



Policy Statements

Equal opportunities

Concord Institute of Wine fully supports the principles of Equal Opportunities. We strive to ensure that all candidates for WSET® qualifications are treated fairly and on an equal basis.

Equal Opportunities are assured by:

- the selection and training of staff;
- ensuring there are no barriers to entry to units and qualifications of WSET® Awards, which are developed and delivered and/or offer, for disabled people, women or men, or people from different racial groups, other than those directly related to the integrity of the units or qualifications. The nature of any barriers will be stated and the inclusion of the requirements that create the barrier justified only and explicitly in terms of the integrity of the unit or the qualification. Details of how the effect of any barriers will be mitigated will be recorded, including using access arrangements or including reasonable adjustments;
- anonymous assessment of examination candidates wherever possible;
- 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;

Complaints

Policy for Candidates requesting Feedback, Enquiries and Appeals against

Examination Results:

The Wine & Spirit Education Trust operates a thorough system of checks before the release of examination results in order to ensure that, as far as possible, they are completely accurate.

The **enquiries and appeals** system exists to identify and correct errors in marking and/or processing. However a scanning process is used to mark multiple choice questions and it is therefore very rare for initial marks to be incorrect, providing the candidate has completed the answer form header correctly.



Enquiries (and feedback)

If a candidate considers that an error may have been made in the grading of papers, they may ask to have an examination paper reviewed and re-marked. To do this they should contact us and ask for a copy of these guidance notes and the Application Form for Enquiries against Examination Results.

The completed application form requesting a review of examination results must be received by WSET® Awards within the following timeframes. Any request received outside of this time frame will not be reviewed.

- Level 2 Award - within 5 weeks of the date of the examination
- Level 3 Award in Wines and Spirits– within 13 weeks of the date of the examination

WSET® Awards will confirm receipt of an Enquiry Against Examination Results within 3 working days (usually by e-mail) and the candidate will be advised that an appeal is in process. If this email is not received by the candidate it is his/her responsibility to contact Concord Institute of Wine to confirm the status of the enquiry request.

All examination papers will be re-marked by a member of the WSET® Awards team not involved in the original marking process.

Concord Institute of Wine will advise the candidate of any decision resulting from the review of an examination paper within the same time frame as the issue of results for each qualification level.

Where re-marking results in a change to the original grade, WSET® Awards will:

- Amend the examination result accordingly;
- Issue a new certificate free of charge following return of the original certificate if applicable.

Concord Institute of Wine will refund the enquiry application fee in cases where the error was made by WSET® Awards.



When lodging an Enquiry, candidates may also request feedback on their examination scripts to assist them in preparing for future examinations. Feedback will be issued within the same timeframes as the issue of results for the relevant qualifications.

Malpractice

Categories of malpractice:

- Plagiarism of any nature by candidates;
- Disruptive behavior by candidates in the examination;
- Candidates in breach of published Examination Regulations
- Fraudulent use of WSET® certificates
- A deliberate attempt to discredit the WSET®, or to bring the WSET® into disrepute in any way;
- Issue of bogus examination results;

The above are not exhaustive and are intended as guidance to candidates on the WSET® definition of malpractice.

Major Malpractice

Serious and /or deliberate breaches of conduct, or serious neglect of professional duty, this category of malpractice represents a high risk to the integrity of the qualification. Major malpractice could result in the invalidation or revocation of examination results and / or certification. In this instance OfQual must be informed of the malpractice case and WSET® Awards will take all appropriate action as directed by the Regulatory Authority. An example of Major Malpractice would be, 'Fraudulent use of WSET® certificates and the issue of false examination results' or 'Unauthorised amendment, copying or distribution of examination papers'.

Minor Malpractice

Minor and /or accidental breaches of conduct or neglect of professional duty, or those more major breaches not considered to be deliberate or malicious in intent, this represents a lower risk to the integrity of the qualification and would not affect examination results or certification.

Reporting Malpractice

We are required to report any potential case of malpractice by candidates, educators, invigilators or staff to the Centres Co-ordinator and Quality Assurance Manager at WSET® Awards immediately.



Reasonable Adjustments

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.

WSET® Awards seeks to conduct the assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- 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.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.

It is our responsibility to identify at the time of candidate registration any special assessment needs which require reasonable adjustments to be made for examination purposes.

Concord Institute of Wine will inform WSET® Awards at the earliest opportunity so that appropriate arrangements can be made. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between the Programme Provider's Examinations Officer and the Examinations Administrator at WSET® Awards, and will vary according to individual circumstances. WSET® Awards reserves the right to seek the advice of independent agencies as appropriate in coming



to a decision on specific arrangements. Please note that we may not offer Reasonable Adjustments to any candidate until this has been agreed with WSET® Awards.

Due notice is required in order for appropriate arrangements to be agreed and put into place. The period of notice required is at least four weeks prior to the examination date for Level 2 Award in Wines and Spirits and Level 3 Award in Wines and Spirits examinations.

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

It should be noted that reasonable adjustments will not give unfair advantage over candidates for whom reasonable adjustments are not being made, or alter the assessment demands of the qualification as detailed in the qualification specification.

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.

A candidate may be eligible for special considerations if:

- performance in an examination 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 end-user of the certificate.

Concord Institute of Wine must be notified in writing within ten days of the examination date where special consideration is being requested. Eligibility will only be considered if accompanied by supporting independent documentation.



Where a candidate is unable to attend an examination due to recent personal illness, accident or bereavement, Concord Institute of Wine will endeavour to transfer the candidate to an alternative examination date at no extra cost.

In cases of serious disruption during the examination, the Examinations Officer will submit a detailed report of the circumstances and candidates affected to the Examinations Administrator at WSET® Awards.

It should be noted that WSET® Awards does not offer aegrotat awards and that all assessment requirements of WSET® qualifications must be met. It is also WSET®'s policy that special considerations will not give unfair advantage over candidates for whom special considerations are not being applied, or alter the assessment demands of the qualification as detailed in the qualification specification.

If a candidate is unable to attend an examination for which they have been registered due to circumstances outside their direct control, they should notify us as soon as possible, and complete the “Request for Special Consideration” form submitting written 3rd party evidence to support their application. Failure to attend due to work commitments does not qualify for “special consideration”. Concord Institute of Wine will not charge an unused paper fee for applications where approval from WSET® Awards is granted.

Risk Assessment and continuous improvement

We see the most serious risk in relation to offering WSET® qualification courses is “Compromising the integrity of the Examination process”. Therefore we strictly observe the guidelines and instructions detailed in the operating handbook and make sure our staff performs accordingly without compromise.

Effectiveness of the programme is measured by:

- examination results
- student attendance
- collect student's comments on the instructors