

WSET POLICIES

1. Complaints Policy

SHATEC adopts an effective feedback management system where it ensures that

- all feedback received are acknowledged and evaluated for follow-up action, to identify what drives positive experiences
- any action taken is recorded and made known to the person giving the feedback
- all feedback are resolved within a reasonable timeframe

Complaints against any action or practice which threatens the integrity of the WSET qualifications should be discussed with SHATEC in the first instance. We endeavor to investigate all complaints in a thorough and professional manner. Complaints are encouraged to be detailed in writing via email to cet@shatec.sg. All complaints will be and are treated with confidentiality and without prejudice.

Upon receipt of a request or complaint, SHATEC will provide a written response to acknowledge the feedback within 7 working days. Depending on the nature of the issue, a formal resolution will be issued by SHATEC within 21 working days.

If the nature of the complaint is related to the WSET's decisions and cannot be resolved locally, SHATEC will contact WSET with the aim to resolve the situation quickly.

2. Conflict of Interest Policy

A Conflict of Interest exists where an individual has interest or loyalties that would adversely influence their judgement, objectivity or loyalty to WSET when conducting activities associated with WSET qualifications. Examples of Conflict of Interest are as follows:

- 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 an individual employed by an APP;
- The undertaking of a WSET qualification by an individual employed by WSET;
- The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment;
- The delivery of "coaching sessions" to examination candidates by any individual involved in the assessment of candidate scripts or the authoring examination questions;
- The employment by an APP of individuals engaged in the delivery of taught programs 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 Conflict of Interest can be managed and are therefore acceptable. For example, the marking of tasting assessments by Level 3 Internal Assessors is verified by WSET to mitigate the risk of 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 in advance.

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

Identifying and handling of Conflicts of Interest:

Any individual engaged with any APP and/or WSET in the provision of WSET regulated qualifications, as identified under the scope of this policy, is required to make a “Declaration of Interest” by informing SHATEC in writing of any potential conflict of interest and SHATEC will report this WSET accordingly.

Certain individuals, such as those involved in the assessment process are also required to submit a signed declaration of “Non-disclosure”. It is essential that any conflict of interest is declared to WSET immediately to ensure this does not compromise WSET’s status of compliance.

WSET has processes and procedures in place to manage actual or perceived conflict of interest. These include the exclusive involvement of WSET staff in the creation of all assessment materials, moderation of all internal assessment conducted by SHATEC (as the APP), and moderation of all written examinations not marked by optical mark readers.

Any individual who fails to declare a Conflict of Interest may be sanctioned under the Malpractice and Maladministration Policy (*Please see point 5 below*).

3. Reasonable Adjustments Policy

WSET and SHATEC seek to assess all candidates in a way that puts them to 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.

Reasonable adjustments may involve:

- Changing standard assessment arrangements, for example allowing candidates extra time to complete 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.

Applying for Reasonable Adjustments

Candidates who wish to apply for any reasonable adjustment must write in to cet@shatec.sg at least **6 weeks before the exam date**. The specific arrangements for the exam process or for marking will vary according to individual circumstances.

WSET reserves the rights to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements.

Candidates and their advisors should be aware that it is not appropriate to make requests for reasonable adjustments where the candidate's particular difficulty affects performance in the attributes that are the focus of the assessment.

4. Special Consideration Policy

Special consideration is an action taken after an assessment to allow participants who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

When a participant has sat for an assessment under adverse circumstances through no fault of their own, or has been absent from an assessment for acceptable reasons. SHATEC may ask for Special Consideration to be applied for the affected component.

Special consideration will not give unfair advantage over participants for whom special consideration is not being applied, or alter the assessment demands of the qualification as detailed in the applicable Specification.

A participant 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 aegrotat and that all assessment requirements of WSET qualifications must be met.

Applying for Special Considerations

Candidates must inform SHATEC if they wish to be given Special Consideration within 3 working days of the assessment date. SHATEC will submit a Special Consideration Application Form to the UK WSET Exams Manager accordingly. Eligibility will only be considered if accompanied by supporting independent documentation.

In cases of serious disruption during the examination, SHATEC will submit a detailed report of the circumstances and candidates affected to WSET.

5. Malpractice and Maladministration Policy

The aim of this policy is to protect the interests of WSET candidates and safeguard the integrity of WSET qualifications by ensuring compliance with SHATEC's and/or WSET's Policies and Procedures. It provides a framework for the identification, reporting and management of any potential malpractice

SHATEC will ensure the integrity of WSET examinations by ensuring robust measures to identify and deal with instances of candidate malpractice.

Non-compliance with SHATEC's and/or WSET's Policies and Procedures generally falls into one of the 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.

Malpractice or maladministration may include:

- Failure to adhere to the terms of Centre Agreement or SHATEC's and/or WSET's Policies and Procedures;
- Failure to comply with the SHATEC's and/or WSET's Code of Conduct;
- Failure to carry out course or assessment delivery in accordance with SHATEC and/or WSET's requirements;
- Failure to adhere to SHATEC's and/or WSET's 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 SHATEC and/or WSET which is critical to maintaining the rigor of quality assurance;
- Submission of false or inaccurate information to gain a qualification;
- Cheating; including the use of unauthorized devices or materials;
- Disruptive behavior in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Any action likely to lead an adverse effect;
- Breach of confidentiality;
- Failure to disclose Conflict of Interest;
- Unauthorized reading/amendment/copying/distribution of exam papers;
- Denial of access to information, documentation, workforce, facilities;
- Failure to respond to SHATEC and/or WSET in a timely manner;
- Failure to return exam papers within the specified timeframe;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity.

Cases of suspected malpractice may be reported, for example:

- By SHATEC e.g. a report from an invigilator observing unusual similar answers, shared by candidates who were sitting next to each other
- Via an application for Special Consideration

SHATEC will promptly inform WSET of any suspected misconduct.

Management of Non-Compliance

If malpractice or maladministration is identified, SHATEC and WSET will consider its impact and may apply sanctions accordingly. SHATEC and WSET will take all necessary steps to ensure that candidates who are affected by malpractice or maladministration through no fault of theirs are not disadvantaged. However, in some cases, it may be necessary to disallow or withhold results and/or certificates.

In the event that the investigations confirm candidates' irregular conduct, the following sanctions apply:

1. **Written Warning:**
If the offence is repeated within a set period of time, then further specified sanctions will be applied.
2. **Exam Result Declared Null and Void:**
A candidate's exam result is disallowed. This may include invalidation and recall of a certificate already issued.
3. **Disqualification from a Qualification:**
The candidate is disqualified from participating in any courses or assessments leading to WSET qualifications. This includes access to WSET materials.
4. **Candidate Disqualification:**
The candidate is disqualified from participating in any courses or assessments leading to WSET qualifications.

Appeals

Any candidate who wished to consider appealing against penalties or sanctions imposed by SHATEC and/or WSET should follow the procedures indicated by WSET through SHATEC as an Approved Programme Provider.

6. Diversity and Equality Policy

SHATEC is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all participants are always treated fairly and equally.

SHATEC ensures quality of opportunity for participants by:

- 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 the Reasonable Adjustment and Special Consideration policies;
- Collecting 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;

Any candidate who has a concern that actions of an individual connected to the delivery of WSET qualifications is against the WSET code of conduct may report the concern to cet@shatec.sg.