

VinScholar WSET APP 1729 - WSET APP Policies - Updated April 2024

Complaints and Appeals Policy

VinScholar is a WSET Approved Programme Provider (APP) and, as such, aims to always strive for high standards and provide a consistently excellent level of service to students. Whilst every care is taken to ensure high quality standards, there may be occasions where we fall short. Where this is the case, we would like the opportunity to improve our service by listening and responding, taking whatever action is needed to put mistakes right and to prevent them from happening again.

Policy aim and purpose

VinScholar is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our customers must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged.

The aim of this policy is to provide a clear and structured process which highlights who can make a complaint (the complainant), how they can make a complaint and what VinScholar will do to seek a resolution to the complainant's satisfaction. Therefore, VinScholar aims to ensure that:

- Making a complaint is as easy as possible
- An appropriate response is provided: e.g. an explanation, apology or action taken
- Complaints are properly documented and reviewed to improve service

Definition of a complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by VinScholar, a member of its staff or a representative, affecting a stakeholder or group of stakeholders, especially WSET Awards, students/candidates and VinScholar.

Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by a member of staff or representative of VinScholar, which may or may not be justified or associated with professional misconduct.

Equity of access and treatment

Through publication of this policy on the VinScholar website, individuals can access information about complaints procedures.

We are committed to ensuring all individuals have equal access to this information. The act of filing a complaint will in no way prejudice the complainant. Complainants will be guaranteed confidentiality unless they waive that right, but should be aware that while VinScholar 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 VinScholar.

Students/candidates wishing to raise dissatisfaction about services provided by VinScholar must address their concern directly with VinScholar in the first instance. Only when VinScholar's full complaints procedure has been followed and the complainant continues to remain dissatisfied with the outcome, should they contact WSET Awards directly.

Anonymous complaints

Receiving a complaint from an unidentified source potentially limits VinScholar and WSET Awards' power to effectively investigate that complaint. However, if an anonymous complaint is received, the organisation in receipt of the complaint 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 Main Contact (VinScholar) or the Head of Quality and Compliance (WSET Awards).

How to make a complaint

Informal process

We recognise that most individuals who are dissatisfied will want a problem to be addressed as quickly as possible; therefore an informal approach may be appropriate. The informal approach aims to resolve the concern quickly, keep matters low key and enable mediation between the complainant and the individual to whom the complaint has been directed. Therefore the complainant should contact the Main Contact at VinScholar for an informal discussion, in response to which we will aim to resolve the concern by providing an explanation, apology or another desirable outcome.

The following contact details may be used instead of a face to face discussion;

Jessica Ferguson (Main Contact) (m) 0422 438 609 (e) wset@vinscholar.com.au

VinScholar guarantees confidentiality and that the complaint will not prejudice the student in any way. If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed. It might be necessary to provide further information to ensure the complaint is fully understood, thoroughly investigated and allow for a comprehensive response to be provided.

Formal process

Stage 1

Formal complaints are submitted in writing to either wset@vinscholar.com.au or VinScholar, 2 Bona Vista Ct, Cleveland, QLD 4163 and marked for the attention of the Main Contact.

When submitting a complaint, the complainant must provide the following:

- Name, address and contact information
- Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behaviour
- All supporting information i.e. relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- What action or response they seek to resolve the dissatisfaction.

VinScholar will register the complaint and acknowledge the complaint in writing within 3 working days of receipt, advising the name of the Main Contact responsible for handling the complaint. Complaints will be investigated by the Main Contact who may contact the complainant or any other named parties for further information as required. The complainant's name will not be mentioned to third parties or their identity otherwise revealed, unless permission to do so has been obtained in advance.

A response, including explanation and resolution, will be provided within 20 working days of the date of the initial acknowledgement. Exceptionally (such as in especially complex or serious complaints, or where a key party is out of contact for a period of time) it may be necessary to extend the duration of the investigation. In that case, the complainant will be notified and given a revised timescale. The outcome will be documented and retained within Vincholar's customer complaint register.

Stage 2

Following Stage 1, if a complaint remains unresolved, the complainant should notify the Main Contact in writing that they wish to pursue the complaint to the next stage. The complaint will then be referred to the WSET Quality Assurance Team (qa@wsetglobal.com) for further investigation.

In accordance with WSET Complaints Policy, acknowledgement of further investigation will be provided to the complainant in writing within 3 working days, and the complainant will be notified

of the individual responsible for the investigation. WSET Awards will log the further complaint. The Quality Assurance Team will conduct a further investigation into the cause of dissatisfaction, after which they will communicate directly with the complainant and provide an explanation and resolution. This will be communicated to the complainant within 30 working days of the Stage 2 acknowledgement email.

