice. Briefly review your career and the activities you have performed that are relevant to this level.

The following may help you to structure your thoughts regarding level 2 competencies:

- refer to projects you have been involved in
- identify the type of client, but be aware of your clients' confidentiality.

You can describe companies, buildings or land in financial terms (revenue, value) or in terms of size (large, small), area (floor size, levels, capacity) or location. Additionally:

- describe your own role
- explain how your involvement demonstrates your practical competence
- provide specific examples.

Level 3 – Reasoned advice and depth of knowledge

Where the pathway requires level 3 to be achieved, you will need to be able to explain the professional advice you have given to clients. Provide specific examples that describe the nature of the advice, the options you considered and the outcome.

The advice should be predominantly your individual responsibility, rather than collective. It should demonstrate that you are working with minimum supervision.

The advice should have financial or strategic implications for the client and should be given on behalf of your firm to fulfil your contractual obligations to the client.

You must satisfy yourself and your counsellor that you have reached the required level of experience before applying for final assessment.

Choosing your competencies

It is important that you give careful consideration to your choice and combination of competencies. Your choice will inevitably reflect the work you do in your day-to-day environment (driven by the needs of your clients/employer). Your choice and combination of competencies will reflect your judgement.

At your APC final assessment interview, the assessors will take these choices into account. They will expect you to present a sensible and realistic choice that reflects the skills needed to fulfil the role of a professional in your area of practice and geographical location.

7 Gateway stage

The Gateway stage means that you are now ready for your end point assessment.

You, your training provider and your employer must declare you are 'Gateway ready' having completed and achieved:

- your degree, including any formative on programme assessments
- record of 96 hours of CPD (summary of experience portfolio)
- record of 24 months of (400 days diary) structured training (summary of experience portfolio) and
- English and Maths at Level 2 (if not already achieved).

8 CPD record

CPD is the systematic updating and enhancement of skills, knowledge and competence that takes place throughout your working life. It should be closely linked to your current work.

CPD can be taken from various sources including attending conferences, meetings, seminars, completing an academic course or informal reading.

It is for you, as a professional, to decide what is appropriate and this should complement both your mandatory and technical competencies.

Special attention must be given to the principles underpinning CPD:

- gained in a structured manner
- based on an explicit process of selecting, planning, and evaluating the activities and
- reflect learning from informal training sources, e.g. structured reading, secondments.

All Level 6 apprentices are required to complete a minimum of 48 hours of CPD every 12 months.

Your CPD must be split between formal development such as professional courses, seminars or online events and informal development, such as private study or on-the-job training. At least 50% of your CPD must be dedicated to formal development. For examples of formal and informal CPD, please see to the [CPD section](#) of the RICS website.

Your CPD will be calculated on a rolling period from the date you submit for assessment. You should check that your CPD activities are within the required period (24 months), working back from the date you submit.

If you qualify as a chartered surveyor, you will continue to undertake and record online a minimum of 20 hours of CPD activity each calendar year as part of your commitment to your ongoing professional development.

Your assessment date may be some time after you have successfully completed the Gateway stage, so you may need to refresh your CPD record and ensure that it has not expired by the time of assessment.

9 APC structured training diary

As soon as you enrol as an APC candidate, you should start recording your experience in the APC structured training diary template.

This is a training provider requirement to declare yourself 'Gateway ready'.

The diary template is a separate document and outside of the RICS Assessment Platform. You will not be able to retrieve your diary entries from the Assessment Platform.

You will use the information from your diary to complete your summary of experience. You should not record a period of less than half a day.

You do not need to record the mandatory competencies in your diary. These are an intrinsic part of your day-to-day work and are not normally part of the minimum days of experience. However, you must record your attainment of the mandatory competencies in your summary of experience for final assessment.

Your supervisor and counsellor must keep in regular contact with you, with formal meetings at least every three to six months, but ultimately you are responsible for your day-to-day activities.

