

POLICY STATEMENTS WSET ASIA PACIFIC PTY LTD

1.POSTPONEMENT, CANCELLATIONS AND REFUNDS

All cancellations, refund requests, and postponements must be submitting in a written request via email to the Business Development Coordinator at APACBD@wsetglobal.com.

Refund Policies in Detail

- A. Materials are non-refundable.
- B. A student who cancels 7 or more days before the official start date of the course is eligible for a full refund, minus the cost of materials or shipping fees that have been incurred prior to cancellation.
- C. A student who cancels within 7 days of the official start date is not eligible for a refund.
- D. Courses are non-refundable after the official start date of the course.
- D. In the event that APP#3033 cancels a course, candidates will receive a full refund for the course issued within 10 days of the cancellation of the course.

How to Apply for a Refund

1. Submit a notice of withdrawal in writing to APP#3033 Administrator at APACBD@wsetglobal.com
2. Submit a request for a refund in writing. If the request is eligible for a refund per refund policies, the Refund will be processed within 45 days from the date of receipt of the request.

Examination Postponement

1. If a student cannot sit the proposed day of their exam or needs to change the date of which they will take their exam, they must reach out to provider at least 2 weeks before scheduled exam date to avoid a reschedule fee. Any requests to reschedule after the 2 week period, will incur an examination reschedule fee.

2.COMPLAINTS AND APPEALS

Wine & Spirits Education Trust Asia Pacific Pty Ltd APP #3033, hereafter referred to as APP#3033, seeks to provide exemplary service to all students enrolled in our courses. However, should a situation arise in which the student feels they are not satisfied, we would like the opportunity to resolve the issue and ensure that our service is improved as a result. As such, we will outline the procedures for making a complaint, the time frames expected for resolution and proper documentation of the issue.

Definition of a Complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by APP#3033, a member of its staff or a representative, affecting a stakeholder or group of stakeholders, and especially students. Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by an APP#3033 member of staff or representative, which may or may not be justified or associated with professional misconduct. Equal Access to Information By publishing these policies and procedures we are committed to ensuring equal access of information so that any individual may feel they are free to speak as they must and are in no way prejudiced by filing a complaint. Complainants will be guaranteed confidentiality unless they waive that right but should be aware that while APP#3033 will not divulge their name, the circumstances of the complaint could potentially make them identifiable to other parties involved in the investigation.

Who Can Make a Complaint?

Complaints can be made by an individual stakeholder or group of stakeholders who have been adversely affected by or have witnessed, the cause of dissatisfaction, or someone acting on behalf of the affected stakeholder (referred to as third parties). Third parties submitting a complaint on behalf of the complainant may only do so with written permission to represent the complainant and their interests. This must be presented to and accepted by APP#3033. Students/candidates wishing to raise dissatisfaction about services provided by APP#3033 must address their concern directly with APP#3033 before it is forwarded on to WSET Governance Team.

Anonymous Complaints

Receiving a complaint from an unidentified source potentially limits APP#3033 power to effectively investigate that complaint. However, if an anonymous complaint is received, APP#3033 will consider if there is enough information in the complaint to enable further investigation. The decision on whether to pursue the complaint rests with the APP#3033.

How to Make a Complaint

The following process will be employed for the execution of submitting a complaint to APACBD@wsetglobal.com

Step 1: The student should Email in full detail their concern to APP#3033. This email should include the complainants name, address, contact information, a full description

of the situation, and any previous attempts made to resolve the issue. All complaints should be received within 10 days of the relevant incident.

Step 2: An acknowledgement of your email will be issued within 3 working days, and the review process will begin with a response to be issued by the APP#3033 Team within 10 working days of receipt of said email.

Step 3: Should the response be unsatisfactory, an appeal may be emailed to the Governance Team by the candidate, at Governance@wsetglobal.com. A final decision on behalf of WSET will be issued within 20-30 days. Further Appeals: Should the response from Governance not be acceptable, the student can appeal following the procedure indicated in the complaint response from Governance.

