

# **67 Pall Mall Singapore**

## **Policy documents for WSET qualifications**

**July 2021**

These policies constitute the Terms and Conditions regarding WSET qualifications at 67 Pall Mall Singapore. They are subject to revision without prior notice.

### **Contents**

1. Complaints procedure policy
2. Conflict of interest policy
3. Privacy and data protection policy
4. Diversity and equality policy
5. Reasonable adjustments policy
6. Special consideration policy
7. Malpractice and maladministration policy
8. Cancellations and refund policy

## 1. COMPLAINTS PROCEDURE POLICY

67 Pall Mall Singapore strives to offer the highest standards in wine, including for the provision of WSET qualifications. When we fall short of those standards, we have policies in place to ensure that any complaints can be addressed in a fair and transparent manner. This will help us to ensure Member satisfaction, as well as giving us the opportunity to improve our services and help prevent the recurrence of any mistakes.

Initially, Members may prefer to make an informal complaint by speaking with either the Course Educator, Duty Manager or General Manager of the Club. In this instance, our objective would be to resolve the matter quickly and satisfactorily as possible for all parties.

However, Members may also lodge a formal complaint by following the procedure detailed below.

We also encourage all Members to read the WSET qualifications Terms & Conditions, which every Member must agree to as a condition of taking any WSET courses with us.

### PROCESS

- Members should direct their complaint to Richard Hemming, Global Head of Content (richard@67pallmall.com), or Kori Millar, General Manager (kori@67pallmall.com)
- Complaints must be submitted by email only
- All complaints will be treated in strict confidentiality, and will not affect the complainant's prospects for WSET qualification
- Complaints may be submitted anonymously, although this may limit the scope of the response

### CONTENT

- The complainant should provide:
  - Their name, address and contact information
  - The date and time of the WSET qualification course about which they have a complaint
  - Full written details of the complaint, naming the parties involved
  - Details of any previous attempts to resolve the problem

### PEOPLE & TIMELINES

- Receipt of the complaint will be acknowledged within five working days
- Richard Hemming or Kori Millar will oversee the complaint procedure
- A response will be given within 20 working days from the acknowledgement

### APPEALS

- If the complainant is unsatisfied by the response, they may request further review, both in writing and/or via a meeting. The appeal process will be handled by the General Manager of 67 Pall Mall Singapore Ltd or the COO of the 67 Pall Mall Group
- The appeals process will take up to 30 working days

### REFERRAL TO WSET

- If the complainant remains unsatisfied after the appeal, they may wish to file a complaint with WSET about the APP

- Complainants can email the WSET Quality Assurance team via [qa@wsetglobal.com](mailto:qa@wsetglobal.com) to register their complaint
- This step should only be taken after the above complaints procedure has been correctly followed
- The WSET will respond with details of how the complaint referral will proceed.

## **2. CONFLICT OF INTEREST POLICY**

A conflict of interest occurs when individual factors may influence the impartiality of an educator or assessor – or other representative of 67 Pall Mall Singapore – involved in the provision of WSET qualifications.

For example, any employees of 67 Pall Mall Singapore that are taking WSET courses internally pose a potential conflict of interest with any staff Members delivering that course. Another potential conflict of interest could be a Lifetime Member of the Club asking for preferential treatment in the education or examination of WSET qualifications.

Where conflicts of interest are self-evident and/or unavoidable, they can be assessed and managed by clearing them with the WSET in advance.

Any other perceived conflicts of interest should be immediately reported to the course educator, Duty Manager or General Manager.

### **3. PRIVACY AND DATA PROTECTION POLICY**

WSET qualifications are provided to staff and Members of 67 Pall Mall Singapore only. As an employee or Member, we already hold your personal data in accordance with the privacy policy of the Club, which can be viewed at [67pallmall.com/privacy-policy](https://67pallmall.com/privacy-policy)

Any enquiries regarding our privacy and data protection policy can be directed to the General Manager of the Club.

