

SYDNEY WINE ACADEMY

ENROL NOW



Sydney Wine Academy policies for Wine & Spirit Education Trust (WSET) Courses

Studying at TAFENSW – Sydney Wine Academy

Sydney Wine Academy is part of TAFENSW as is governed by the policies and procedures that the organisation sets down. When you enrol in a Sydney Wine Academy course you are automatically enrolled in TAFE NSW. Follow this link www.tafensw.edu.au/about for more information about studying at TAFE NSW.

As an approved provider of Wine & Spirit Education Trust (WSET) courses we are required to provide WSET and its approved third parties with some of your personal information for the purpose of identification and managing your qualifications and results. These may include but not limited to student name, date of birth, gender and contact details.

In certain situations where student contact details and health information relating to reasonable adjustment or special consideration applications will be forwarded to WSET as part of the related WSET Policy.

Information regarding WSET privacy policy can be found here

<https://www.wsetglobal.com/privacy-and-cookie-policy/#dataprivacypolicy>

<https://www.wsetglobal.com/privacy-and-cookie-policy/#websitecookiepolicy>

Complaints

At TAFE NSW, we recognise that complaints made about our services, systems, facilities or service delivery play an important role in improving customer experience.

If you have an issue, we recommend that as soon as the situation arises that you talk to one of our teaching or other staff at your study location or who you already have contact with. Most concerns can be resolved quickly and informally by talking to a staff member who knows your situation.

You can arrange an appropriate time to meet with your teacher by sending them an email requesting a time to meet or phoning your local TAFE NSW administration office and asking for an appointment.

You may bring a friend or relative to support you. If you need an interpreter, we can arrange one, please just ask beforehand.

If you are unable to resolve the issue with staff at the frontline, you can submit a complaint online via the [online complaint form](#). You can also make a complaint to any TAFE NSW employee or ask them to assist you to record your complaint on the online form.

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Complaints to TAFE NSW are managed in accordance with [TAFE NSW's Complaint Management Policy](#).

If you are not satisfied with the response provided by the Sydney Wine Academy, students could submit an appeal to WSET at qa@wsetglobal.com.

WSET will not accept complaints made six months or more after incident unless there are exceptional circumstances.

Reasonable Adjustment

A **reasonable adjustment** is any accommodation or arrangement that helps to reduce the effect of a known disability or difficulty that substantially disadvantages a candidate's assessment. WSET **must** approve and arrange reasonable adjustments **before** the assessment activity takes place. The use of a reasonable adjustment does not impact WSET's marking or result of the candidate's exam.

Further guidance on how students qualify for reasonable adjustments and the arrangements please contact the Sydney Wine Academy sydneywineacademy@tafensw.edu.au.

Applying for reasonable adjustment

Students applying for reasonable adjustment must notify the Sydney Wine Academy at time of enrolment at least **25 working days** with supporting evidence before the exam date for WSET qualifications Levels 1-3 and at least **45 working days** with supporting evidence before the exam date in the case of the WSET Level 4 Diploma.

Sydney Wine Academy will forward your reasonable adjustment request with supporting evidence to the Exams Manager at least **20 working days** for WSET qualifications at Levels 1-3 and at least **40 working days** before the exam date for WSET Level 4 Diploma.

Special Consideration

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 exam.

Further guidance on how students qualify for special consideration and the arrangements please contact the Sydney Wine Academy sydneywineacademy@tafensw.edu.au.

Applying for special consideration

Students applying for special consideration must notify the Sydney Wine Academy within **7 working days** of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation.

Sydney Wine Academy will forward your Special Consideration Application request along with supporting documentation to the Exams Manager within **7 working days** of the assessment date.

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Malpractice and Maladministration Policy

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.

Malpractice or maladministration may include but not limited to:

Sydney Wine Academy

- Failure to adhere to the terms of Centre Agreement or WSET Policies and Procedures
- Failure to comply with the APP Code of Conduct
- Failure to follow WSET requirements for course delivery or exam regulations
- Failure to follow WSET's candidate registration and certification procedures
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates
- Late student registrations
- Withholding critical information from WSET quality assurance

Student

- 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)

For complete list please contact the Sydney Wine Academy.

Sydney Wine Academy will notify WSET of any incidents of Malpractice and Maladministration as set out by their policy.

If a student is not satisfied on the sanctions imposed by WSET, students are able to contact Sydney Wine Academy at sydneywineacademy@tafensw.edu.au and submit an appeal against WSET's decisions. The appeal must be submitted within 7 working days of the cause of dissatisfaction.

This policy was last updated on 1 August 2024.

Information and related policy information taken from WSET APP Handbook 2024/2025.