



Career Seekers Direct Limited

Quality in Careers Standard

Appeals Process

1. Purpose

The purpose of this appeals process is to ensure that any organisation seeking accreditation for the **Quality in Careers Standard** via Career Seekers Direct, has a **fair, transparent and consistent mechanism** for challenging an assessment decision where they believe the judgement or process was incorrect.

2. Scope

This procedure applies to all schools, colleges, and training providers undergoing assessment for the **Quality in Careers Standard** through Career Seekers Direct.

Appeals may relate to:

- The **assessment outcome**
- The **assessment process**
- The **interpretation of evidence submitted**
- **Procedural issues** that may have affected the decision

3. Principles

All appeals will be handled according to the following principles:

- **Fairness and impartiality**
- **Transparency**
- **Timeliness**
- **Confidentiality**
- **Independence from the original assessment decision**

Where possible, appeals will be reviewed by an individual **not involved in the original assessment**.

4. Stage 1 – Informal Resolution

Before submitting a formal appeal, organisations are encouraged to seek clarification regarding the assessment decision.



The organisation should:

1. Contact the **Lead Assessor or Awarding Body representative**
2. Request clarification of the decision and feedback
3. Attempt to resolve the concern informally

Most issues can be resolved through discussion and review of the evidence.

5. Stage 2 – Formal Appeal Submission

If the organisation remains dissatisfied, a formal appeal may be submitted.

The appeal must:

- Be submitted **in writing**
- Be submitted **within 14 working days** of receiving the assessment decision
- Clearly state:
 - The **grounds for appeal**
 - The **aspect of the decision being challenged**
 - Any **supporting evidence**

Appeals should be sent to Career Seekers Direct' **Quality Manager**, Neil Adams (neil@careerseekersdirect.co.uk)

6. Stage 3 – Appeal Review

Upon receiving the appeal:

1. Career Seekers Direct will **acknowledge receipt within 5 working days**.
2. An **independent reviewer or appeals panel** will be appointed.
3. The review will consider:
 - The original evidence submitted
 - The assessor's report
 - The grounds for appeal
 - Any additional evidence provided

Where necessary, further clarification may be requested from the organisation or the assessor.

7. Stage 4 – Outcome of Appeal

A decision will normally be communicated **within 20 working days** of the appeal being acknowledged.

Possible outcomes include:



- **Appeal not upheld** – the original assessment decision stands.
- **Appeal upheld** – the decision is revised.
- **Partial uphold** – additional evidence or reassessment may be requested.

The decision will be provided **in writing**, with reasons for the outcome.

8. Final Decision

The decision following the formal appeal review is **final within Career Seekers Direct’s process**.

If the appeal is unsuccessful, the organisation may:

- Address the identified areas for improvement
- Request **reassessment at a later date**

9. Record Keeping

Career Seekers Direct will maintain records of:

- Appeals submitted
- Evidence reviewed
- Decisions made
- Actions taken

These records support **quality assurance and continuous improvement** of the assessment process.

10. Monitoring and Review

This appeals procedure will be reviewed periodically to ensure it continues to:

- Align with **Quality in Careers Standard requirements**
- Maintain fairness and transparency
- Support continuous improvement in assessment practice.

Version	Written By/Date	Reviewed By/Date
V1.0	E Harrison/9 th March 2026	