

# Terms and Conditions WSET APP 1841 Gabriele Alessandroni

## Complaints and appeals

We operate a complaints procedure through which it aims to resolve concerns as quickly as possible. Any individual who is directly affected by our services can contact us with feedback.

Our aim is to settle a formal complaint within 30 days. On occasion, the process may take longer, depending on the complexity of the subject. Records of students' complaints will be retained for 2 years. No student will be criticised or retaliated against for using this procedure in a co-operative manner.

If you have a complaint or concern that you wish to raise, please contact WSET Approved Programme Provider Gabriele Alessandroni

### Our complaints procedure

1. Your complaint should be in writing or by email to [gabrielealessandroni@alice.it](mailto:gabrielealessandroni@alice.it)
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. We will acknowledge your complaint within 7 days and will do our best 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 advise as to when you can expect a final response.
4. If the response you received is not satisfactory, you may file a complaint with the WSET APP Administration team

## Conflict of interest

We are required to identify, monitor and manage actual, potential and perceived conflicts of interest. This is essential to safeguard the integrity of wine certification qualifications and promote confidence our processes.

This policy applies to all our staff and to any individual acting on behalf of us.

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to us when conducting activities associated with wine and spirits certification qualifications. Some conflicts of interested can be managed, while other cannot be managed and are therefore not acceptable.

Please note that we will inform WSET Awards about all Conflicts of Interests and will seek their advice on how to solve the situation.

## **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.

We will inform WSET® Awards at the earliest opportunity using Request for Reasonable Adjustment Form 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 six weeks prior to the examination date. Candidates wishing to ask for a reasonable adjustment can do this by contacting us on [gabrielealessandroni@alice.it](mailto:gabrielealessandroni@alice.it), specifying the requested adjustment and contact details

(name / address / email address / phone number). Please note that we are required to keep records of all reasonable adjustment applications.

## **Malpractice and maladministration**

The aim of this policy is to protect the interests of WSET students and safeguard the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures. It provides a framework for the identification, reporting and management of any potential malpractice or maladministration and for the application of sanctions.

Non-compliance with WSET Policies and Procedures generally falls into one of 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 conducted by students may include, amongst other things:

- Cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an examination;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures)

Sanctions applicable to students may be the following:

<b>Written Warning</b>	The student is issued with a written warning that if the offence is repeated within a set period of time then further specified sanctions will be applied.
<b>Exam Result Declared Null and Void</b>	A student's exam result is disallowed. This may include invalidation and recall of a certificate already issued.
<b>Disqualification from a Qualification</b>	The student is disqualified from participating in the concerned qualification with immediate effect and further excluded from participating in any further WSET qualifications for a period of 12 months.
<b>Student Disqualification</b>	The learner is disqualified from participating in any courses or assessments leading to WSET qualifications.

we assure to do our utmost not to engage in any malpractice or maladministration as a WSET APP. In case this does, and it has negative consequences for students, students are invited to file a complaint (see complaints policy).

## **CANCELLATION AND REFUND**

Since the prices are based on pre-booked courses, the student is asked to carefully read the following cancellation conditions:

WSET Program Provider Gabriele Alessandrone must be informed in writing of total or partial cancellations of the course booked by the student. It is the student's responsibility to verify that WSET Program Provider Gabriele Alessandrone has received his or her communication. In the case of partial cancellation, the pro rata rule applies to the cancellation conditions below.

In the case of total cancellation by the student, WSET Program Provider Gabriele Alessandrone's refund of payments is subject to cancellation fees as indicated below depending on the number of days between the cancellation date and the beginning of the course.

If the student needs to cancel, these are the fees retained by WSET Program Provider Gabriele Alessandrone (the client is refunded the rest):

**Up to 30 days before the tour date: 10% less Paypal expenses**

**Between 30 and 15 days: 50% less Paypal expenses**

**Less than 15 days or no-show: 100% NO REFUND**