The duration of further investigation will depend on the nature and severity of the complaint and the complexity of the response required. In some cases the investigation may take longer and in such instances, the complainant will be notified of the revised timescale. Where the complainant wishes their name to be withheld from an investigation, VinScholar will not be able to provide information on the outcome other than to inform the complainant that it has been completed. The outcome will be recorded and incorporated into WSET Awards' Continual Improvement Plan.

Appeals

If the complainant continues to remain dissatisfied with the response provided by WSET Awards, the next step will be to submit an appeal, in line with the Policy on Appeals against WSET Awards' Decisions. All appeals must be received within 10 working days of receipt of the complaint outcome from the Awards Management Team.

Policy on Appeals against WSET Awards' Decisions

WSET Awards operates an appeals policy to ensure that decisions taken by its staff are open to review in order to identify and rectify any errors. This policy does not apply to appeals against examination results, for which a separate procedure exists. Please refer to WSET Awards' Complaints and Policy on Appeals against WSET Awards' Decisions Policy on the WSET website.

Conflict of Interest Policy

As a WSET APP, VinScholar is required to identify to WSET and assist in managing or monitoring actual, potential and perceived conflicts of interest ('Conflicts of Interest') involving both APP staff and students.

This policy complements WSET's conflicts of interest policy and works to safeguard the integrity of WSET qualifications and promote confidence in WSET and VinScholar's processes and procedures.

This policy applies to **all VinScholar staff and students** and to any individual acting on behalf of VinScholar.

A **Conflict of Interest** exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET or VinScholar, when conducting activities associated with WSET qualifications.

Examples of Conflicts of Interest include:

- The assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The 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 undertaking of a WSET qualification by any individual employed by an APP;
- The coaching of candidates by any individual involved in the assessment of candidate scripts;

- 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 are manageable and therefore acceptable. For example, if family member of one of VinScholar's Educators or APP staff takes a qualification and exam through VinScholar, or when an employee of VinScholar, or of the WSET, takes a WSET qualification through VinScholar, we can notify WSET in advance and work with them to put in place measures to maintain the integrity of the exam.

Some Conflicts of Interest are not manageable and are not acceptable. For example, no mitigation efforts overcome the conflict created when an individual when a single individual serves as the educator and exam officer of an exam for a family member where an external invigilator is not available.

Any staff member or student of VinScholar who becomes aware of a Conflict of Interest must inform the Main Contact of VinScholar, Jessica Ferguson, as soon as possible. This can be done by emailing wset@vinscholar.com.au

Jessica Ferguson will inform the WSET of the possible conflict of interest and will work with WSET to put any protective or mitigating measures in place to manage the conflict on a case-by-case basis. If WSET and VinScholar determine the conflict is not manageable, Jessica Ferguson will inform any impacted APP staff or students.

Please note that the failure to declare a conflict of interest may have consequences for the student or VinScholar, because we are required to report conflicts to WSET.

Privacy and Data Collection Policy

VinScholar shares personal data collected from students with WSET where such data is essential and necessary for student registration and candidate assessment. Students are referred to the WSET Privacy Policy for clear and sufficient information as to which personal data will be shared by VinScholar with WSET.

VinScholar will also share sensitive information related to reasonable adjustment or special consideration requests with WSET Awards, only for the purposes of administering these requests. VinScholar and WSET are committed to protecting your privacy. At all times we aim to respect any personal data you share with us, or that we receive from others, and keep it safe. VinScholar and WSET comply with obligations under relevant data protection legislation by keeping personal data up-to-date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure; by ensuring that appropriate technical measures are in place to protect personal data and by guaranteeing total transparency on how we manage your data.

Please refer to the WSET Privacy Policy for further information on how WSET manages data processing practices and your rights and options regarding the ways in which your personal data is used and collected. If you have any queries please contact WSET's data protection officer by emailing dpo@wsetglobal.com.

Why we collect your personal data

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 communicate with WSET Awards and 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 process your registration for any WSET courses or events so that we can deliver these services to you.
6. To send you information regarding the course or event for which you are registered (or which have registered interest in).
7. To process sales of products or services you have purchased from us.
8. 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.
9. To send you marketing communications including information about our qualifications, upcoming events and promotions from VinScholar.

Other legitimate interests

When we send you news regarding our products, we will do so on the basis that we have your consent. However, to allow us to provide continual best-in-class service, we believe we have legitimate interest to process your personal data so that we can:

- Improve our existing product range and services;
- Provide you with a best-in-class customer service experience;
- Protect you as our customer, our employees and our business;
- Understand your likes and dislikes, what services you wish to hear about and how best to contact you to inform you about them.

