

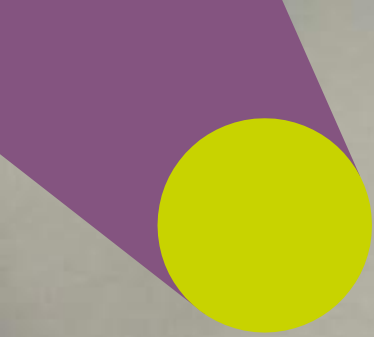


September
2026

Independent Non- Executive Director

Approved Code Scheme Board

Candidate Information Pack



ACS is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection.



Welcome letter

September 2026

Dear Candidate

Thank you for your interest in the role of Non-Executive Director on the Approved Code Scheme Board. We are looking to appoint three independent Non-Executive Directors to bring their skills and expertise to the Board, working alongside the five existing Non-Executive Directors. The appointment is for a three-year period.

Enclosed in this information pack you will find details about the Approved Code Scheme (ACS) and its governance structure.

If you are interested in pursuing an application for this post, please send this in the form of a letter attached with your CV.

We look forward to receiving an application from you if you consider you have the necessary skill set and experience that this role requires. In the meantime, if you have any questions, or require any further information, please do not hesitate to contact Jacqui Guerreiro, CTSI Interim Corporate Services Director, via email acsb@tsi.org.uk.

With very best wishes

Alison Barker
Interim Chair
Approved Code Scheme Board



We aim to improve customer service standards

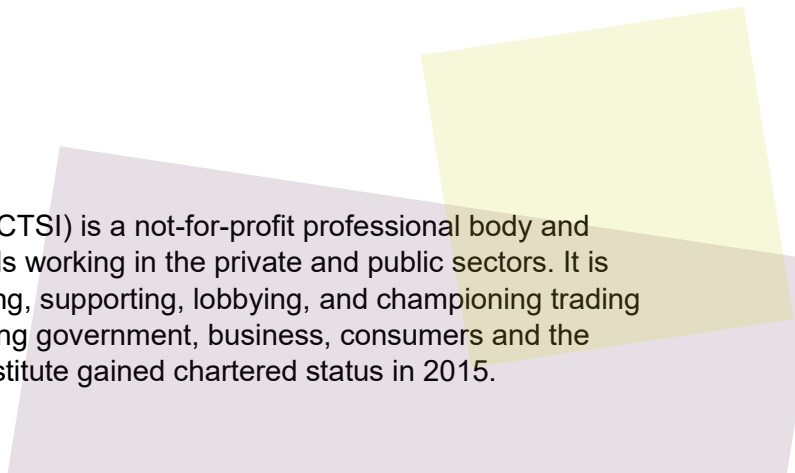


About ACS

The Approved Code Scheme (ACS) aims to improve customer service standards by: The approval and promotion of codes of practice through code sponsors, approved by Approved Code Scheme Board (ACSB); protecting consumers with higher levels of customer service; allowing businesses to display the codes logo to reassure consumers.

Consumers can look out for the ACS approved code logo when searching for a business. They can be confident that any approved business they choose has a proven commitment to honest business and higher customer standards. The scheme is administered by the Chartered Trading Standards Institute (CTSI) on behalf of the ACSB.

About CTSI



The Chartered Trading Standards Institute (CTSI) is a not-for-profit professional body and enterprise for trading standards professionals working in the private and public sectors. It is the national body responsible for representing, supporting, lobbying, and championing trading standards to a range of stakeholders including government, business, consumers and the media and has done so since 1881. The Institute gained chartered status in 2015.



The Approved Code Scheme (ACS)

History and purpose

The Approved Code Scheme (ACS) was first introduced by the Office of Fair Trading (OFT) in 2001. In 2012, the government asked CTSI to develop a successor to the OFT's scheme as a part of the 'consumer landscape review'. From April 2013, the management of ACS transferred to a new Consumer Codes Approval Board supported by CTSI.

ACS is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, giving consumers a clear indication - through the right to display the ACS Approved Code logo - that code members can be trusted. ACS aims to reduce consumer detriment and codes will only be approved if they can clearly demonstrate that they are contributing to this objective. Codes approval is a rigorous and intensive process for code sponsors.

The ACS is committed to promoting codes of practice that meet our core criteria and have obtained approval.

