

# Candidate Code of Conduct and 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 a 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 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 suitability for the course they are attending.
- Provide photographic evidence of identification with either a valid passport, electronic driving license, ID card or occupational 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 (JT Limited) directly for results or details of failures.

## Appeals, Complaints:-

- Candidates who believe they have grounds for an appeal against a failure or who wish to make a complaint should contact the assessment centre they attended in the first instance to implement the assessment centre's own procedures.
- If a satisfactory outcome is not achieved then the candidate should contact the Certification Body (JT Limited) by letter or email 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 from the certification body (JT Limited) then the candidate should contact the CompEx Scheme Chairman (c/o JT Limited) by letter or email who will investigate, review and make a final judgment.