What personal data we collect

We may collect the following information about you

- Your name, date of birth, gender and contact details (this could include your postal address, telephone numbers and email address);
- Purchases and orders made by you;
- In the event of a refund to be made to you, we may require your account details for the purposes of electronic refund transfer to your nominated account
- Your correspondence with us;
- In certain situations, information relating to health which may be required to support applications for reasonable adjustment and/or special consideration in the context of examinations for WSET qualifications.

How we collect your personal data

- When you directly provide it to us directly. For example, when you complete an Enrolment Form for a WSET Course, or provide your information by email or phone/text message to us.
- When you enrol in a VinScholar course or examination we will provide WSET Awards with some of your personal data for the purpose of identification and managing your qualifications and results. This includes your name, your date of birth, your gender, your unique candidate identifier and your email address. If you have any queries about how this information is provided and used, please email the Data Protection Officer, dpo@wsetglobal.com
- When our systems collect information or personal data indirectly. For example, whenever you use a website or mobile application. The most common type of information collected is in the form of cookies (cookies are small text files sent by your computer each time you visit our website) but can also include personal data transferred by the device you are using to access our website. The manufacturer of your device or the provider will have the details about what information your device shares.

Sharing your personal data with third parties

For us to provide you with products and services, we on occasion share some of your personal data with certain approved third parties. These include other WSET course providers, examiners, suppliers, sub-contractors and regulatory bodies. Some of these third parties are based outside of Australia, however we always seek to make sure that your personal data is secure at all times.

When do we share your personal data?

- With core service providers to enable our business to function
- We rely on a set of third parties who are governed by contractual agreement to provide us with services that enable our business to run effectively. For example – email marketing

services, IT service providers, courier services for the delivery of course materials, course providers and examiners.

- With law enforcement agencies and regulators when required to do so by law
- We are required to co-operate with various regulators and law enforcement agencies (like the police). Although it does not happen often, regulators and law enforcement agencies can require us to share information with them as part of an investigation, this may include your personal data.

What personal data do we share?

We need to process some of your personal data to fulfil your registration on any WSET courses. When you sit an examination for a WSET qualification, WSET Awards will process your script which may contain personal data. It may be marked, verified or reviewed by third-party examiners.

How do WSET Awards keep your shared personal data secure?

- WSET Awards conduct a data security review of any third party we are required to share your personal data with to ensure that they meet our high security standards;
- Every company WSET Awards work with is required to have a contract with us that clearly describes how your personal data is kept secure;
- WSET Awards will only ever share data specific to its intended use;
- Specific details of what data WSET Awards have shared is available to you on request

Data retention – how long do WSET Awards hold your personal data?

- WSET Awards will not hold your personal data for longer than is necessary for the purposes described in this policy;
- WSET Awards will keep your personal data whilst your accounts remain active;
- WSET Awards may keep categories of personal data, e.g. name, date of birth and address, after your accounts are closed to meet any legal or regulatory requirements.

Your rights

You have several rights under Australian and UK data protection law, for further information you should contact VinScholar or dataprotectioncontact@wsetglobal.com or seek further advice from the relevant regulator.

Our 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;
- Where we make use of third parties for services and this involves sharing your personal data, we will make sure they have the appropriate security measures;
- In the event of data loss, VinScholar will inform you of the circumstances related to the data loss incident and undertake a procedural review of our data collection and storage arrangements.
- We will only send you marketing communications if you have given consent that we can do so, and we will always offer you a clear and simple means of amending your preferences whenever you wish.

Policy Update

We may update this policy from time to time to take account of any new business activity or to reflect any changes in law or best practice in relation to data protection. We will seek to make you aware of any significant changes to this policy by placing an update notice on our website. Students are also able to check the WSET Privacy Policy directly at any time at <https://www.wsetglobal.com/privacy-and-cookie-policy/>

Diversity and Equity Policy

VinScholar is committed to upholding the principles of diversity and equity in all areas of WSET Course delivery, seeking to ensure that all candidates and other stakeholders are treated fairly and equitably at all times. This policy applies to all VinScholar staff and to any individual acting on behalf of VinScholar.

VinScholar assures equity of opportunity for candidates 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 Awards 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**;
- Collating and monitoring data on candidate age, gender, ethnicity and access arrangements, which are reportable in a non-attributable format;
- Inviting feedback on diversity issues from candidates and other stakeholders;
- Working with relevant organisations as appropriate to develop measures to identify and prevent inequality of opportunity; and
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose.

