



## **1. Complaints and Appeals:**

At Sonal Holland Wine Academy each of our students 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.

We will do what is best to resolve student complaints for the academic and non- academic issues in a timely manner with the aim of resolving and settling a formal complaint in 10 working days or less.

The last point of referral for the complaint will be with WSET Awards. Request you to allow them 20 working days to revert to you.

Should there be a complaint please contact us on [sonal@sonalholland.com](mailto:sonal@sonalholland.com) .

### **Appeals against Examination Results**

If a candidate has completed the Enquiry procedure and is still dissatisfied with the outcome, they may appeal against their examination result. They must submit an Appeal against Examination Results Application Form (which can be obtained by writing to us at [sonal@sonalholland.com](mailto:sonal@sonalholland.com)) within 10 working days of receiving the Enquiry

There is a fee associated with lodging an appeal, which is detailed on the form. Appeals received outside the published timeframe will not be considered.

All appeals will be assessed by the Chief Examiner and an Appeals Panel. WSET Awards will advise the candidate and Sonal Holland Wine Academy of any decision resulting from an appeal within 40 working days.

Where appeals are upheld WSET Awards will:

- Amend the examination result accordingly
- Issue a new certificate free of charge (following return of the original certificate if appropriate)
- Refund the fee in cases where an error was made by WSET Awards.

Where an appeal remains unresolved following the process outlined above, applicants may request that their case be submitted for final independent review. In such instances, all supporting documentation pertaining to the case will be submitted to an Independent Reviewer from a separate Ofqual-accredited awarding organisation.

Please contact WSET Awards for Appeal Fees.



## **2. Conflict of interest:**

Sonal Holland Wine Academy is approved by WSET Awards which is subject to regulation by the UK Government's regulator, OfQual. On behalf of WSET, we are required to identify, monitor and manage all conflicts of interest which may have an adverse effect on the qualifications offered and thus we must take all reasonable steps to mitigate such adverse effect where it exists.

This document offers guidance to individuals engaged in activities undertaken on behalf of WSET Awards (the awarding organisation of the Wine & Spirit Education Trust) which have potential to lead them to act contrary to the interests of WSET Awards in the development, delivery, assessment, and award of its regulated qualifications.

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 our qualifications.

Whilst it would be impossible to give a definitive list of scenarios representing potential conflicts of interest, the following have been identified from WSET Awards' Risk Management review as significant:

- 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 employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP.

All instances of conflict of interest will be recorded in WSET Awards Incidents Register, including details of steps taken to mitigate any adverse effect resulting from such conflict of interest. The Director of WSET Awards is responsible for determining what action needs to be taken to mitigate any adverse effect and for deciding when and how matters relating to actual or potential conflicts of interest should be escalated within the Wine & Spirit Education Trust, to the Board of Trustees or to the Regulator, Ofqual.



### **3. Data Protection:**

Sonal Holland Wine Academy is committed to protecting your privacy. At all times we aim to respect any personal data you share with us, or that we receive from others, and keep it safe.

Sonal Holland Wine Academy complies with its obligations under data protection legislation by keeping **personal data** up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access, and disclosure; by ensuring that appropriate technical measures are in place to protect personal data and by guaranteeing total transparency on how we manage your data.

If you have any queries, please contact us via email: [sonal@sonalholland.com](mailto:sonal@sonalholland.com)

#### **Why we collect your personal data**

1. To process your registration for any WSET-hosted course or event so that we can deliver these services to you
2. To send you information regarding the course or event for which you are registered (or which have registered interest in)
3. To register you as a candidate with WSET Awards and enable you to sit examinations for WSET qualifications
4. To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations
5. To communicate your examination results and qualification certificate as appropriate
6. To provide you with post-results services such as enquiries against results and appeals and solicit feedback from you on WSET qualifications
7. To send you marketing communications including information about our qualifications, upcoming events, and links to our blogs.

#### **What personal data we collect**

We may collect the following information about you:

- Your name, date of birth, gender and contact details, this includes your postal address, telephone numbers and email address.
- Your marketing preferences



- Your correspondence with us
- In certain situations, information relating to health which may be required to support applications for reasonable adjustment and/or special consideration in the context of examinations for WSET qualifications

### **How we collect your personal data**

1. When you directly provide it to us. For example, when you subscribe to a Sonal Holland Wine Academy newsletter, or register with us for a WSET course or event.
2. When you register for an examination with WSET, we are required to provide WSET Awards with some of your personal data for the purpose of identification and managing your qualifications and results. This includes your name, your date of birth, your gender, your unique candidate identifier and your email address.

