The following Policies have been adopted by Texas Tech University specifically in its role as an Approved Programme Provider (APP) of WSET® qualifications.

Table of Contents

COMPLAINTS AND APPEALS 2
CONFLICT OF INTEREST POLICY 3
PRIVACY AND DATA PROTECTION 4
DIVERSITY AND EQUALITY 6
REASONABLE ADJUSTMENTS 6
SPECIAL CONSIDERATIONS 7
MALPRACTICE AND MALADMINISTRATION 8
CANCELLATIONS AND REFUNDS 10

COMPLAINTS AND APPEALS

Each student seeking WSET® qualifications 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.

Students who want to make a complaint about WSET® standards of services provided by Texas Tech University must address their concern directly to Texas Tech University. WSET® will only receive and review student complaints once Texas Tech University's full complaints and appeals procedure has been exhausted and if the complainant remains dissatisfied with the outcome.

Who can make a complaint?
Anyone who has been adversely affected by or has witnessed the cause of dissatisfaction, may make a complaint. Third parties (anyone acting on behalf of the affected person) submitting a complaint may only do so with written permission to represent the complainant and their interests.

When to make a complaint?
You must make your complaint no later than 3 months after the cause for complaint has occurred, but we encourage you to raise your concerns as soon as possible because delays make it more difficult to investigate effectively.

Procedure
1. Your complaint should be submitted in writing by email to texaswine@ttu.edu or mailed to Texas Wine Marketing Research Institute @ Texas Tech University, 1301 Akron Ave, Lubbock, TX 79409-1240

2. Please provide the following details:
- Name and contact information (address, email address, telephone number)
- Details of the complaint i.e., what is the cause for dissatisfaction;
- All supporting information i.e., relevant documentation, dates, locations, any witnesses;
- Details of any previous attempts to resolve the concern;
- What outcome you hope to achieve

3. We will acknowledge your complaint within 3 working days and endeavor to send a final response to you within 20 working days of the date you raised it with us. If we are unable to provide you with a final response within this time frame, we will send you an update explaining why and advice when you can expect a final response.

4. In most cases, we should be able to resolve your concerns quickly and easily by providing a solution, explanation, or another acceptable outcome. If you have reasons to believe that your complaint has not been properly or fairly handled, you can submit an appeal within 10 working days of receiving the complaint outcome. Appeals should be submitted in writing

by email to texaswine@ttu.edu, or mailed to Texas Wine Marketing Research Institute @ Texas Tech University, 1301 Akron Ave, Lubbock, TX 79409-1240

An appeal must include:

- The grounds for appeal i.e., the reason you believe that the complaint has not been fairly or properly handled. We will not revisit a concluded complaint without this information;
- Any additional supporting information that you did not include with the original complaint;
- What outcome you hope to achieve.

We will acknowledge the receipt of your appeal in writing within 3 working days. The management team will review your appeal and may contact any of the parties involved for further information. We will communicate the outcome of the appeal to you within 30 working days of the initial acknowledgement.

5. If you have exhausted the complaints and appeals process but have reasons to believe that we have not properly or fairly handled your complaint and appeal, you have the right to raise the complaint with WSET® at QA@wsetglobal.com

CONFLICT OF INTEREST POLICY

Protecting the integrity of WSET® qualifications is absolutely vital to the successful work of Texas Tech University as an Approved Programme Provider (APP). It is therefore important that those involved in conducting activities associated with WSET® qualifications avoid certain activities that could provide the opportunity for an actual conflict of interest or appearance thereof.

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET® or Texas Tech University 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 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 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 course educators or APP staff takes a qualification and exam

through Texas Tech University, we will 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.

The Main APP Contact 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 Texas Tech University determine the conflict is not manageable, the Main APP Contact will inform any impacted APP staff or students.

Any staff member or student who becomes aware of a Conflict of Interest must submit a complaint in writing by email to texaswine@ttu.edu or mailed to Texas Wine Marketing Research Institute @ Texas Tech University, 1301 Akron Ave | Lubbock, TX 79409-1240. Please refer to COMPLAINTS AND APPEALS policy for further details.

