

Le Verre Gourmand / WSET APP Policies

Complaints and Appeals

Process

In the instance of a student complaint regarding any element of the WSET courses offered through Le Verre Gourmand, the student must first of all contact Phoebe Roth by email. Her direct email address is phoebe@verregourmand.com or by phone to the Le Verre Gourmand office on [+33 4 50 58 59 81](tel:+33450585981). Complaints will be completely confidential between Le Verre Gourmand and the student unless the need for escalation to WSET occurs.

Content

In the email to Le Verre Gourmand, the student will need to provide details of their complaint, including:

- Name, address, email, and phone number.
- Full details of the complaint along with necessary documents or evidence to support the complaint.
- Details of any previous attempts made to resolve the problem.

Timeline

Le Verre Gourmand will promptly acknowledge receipt of the complaint upon receiving the email within 2 working days. The complaint will be assessed thoroughly and within 10 working days Le Verre Gourmand will issue a response to the complainant.

Appeals to WSET

If the complainant has reason to believe that their complaint has not been properly or fairly handled, they have the right to appeal. Appeals should be submitted to WSET's Quality Assurance Team at qa@wsetglobal.com. An appeal should include:

- The grounds for appeal i.e. the reason you believe that the complaint has not been fairly or properly handled. WSET will not be able revisit a concluded complaint unless this information is provided
- Any additional supporting information that was not included with the original complaint
- What outcome you hope to achieve

The WSET QA Team will acknowledge the appeal in writing within **3 working days**.

Conflict of Interest Policy

Le Verre Gourmand is dedicated to protecting its staff and candidates from malpractice and maladministration. These policies are in place to prevent potential leaks of private information, where a WSET student may gain access to sensitive WSET materials, such as sealed examinations, wine samples for examinations, etc. This is essential to protect the integrity of Le Verre Gourmand and WSET.

Example of Conflict of Interests:

- 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 a WSET qualification by any individual employed by WSET
- The tutoring of candidates by an individual involved in the assessment process;

Le Verre Gourmand staff candidates

Some Conflicts of Interests can be managed and are acceptable. If any Le Verre Gourmand staff member undertakes a WSET qualification, measures will be put in place to maintain the integrity of the assessment and WSET will be notified in advance. All communication to WSET identifying staff candidates will be completed by Le Verre Gourmand upon their registration for a particular course. Great care will be taken to ensure that Malpractice or Maladministration does not occur in those situations. The Examinations Officer will not be allowed to tutor, teach, or disclose questions regarding exam content with WSET candidates. This is an example of an unacceptable conflict of interest. All individuals who identify a Conflict of Interest at Le Verre Gourmand should inform Le Verre Gourmand (phoebe@verregourmand.com) directly, who will inform the WSET head of Quality Assurance.

Privacy and Data Protection Policy

The website domain, lvfrance.com, is owned by and is the responsibility of Le Verre Gourmand.

Data Collection

For WSET applicants, all personal data is collected online through the Le Verre Gourmand portal at lvfranc.com or via email application. Personal data, (including name, date of birth, gender, billing information, and addresses) is stored securely on

password-protected computers accessed only by Le Verre Gourmand staff. WSET course educators and WSET Global staff will be given applicant information as needed for student registrations, personal identification for administering examinations, and any additional special considerations and/or reasonable adjustments requests.

Privacy

Le Verre Gourmand collects and stores personal information that is voluntarily provided to us through the website, emails, and phone calls. This information may already be stored if the student is a customer of Le Verre Gourmand. Le Verre Gourmand understands and respects the importance of maintaining the privacy and security of your personal information. If you supply us with your address, telephone numbers, or email address, you may receive telephone calls or emails from us about the WSET course, or calls related to our products, special offers, services, or upcoming events. You can opt out of these at any time. Le Verre Gourmand will not sell your personal information to any third party.

Diversity and Equality

Le Verre Gourmand upholds the principles of diversity and equality, ensuring that all students are treated fairly and equally at all times, promoting an inclusive environment for WSET candidates. We welcome applicants who bring a diversity of identity, culture, experience and perspective. All WSET courses offered, including materials offered and examinations, will not discriminate unlawfully against anyone on the grounds of disability, age, marriage, civil partnership, gender re-assignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Candidates with special educational needs, disabilities, or temporary injuries are welcome and accommodated under our Reasonable Adjustment and Special Consideration policies. If you have any queries please contact phoebe@verregourmand.com.

Reasonable Adjustments Policy

Le Verre Gourmand, on behalf of WSET, will assess all WSET candidates in a way that puts them at no disadvantage, or advantage, over other candidates. 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 are approved by WSET 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.

If you are a student with a disability, and feel you may require academic accommodations in the WSET classroom please notify Le Verre Gourmand at least five weeks in advance of the examination date providing supporting evidence in your email, to phoebe@verregourmand.com. Le Verre Gourmand is committed to ensuring that all candidates requesting Reasonable adjustments are treated with respect in a timely and effective manner.