Candidates who believe they may have been unfairly discriminated against by VinScholar should raise this with VinScholar in the first instance. This policy will be made available to candidates upon request, and will also be accessible on VinScholar's website.

Reasonable Adjustments Policy

Both WSET and VinScholar want to make WSET assessments accessible for all students, so none are at an advantage or disadvantage based on a disability or differing ability. This policy and the reasonable adjustment process allows us, VinScholar, to work with you, our student, *before an assessment* to gather the information we need to submit a request to WSET and work with them to make arrangements that give students access to WSET qualifications.

A **reasonable adjustment** is any accommodation or arrangement that helps to reduce the effect of a known disability or difficulty that substantially disadvantages a student's assessment. Using a reasonable adjustment does not impact how WSET grades your exam, or your result, but WSET cannot agree to reasonable adjustments where your particular difficulty directly affects performance necessary to complete the assessment outcomes (e.g. inability to smell or taste for a Level 3 Exam).

The goal of a reasonable adjustment is to give you equal access to a WSET qualification, not to give unfair advantages over other students who take an assessment without the same adjustment, or to affect the overall reliability of the assessment outcomes that are explained in the course Specification.

Examples of reasonable adjustments may be:

- 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-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

VinScholar will gather the information we need from you to submit a Reasonable Adjustment Application form to WSET. WSET must approve and arrange reasonable adjustments before the assessment activity takes place. Before completing enrolment with VinScholar we will give all students access to this policy and the chance to identify any special needs that could require a reasonable adjustment.

If a student identifies a special need, VinScholar will give the student the Reasonable Adjustment Application form as soon as possible and work with the student to gather the necessary information.

For any student seeking a reasonable adjustment, please contact VinScholar Main Contact, Jessica Ferguson, at wset@vinscholar.com.au with:

- Your full name;
- Contact information;
- A description of the special need, disability or differing ability that requires an adjustment; and
- supporting documentation.

You must submit this information at least 30 working days (6 weeks) before the exam date for Levels 1-3 qualifications. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

VinScholar will keep records of all reasonable adjustment applications.

Special Consideration Policy

Special consideration is any adjustment given to a student who has temporarily experienced an illness or injury, or other event outside of their control at the time of the exam that significantly affects their ability to take the exam or their ability to show their knowledge and understanding in the assessment.

Special consideration is only for things that happen *immediately before or during* an exam that have a material impact on your, the student's, ability to take the exam or on your performance. To be eligible for special consideration, you must have completed the whole course and would have been fully prepared if not for the temporary illness, injury or other uncontrollable event.

A special consideration may be for an individual (e.g. a student becomes ill the day of the exam) or a group of students (e.g. an exam is interrupted by a natural disaster).

You may be eligible for special consideration if:

- Your performance on the exam is adversely affected by an event outside of your control. This may include temporary illness, temporary injury, bereavement or exam room conditions;

- Reasonable adjustments which were agreed in advance of the exam proved inappropriate or inadequate;
- The application of special consideration would not make a passing result and certificate misleading about the student's ability to satisfy the qualification's assessment criteria.

Applying for special consideration

If you have taken an exam, or your exam is immediately approaching, and you feel that you have a temporary injury or illness, or other uncontrollable event that has interfered with your ability to complete your exam, please contact VinScholar Main Contact, Jessica Ferguson, at wset@vinscholar.com.au as soon as possible.

VinScholar will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 7 working days after the effected exam. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

If there has been serious disruption during an exam affecting a group of students, VinScholar will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

VinScholar will keep records of all applications for special consideration.

Malpractice and Maladministration Policy

Both VinScholar and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. VinScholar ensures compliance with VinScholar's and WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.

Non-compliance with VinScholar or WSET Policies and Procedures can fall into two distinct, but related, categories:

1. **Maladministration**, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience or poor processes; and
2. **Malpractice** where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action.

Context is important and the line between maladministration or malpractice is not always clear: for example, maladministration incidents may become malpractice (e.g. if you fail to implement corrective measures, repeat the same or similar incident, or attempt to misrepresent or hide information during an investigation); or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context and fact specific. Both APPs and students can commit malpractice and maladministration.

There are many ways that malpractice or maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include:

For APPs:

- Failure to adhere to WSET Policies and Procedures;

- Failure to follow WSET requirements for course delivery or exam regulations;
- Failure to follow WSET's candidate registration procedures and deadlines;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding critical information from WSET quality assurance;
- Insecure storage of exam materials;
- Revealing or sharing confidential exam materials with candidates ahead of an exam;
- Intentional attempts to manipulate exam results so that they do not reflect the candidate's actual exam performance;
- Issue of incorrect exam results, or failure to issue results to students in a timely manner;
- Failure to respond in a timely manner to WSET;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in APP ownership/personnel/location/facilities;
- Denying WSET access to information, documentation, workforce, facilities;
- Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringements of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Breach of confidentiality
- Failure to disclose a Conflict of Interest;

For students:

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Any action likely to lead to an adverse effect;
- Breach of confidentiality.

