

WSET AT THE RETREAT

POLICIES

'We' at all times refers to the APP, The Retreat at Elcot Park.

'You' at all times refers to the student or applicant.

Terms & Conditions of Booking

Full payment must be made at time of booking – we (The Retreat at Elcot Park) do not accept provisional bookings and places will only be confirmed once payment is received.

Cancellations of confirmed places are accepted up to 14 working days prior to the start of the course. The full cost of any study materials supplied will be deducted and the remainder of the course fee refunded to the payee. Transfers of a confirmed booking either to another course or applicant can be made up to 10 working days before the course start date.

Courses must reach a minimum number of attendees in order to proceed. In the event that this number is not reached, we reserve the right to cancel the course. Ten working days' notice will be given should this be necessary.

Where accommodation has been booked as part of a course package, right to cancellation will be in-line with hotel policies. You will be able to cancel any associated accommodation bookings if we are unable to run the course.

Punctuality is important and considerate to all participants. If you know you are going to be late or unable to attend a session please notify the course tutor via telephone as soon as possible. Starting times will not be flexible for any more than ten minutes.

Your constructive feedback will be sought at the end of all courses. This will be used for continuous improvement of our educational offering.

Diversity & Equality

We are committed to equal opportunities. We will not discriminate against anyone applying to join a course for reasons of sex, sexual orientation, marital status, creed, colour, race, nationality, ethnic or national origin, religion, religious or similar philosophical beliefs, age or disability ("protected characteristics"), trade union membership or any other reason. If you have any questions about this policy, you should contact wine@retraetelcotpark.com with your query, stating the nature of your enquiry. Should you feel you have been discriminated against on these grounds, please set out any grievance in writing and email to the Main contact, Polly Gibson wine@retreatelcotpark.com providing as much detail as possible including how the issue arose, when it arose and details of anyone else involved. You may also send a letter to Polly Gibson, The Retreat Elcot Park, Elcot, Newbury, RG20 8NJ. Your email/letter will be acknowledged within 3 days of receipt, and a meeting arranged to discuss the matter within 20 days. After the meeting, the person who heard your grievance will respond in writing, normally within 5 working days.

Complaints

We endeavour to deliver a professional and enjoyable experience to all WSET candidates. Should you have cause for complaint, the procedure is as follows.

You should set out any grievance in writing and email to the Main contact, Polly Gibson wine@retreatelcotpark.com providing as much detail as possible including how the issue arose, when it arose and details of anyone else involved. You may also send a letter to Polly Gibson, The Retreat Elcot Park, Elcot, Newbury, RG20 8NJ. Your email/letter will be acknowledged within 3 days of receipt, and a meeting arranged to discuss the matter within 20 days. After the meeting, the person who heard your grievance will respond in writing, normally within 5 working days.

You have the right to appeal against any decision within 5 working days of receipt of the letter. The letter will state the name of the person to whom you should appeal. Your appeal letter should clearly set out your reasons for appeal and include any supporting information. You will be asked to attend a meeting to discuss the matter. This will normally take place within 20 working days of receipt of your letter. Any further decisions made after this meeting will be final. This determination will be final at APP level. The complainant may further their appeal with WSET via their quality assurance department QA@wsetglobal.com

Privacy

We hold the highest respect for our customers and guarantee our commitment to your privacy. We do not sell any of the information provided by you to any other institutions. This includes any details of your name, race, gender, date of birth, email address or home address, or any details provided for Special Consideration or Reasonable Adjustment applicants. Your data will be stored on our internal systems and will only be shared with the WSET as part of their internal policies and ability to verify your identity for the purposes of certification. Any enquiries around Privacy should be directed to wine@retreatelcotpark.com

Conflicts of Interest

As an APP The Retreat 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 The Retreat's processes and procedures. A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET or The Retreat when conducting activities associated with WSET qualifications.

In an effort to manage conflicts of interest and maintain the impartiality, we will seek disclosure from instructors and students of potential conflicts of interest, including but not limited to familial relationship, romantic engagement, tutoring or professional relationships. Any disclosure will be reviewed by the designated educator who will take steps to maintain the integrity of the assessment and evaluate the conflict of interest for disclosure to the WSET head of quality and compliance.

Some Conflicts of Interest are not manageable and are not acceptable. For example, no mitigation efforts overcome the conflict created when an individual when 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 The Retreat who becomes aware of a Conflict of Interest must inform The Retreat at wine@theretreatelcotpark.com as soon as possible. The APP Main Contact, Polly Gibson, 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 The Retreat determine the conflict is not manageable, the Main Contact, Polly Gibson, will inform any impacted APP staff or students.

Malpractice & Maladministration

Both The Retreat and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. The Retreat ensures compliance with The Retreat'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 The Retreat's 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 incidents, or there may be mitigating factors that turn potential malpractice into maladministration.

Malpractice and maladministration are always case, context and fact specific. Both APPs and students can commit malpractice and maladministration. Some examples 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 and certification procedures;
- 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;
- Failure to disclose a 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 return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Use of unqualified and/or unregistered educators or internal assessors;
- Breach of confidentiality

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 The Retreat 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 The Retreat's 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 The Retreat as soon as possible by following the process outlined in our Complaints policy.

During WSET's investigation, they may reach out to The Retreat 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.

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

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 the Complaints Policy.

Reasonable Adjustment

Per WSET APP policies, all candidates will be offered the opportunity to request a reasonable adjustment upon enrolment.

Both WSET and The Retreat 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, The Retreat, 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.

The Retreat 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 The Retreat, 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, The Retreat 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 wine@theretreatelcotpark.com with:

- Your full name;
- contact information;
- 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 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. WSET APP Policy Statements Checklist and Templates – August 2022 v1.0 6. The Retreat will keep records of all reasonable adjustment applications.

Special Considerations

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 Polly Gibson wine@theretreatelcotpark.com as soon as possible. The Retreat will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 5 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. Note that application for Special Consideration does not automatically exclude the possibility of needing to pay for an additional exam paper and any associated re-sit fees.

If there has been serious disruption during an exam affecting a group of students, The Retreat will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration. The Retreat will keep records of all applications for special consideration.