

The international scheme for competency validation and certification of personnel who work in explosive atmospheres.

CCL2004 Rev1 - 03/2023

CompEx Appeals Policy



Introduction

CompEx endorses the right of learners and centres to appeal against CompEx actions, decisions, and judgements. Procedures in place to ensure CompEx deals with appeals thoroughly and fairly.

All centres must have a documented appeals procedure in place and must make this available to its learners. Appeals from learners must be addressed by the centre appeal procedure. Appeals may only be escalated to CompEx in the event of an unsatisfactory outcome.

Scope of Appeals

The below outlines the scope of appeals that CompEx process from centre and learners.

Appeals from centres may include:

- CompEx implementing assessment procedures incorrectly or inconsistently.
- CompEx providing incorrect information in respect to offering/providing a qualification.
- The outcome of an EQA (External Quality Assurer) report
- Decisions regarding reasonable adjustments or special considerations
- Decisions regarding malpractice or maladministration
- Decisions regarding sanctions
- Decisions regarding risk status
- Decisions regarding complaints against the centre
- Decisions concerning the withdrawal or suspension of centre/qualification approval.
- The outcome of a complaint
- CompEx providing incorrect information or implementing enquiries about results unfairly or inconsistently.

Appeals from learners may include:

- CompEx and/or the centre implementing assessment procedures incorrectly or inconsistently.
- Decisions regarding reasonable adjustments or special considerations
- Decisions regarding malpractice
- The outcome of a complaint
- CompEx providing incorrect information or implementing enquiries about results unfairly or inconsistently.
- Centres providing incorrect information, impacting outcomes, or assessment decisions.

If you would like to raise an appeal against a CompEx decision, please contact info@compex-cert.com stating the reasons for the appeal.

This Policy was reviewed and adopted by the Directors of CompEx Certification at the Board meeting held on the date shown below and is due to be reviewed annually.

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Steve Bratt, Chair

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Date

Contact details

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