

Career Ladder Appeals Process and Procedure

If an individual disagrees with an SC Endeavors decision regarding their information directly impacting their Career Ladder level, they can file up to 2 appeals using the processes described below. Please note that there are 3 reasons for filing an Appeal:

- Requesting that your college major to be reconsidered as Related or Early Childhood Specific (the options are Not Related, Related & Early Childhood Specific)
- Requesting that a college course(s) be considered as an early childhood specific course not previously identified as early childhood specific
- Requesting that the verification/accreditation status of the education institution that you attended for High School and/or College/University be reevaluated

If you have an additional transcript that SC Endeavors staff has not evaluated yet, you will NOT need to complete an Appeal. Instead, you will need to upload that transcript into the SC Endeavors Registry and re-apply for an updated Career Ladder placement.

You can do that at [Registry Login](#)

a) Career Ladder Placement Appeals:

If an individual believes that their Career Ladder level is incorrect, a Career Ladder Placement Appeal may be completed in the Career Ladder Appeals Portal. The Appeal is to be completed by the individual. To initiate the Career Ladder Appeals process, please call 864-250-8581 option 5 for Career Ladder staff. Please be prepared with your 6 digit State Registry ID number when you call. Appeals are reviewed and completed within 60 days of a completed appeal submission.

Appeal #1:

- Career Ladder Placement Appeal must be submitted in the Career Ladder Appeals Portal by the individual that is appealing their Career Ladder level. The link to the Career Ladder Appeals portal will be provided by the Education Verification Department Head via email along with instructions on how to complete an appeal submission.
- Within 60 days of the receipt of Appeal #1, the participant can expect a reply, in writing, from the Educational Verification Manager reflecting the decision.

Appeal #2 (if needed):

- Appeal #2 should be submitted within 14 days from the date of Appeal #1's decision.
- Career Ladder Placement Appeal must be submitted in the Career Ladder Appeals Portal located on the SC Endeavors by the individual that is appealing their Career Ladder level. The link to the Career

Ladder Appeals portal will be provided by the Education Verification Department Head via email along with instructions on how to complete an appeal submission.

- Within 10 days of the submission of Appeal #2, the participant can expect a reply reflecting a decision.
- Decisions on Appeal #2 are final and cannot be appealed.

The following is the process that the Education Verification Department Head will follow during a Career Ladder Placement level grievance:

The Educational Verification Manager will evaluate all transcripts (and any other documents that have been provided by the applicant) and do a full audit to determine if misplacement on the Career Ladder has occurred. If it is determined that the participant was misplaced on the Career Ladder, the Manager will recalculate the Career Ladder placement for the participant and a new certificate will be generated with the new Career Ladder level. A staff note will be added to the notes section of the individual's profile with an explanation of the Appeal submission and the correction that was made along with the date. The individual will be notified of the decision of the Appeal.

TIPS:

An upload is required with your Appeal. Please see guidance below. There is additional guidance located within the Career Ladder Appeals Portal.

Guidance:

College coursework and any degrees earned require unofficial (or official) transcripts with the following:

- name of the individual
- college/university name
- course codes
- course names
- semesters completed/dates
- credits
- letter grades

If a college degree has been attained, then the major and graduation (confer) date must also be on the transcript. There may not be any handwritten information on the transcript. An Official transcript that is handwritten and has been issued recently (in the past 12 months) may be accepted if all other requirements are met. A photo of the transcript or degree may be taken on a smart phone and uploaded to the education tab of an individual's account.