

WSET Course Booking Terms and Conditions

1. Complaints and appeals

Candidates can make call 4000-822-515 to lodge a complaint, and the information you need to provide including name, address, contact information, and full details of the complaint(with any supporting documents). Our customer service will deal with the complain. We will attempt to resolve candidate's complaint within 10 working days.

If we can't resolve your complaint immediately, we will estimated how many days will be used to resolve the complaint and information. If you are still not satisfied about the result, you can still send a email to exam@eswine.com, the main exam officer will deal with the complain. And we will attempt to resolve candidate's complaint within 10 working days.

If you are still not satisfied about the result, you can contact with WSET's Quality Assurance Team (qa@wsetglobal.com).

2. Conflict of interest

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgment, objectivity or loyalty to WSET Awards when conducting activities associated with WSET qualifications. Examples of Conflicts of Interest in the context of an awarding organization include:

- The undertaking of any assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The undertaking of any moderation of assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The tutoring of candidates by an individual involved in the assessment process; The undertaking of a WSET qualification by any individual employed by an APP;
- The undertaking of a WSET qualification by any individual employed by WSET Awards;
- The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment; The coaching of candidates by any individual involved in the assessment of candidate scripts or the authoring of examination questions;
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP;
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Some of these Conflicts of Interest can be managed and are therefore acceptable. For example, the marking of WSET Level 3 tasting assessments by Internal Assessors is verified by WSET Awards to mitigate the risk of a Conflict of Interest. Similarly, where an employee of the WSET or one of its APPs undertakes a WSET qualification, measures can be put in place to maintain the integrity of the assessment, provided this has been notified to WSET Awards in advance. Some Conflicts of

Interest cannot be managed and are not acceptable. For example, it would be inappropriate for an individual involved in the authoring of examination questions or the compilation of examination papers to teach or coach students.

3. Data protection

We may collect the following information about you: name, date of birth, gender and contact details, payment card details when you set up any account with us, your login credentials, your marketing preferences and including sensitive examples, e.g. health or additional to support reasonable adjustments/ special consideration etc.

We kept securely all the personal data in Ease Scent's own data base. We will only ever share data specific to its intended use. And data will be passed to WSET will be handled in accordance with WSET Awards' Data Protection Policy.

We collect your personal data for the following reasons,

1. To register you as a candidate with WSET Awards and enable you to sit examinations for WSET qualifications.
2. To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations.
3. To issue your examination results and qualification certificate as appropriate.
4. To provide you with post-results services such as enquiries against results and appeals and solicit feedback from you on WSET qualifications.
5. To manage any account(s) for providing our online services including but not restricted to our Online Classroom and Global Campus where you have registered with us so that:
 - We can provide you with the relevant products and services;
 - You can access relevant course materials;
 - We can fulfill our services and communicate with you about them;
 - To verify your identity;
 - To carry out research to better understand your requirements on the relevant products and services.
6. To personalise, report on and improve the services and products we provide to you, and to provide you with a best-in-class customer service experience.
7. To send you marketing communications including information about our qualifications, upcoming events and links.

We promise that you control the personal data you provide to us; We will always inform you what personal data we are collecting from you, how we collect it, and how we will use it; We will always use market leading technology and software to ensure that the personal data we have

collected is secure.

Candidates can send emails to exam@eswine.com if you have any questions about data protection issues.

4. Diversity and equality

Ease Scent assures equality of opportunity for candidates by:

Collating and monitoring data on candidate age, gender, ethnicity and access arrangements, which are reportable in a non-attributable format;

Promoting open access to WSET qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);

Allowing candidates with special educational needs, disabilities or temporary injuries to access WSET assessments without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies.

Candidates can send emails to exam@eswine.com if you have any questions about diversity and equality.

5. Reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation. Reasonable adjustments are approved by WSET Awards and put in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification.

Reasonable adjustments may involve:

- Changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity;
- Adapting assessment materials, such as providing materials in large text format; Providing access facilitators during assessment, such as a sign language interpreter or reader;
- Re-organizing the assessment room, such as removal of visual stimuli for an autistic candidate.

