

Candidate Code of Conduct & Appeals/Complaints Process

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 (JT Limited) into disrepute. (Misuse or falsifying of a CompEx Certificate will result in an 18 month ban from registering onto any CompEx Course)
- Not make any statement regarding the certification which the Certification Body (JT Limited) may consider misleading or unauthorised.
- Not make any statement regarding the certification which an employer or contractor may consider misleading.
- Discontinue the use of all claims to certification that contains any reference to the Certification Body (JT Limited) or certification upon suspension or withdrawal of certification; and to return any certificates issued to the Certification Body (JT Limited).
- Not use the certificate in a misleading manner.
- The processing and storage of personal data and results, as detailed in the CompEx Privacy Policy (JTL960) and in accordance with the General Data Protection Regulations 2018.

At the registration stage the candidate must:

- Provide centres with all documentation listed in the CompEx Privacy Policy (JTL960). Documents must include original evidence of qualifications, photographic identification such as a valid passport, driving licence or national ID Card
- Once registered onto the CompEx course, abide by the individual assessment centre's own code of conduct.

Communication:

- Candidates must ensure they only contact the Licenced CompEx centre at which they attended for information regarding results or details of failures
- Candidates must NOT under any circumstances contact the Certification Body (JT Limited) directly.

Appeals & Complaints;

- Candidates who believe they have grounds for an appeal against a failure, or who wish to make a complaint should in the first instance, contact the assessment centre they attended to implement the centres own procedures.
- If a satisfactory outcome is not achieved, then the candidate should contact the Certification Body (JT Limited) in writing explaining the details of the appeal or complaint. The Certification Body (JT Limited) will then arbitrate on the appeal or complaint.
- Finally, if a satisfactory outcome is still not achieved, then the candidate should contact the CompEx Scheme Chairman (c/o JT Limited) in writing who will investigate, review and make a final judgement.