



WSET APP Policy

Definitions

WSET

The Wine and Spirits Education Trust (WSET) is the recognized global leader providing education and qualifications in wine, spirits and sake for both professionals and enthusiasts.

Candidate

A Candidate is a person or student who is registered to take a WSET qualification and to be assessed as part of that qualification. Individuals may not take any WSET examination without prior registration through an Approved Program Provider.

Approved Program Provider

Your APP or Approved Program Provider in this case is Africa Wine Academy.

Admission Policy

Students must be at least 18 years of age (legal drinking age) at the time of course enrollment and present a government issued identification at the initial course day and on exam days.

Attendance Policy

Course attendance is closely related to student, and exam, success. As such, students are responsible for attending each class, arriving in a timely manner, completing suggested homework assignments, and taking exams on time.

Students are advised to notify instructors of expected absences and request assistance when needed. An attendance roster will be held for all WSET courses. Should a student miss more than 25% of the sessions presented, this will be noted in the attendance record and might reduce the possibility of being allowed to take the exam.

General Terms & Conditions

- A candidate with unexplained absence from class and exams could lose their scholarship
- All bookings both paid and scholarship are non-refundable. However, the booking can be changed to another course.
- You may choose to change towards another course
- No date changes are allowed less than 2 weeks prior to the course date. However, you are welcome to transfer your place to another person.
- If for any reason you are unable to attend and the cancellation is made within 2 weeks before the course, you can attend the future course on standby.
- If you fail to attend any course, no refund will apply.
- We reserve the right to cancel any course. A full refund will apply if you cannot make the new date.

Cancellation Policy

- If the candidate notifies Africa Wine Academy by email that they wish to cancel the course not less than 14 days before the start date, the candidate will be entitled to a 75% refund if paid candidate or may forfeit scholarship.

- There is no charge for transferring your booking to the same course on an alternative date provided you notify Africa Wine Academy in writing not less than 14 days before the start of your current course booking.
- Candidates are not allowed to transfer between courses 7 days before the course start date. If the candidate fails to attend any course no refund will apply.
- Candidates must request a cancellation, refund or transfer in writing
- Cost of study material is non-refundable.

Examination Results

Your instructor(s) do(es) not see your examination papers as they are prepared by WSET London and mailed directly to the school. After your exam, they are sealed in an envelope and sent back to London for marking.

If you fail your examination, Africa Wine Academy will offer the student(s) a resit within one year of the exam. There will be an examination fee and an instructor fee attached to this. Please us for rescheduling options for your resit.

Exams and Re-Sits

- Re sits for exam for courses completed with external providers will be permitted upon approval. Email confirmation from the external course provider will be required to confirm successful completion.
- If the candidate notifies Africa Wine Academy by email that they wish to cancel the exam or re-sit not less than 14 days before the start date, the candidate will be entitled to a 75% refund. Refunds will be processed within 14 days of receiving your request
- Cancellation less than 14 days will not be permitted a refund.
- Cost of study material is non-refundable.

Complaints

Africa Wine Academy makes every effort to provide exceptional wine education classes and values student feedback. Whenever necessary, students are requested to discuss concerns or give feedback directly to the instructor or Africa Wine Academy management at nkadovor@gmail.com or by WhatsApp at +233 552532801. Alternatively complaints can be directed to school administrator by email at africawineacademy@gmail.com or by phone and Whatsapp at +233 208163103

However, should a student have a complaint about the school or instructors, a written complaint should be sent or emailed to the school administrator and Africa Wine Academy will respond in a timely manner to formal complaints with the aim of resolution taking 30 actual days or less.

If the student is not satisfied with the response from the Africa Wine Academy, they may take steps to appeal the response.

The next step of action is to contact the Africa Wine Academy Governing Board Secretary by email at nyonam.dedey@gmail.com or by phone at +233 2441 6686

Any complaints or concerns in regard to grading of WSET exams (which are completed by WSET directly) must be submitted directly to the Africa Wine Academy first who will then escalate to the WSET examination authority.

Reasonable Adjustments Policy

Africa Wine Academy seeks to assess all WSET 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 Awards 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.

Our goal is to assist all students in the pursuit of their academic and life goals. In addition to offering academic assistance to any and all students, Africa Wine Academy serves the needs of students with disabilities. We are committed to providing equal and integrated access for individuals with disabilities while helping them develop and maintain independence. Our intent is to work cooperatively with all students as they develop self-determined behaviors, learn self-advocacy skills, and create a network of resources. Africa Wine Academy is committed to ensuring that all candidates requesting Reasonable adjustments are treated with respect in a timely and effective manner.

