

The Following Policies have been adopted by The Texas Wine School specifically in its role as an approved provider (APP) of WSET courses.

Cancellation / Refund Policy

All classes are subject to minimum attendance requirements. Classes may be cancelled due to insufficient interest. Email reminder or cancellation notices will be sent to the email address on file the night before class. In order to ensure you receive our emails, please check your SPAM folders / adjust your SPAM settings to allow emails from information@thetexaswineschool.com

Refunds

Customer-initiated cancellations made at least 48 hours in advance are eligible for a full refund or class credit for all classes except for the WSET Diploma D1 Course. The D1 Course includes a nonrefundable enrollment fee, and thus may not be cancelled once a student is enrolled. Any other cancellations made 12-48 hours before class are eligible only for class credit.

Cancellations less than 12 hours in advance are not eligible for refunds or class credit.

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.

WSET Awards seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

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.

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 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-organizing the assessment room, such as removal of visual stimuli for an autistic candidate.

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

Candidates requiring a reasonable adjustment on their exam must notify The Texas Wine School upon enrollment in any WSET course. The Texas Wine School will submit a reasonable adjustment form on behalf of the candidate four weeks prior to the candidate's planned exam date. This form may require documentation supplied by the candidate that will be subject to WSET's data privacy policy.

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 by the APP or its students to abide by these may affect our ability to continue teaching WSET qualifications, and could result in sanctions. Any concerns with malpractice or maladministration should be brought to the attention of the APP's Main Contact.

Conflicts of Interest Policy

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET Awards when conducting activities associated with WSET qualifications.

Examples of Conflicts of Interest in the context of an awarding organization include:

- 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 undertaking of a WSET qualification by any individual employed by an APP;
- The undertaking of a WSET qualification by any individual employed by WSET Awards;
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Some of these Conflicts of Interest can be managed and are therefore acceptable. For example, the marking of WSET Level 3 tasting assessments by Internal Assessors is verified by WSET Awards to mitigate the risk of a 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 Awards in advance. Some Conflicts of Interest cannot be managed and are not acceptable. For example, it would be inappropriate for an individual involved in the authoring of examination questions or the compilation of examination papers to teach or coach students.

Identification of Conflicts of Interest

Any individual involved in the delivery of WSET qualifications who becomes aware of a Conflict of Interest must inform the Head of Quality and Compliance (HOQC) in writing immediately. Conflict of Interest declarations will be recorded by WSET Awards on the Conflicts of Interest Register.

Please note that any APP who fails to declare a Conflict of Interest may be in breach of its terms of approval and sanctions may be applied in accordance with the Malpractice and Maladministration Policy. Where a Conflict of Interest is identified by WSET Awards rather than the individual(s) concerned, the HOQC will take steps to mitigate the effect of the Conflict of Interest and may apply sanctions to an APP in accordance with the Malpractice and Maladministration Policy.

Management of Conflicts of Interest

WSET Awards has procedures in place to manage specific Conflicts of Interest. These include the exclusive involvement of WSET Awards staff in the creation of all assessment materials, moderation of all internal assessments conducted by APPs and moderation of all written

examinations not marked by optical mark readers. Other Conflicts of Interest will be managed on a case-by-case basis in coordination with the student, the APP and WSET Awards.

Equal Opportunities Policy

The Texas Wine School 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.

Informal complaints may be submitted via the feedback form emailed to students following the first night of class. To submit a formal complaint, please follow the procedure outlined below.

Complaints Procedure:

1. Your complaint should be submitted in writing by email to 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 endeavor 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 organization responsible for WSET qualifications. Please contact qa@wsetglobal.com.

Data Protection Policy

What Information we collect about you and how it is used

You may give us personal data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes:

- information that you provide by filling in forms on our website: when contacting us we request your name, telephone number and email address - this information is used to respond to your request for further information on our services
- Social Media: information that you provide to us on our Social Media pages, such as Facebook, Twitter and Linked-In.
- order details: information that you provide in relation to an order or a product you have purchased.
- transaction details: details of transactions which you undertake with us (whether through our website or otherwise) and of the fulfilment of your orders (such as your delivery address and financial details).
- WSET (Wines Sprints Education Trust): require information if you sit their exams and courses, which we collect and pass it to them – here is a link to their privacy policy: <https://www.wsetglobal.com/privacy-and-cookie-policy/>

Withdrawal of consent, erasure, and information access

Please email us at information@thetexaswineschool.com to request either of the following:

- withdrawal of your consent for activities for which you have previously consented
- the deletion of information that we hold on you