3) CONFLICT OF INTERESTS

Definition of Conflict of Interests

A conflict of interest occurs when an individual has existing loyalties or interests that may impart influence on their judgement, objectivity or loyalty to APP#3033 when conducting activities associated with executing tasks in connection with WSET qualifications.

Conflicts of Interest vary in nature and appropriateness and not all instances are a serious cause of concern.

Examples of Conflicts of Interest in the context of this organization include but are not limited to:

- 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 APP#3033;
- 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 investigation of a non-compliance incident by someone who is unable to act impartially.

Identification of Conflicts of Interest

Any individual involved in the delivery of WSET qualifications who becomes aware of a Conflict of Interest should inform the Governance Team at Governance@wsetglobal.com in writing immediately. Should it be identified that a conflict is present and no communication has been sent, then the individuals involved will be subject to strict legal action and potential termination.

Management of Conflict of Interest

All conflicts of interest will be reviewed by the Governance Team and Main Contact of APP#3033. External legal advice may be employed in compliance with their Malpractice and Maladministration Policy should the conflict require this course of action.

4) PRIVACY AND DATA PROTECTION POLICY

APP#3033 is committed to protecting your privacy in accordance with The WSET Privacy Policy. At all times we aim to respect any personal data you share with us, or that we receive from others, and keep it safe.

Who We Are & How to Contact Us We are The Wine & Spirit Education Trust Asia Pacific, a subsidiary of The Wine & Spirit Education Trust, a charity registered in England and Wales. Our registered address is Two Melbourne Quarter, Level 2, Suite 201/217 697 Collins Street, VICTORIA 3008, AUSTRALIA.

If you have any questions about how we use your personal information or how we comply with our responsibilities, please contact us at the following email address: APACBD@wsetglobal.com

What Personal Information We Collect

The type of information we collect depends upon your engagement with us.

We may collect the following information about you:

- (a) Your name, date of birth, gender and contact details (this could include your postal address, telephone numbers and email address)
- (b) Your payment card details (which are encrypted) when you purchase any products or services (should you pay for one of our products or services over the telephone or using one of our payment forms, your card details will not be retained and will be securely destroyed)
- (c) When you set up any account with us, your login credentials
- (d) Your correspondence with us
- (e) In certain situations, information relating to health which may be required to support applications for reasonable adjustments

Why We Collect Your Personal Information

We use your personal information for a number of different reasons, which we set out below.

- (a) To register you as a candidate with APP#3033 and enable you to sit examinations for WSET qualifications.
- (b) To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations.
- (c) To communicate with your course provider and issue your examination results and qualification certificate as appropriate.
- (d) To provide you with post-results services such as enquiries against results and appeals and solicit feedback from you on WSET qualifications.
- (f) To send you information regarding the course or event for which you are registered (or which you have registered interest in).
- (g) To process sales of products or services you have purchased from us.
- (h) 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:
 - (i) We can provide you with the relevant products and services
 - (ii) You can access relevant course materials
 - (iii) We can fulfil our services and communicate with you about them.

(i) To verify your identity.

(j) To investigate any potential maladministration, malpractice or other non-compliance in connection with the delivery of WSET qualifications.

How do we keep your personal information safe?

In accordance with the policies of WSET Global, we will only ever share data specific to its intended use. All information will be collected upon registration. Personal details will be shared with WSET for the purposes of processing examinations. For a more detailed outline of the use of your personal data please see WSET Privacy Policy.

<https://www.wsetglobal.com/privacy-and-cookie-policy/#dataprivacypolicy>

5) DIVERSITY AND EQUALITY

APP#3033 believes in an open opportunity for all who are interested in participating in wine and spirits education devoid of discrimination. APP#3033 is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all candidates and other stakeholders are treated fairly and equally at all times.

