

## **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 initial 18 month ban from registering onto any CompEx Course. For repeated or continuous attempts, the time frame will be increased to a defined or indefinite period deemed appropriate by the Certification Body)
- 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 JT Limited to register their appeal or complaint. Contact details can be found at <https://compex.org.uk/contact/>.
- If a satisfactory outcome to the appeal or complaint is not initially achieved the appeal or complaint can be escalated.
- In the case of an appeal the escalation is to the CompEx Director and then with input from the CompEx Technical Advisor Council (TAC) for a final decision by the CompEx Director.
- In the case of a complaint the escalation is to JT Limited if the initial complaint outcome has been determined by a CompEx centre and then to the CompEx Director for a final decision.