### **Sharing your personal data with third parties**

For us to provide you with products and services, we on occasion share some of your personal data with certain approved third parties. (for eg WSET Awards). These include course providers, examiners, suppliers, sub-contractors, and regulatory bodies. We always seek to make sure that your personal data is always secure.

### **What personal data do we share?**

We need to process some of your personal data to fulfil your registration on any WSET-hosted events or courses. When you sit an examination for a WSET qualification, WSET Awards will process your script which may contain personal data. It may be marked, verified or reviewed by third-party examiners.

### **How do we keep your shared personal data secure?**

- We conduct a data security review of any third party we are required to share your personal data with to ensure that they meet our high security standards
- Every company we work with is required to have a contract with us that clearly describes how your personal data is kept secure
- We will only ever share data specific to its intended use
- Specific details of what data we have shared is available to you on request



### **Data retention – how long do we hold your personal data**

- We will not hold your personal data for longer than is necessary for the purposes described in this policy.
- We will keep your personal data whilst your accounts remain active
- We may keep categories of personal data, e.g., name, date of birth and address, after your accounts are closed to meet any legal or regulatory requirements

### **4. Diversity and Equality:**

Sonal Holland 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 this APP;
- consideration at an early stage in the development of new schemes or qualifications;
- ensuring that the format and content of all syllabi, examinations and other do not discriminate against anyone which is the responsibility of WSET Awards by whom we are approved to teach WSET qualifications.
- ensuring there are no barriers to entry to units and qualifications, which we deliver 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.
- clarifying the responsibility of all members of staff and/or consultants, who are involved in the delivery of WSET courses within this APP, to comply with this policy.
- anonymous assessment of examination candidates wherever possible.
- promoting practices and procedures that give equal opportunities to everyone.
- being required to have equal opportunity policies in place.
- the variation of any conventional rules and regulations for the conduct of examinations which might inhibit the performance of candidates with specific needs, provided that the standard, quality, and integrity of the assessment is not compromised.
- working as appropriate with relevant organisations 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 (prayer room available upon request), 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.

This APP is an equal opportunities organisation and will consider applications from any organisation or individual who can demonstrate that they meet our approval criteria.

This policy is published in our policy manual and will be provided to any student on demand.

#### **NOTE TO CANDIDATES**

Candidates who believe they have been discriminated against should contact us at [sonal@sonalholland.com](mailto:sonal@sonalholland.com) in the first instance for advice.

#### **5. 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. Reasonable adjustments need to be approved in advance by WSET Awards, so it is crucial that you submit any Requests for Reasonable Adjustments at least 5 weeks before the date of the examination. Sonal Holland Wine Academy will forward then forward any such request to WSET and WSET® Awards will respond after 4 working weeks after giving the request due consideration.

#### **6. 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 exam to permit them to demonstrate attainment. If you have been subject to adverse circumstances affecting your performance, kindly submit the Special Consideration Application Form 12 working days prior of the assessment date.

WSET® Awards must be notified in writing within seven days of the examination date where special consideration is being requested using the Request for Special Consideration Form. Eligibility will only be considered if accompanied by supporting independent documentation, and please allow extra time to Sonal Holland Wine Academy to pass your request to WSET® Awards.



## **7. Malpractice and Maladministration:**

Sonal Holland Wine Academy will ensure that their programme for the delivery and administration of any WSET qualification complies in all respects to the rules, regulations and procedures set out in the WSET APP Operating Handbook. All WSET<sup>®</sup> examinations run by this APP will be administered in line with the Centre Agreement, Code of Practice and Invigilation Instructions provided in the Operating handbook, and Examination Regulations issued to all APPs and Students in the Qualification Specifications. Failure to abide by these criteria will be considered Malpractice and or Maladministration and may affect our ability to continue teaching WSET qualifications. Malpractice can arise from any act, omission, event, incident or circumstance that prejudices learners, affects public confidence in qualifications, affects the standards of qualifications which the awarding body makes available or affects the ability of the awarding body to undertake the development, delivery or award of qualifications. Maladministration relates to a failure by the APP to offer WSET Qualifications in accordance with the rules, regulations and operating procedures set out in this Handbook

The headings below list categories of maladministration by the staff of the APP and malpractice by APP staff and / or candidates which may adversely affect the integrity of WSET<sup>®</sup> qualifications and certification. These examples are not exhaustive and are intended as guidance on the WSET<sup>®</sup>'s definition of malpractice and maladministration.