You must:

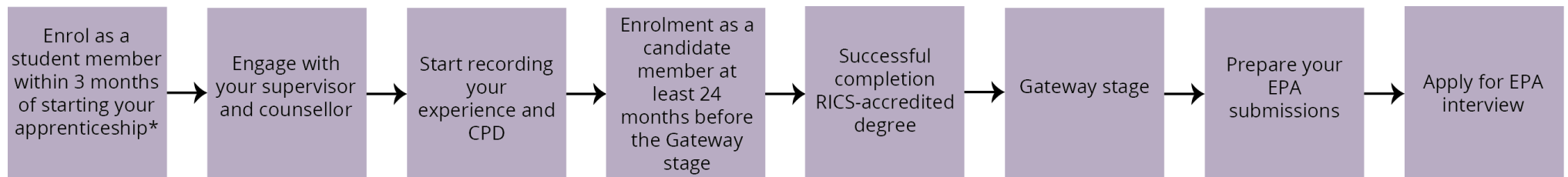
- ensure your day-to-day work covers the required competencies of your pathway
- keep your diary in a format that will encourage meaningful discussion at the formal quarterly reviews of progress against the competencies and will assist with the preparation of your assessment records
- discuss before, and evaluate after, any planned training or professional development events
- keep notes of examples of practical experience and casework to assist at your quarterly reviews.

You will need to spend some time discussing your career, relevant experience and chosen competencies with your counsellor. Decide if you both agree that you have chosen the most appropriate competencies that reflect the work you do in your day-to-day environment.

If you identify any shortfalls in your experience, agree with your counsellor the most appropriate way of addressing them.

As you continue building your experience to meet all the competency requirements and completing your assessment submissions, you should meet with your supervisor/counsellor every three to six months. This helps to ensure you are progressing and have their support and feedback on your summary of experience and case study.

10 Key milestones



*Depending on the programme you are enrolled on, the duration of this process may be different.

For undergraduates, this typically would be a five-year process, however, some universities deliver this as part of a four-year intensive programme with block release.

For postgraduates, this will be a three-year process.

11 End point assessment

Your end point assessment consists of:

- RICS professionalism online module.
- case study
- summary of experience
- CPD record (see Gateway stage) and
- final assessment interview.

RICS professionalism online module

The RICS professionalism online module is designed to test your knowledge of ethics, professionalism and the RICS Rules of Conduct.

The five Rules of Conduct apply to all RICS members (as defined in Byelaw 5.1) and RICS-regulated firms.

The Rules support positive change in the built and natural environments, through promoting and enforcing the highest ethical standards in valuation, the development and management of land, real estate, construction and infrastructure.

The Rules are based on ethical principles of honesty, integrity, competence, service, respect, and responsibility; providing a structure for making ethical decisions about how to behave as a professional. Members must use their professional judgement in applying these principles to the situations they face in practice and firms must support individuals working for them to do so.

You will be tested on your knowledge via a complex case study and an online exam consisting of 20 multiple choice questions.

Apprentices must take the test in a suitably controlled environment that is quiet, free of distractions and influence, in the presence of an invigilator.

You are required to successfully complete the module prior to your final assessment interview. Your result is valid for up to 12 months.

Case study

The case study is a maximum of 3,000 words and must be on a project or projects that you have been personally involved with in the two years prior to your assessment submission date.

A project may have started over two years ago, but your case study should reference your involvement in the past two years. It must provide a critical appraisal of the project(s) together with an outline of your learning outcomes. This provides important evidence of the competencies you have achieved.

You must ensure the start date and the end date (if applicable) of the project is clearly referenced in your case study. RICS **will not accept** case studies where this is not the case.

The case study must give detailed evidence of your ability to work competently and to apply the knowledge relevant to your pathway. You will use this case study to make a ten-minute presentation to the final assessment panel.

Your choice of project is important and must reflect your specific pathway. You may have been working on a complex instruction or large project. Alternatively, the instruction or project may be more straightforward and not of great financial value. It may simply be typical of the work with which you have been involved. The project may include work undertaken outside your country of assessment.

Your case study validity will be calculated on a rolling period from the date you submit for assessment. You should check that activities you discuss in your case study are within the required 24 months, working back from the date you submit.

The assessors will be looking for you to have chosen a real-life project that you have been involved in or may have led on. Consider a project process where you have had to deal with a key issue, anomaly, or challenge that you have had the task of overcoming.

