



HOSPITALITY DISTILLED

WSET POLICIES



Conflict Of Interest Policy	3
Reasonable Adjustments	4
Special Considerations Policy	6
Malpractice and Maladministration Policy	7
Privacy Policy	10
Diversity and Equality	11
Cancellations and Refunds Policy	12
Complaints and Appeals	13



Conflict of Interest Policy

As an APP Hospitality Distilled is required to identify to WSET and assist in managing or monitoring actual, potential and perceived conflicts of interest ('Conflicts of Interest') involving both APP staff and students. This policy complements WSET's conflicts of interest policy and works to safeguard the integrity of WSET qualifications and promote confidence in **WSET and Hospitality Distilled** processes and procedures.

This policy applies to all Hospitality Distilled staff **and students** and to any individual acting on behalf of Hospitality Distilled

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

Examples of Conflicts of Interest include: The assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;

- The 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 invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment;
- The coaching of candidates by any individual involved in the assessment of candidate scripts;
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP;
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Some of these Conflicts of Interest are manageable and therefore acceptable. For example, if family member of one of Hospitality Distilled's educators or APP staff takes a qualification and exam through Hospitality Distilled, **or** when an employee of Hospitality Distilled, or of the WSET, takes a WSET qualification through Hospitality Distilled, we can notify WSET in advance and work with them to put in place measures to maintain the integrity of the exam.

Some Conflicts of Interest are not manageable and are not acceptable. For example, no mitigation efforts overcome the conflict created when an individual when a single individual serves as the educator and exam officer of an exam for a family member where an external invigilator is not available.

Any staff member or student of Hospitality Distilled who becomes aware of a Conflict of Interest must inform Rohan Massie via email at Rohan@spiritsdistilled.com.au as soon as possible. Rohan Massie will inform the WSET of the possible conflict of interest and will work with WSET to put any protective or mitigating measures in place to manage the conflict on a case-by-case basis. If WSET and Hospitality Distilled determine the conflict is not manageable, Rohan Massie will inform any impacted APP staff or students.

Please note that the failure to declare a conflict of interest may have consequences for the student or Hospitality Distilled because we are required to report conflicts to WSET.

Reasonable Adjustments

Both WSET and Hospitality Distilled want to make WSET assessments accessible for all students, so none are at an advantage or disadvantage based on a disability or differing ability. This policy and the reasonable adjustment process allows us Hospitality Distilled to work with you, our student, *before an assessment* to gather the information we need to submit a request to WSET and work with them to make arrangements that give students access to WSET qualifications.

A **reasonable adjustment** is any accommodation or arrangement that helps to reduce the effect of a known disability or difficulty that substantially disadvantages a student's assessment. Using a reasonable adjustment does not impact how WSET grades your exam, or your result, but WSET cannot agree to reasonable adjustments where your particular difficulty directly affects performance necessary to complete the assessment outcomes (e.g. inability to smell or taste for a Level 3 Exam). The goal of a reasonable adjustment is to give you equal access to a WSET qualification, not to give unfair advantages over other students who take an assessment without the same adjustment, or to affect the overall reliability of the assessment outcomes that are explained in the course Specification.

Examples of reasonable adjustments may be:

- 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.

Hospitality Distilled will gather the information we need from you to submit a Reasonable Adjustment Application form to WSET. WSET must approve and arrange reasonable adjustments before the assessment activity takes place. Before completing enrolment with Hospitality Distilled, we will give all students access to this policy and the chance to identify any special needs that could require a reasonable adjustment. If a student identifies a special need, Hospitality Distilled will give the student the Reasonable Adjustment Application form as soon as possible and work with the student to gather the necessary information.

For any student seeking a reasonable adjustment, please contact Rohan Massie at Rohan@hospitalitydistilled.com.au with:

- Your full name;
- contact information;
- description of the special need, disability or differing ability that requires an adjustment; and
- supporting documentation.

You must submit this information at least 20 working before the exam date for Levels 1-3 qualifications and at least 40 workings days before the exam date for Level 4 Diploma. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

Hospitality Distilled will keep records of all reasonable adjustment applications.