Please download the [reasonable-adjustment-application-form](#) and send emails to exam@eswine.com.

All the personal data supplied will be treated as confidential and pass to WSET in accordance with its Data Protection Policy.

6. Special Consideration

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment. Special consideration will not give unfair advantage

over candidates for whom special consideration is not being applied, or alter the assessment demands of the qualification as detailed in the applicable Specification.

Special consideration only applies to scheduled externally assessed examinations. A candidate may be eligible for special consideration if:

- Performance in an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement or examination room conditions;
- Alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate;
- The application of special consideration would not mislead the user of the certificate as to the candidate's attainment.

Please download the [special-consideration-application-form](#) and send emails to exam@eswine.com.

All the personal data supplied will be treated as confidential and pass to WSET in accordance with its Data Protection Policy.

7. Malpractice and maladministration

The aim of this policy is to protect the interests of WSET students and safeguard the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures. It provides a framework for the identification, reporting and management of any potential malpractice or maladministration and for the application of sanctions.

Non-compliance with WSET Policies and Procedures generally falls into one of two categories:

- Maladministration, where non-compliance is accidental rather than intentional; and
- Malpractice where non-compliance is intentional or the result of negligence.

The boundaries between maladministration and malpractice are not clear-cut. Some incidents may fall into either category depending on the wider context. Some maladministration incidents may become malpractice e.g. through failure to implement corrective measures, repetition of the incident, or subsequent attempt at nondisclosure or misrepresentation. A malpractice incident may be deemed to be maladministration if there are extenuating circumstances. Whether a situation is maladministration or malpractice will be determined by WSET Awards following an investigation.

Malpractice or maladministration may include:

- Failure to adhere to the terms of Centre Agreement or WSET Policies and Procedures;
- Failure to comply with the APP Code of Conduct;

- Failure to carry out course or assessment delivery in accordance with WSET Awards requirements;
- Failure to adhere to WSET Awards' candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding of information from WSET Awards which is critical to maintaining the rigour of quality assurance; Insecure storage of assessment materials;
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an examination;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Any action likely to lead to an adverse effect;
- Breach of confidentiality;
- Failure to disclose Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in ownership/personnel/location/facilities;
- Denial of access to information, documentation, workforce, facilities;
- Failure to respond to WSET Awards in a timely manner;
- Failure to return examination papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Misleading advertising/publicity.

Sanctions Applicable	
Sanction	Description
Written Warning	The student is issued with a written warning that if the offence is repeated within a set period of time then further specified sanctions will be applied.
Exam Result Declared Null and Void	A student's exam result is disallowed. This may include invalidation and recall of a certificate already issued.
Disqualification from a Qualification	The student is disqualified from participating in the concerned qualification with immediate effect and further excluded from participating in any further WSET qualifications for a period of 12 months.

Student Disqualification	The learner is disqualified from participating in any courses or assessments leading to WSET qualifications.
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Candidates can make call 4000-822-515 to lodge a complaint if any actions make you being disadvantaged.

8. Data Transfer Policy

Purposes of the transfer(s)

To allow the delivery of WSET examinations and the award of WSET qualifications in accordance with the data exporter's policies and procedures.

Categories of data

The personal data transferred concern the following categories of data:

Names, dates of birth, gender, contact details, records relating to participation in WSET qualifications, correspondence.

Recipients

The personal data transferred may be disclosed only to the following recipients or categories of recipients:

The data importer's staff and contractors.

Sensitive data (if appropriate)

The personal data transferred concern the following categories of sensitive data:

Information about an individual's racial or ethnic origin, physical and mental health that WSET may be required to share with the data importer in connection with the delivery of WSET qualifications and to support requests for reasonable adjustment and special consideration.

9. Cancellations and refunds

Candidates can make call 4000-822-515 to postpone or cancel the course. You have twice opportunity to postponed the course. If you want to cancel the course, we have to deduct the service fee which is 15% and the study packs fee if it is used. Once the training starts, you can't postpone the course or get refund.