Make sure this relates to the competencies of your pathway demonstrating your professionalism and ability to problem solve.

You are not necessarily expected to be running the project. It is your involvement or role in the team that you must outline, analyse and comment on.

If the project has been running for some time, you may not have been involved from the start, so your involvement may not have been continuous, or the project may not be finished when you prepare your case study. In this latter case, you should provide a prognosis of the outcome. If you know the outcome between sending in your case study and your interview, then include this in your presentation.

You must explain not only the project itself but the processes you followed and the rationale behind your decision making. Your focus must be on analysing the project: do not simply provide a summary of what was involved. It is quality, not quantity that counts.

You should include the following four aspects:

Introduction

In this section you should provide a summary of the project and what your role was – include the following (approximately 500 words):

- What did you do?
- What was your level of responsibility?
- Who were the stakeholders?
- What was the timeline?

My approach

In this section, you should describe the key issues or challenges on the project. You may write about one or more key issues but remember you only have a limited word count for the case study.

Explain the issues and make it clear to the assessors why it became a challenge for you, include the options you considered and the solutions that you identified, explaining why some options were not feasible.

My achievements

In this section you should describe what you achieved and how.

Demonstrate your ability to think logically, laterally and professionally, giving examples of where you gave reasoned advice to a client for your level 3 competencies.

Conclusion

In this section you need to reflect on and analyse your performance and refer to the lessons you learned and what you would do differently next time.

This section is important in showing the assessors your analytical thinking and how you develop as a professional.

The assessors will use your case study as a starting point to question you beyond what you did, probing your understanding of your project's wider issues. You will need to think about these processes while you are writing your case study, so that you are well prepared for the interview.

Appendix A – Competencies demonstrated in this case study

Use the template to list the mandatory and technical competencies that you believe are demonstrated in your case study.

Appendix B, C, etc.

You may insert illustrations, photographs or plans as appendices. Please keep the attachments to a minimum ensuring they are relevant to the case study. Appendices should support your report, not add to or expand on it.

Summary of experience

For your summary of experience, you must write a brief statement about each of your mandatory and technical competencies. It is important to ensure you have a copy of the pathway guide with you when you are completing this stage.

If you select a level 3 competency, you should ensure you write the summary covering levels 1, 2 and 3. Level 3 competencies are the most important: they are crucial to demonstrating that you practise at a professional level.

For level 1, you must provide a statement of learning – how you gained the knowledge and understanding. This should link to any relevant CPD in your CPD record.

For level 2, you must provide a statement of the range of experience you have achieved and include real-life project/process examples.

For level 3, you must provide a detailed statement of advice given and include real-life project/process examples where you have personally given advice.

Levels 2 and 3 require you to provide at least one example. The number of examples you need to provide will be determined by the experience and competence each example demonstrates. Remember, RICS is looking for evidence that you can do the relevant job at the required level; for some competencies, one of your examples may be sufficient, for other competencies you may need to provide multiple examples.

Once you have completed the statements, you should review them as a whole; together, they form your summary of experience. In addition to showing your abilities in individual competencies, they should provide the assessors with an overview of your training and experience, the work that you are doing and the levels you are working at.

Your summary of experience should be a maximum of 1,500 words for the mandatory competencies and a maximum of 4,000 words for the technical competencies.

Important notes on your submission

Confidentiality

You must ensure you have your employer's and client's consent to disclose any sensitive details in your submission. If you cannot get this consent, you should disguise facts that might otherwise make the project identifiable.

Similarly, commissions undertaken by you may have been litigious and confidential; you should explain this at the outset and change the name, location, and function of the building/asset so that it would be unrecognisable.

The information contained in your submission will be treated as confidential by your panel of assessors and RICS.

References

Extracts from Acts of Parliament, case law and other sources should not be quoted at length, but essential references must be given.

Total word count

You must include a word count at the end of your case study and summary of experience. You can include notes on what you have included in the count. The assessors will be looking to see that you have kept within the prescribed word count for both your summary of experience and your case study.

Appendices

Remember you need to use your appendices to support your case study and enhance the information you have given to the assessment panel. If it is not relevant, do not use it.