Malpractice will include, but is not limited to:

- a) Actual or attempted Plagiarism, or cheating, of any nature by candidates
- b) Use or attempted use of any reference material or electronic device during a closed book examination
- c) Disruptive behaviour by candidates in the examination
- d) Candidates in breach of published Examination Regulations and APP in breach of invigilation rules or the Code of Conduct
- e) Fraudulent use of WSET<sup>®</sup> certificates
- f) A deliberate attempt to discredit the WSET<sup>®</sup>, or to bring the WSET<sup>®</sup> into disrepute in any way
- g) Issue of bogus examination results
- h) Insecure storage of examination papers
- i) Unauthorised amendment, copying or distribution of examination papers
- j) Use of unapproved or ineligible educators to deliver a qualification course, or use of unauthorised internal assessors
- k) Change of examination location or altered facilities so they no longer meet the required standards
- l) Failure to administer examination in line with the assessment requirements
- m) Denial of access to resources (premises, records, information, candidates and staff) by authorised WSET<sup>®</sup> representatives and / or the Regulatory Authorities



Maladministration will include, but is not limited to:

- a) Failure to follow procedures or adhere to regulations as laid out in the APP Operating Handbook
- b) Failure to return examination papers within the required timeframe or
- c) Returning exam papers by regular post and not recorded delivery or trackable courier
- d) Failure to issue results to candidates in a timely manner
- e) Breach or infringement of WSET® copyright and trademarks
- f) Non-payment of fees for WSET® services or examinations
- g) Breach of the Conflicts of Interest Policy
- h) Breach of the Centre Agreement or APP Code of Conduct
- i) A change in control of the APP that results in new management being unable to meet WSET® Awards criteria

Malpractice may be reported to WSET® Awards by a WSET® Awards appointed Approval Visitor. In this instance the APP will be advised during the approval visit that a case of Malpractice is being reported.

WSET® Awards will also act upon reports of suspected or actual malpractice received from candidates or other parties regarding an APP's activities or personnel which may affect the integrity of WSET® qualifications.

## **8. Cancellations and Refunds:**

Should the candidate wish to cancel his or her booking, they are required to write to us at [sonal@sonalholland.com](mailto:sonal@sonalholland.com) along with a cancellation and refund request at least 20 days prior to the course's starting date.

For WSET Level 1 Award in Wine: A cancellation charge of **INR 7,000 for Level 1**, will be deducted and the remaining fee will be refunded. In case the request is made less than 20 days before the start date the fee will **not** be refunded.

For WSET Level 2 Award in Wines: A cancellation charge of **INR 24,000 for Level 2**, will be deducted and the remaining fee will be refunded. In case the request is made less than 20 days before the start date the fee will **not** be refunded.





For WSET Level 3 Award in Wines: A cancellation charge of **INR 70,000 for Level 3**, will be deducted and the remaining fee will be refunded. In case the request is made less than 20 days before the start date the fee will **not** be refunded.

Should the Academy have to cancel the courses under any unfortunate circumstances, such as natural calamities, dry days / election period, and or any unforeseen emergencies, the students will be booked for the next batch or receive a full refund of the course fee, as decided by the Academy. Kindly do refer to the below mentioned refund policies:

1. Students will receive a complete refund within 10 working days of having received the bank documents in which the refund is to be processed into.
2. Should the students have received the study packs in advance, the following deductions will be made as per the levels.
  - a. WSET Level 1 Award in Wines: INR 4,000 plus taxes will be deducted from the course fee.
  - b. WSET Level 2 Award in Wines: INR 7,000 plus taxes will be deducted from the course fee.
  - c. WSET Level 3 Award in Wines: INR 12,000 plus taxes will be deducted from the course fee.
3. We do not encourage return of study material to negate the deductions as study materials once opened by students are considered used. However, should the student wish to return the study pack in order to avoid deductions, study pack need to be returned in the condition it was sent.
4. Study material containing any marking, and or personalization (name / notes in workbook and or textbook) will not be accepted and the amount mentioned in point 2 will be applicable as per the level.
5. Re-funds applicable to point no 3 and 4 will be processed within 10 working days of the Academy having received the study material.
6. The Academy will not be liable for refunds on any personal arrangements the student may undertake to attend the course. This includes and is not restricted to accommodation, train / flight ticket and or leave applications.
7. The Academy is not bound by a specified period to announce the new course dates. Course dates will be announced as per the availability of venue and trainer.