

## **Policy for Candidates Requiring 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.**

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

Reasonable adjustments will be made on a case-by-case basis, well in advance of the assessment. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced.

## **Policy for Candidates Requiring 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 avoid exam re-sit fees.**

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.

Note that failure to attend an exam due to a work commitment is not sufficient for special consideration

The Texas Wine School must be notified in writing (email is sufficient) within seven days of the examination date where special consideration is being requested. Eligibility will only be considered if accompanied by supporting independent documentation, and please allow extra time for this APP to pass your request to WSET® Awards.

## **Malpractice, Maladministration and Sanctions Policy**

This APP is subject to the rules, regulations and procedures set out by WSET. Failure to abide by these may affect our ability to continue teaching WSET qualifications. Any concerns with malpractice or maladministration should be brought to the attention of the APP's Main Contact.

## **Conflicts of Interest Policy**

Any student concerns about instructor conflict of interest should be directed to the APP's Main Contact.

## **Equal Opportunities Policy**

This APP 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.

## Complaints Policy

### ***A Fair Complaints Procedure - Our commitment to you***

At The Texas Wine School, each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times. Once we are in receipt of your complaint we will deal with it promptly, effectively and in a positive manner.

The School operates a complaints procedure through which it aims to resolve concerns as quickly as possible. All complaints will be taken seriously and dealt with impartially.

The WSET School will do its best to resolve student complaints in a timely manner with the aim of resolving and settling a formal complaint in 20 working days or less.

### *Complaints Procedure:*

1. Your complaint should be submitted in writing by email to [information@thetexaswineschool.com](mailto:information@thetexaswineschool.com), or mailed to The Texas Wine School, 2301 Portsmouth, Houston, Texas 77098.

2. Please provide us with your contact details (address, email address, telephone number), specific details of the complaint and any supporting evidence you may have or details of any previous attempts you have made to resolve your complaint.

3. Your complaint will be dealt with by management. We will acknowledge your complaint within 3 working days and endeavour to send a final response to you within 20 working days of the date you raised it with us. If we are unable to provide you with a final response within this time frame, we will send you an update explaining why and advice when you can expect a final response.

4. If the response you receive is not satisfactory, you may file a complaint with the WSET Awards as the awarding organisation responsible for WSET qualifications. Please contact [appadmin@wsetglobal.com](mailto:appadmin@wsetglobal.com).