Overview

While writing the case study, you should be aware of what evidence you have already provided in your summary of experience and ensure that the level and scope of activities you are describing is consistent with what has been detailed in the summary.

The assessors will look at the summary of experience, case study and CPD individually but will also take a holistic view. Review all your written evidence together before you submit it, and make sure there are no omissions or contradictions.

Finally, your submission must reflect your abilities in the following areas:

- written and graphic communication
- professional standards of organisation and presentation
- analysis, reflective thought, and problem solving and
- learning from experience gained.

RICS staff reserve the right to cancel interviews if at any time it becomes known that the key assessment/submission criteria have not been met.

This includes word count, case study validity, completion of the RICS professionalism online module, plagiarism, fees, proposer and second confirmation, CPD, qualification and experience eligibility, and any other criteria set out in the RICS Regulations, as approved by Governing Council.

Plagiarism

RICS uses Turnitin, a system to help check apprentices' submissions are their own work and stand up to independent scrutiny. The system will compare an apprentice's submission against submissions from other apprentices and other existing works.

RICS reserve the right at any time either to submit or require you to submit your documentation into Turnitin. If the system flags concerns with the level of similarities between work you have submitted and existing works then we may refer the matter for further investigation, which could result in disciplinary action being taken against you.

In addition, the progress of your application may be impacted, including potential removal from the assessment process pending the outcome of the investigation.

Final assessment interview

The interview will last approximately one hour and is designed to determine whether you:

- can express yourself clearly in an oral presentation and interview.
- can demonstrate, in support of your written submissions, your understanding of the knowledge gained, and competencies achieved during your training.
- have an acceptable understanding of the role and responsibilities of a chartered surveyor.
- can apply your professional and technical skills to benefit those who employ your services.

Access arrangements

RICS makes every effort to protect applicants from discrimination in accordance with the UK *Equality Act 2010* (the Act) and is committed to equality of opportunity.

Reasonable adjustments: When applying for an assessment, RICS must consider requests for a reasonable adjustment where candidate, who is disabled as defined by the Act, would be at a substantial disadvantage in comparison to someone who is not disabled.

A reasonable adjustment must be based on the individual needs of the applicant and their ability to access an assessment.

To apply for a reasonable adjustment, you should first refer to the *Access Arrangements: Reasonable Adjustments* policy. If this is relevant to your circumstances, please choose the option to apply for an adjustment in the RICS Assessment Platform.

For further information, refer to: [Access Arrangements](#).

Interview structure

Chairperson's opening and introductions	3–4 minutes
Apprentice's presentation on their case study	10 minutes
Questions on the presentation	10 minutes
Discussion on the overall experience including CPD, technical competencies, Rules of Conduct and professional practice	25 minutes
Chairperson's areas of questioning may include professional and technical matters, CPD, Rules of Conduct and mandatory competencies	10 minutes
Chair to close	1–2 minutes
Total	60 minutes

Your interview must be held in a private and appropriate location.

RICS staff or the assessment panel reserve the right to cancel your interview if this is not case. For example, interviews conducted in any form of transport, or location that may hinder the professionalism of the interview process.

You should contact RICS if you require any assistance.

Presentation

You will give a ten-minute presentation to the assessment panel on any aspect of your case study. Choose a point from your case study to expand on in your presentation or detail the investigations and conclusions of your project.

You can share your presentation and other presentation materials with the assessor panel during your ten-minute presentation.

The interview will be conducted by a panel comprising a minimum of two chartered surveyors, who will be trained and selected for this role.

At the interview you will be questioned on:

- your presentation and case study
- your final assessment submissions including your CPD record and
- the broader aspects of your experience and knowledge, including ethics, RICS Rules of Conduct and current issues of concern to the profession.

You cannot have access to your submission in the interview room. The only materials you can access are the materials you use during your presentation. After the questions on your presentation, you are not allowed to access any of the materials.

The assessors will ask you about what you did and why you took a particular approach. They will also ask about your understanding of the wider issues surrounding your case study.

The assessors will be trying to determine your general level of ability; they do not expect you to be an expert in every area of professional activity. They will be looking to ensure you have achieved at least the minimum required levels of competence in key areas for the clients you serve, and that you understand the level of professional conduct expected of an RICS professional.