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

PRIVACY AND DATA PROTECTION

Texas Tech University is committed to protecting your privacy and follows the Operating Policy and Procedure OP 70.40: Information Privacy and Confidentiality Statements. We aim to respect all personal information you share with us, or that we receive from others, and keep it safe.

What personal information we collect

The type of information we collect depends upon your engagement with us. We may collect the following information about you:

- Your name, date of birth, gender and contact details (this could include your postal address, telephone numbers and email address);
- Social media information that you provide to us on our social media pages
- Your order details: information that you provide in relation to an order or a product/ services you have purchased from us. Your payment details will be encrypted.
- Your login credentials when you set up any account with us
- 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 exams for WSET® qualifications;
- Your ethnicity and/or racial origin and such other information as may be required by our regulator in connection with the delivery of WSET® qualifications.

Why we collect your personal information
We use your personal information for a number of different reasons:

- To register you as a candidate with WSET® and enable you to sit exams for WSET® qualifications.
- To administer and conduct your exam, including making arrangements for reasonable adjustments and/or special considerations.
- To issue your exam results and qualification certificate as appropriate.
- To provide you with post-results services such as enquiries against results and appeals and solicit feedback from you on WSET® qualifications.
- To process your registration for any courses or events so that we can deliver these services to you.
- To send you information regarding the course or event for which you are registered (or which you have registered interest in).
- To process sales of products or services you have purchased from us.
- To verify your identity.
- To carry out research to better understand your requirements on the relevant products and services.
- To personalise, report on and improve the services and products we provide to you, and to provide you with a best-in-class customer service experience.
- To send you marketing communications including information about WSET® qualifications and upcoming events.
- To investigate any potential maladministration, malpractice, or other non-compliance in connection with the delivery of WSET® qualifications.

International Data Transfers
As WSET® is based in the UK, personal information we collect from you could be transferred to and stored in the UK. The data passed to WSET® will be handled in accordance WSET® Privacy Policy.

Data retention – how long do we hold your personal information
We will not hold your personal information for longer than is necessary for the purposes described in this policy. If, however, you have completed one of our qualifications, we will retain your information for a longer period, in order to comply with WSET® regulatory obligations.

Withdrawal of consent, erasure, and information access
Please email us at texaswine@ttu.edu to request either of the following:

- withdrawal of your consent for activities for which you have previously consented;
- the deletion of information that Texas Tech University holds on you.

Policy Updates
We may update this policy periodically to take account of any new business activity or to reflect any changes in law or best practice in relation to data protection. We will seek to make you aware of any significant changes to this policy by placing an update notice on our website.

DIVERSITY AND EQUALITY

Texas Tech University is committed to taking actions that create a learning environment where all feel valued, respected, supported, and empowered. We strive to ensure that all candidates for WSET® qualifications are treated fairly and on an equal basis.

Texas Tech University follows the state's regulations and policies according to the Division of Diversity, Equity and Inclusion, and WSET® Diversity, Equity and Inclusion Policy. We assure equality of opportunity for candidates by:

- Promoting open access to WSET® qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
- Allowing candidates with special educational needs, disabilities, or temporary injuries to access WSET® exams without changing the demands of the assessment in line with WSET®'s Reasonable Adjustment and Special Consideration policies;
- Working with relevant organisations as appropriate to develop measures to identify and prevent inequality of opportunity; and
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and goals.

For any questions regarding the Diversity and Equality policy, please contact the APP:

Texas Wine Marketing Research Institute
Texas Tech University
1301 Akron Ave
Lubbock, TX 79409-1240
+1 806 834-3589
texaswine@ttu.edu

REASONABLE ADJUSTMENTS

We 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 allow us to work with you 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;
- Reorganising the assessment room, such as removal of visual stimuli for an autistic candidate.