Special Consideration Policy

Special consideration is any adjustment given to a student who has temporarily experienced an illness or injury, or other event outside of their control at the time of the exam that significantly affects their ability to take the exam or their ability to show their knowledge and understanding in the assessment. Special consideration is only for things that happen *immediately before or during* an exam that have a material impact on your, the student's, ability to take the exam or on your performance. To be eligible for special consideration, you must have completed the whole course and would have been fully prepared if not for the temporary illness, injury or other uncontrollable event. A special consideration may be for an individual (e.g. a student becomes ill the day of the exam) or a group of students (e.g. an exam is interrupted by a natural disaster).

You may be eligible for special consideration if:

- Your performance on the exam is adversely affected by an event outside of your control. This may include temporary illness, temporary injury, bereavement or exam room conditions;
- Reasonable adjustments which were agreed in advance of the exam proved inappropriate or inadequate;
- The application of special consideration would not make a passing result and certificate misleading about the student's ability to satisfy the qualification's assessment criteria.

Applying for special consideration

If you have taken an exam, or your exam is immediately approaching, and you feel that you have a temporary injury or illness, or other uncontrollable event that has interfered with your ability to complete your exam, please contact Rohan Massie at Rohan@Hospitalitydistilled.com.au as soon as possible. Hospitality Distilled will provide you with a Special Consideration

Application Form, which must be completed and returned with supporting documentation within 3 working days after the effected exam. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

If there has been serious disruption during an exam affecting a group of students, Hospitality Distilled will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

Hospitality Distilled will keep records of all applications for special consideration.

Malpractice and Maladministration Policy

Both Hospitality Distilled and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. Hospitality Distilled ensures compliance with Hospitality Distilled and WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.

Non-compliance with Hospitality Distilled **or** WSET Policies and Procedures can fall into two distinct, but related, categories:

1. **Maladministration**, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience or poor processes; and
2. **Malpractice** where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action.

Context is important and the line between maladministration or malpractice is not always clear: for example, maladministration incidents may become malpractice (e.g. if you fail to implement corrective measures, repeat the same or similar incident, or attempt to misrepresent or hide information during an investigation); or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context and fact specific. Both APPs and students can commit malpractice and maladministration.

There are many ways that malpractice or maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include:

APP Malpractice

- Failure to adhere to WSET Policies and Procedures
- Failure to follow WSET requirements for course delivery or exam regulations
- Revealing or sharing confidential exam materials with candidates ahead of an exam
- Intentional attempts to manipulate exam results so that they do not reflect the candidate's actual exam performance

Student Malpractice

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials
- Disruptive behaviour in an exam
- Plagiarism of any nature by students
- Impersonation (including forgery of signatures)
- Unauthorised reading/amendment/copying/distribution of exam papers

In general, we also expect that both Hospitality Distilled staff and our students should treat others and be treated professionally and respectfully at all times. We will treat inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff as misconduct and may report student misconduct to WSET as necessary.

Reporting and Investigation of Malpractice or Maladministration

As an APP, we aim to ensure compliance with WSET Policies and Hospitality Distilled policies and will keep records of potential or actual malpractice or maladministration by you, our students, or our staff.

We are required to notify WSET immediately of any non-compliance issues that could be malpractice or maladministration, so that WSET can investigate the non-compliance under their own Malpractice and Maladministration Policy.

We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with Hospitality Distilled as soon as possible by following the process outlined in our Complaints policy.

During WSET's investigation, they may reach out to Hospitality Distilled or to you directly to request further information or conduct an interview. Please respond to any requests promptly and honestly.

If WSET identifies malpractice or maladministration, they will consider its impact and may apply sanctions. WSET will take all reasonable steps to ensure the sanctions do not disadvantage uninvolved students affected by malpractice or maladministration. However, in some cases, they may need to disallow or withhold results and/or certificates.

WSET will consider all relevant information on a case-by-case basis, balancing the facts with potential or actual effects, and against the seriousness of the sanctions against those effects. WSET records all malpractice and maladministration incidents for both APPs and students. If WSET determines that a student has committed malpractice or maladministration, they may apply one or any of the following sanctions:

Sanctions Applicable to Students/Candidates	
Sanction	Description
Written Warning	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.
Exam Result Declared Null and Void	A student's exam result is disallowed. This may include invalidation and recall of a certificate already issued.
Disqualification from a Qualification	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. This includes access to WSET materials.
Student Disqualification	The learner is disqualified from participating in any courses or assessments leading to WSET qualifications. This includes access to WSET materials.
Disqualification from use of WSET certified logos and postnominals	Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos.