Remember the assessors will take a holistic view of your training, final assessment submissions, presentation and interview. Poor performance in one area may be balanced out by an excellent performance elsewhere.

RICS is looking for you to be not only technically competent, but also to:

- be a good ambassador for the profession
- be aware of the professional and commercial implications of your work
- understand clients' and employers' objectives

- have up-to-date knowledge of legal matters and
- have the confidence to work unsupervised.

The assessors may refer to your submission and any of their own preparation notes during the interview and may also be taking notes to support their questioning and decision making.

Result

Results are released five working days after your interview has taken place. For security and data protection reasons, RICS will only issue your result electronically. It is your responsibility to check RICS has your up-to-date contact details.

Pass

If you receive a pass result, you will be awarded the RICS chartered qualification (MRICS).

Proposer and seconders

The requirement for a proposer and seconders is part of the Fit and Proper person test for electing or re-admitting an individual to RICS.

If elected through a chartered assessment, you must have a total of three proposers/seconders to support your election. All three must be MRICS or FRICS and can include your counsellor.

For further guidance, please [contact RICS](#).

Refer

If the outcome is a referral, you will be sent a referral report 21 days after your result is issued. The report will explain why the assessors reached this decision. To be eligible for reassessment you must:

- complete some further relevant professional experience
- continue to complete your CPD, as required for your APC
- write a new case study or resubmit the same case study updated to reflect the referral report feedback and meet criteria
- agree with your counsellor on how you will address the deficiencies identified in the referral report and update your submission accordingly
- if you are following a structured training programme, you must continue to maintain and record your experience until you are successful.

Once you have completed the above, you will be ready for reinterview at the next available assessment. Please note, you will be reassessed on all the requirements of the APC including all competencies for your pathway.

Appeals

The appeal panel does not question the merits of the assessors' decision. It looks at the way the assessment was conducted, and will allow the appeal only if, on the balance of probabilities, there was fault in the process. It does not reach any conclusion about your competence to practise: it considers only administrative or procedural matters.

When an appeal is made, it must:

- be in writing, accompanied by the appropriate fee
- be made by you and not a third party and
- clearly state the grounds on which the appeal is being made.

You will have 21 days from the date of your referral report being issued by RICS to appeal.

The appeal panel has no powers to award the RICS chartered qualification. If an appeal is approved, the original final assessment interview is disregarded, and you will be given a new interview based on your original assessment submission. If the appeal is dismissed the original assessment result will stand.

The appeal panel's decision is final and there is no right to appeal this decision.

Conflict of interest

RICS uses all reasonable means to identify and avoid any obvious conflicts of interest when selecting a panel of assessors, prior to the interview going ahead.

There are two main distinctions of a conflict of interest:

- **Personal interests:** in certain circumstances, there may be a connection between the assessor, and the apprentice, but this may not present an issue to the apprentice. For instance, the individuals may have met at a CPD event or know of one another in a professional capacity.
- **Prejudicial interests:** where the assessor either stands to benefit from the outcome of an assessment interview or might otherwise be perceived as being influenced, the assessor must declare the conflict and should recuse themselves from the panel at the earliest opportunity.

In the unlikely event you do consider there is a conflict of interest on the actual interview day, you should declare this at the beginning of the interview, then the assessment panel chairperson will decide whether the interview should go ahead with the panel member in question or whether the panel member should sit out of the interview.

If it is only a two-person panel and a conflict is raised on the day of the interview and the chairperson decides it is deemed a prejudicial conflict of interest, the interview will need to be deferred and rescheduled for another date.



Delivering confidence

We are RICS. As a member-led chartered professional body working in the public interest, we uphold the highest technical and ethical standards.

We inspire professionalism, advance knowledge and support our members across global markets to make an effective contribution for the benefit of society. We independently regulate our members in the management of land, real estate, construction and infrastructure. Our work with others supports their professional practice and pioneers a natural and built environment that is sustainable, resilient and inclusive for all.

rics.org

General enquiries
contactrics@rics.org

Candidate support
candidatesupport@rics.org