Equality of opportunity for candidates is assured by:

- Promoting open access to WSET qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards)
- Ensuring that the format and content of all specifications, examinations and other WSET materials do not discriminate unlawfully against anyone on the grounds of disability, age, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation (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
- Inviting feedback on diversity issues from candidates and other stakeholders
- Working with relevant organizations as appropriate to develop measures to identify and prevent inequality of opportunity
- Reviewing this policy regularly to ensure it continues to meet legislative and organizational requirements and is fit for purpose.

Candidates who are believe they may have been unfairly discriminated against by APP#3033 should raise their concerns with Governance Team at Governance@wsetglobal.com

6. REASONABLE ADJUSTMENTS

WSET seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. 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 and put in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of a reasonable adjustment is not taken into consideration during the assessment of a candidate's work. Reasonable adjustments must not give unfair advantage over candidates for whom reasonable adjustments are not being made or affect the reliability and validity of the assessment outcomes as detailed in the applicable Specification. Data shared for reasonable adjustments is covered by Section 3. Privacy and Data Protection

Applying for Reasonable Adjustments

Students requiring reasonable adjustment should indicate such on the course booking form. They are to contact APP#3033 at least 5 weeks before the exam. Please contact APP#3033 at APACBD@wsetglobal.com to further discuss your request. Supporting evidence must be submitted by candidate for confirmation. The specific arrangements for the examination process itself, or for marking, will be agreed in each case between the Examinations Officer and WSET, and will vary according to individual circumstances. WSET reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements. Please note that WSET may not offer reasonable adjustments to any candidate until this has been agreed with WSET. Candidates and their advisors should be aware that it is not appropriate to make requests for reasonable adjustments where the candidate's particular difficulty directly affects performance in the attributes that are the focus of the assessment.

Examples of Reasonable Adjustments:

- 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.

7.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.

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 note that WSET does not offer honorary awards in lieu of illness and requires that all assessment requirements of WSET qualifications must be met.

Applying for Special Consideration

Candidates who wish to apply for Special Consideration should contact our Business Development Coordinator at APACBD@wsetglobal.com. A request for Special Consideration should be submitted to the Business Development Coordinator within 5 working days of the assessment date. Eligibility will only be considered by supporting independent documentation providing evidence of adverse circumstances. Data shared for special consideration is covered by Section 3. Privacy and Data Protection

8. MALPRACTICE AND MALADMINISTRATION

The aim of this policy is to protect the interests of APP#3033 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 Policies and Procedures generally falls into one of two categories:

1. **Maladministration** where non-compliance is accidental rather than intentional; and
2. **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 non-disclosure 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 following an investigation

Examples of Malpractice/Maladministration May Include:

- Failure to adhere to the terms of WSET Policies and Procedures;
- Failure to carry out course or assessment delivery in accordance with WSET requirements;
- Failure to adhere to WSET 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 which is critical to maintaining the rigor of quality assurance;
- Insecure storage of assessment materials;
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorized devices or materials;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Breach of confidentiality;
- Failure to disclose Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Unauthorized reading/amendment/copying/distribution of exam papers;
- Failure to report changes in personnel/location/facilities;
- Denial of access to information, documentation, workforce, facilities;
- Failure to respond to WSET 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.

Notification of Malpractice or Maladministration

When a situation occurs that has the potential to be considered maladministration or malpractice please refer to Section 1: Complaints and Appeals.

If malpractice or maladministration is identified, APP#3033 will report all instances to Governance who will investigate and may apply sanctions. WSET will take all reasonable steps to ensure that students who are affected by malpractice or maladministration through no fault of their own are not disadvantaged. However, in some cases, it may be necessary to disallow or withhold results and/or certificates.

Sanctions applicable to students may include:

- Written warning
- Exam results declared null and void
- Disqualification from a qualification
- Disqualification from use of logos, credentials and post-nominals