Appeals

If you wish to appeal penalties or sanctions WSET has imposed due to Malpractice or Maladministration, please follow the procedures laid out in WSET's Complaints Policy.

Privacy Policy

Hospitality Distilled needs to use students' personal data to carry out its business, which may include sensitive data, e.g., relating to health.

As a WSET Approved Programme Provider, Hospitality Distilled needs to pass data to WSET Awards, for example, for the purposes of candidate registration for assessments.

Hospitality Distilled will not pass data to any other third party, unless the student has given their prior consent.

Data passed to WSET Awards will be handled in accordance with WSET Awards' Data Protection Policy. Hospitality Distilled will keep students' personal data safe and secure by storing and destroying such data securely and by protecting personal data from loss, misuse, unauthorized access, and disclosure, and by ensuring that appropriate technical measures are in place to protect personal data.

In the event of unauthorized use of data or data loss, the individuals concerned will be notified, and a recovery plan implemented. Hospitality Distilled will review operating procedures to minimize any future risks of a data breach.

Hospitality Distilled will also take steps to ensure that all information is:

- Used fairly and lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant, and not excessive
- Accurate
- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights.

If you have any questions on how your data is handled, you can email Hospitality Distilled directly. We will aim to respond within 3 working days.

Diversity and Equality

Introduction

Hospitality Distilled is an inclusive school that focuses on the wellbeing and progress of every participant and where all members of our community are of equal worth. Hospitality Distilled provides a framework to support our commitment to valuing diversity, tackling discrimination, promoting equality, and fostering good relationships between people and students. We actively promote equality and diversity through the curriculum and by creating an environment in which all are welcome to study and learn.

Policy

Hospitality Distilled fully supports the principles of equal opportunities. We strive to ensure that all Hospitality Distilled candidates are treated fairly and on an equal basis.

Cancellations and Refunds Policy

Booking Confirmation: A booking is confirmed only after full payment is made.

Course Payment: All course fees must be paid in advance, and study materials will be delivered once bookings are closed, a minimum of 7 days before the course starts.

Refund Eligibility: Cancellations made at least 21 days before the course start date are eligible for a refund, minus a \$75.00 administration fee and the cost of study materials. Materials must be returned unopened in the original cardboard for a refund.

School Cancellations: If Hospitality Distilled cancels a course, students will be offered alternative dates or a refund. Transfers are subject to availability.

No-Show Policy: Students who do not attend a booked course within 12 months will forfeit their fees. No refunds or transfers will be offered for no-shows.

Missed Classes: Missed classes will not be rescheduled or compensated, and it is the student's responsibility to prepare for examinations. Hospitality Distilled holds no liability for a student's failure in an exam, though students may opt to retake the exam at their own expense. Exam re-sit fees are as listed below

Level 1	\$150
Level 2	\$200
Level 3 – Unit 1 Theory	\$200
Level 3 – Unit 2 Tasting	\$150

Transfers

No Transfer Policy: Hospitality Distilled does not permit the transfer of bookings or examination dates between courses or applicants. Requests for transfers will only be considered in special circumstances and must be submitted in writing.

Transfer Fees: If a transfer is approved, a \$75.00 administration fee and any additional costs incurred by Hospitality Distilled will apply.

Complaints and Appeals

Commitment to Students: Hospitality Distilled values all students and aims to address complaints swiftly and confidentially. Complaints must be submitted in writing with permission if made on behalf of someone else.

-Resolution Timeframe: Hospitality Distilled will acknowledge complaints within 3 working days and aims to resolve them within 15 working days. Complex cases may take longer, especially if they need to be escalated to the Wine & Spirit Education Trust (WSET).

Complaints Records: All complaints will be documented and retained for 12 months. Students will not face retaliation for filing a complaint.

Zero Tolerance:

Policy Against Aggression: Hospitality Distilled has a zero-tolerance policy for aggressive or threatening behavior toward staff. Any violation will result in disciplinary action, up to and including removal from courses without refund.

Complaints Procedure:

Lodging Complaints: Complaints regarding any aspect of Hospitality Distilled's courses, staff, or facilities should be submitted via email to support@hospitalitydistilled.com.au. Include all contact details, specifics of the complaint, and supporting evidence.

Escalation to WSET: If Hospitality Distilled's resolution is unsatisfactory, students can file a complaint with the WSET Quality Assurance Team at Governance@wsetglobal.com.