Examples of reasonable adjustments may include:

- Allowing for regular breaks to cope with a physical or mental disability
- Providing access to classroom materials through assistive technologies voice to text technology.
- Providing the right type of phone for an employee who uses a hearing aid
- Making sure lessons and exams are held on the wheelchair accessible locations
- Replacing a desk chair with one designed for an candidate who has a disability affecting their back
- Giving more one-to-one support to help prioritize a candidate suffering from anxiety
- allowing more frequent breaks during lessons and exams for candidates with diabetes to get the right amount of food or drink throughout the day
- Giving more time for someone with dyslexia to do any written or reading tests that are part of the assessment process
- Adapting study material (e.g. Supplying study materials in large text format).
- Removing of visual stimuli for an Autism Spectrum Disorder candidate.

Other reasonable adjustments are available upon request.

Applying for a reasonable adjustment

The make a Reasonable Adjustments request the candidate should:

- Submit a request for Reasonable Adjustments at the time of enrolment for a WSET course via the booking form.

- The application to Africa Wine Academy for reasonable adjustment needs to be with WSET 5 weeks in advance.
The application must include supporting evidence/documentation to your claim.
- Africa Wine Academy will only offer Reasonable Adjustment once validated and approved by WSET.
- Reasonable Adjustments that are best addresses locally and within reason and within acceptable WSET guidelines, will be addressed by Africa Wine Academy after notifying WSET.

Note that Africa Wine Academy will not offer Reasonable Adjustments to any candidate until this has been agreed with WSET.

It is not considered appropriate to submit Reasonable Adjustment requests for special arrangements where a candidate's learning difficulty directly impacts performance in tasks that are the focus of the examination.

Africa Wine Academy reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements.

Commitment to Confidentiality

Any staff member at Africa Wine Academy APP will not discuss or allow access to wine samples used for assessments, sealed examinations, nor discuss examination questions or content with any Africa Wine Academy students or staff. No special preferences will be given to internal Africa Wine Academy students or staff members, nor will sensitive information regarding WSET Awards or Specifications be shared with any members of the Africa Wine Academy or Africa Wine Academy at large.

Conflicts of Interest

A conflict of interest may exist wherein a student which is closely affiliated to an instructor or employee of Africa Wine Academy is enrolled in a WSET class administered by the school.

It is the intent of Africa Wine Academy to treat all students equally and minimize practices which may be deemed unfair. As such, registration of any students which may be deemed to be at risk for being a conflict of interest will be noted by the school director and forwarded to the Head of Quality and Compliance (HOQC) of WSET.

Africa Wine Academy will not engage in student preference, even for those closely affiliated with the school such as extra tutoring, pre or post exam access, or other potentially unfair practices. Given that all exams are graded offsite by WSET, Africa Wine Academy agrees to secure all exams prior to completion and post completion per WSET guidelines without student assistance.

Malpractice and Maladministration

The goal of the Africa Wine Academy Malpractice and Maladministration policy is to protect both the interests of students and the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures.

This policy provides a framework for the identification, reporting, and management of potential malpractice or maladministration and an overview for the potential sanctions.

There are two general categories of non-compliance with WSET Policies and Procedures:

1. Maladministration- non-compliance is not intentional but rather, accidental; and
2. Malpractice wherein non-compliance is either intentional or occurs as the result of negligence.

Often the boundaries between these issues are not clearly defined and as such, some incidents may fall into either group depending upon the broader context. For example, a maladministration issue may in fact become a malpractice one via failure of implementation of corrective measures, incident repetition, or additional non-disclosure or misrepresentation attempts. Furthermore, an incident of malpractice may be deemed to be maladministration if there are additional extenuating circumstances. Determination of whether a situation is deemed maladministration or malpractice is completed by WSET Awards following an investigation.

Examples of Maladministration or Malpractice by students may include:

- Failure to submit forms in a timely manner, withholding information or providing information for Special Accommodations or Reasonable adjustment forms
- Cheating which may include the use of unauthorized materials or devices
- Use of social media platforms to post copyrighted content or exam information
- Disruptive behavior during an exam
- Plagiarism by students
- Impersonation (including signature forgery)
- False or inaccurate submission of information in order to gain a qualification
- Failure to comply with the Africa Wine Academy Policies
- Dissemination of misinformation and/or slandering of WSET or Africa Wine Academy via social media platforms and/or written communication
- Failure to comply with WSET Policies and Procedures Examples of maladministration or Malpractice by this school could include:
 - Lack of adherence to WSET Policies and Procedures or Centre Agreement
 - Inadequate adherence to WSET Awards' registration and certification procedures including late student registrations
 - Unqualified and/or unregistered educators or assessors.
 - Failure in assessment
 - Forgery or reproduction of certificates, fraudulent claim and/or use of certificates
 - Improper business practices

Non-compliance in an Assessment (Examination) Non-compliance: Africa Wine Academy is committed to ensuring compliance with WSET Policies and Procedures. During an examination, should an invigilator note non-compliance, they will record the situation and notify the Examinations Officer directly. WSET Awards will be immediately notified.