The WSET requires us to provide a limited amount of personal information (for example name, email address and date of birth) for all candidates taking WSET qualifications with us, for the purpose of identification and management of your qualification and results. All data shared with WSET is processed according to the WSET's own Data Protection Policy.

#### **4. DIVERSITY AND EQUALITY POLICY**

67 Pall Mall Singapore upholds the principles of diversity and equality in all areas. All Members taking WSET courses with us will be treated fairly and equally at all times.

WSET qualifications are available to all Members regardless of marital status, disability, pregnancy, religion, sexual orientation, age or any other potential discriminatory factor.

This is consistent with the Club's existing Membership policy, which is periodically reviewed, and will comply with the relevant government legislation in Singapore.

Questions about diversity and equality can be directed to the General Manager of the Club.

## **5. REASONABLE ADJUSTMENTS POLICY**

Anyone taking WSET qualifications with 67 Pall Mall Singapore should have no disadvantage or advantage over other candidates.

Reasonable adjustments can be applied where a Member may be unfairly disadvantaged due to circumstances such as a disability. Any such adjustments will be approved and put in place in advance. The facilitation of any adjustment will not prejudice the assessment of that Member's WSET studies and examinations.

Common examples of reasonable adjustments include:

- Allowing extra time to complete an examination
- Adapting assessment materials to improve accessibility

Requests for reasonable adjustments should be made at the point of application for a WSET course, using the relevant section on the application form. All reasonable adjustments must be approved by the WSET. Reasonable adjustments must be registered with the Club at least six weeks before the examination date.

Data about reasonable adjustments will be handled in accordance with our Data Protection Policy.

## **6. SPECIAL CONSIDERATION POLICY**

Special considerations apply if a Member's progress in the WSET is disadvantaged by certain unforeseen circumstances. Application for special considerations may only take place after an assessment has been completed. Special considerations may include:

- Compromised ability in an examination due to illness, accident or bereavement
- Adverse conditions in the exam room that were outside the candidate's control

Applications for special considerations must be submitted no more than four days after the assessment date. Special considerations should be submitted by email. The course tutor or exam invigilator will be able to provide the appropriate contact.

Data about special considerations will be handled in accordance with our Data Protection Policy.



## **7. MALPRACTICE AND MALADMINISTRATION POLICY**

Malpractice and maladministration can be defined as follows:

- Maladministration concerns non-compliant practice that is accidental, not intentional
- Malpractice concerns non-compliant practice that is intentional or results from negligence

Incidents may be defined as either maladministration, malpractice or occasionally both. It may be committed by the Club as a provider of WSET qualifications, or by the Members attending WSET sessions or examinations.

Malpractice and maladministration by Members could include:

- Cheating or plagiarism
- Disruptive behaviour
- Fraudulent use of personal identification or certificates
- Non-compliance with the Club's policies

Malpractice and maladministration by the Club could include:

- Using unqualified educators or assessors
- Non-disclosure of conflicts of interest
- Misleading advertising
- Failure of returning examination results in a timely manner

Members taking WSET courses and examinations with the Club that are found to have undertaken any actions that qualify as malpractice and maladministration will be subject to sanctions. These sanctions include, but are not limited to:

- written warnings
- disqualification of WSET certification
- loss of Membership

The Club will also comply with the malpractice and maladministration policy enforced by the WSET, and is subject to the sanctions they might impose.

If any maladministration or malpractice is suspected, Members should refer to the complaints and appeals policy for how to report this.

## **8. CANCELLATIONS AND REFUNDS POLICY**

Once a booking is confirmed, refunds are not possible. However, the place may be transferred to another Member or onto a subsequent WSET course at the Club, at the same level. The Club reserves the right to apply an administration fee of at least \$50 in such cases.

Members that are absent from sessions or examinations without advance notice have no guarantee of retaking that session or examination – however, the Club will endeavour to arrange this where possible.

The Club reserves the right to postpone or cancel a course due to insufficient enrolment, educator un-availability, forces of nature, accidents or emergencies.