Reasonable adjustments may involve:

- Changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity
- Adapting the course and 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.

Applying for a reasonable adjustment

WSET candidates who have identified their special needs requiring a reasonable adjustment must submit a Reasonable Adjustment Application Form to Le Verre Gourmand at least five weeks before the examination date in the case of all WSET qualifications. Please note that Le Verre Gourmand may not offer reasonable adjustments to any candidate until this has been agreed with WSET.

Special Consideration Policy

Le Verre Gourmand understands that life circumstances can arise without notice, and the staff is committed to ensuring that WSET candidates receive respect and dignity in unforeseen situations. Special consideration is an action taken after an assessment to allow for candidates who have been disadvantaged by temporary illness, injury or adverse circumstances at the time of the assessment.

Special consideration will not give unfair advantage over candidates for whom special consideration is not being applied, or alter the assessment demands of the qualification as detailed in the applicable Specification.

A candidate may be eligible for special consideration if:

- Performance in an assessment 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 user of the certificate as to the candidate's attainment.

Please note that WSET does not offer aegrotat awards and that all assessment requirements of WSET qualifications must be met.

Applying for special consideration

If you are seeking a request for Special Consideration, you must submit a Special Consideration Application Form to Le Verre Gourmand (phoebe@verregourmand.com) within five working days of the assessment date for which special consideration is being sought. Supporting independent documentation may be required where appropriate.

Malpractice and Maladministration Policy

Le Verre Gourmand is committed to adhering to the highest WSET standards in the running of all WSET courses and assessments, and will not tolerate any maladministration or malpractice by staff members. This is to protect the integrity of WSET students and candidates, as well as educators and staff who have aligned with the highly-regarded educational and academic framework that WSET Global provides. 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. The boundaries between maladministration and malpractice are not clear-cut. Some incidents may fall into either category depending on the wider context. Some maladministration incidents may become malpractice e.g. through failure to implement corrective measures, repetition of the incident, or subsequent attempt at non-disclosure or misrepresentation. A malpractice incident may be deemed to be maladministration if there are extenuating circumstances. Whether a situation is maladministration or malpractice will be determined by WSET following an investigation.

Malpractice or maladministration may include:

- Inappropriately administering examinations
- Withholding information and failure to submit Reasonable Adjustments and/or Special Accommodation required forms in a timely manner
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorised devices or materials;
- Discussing exam details (including wine samples) with other award candidates in an examination;
- Disruptive behaviour in an examination;
- Plagiarism of any nature;

- Impersonation (including forgery of signatures);
- Any action likely to lead to an adverse effect;
- Uploading or posting copyrighted course material to social media platforms;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to respond to Le Verre Gourmand staff in a timely manner;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity;
- Failure to attend an examination;
- Falsely advertising or misrepresenting Le Verre Gourmand on social media platforms;

Le Verre Gourmand Malpractice or Maladministration Procedures

If a WSET Candidate suspects any Malpractice or Maladministration occurring at Le Verre Gourmand, they are required to contact Le Verre Gourmand (phoebe@verregourmand.com) directly and as soon as possible. All maladministration reports will be recorded and reported to WSET directly and further action will be taken if and when necessary.

Course Fees and Re-sits

The student is responsible for the cost of all course fees. The course fee covers all materials required for the course days (including postage to the student's home address ahead of the course) and the examination fee.

Re-sit examinations are not included in the cost and must be paid in full by the student should they wish to re-take any examinations. All re-sit examinations will have to be taken online at your own convenience (if desired).

Level 1 re-sit cost: € 85* (online only)

Level 2 re-sit cost: € 120* (online only)

**price subject to change based on current exchange rates*

Cancellations and Refunds Policy

Students will receive a full refund when a WSET course is canceled by Le Verre Gourmand due to insufficient enrolment or other unforeseen circumstances requiring the course to be canceled. A full refund is possible up until four weeks (20 working days) prior to the start date of the course. A 50% refund will be granted up to three weeks (15 working days) prior to the start date. No refunds will be given within three weeks (15 working days) of the start date but the student may be able to postpone their course to a later date, which will be assessed on a case-to-case basis.

Note: If a WSET candidate is absent from an examination, all applicable fees encompassing an examination re-sit including (but not limited to) exam re-ordering, shipping costs, and other penalty fees will be charged to the student. In the case of a re-sit cancellation, the same rules apply (as above) with regards to deadlines for refunds.

[Covid-related Cancellation](#)

Starting 1st January 2023, Covid will cease to be a reason for canceling an exam without fees being applied. However, if the cancellation of a cohort, or individual is due to a government-mandated Covid lockdown then the candidate will not be charged an unused paper fee.

*For **paper exams**, you may cancel without charge up to 3 weeks (15 working days) before the exam and requesting any later than 3 weeks prior is subject to an unused paper fee.*