Code sponsor – A code sponsor is the organisation, firm or entity that administers and promotes a voluntary code of practice (as opposed to statutory codes) and can influence and raise standards within its membership. It must be a distinct entity from its membership.

Code member – A code member is any member of a code sponsor. It is a requirement for the ACS that all eligible members of a code sponsor's organisation sign up to the code.

ACS is voluntary. A code sponsor must elect to submit its code of practice for approval and membership of the code sponsor must be voluntary.

The Approved Code Scheme Board is a community interest company established by CTSI in 2013 to determine applications for the approval of consumer codes of practice. The Board is independent of government, industry, consumer groups and the Institute and is there to provide a completely impartial assessment of the suitability of consumer codes of practice.

The full criteria for approval of schemes and further information can be found on the [ACS website](#).

Governance

The scheme was officially re-launched in April 2013. A great deal of work took place to ensure a smooth transition and a lot of our focus was upon getting the right governance in place. Having weighed up all the options we chose to establish a separate, not for profit community interest company. This has allowed us to focus on the consumer, business and policy benefits rather than any commercial imperative. We have an independent board with an independent chair. Other than two specific positions board appointments are made on an individual basis. The two specific board positions that have a specific role are one appointment on behalf of CTSI and one appointment is a consumer representative.

The Approved Code Scheme Board is responsible for determining all matters relating to the approval of codes of practice and discharging its fiduciary responsibilities for the company.

The ACSB is responsible for:

- setting the (Community Interest Company) CIC objectives
- meeting the requirements of the CIC Regulator
- setting the core criteria for approval
- setting the budget requirement
- approving the subscription methodology and fees
- final approval of codes
- final discipline/revocation code approval
- fiduciary responsibilities for the CIC
- producing an annual report on the activities of the CIC





Guaranteeing the independence of the Board

Independent Members

We are now seeking to appoint three independent members to the Board. The Board members will be responsible for guaranteeing the independence of the Board, making clear, objective decisions in the public interest and discharging their fiduciary responsibilities for the running of the community interest company.

The successful candidates will have a broad range of experience and skills which may include the following: an understanding of the business, regulatory and consumer landscapes; experience in a policy or regulatory environment; knowledge of consumer issues and the challenges affecting consumers and communities; communications and campaigns expertise; and a good understanding of the opportunities presented by information technology and AI.

None of the Board members may be connected with (that is employed by or providing services to) any of the existing code sponsors or applicant code sponsors – please see our website for the [Approved Code Directory](#).

You will be appointed to the Approved Code Scheme Board via Companies' House.

Role Requirements

The roles are as non-executive members of the Board of this community interest company. There are anticipated to be four Board meetings per year and up to four other days supporting the scheme, such as through attending meetings of the code sponsors. Such responsibilities will be shared amongst Board members. The posts are not remunerated, but reasonable travel and other expenses will be met. The Board meetings are generally held in central London or virtually via Teams.

How to

apply

To apply please send a letter setting out the following:

- your reason for applying and your commitment to the role
- your relevant experience
- your previous board experience
- the skills you will bring to the role

Please feel free to include a CV of no more than 2 pages.

Send this, marked PRIVATE AND CONFIDENTIAL, to Jacqui Guerreiro, CTSI Interim Corporate Services Director, via email to jacqui@tsi.org.uk

The closing date is noon 12 October 2026.

All applications will be acknowledged after receipt by email. If you have not received an acknowledgement within three working days of submitting your application, please call Jacqui Guerreiro on 01268 582202.

Interview arrangements

Appointment will be subject to interview by the Interim Chair of ACSB and a small panel via Teams in October with recommendation for final appointment thereafter.

As part of our commitment to ensuring a fair and accessible recruitment process, please let us know of any adjustments you may require should you be invited for interview.

Equality and diversity monitoring

CTSI is committed to ensuring equality of opportunity in its recruitment and employment practices. Your completion of the equalities monitoring form will assist with this, but it is not mandatory. Any information you provide will be treated in strictest confidence, is anonymous and does not form part of your application.

Data protection

Information given in your application will be controlled under data protection legislation and will be used for the purposes of recruitment for this role only. CTSI undertakes blind recruitment, applications that are shared with the recruitment panel do not contain any personal or identifying information, no information is retained by the panel. Should your application be successful this information will subsequently be retained as part of our director records. All application and recruitment information for unsuccessful applicants will be retained by CTSI for a period of four months after the closing date and will thereafter be destroyed.



Chartered Trading
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