In general, we also expect that both VinScholar staff and our students should treat others and be treated professionally and respectfully at all times. We will treat inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff as misconduct and may report student misconduct to WSET as necessary.

Reporting and Investigation of Malpractice or Maladministration

As an APP, we aim to ensure compliance with WSET Policies and VinScholar policies and will keep records of potential or actual malpractice or maladministration by you, our students, or our staff.

We are required to notify WSET immediately of any non-compliance issues that could be malpractice or maladministration, so that WSET can investigate the non-compliance under their own Malpractice and Maladministration Policy.

We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with VinScholar as soon as possible by following the process outlined in our Complaints policy.

During WSET's investigation, they may reach out to VinScholar or to you directly to request further information or conduct an interview. Please respond to any requests promptly and honestly

Managing Non-Compliance

If WSET identifies malpractice or maladministration, they will consider its impact and may apply sanctions. WSET will take all reasonable steps to ensure the sanctions do not disadvantage uninvolved students affected by malpractice or maladministration. However, in some cases, they may need to disallow or withhold results and/or certificates.

Potential sanctions for APPs may include such measures as: written warnings; required training or action plans to be implemented; use of independent verifiers/observers/ assessors or invigilators; invalidation of results and/or suspension of certification; suspension or withdrawal of approval to run specific WSET Qualifications; suspension/ withdrawal of APP status.

WSET will consider all relevant information on a case-by-case basis, balancing the facts with potential or actual effects, and against the seriousness of the sanctions against those effects. WSET records all malpractice and maladministration incidents for both APPs and students.

If WSET determines that a student has committed malpractice or maladministration, they may apply one or any of the following sanctions:

Sanctions Applicable to Students/Candidates	
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. This includes access to WSET materials.
Student Disqualification	The learner is disqualified from participating in any courses or assessments leading to WSET qualifications. This includes access to WSET materials.

**Disqualification
from use of
WSET certified
logos and
postnominals**

Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos.

Appeals

If you wish to appeal penalties or sanctions WSET has imposed due to Malpractice or Maladministration, please follow the procedures laid out in WSET's Complaints Policy.

Cancellation and Refunds Policy

Cancellation of Enrolment by Students

VinScholar understands that occasionally students may need to cancel their enrolment for a WSET Course due to particular circumstances. In general, VinScholar will always attempt to work with the student in order to provide them with enrolment to an alternative course date if this is requested by the student, or if this is not possible, VinScholar will provide the student with a refund of course fees in accordance with the Terms and Conditions of Enrolment detailed on the Enrolment Form for each WSET Award Level. In general the proportion of the fee refund will change depending on the period of notice given by the student as to their cancellation of enrolment. Please refer to the relevant Enrolment Form for more details.

No refunds will be issued if the student cancels their enrolment after the course has commenced. Consideration will be given to extenuating circumstances and refunds provided to the extent that VinScholar is able to recover costs associated with delivering WSET courses.

Cancellation of Courses by VinScholar

VinScholar will offer students a refund 100% of the course fee if VinScholar cancels a WSET Course, providing all previously issued study materials are returned in an unused, "as new" condition. If issued course materials cannot be returned in an unused condition, the cost of the materials as well as any postage/handling, will be deducted from the fee refund. VinScholar may defer a course start date from time to time and will offer the student the option of either a refund of fees or transfer of enrolment to another course.

Examination Resits and Payment Plans

Resits due to previous failed examination

A student may request to resit an examination for an Award they have previously failed. VinScholar will accommodate such requests by providing dates on which an exam can be scheduled (this is generally to be aligned with future scheduled examinations to save on courier fees). The cost of the new examination paper will be provided on request to VinScholar as these fees can vary depending on exchange rate fluctuations.

Resit Fees due to Student "No-Show"

Where a student does not give notice and does not attend their scheduled examination (the circumstance of "no-show" without explanation) VinScholar will apply an additional penalty of \$100 in addition to the cost of the new examination paper, should a student then apply to sit their exam at a later date.

Payment Plans

Payment plans may be offered for Level 2 and Level 3 Award Level courses upon request from student to be considered on a case-by-case basis. Conditions relating to cancellations and refunds will be outlined in the payment plan. All fees must be paid in full prior to the date that examination papers to be ordered.