Non-compliance by a school staff member or Educator: Should a school staff member or Educator be suspected of non-compliance of WSET and/or Africa Wine Academy Policies or Procedures, the WSET Main Contact will record and submit a detailed report to WSET Quality Assurance.

Observed or suspected Malpractice or Maladministration by Candidates: Should a WSET Candidate observe or suspect Malpractice or Maladministration at Africa Wine Academy, they are directed to contact WSET Awards Quality Assurance directly at qa@wsetglobal.com

Cancellations and Refunds for WSET courses

If a course fails to run, students may choose to hold their place in the next course offering.

Cancellation and refunds will be considered on a case-by-case basis.

Payment for WSET courses

Payment must be made by the registration date listed on the website for each course or by 20 days before the start of the course. This is to ensure that textbooks and examinations will be available on time for the course start date.

Lost Grades or Replacement of WSET Certificates

In the case that a Candidate requires information regarding previous examinations taken or their grades, a request can be made to Africa Wine Academy.

Africa Wine Academy is only required to keep students/ enrolment/ registration information for 3 years.

In the case that Africa Wine Academy is no longer awarding WSET certificates or if it is past 3 years since you were enrolled or if you were enrolled in another school, candidates may contact exams@wsetglobal.com for past examination results.

If you are requesting a new Certificate because you have lost it or your name has changed, or it was misspelt, candidates should request a 'Replacement Certificate Request Form'.

There is a Replacement Fee involved. If you still have the original, you will need to send it to the UK before receiving a new one. Allow 4 weeks for this. Otherwise, certificates from WSET may not be copied or reproduced.

Equal Opportunities Policy Statement

Africa Wine Academy fully supports the principles of Equal Opportunities. We strive to ensure that all candidates for our qualifications are treated fairly and on an equal basis. Equal Opportunities are assured by:

- the selection, recruitment and training of those working for Africa Wine Academy;
- ensuring that the format and content of all syllabi, examinations and other materials meet the awarding body requirements and do not discriminate against anyone;
- anonymous assessment of examination candidates wherever possible;
- promoting practices and procedures that give equal opportunities to everyone;
- the consideration of all aspects of this policy at an early stage in the development of new schemes or qualifications;
- working as appropriate with relevant organizations and agencies to develop measures to identify and prevent inequality of opportunity;
- making every effort to ensure that there is equality of opportunity in its assessment process, regardless of the candidate's gender, age, racial origin, religious persuasion, sexual orientation or disability;
- ensuring, to the best of our ability, that any documentation produced does not contain language or images which may be regarded as offensive or stereotypical, and that they reflect the diversity of contemporary society;
- Africa Wine Academy is an equal opportunities organization and will consider applications from any organization or individual who can demonstrate that they meet our approval criteria.

Data Protection Policy

Africa Wine Academy will keep the candidates' details for the minimum period of 3 years. After 3 years the candidate may request for their data to be removed. Our Privacy Policy describes the types of information we receive and collect from you and how we use and share this information.

At Africa Wine Academy we respect and take data protection seriously. We strive to ensure that the information we collect from you remains private. The candidates' data will be shared with WSET upon course enrolment. WSET will process candidate data and information in line with General Data Protection Regulations and WSET's Data Protection Policy.

The main recipient of your information will be the WSET. In order to register any candidate for any course or qualification, the following information is required; name(s), date of birth, gender, and email address. Other reasons a candidate's data may be passed to the WSET could include:

- To send a candidate information regarding the course for which they are registered.
- To administer and conduct a candidate's exam, including making arrangements for reasonable adjustments and/or special considerations.
- To communicate and issue a candidate's exam results and qualification certificate as appropriate.

- To provide a candidate with post-results services such as inquiries against results and appeals on WSET qualifications.
- To investigate any potential maladministration, malpractice, or other non-compliance in connection with WSET qualifications.

Data passed to the WSET will be handled in accordance with WSET Data Protection Policy.

Special Consideration Policy

Special consideration is an action taken after an assessment to allow students 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 students for whom special consideration is not being applied or alter the assessment demands of the qualification as detailed in the applicable Specification.

A student 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 student's attainment.

Applying for special consideration

Students must submit a Special Consideration Application Form to Africa Wine Academy School within 7 days of the assessment date for which special consideration is being sought.

Africa Wine Academy will then submit the form to WSET Exams Manager within 7 days of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation.

Please contact: africawineacademy@gmail.com with questions.