



Certification Body (JTL) Candidate Code of Conduct

Acceptance of Scheme Requirements:-

The Candidate must agree to:-

- Comply with the requirements for certification;
- Make claims for certification only with respect to the scope for which certification has been granted;
- Not use the certification in such a manner as to bring the certification body(JTL) into disrepute;
- Not make any statement regarding the certification which the certification body (JTL) may consider misleading or unauthorized;
- Discontinue the use of all claims to certification that contains any reference to the certification body (JTL) or certification, upon suspension or withdrawal of certification, and to return any certificates issued to the certification body (JTL);
- Not use the certificate in a misleading manner
- The processing of personal information and results in accordance with the Data Protection Act 1998.

At the registration stage the Candidates must:-

- Provide centre's with evidence of qualifications- original certificates or other means of confirming qualifications i.e. JIB/SJIB Grading Card.
- Provide photographic evidence of identification with either a valid passport, electronic driving license or JIB/SJIB Grading Card.
- Once registered onto the CompEx course, abide by the individual assessment centre's own code of conduct.

Communication:-

- Candidates must ensure they contact only the assessment centre they attended for information regarding results or details of failures
- Candidates must NOT under any circumstances contact the certification body (JTL) directly for results or details of failures.

Appeals, Complaints:-

- Candidates who believe they have grounds for an appeal against a failure should contact the assessment centre they attended to implement the appeals procedure, the centre will inform the Certification Body (JTL) who will investigate, review and make a final judgment on individual results.
- Candidates who have a grievance against the assessment centre staff or course should contact the assessment centre they attended, to implement the assessment centre's own complaints procedure. If a satisfactory outcome is not achieved then they should contact the Certification Body (JTL) by letter or email explaining the grievance. The Certification Body (JTL) will then arbitrate on the complaint.
- Candidates who have a complaint against the assessment centre should inform the Certification Body (JTL) by letter or email of such a complaint who will then arbitrate on the complaint against the assessment centre.