We will gather the necessary information from you to submit a Reasonable Adjustment Application form to WSET®. Before completing enrolment, we will give all students access to this policy and the chance to identify any special needs that could require a reasonable adjustment. WSET® must approve reasonable adjustments before the assessment activity takes place.

For any student seeking a reasonable adjustment, please submit your request in writing by email to texaswine@ttu.edu, or mailed to Texas Wine Marketing Research Institute @ Texas Tech University, 1301 Akron Ave, Lubbock, TX 79409-1240.

Please provide the following information:

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

You must submit this information at least **five weeks** prior to the planned exam date. The information you submit will be shared with WSET® and will be handled under WSET® Privacy and Data Protection Policy.

SPECIAL CONSIDERATIONS

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 immediately notify us in writing by email to texaswine@ttu.edu. We will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation **within five working days** after the effected exam. The information you submit will be shared with WSET® and will be handled under WSET® Privacy and Data Protection Policy.

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

MALPRACTICE AND MALADMINISTRATION

We treat all cases of suspected malpractice and/or maladministration very seriously and will investigate all suspected and reported incidents to protect and safeguard the integrity of WSET® qualifications. This Malpractice and Maladministration Policy gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.

Non-compliance with 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.

Both the Approved Programme Provider (APP) 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:

For APP:

- Failure to adhere to WSET® Policies and Procedures;
- Failure to follow WSET® requirements for course delivery or exam regulations;
- Failure to follow WSET®'s candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding critical information from WSET® quality assurance;

- Insecure storage of exam materials;
- 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;
- Failure to disclose a Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Failure to timely respond to WSET®;
- Unathorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in APP personnel/location/facilities;
- Denying WSET® access to information, documentation, workforce, facilities;
- Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringements of WSET® copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Breach of confidentiality;
- Misleading advertising/publicity;
- Any action likely to lead to an adverse effect.

For students:

- 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;
- Any action likely to lead to an adverse effect;
- Breach of confidentiality.

Reporting and Investigation of Malpractice or Maladministration

Any case of suspected malpractice and/or maladministration should be reported as soon as possible in writing by email to texaswine@ttu.edu following the process outlined in COMPLAINTS AND APPEALS policy.

A written report should clearly identify the factual information, including statements from other individuals involved and / or affected, any evidence obtained, and the actions that have been taken in relation to the incident. Suspected malpractice should be reported **within 3 days of its occurrence**. Anyone wishing to remain anonymous may mail their written statement to Texas Wine Marketing Research Institute @ Texas Tech University, 1301 Akron Ave, Lubbock, TX 79409-1240

Managing Non-Compliance

As an APP, 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.

During WSET®'s investigation, they may reach out to us 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.

CANCELLATIONS AND REFUNDS

All WSET® qualifications courses are subject to minimum attendance requirements. Classes may be cancelled due to insufficient interest. Email reminder or cancellation notices can be sent to the email address that you provided to us on the night before class. In order to ensure you receive our emails, please check your spam [junk] email folders or adjust your spam [junk] settings to allow emails from texaswine@ttu.edu

Cancellations initiated by Texas Tech University will be refunded. The cost of any books and not returned in new condition or wine delivered to the student may be deducted from the refund.

Student-initiated cancellations made at least 48 hours in advance of the first day of class are eligible for a refund or class credit, subject to a deduction for materials not returned in new condition or wine delivered to the student. Any cancellations made 12-48 hours before class are eligible only for future class credit. Cancellations made less than 12 hours in advance are not eligible for refunds or class credit.

Examination Cancellations or Rescheduling

Prior to Exam Date:
Examinations may be cancelled or rescheduled with written notification submitted by email to texaswine@ttu.edu no later than **ten (10) working days** prior to the scheduled date for in-person exams, and no later than **seven (7) working days** for Remote Invigilation (RI) exams.

Requests to reschedule an examination after these deadlines will incur **a $100 re-sit fee** and an additional **$35 technology fee** (applicable to RI exams only).

Please note that Special Considerations, as defined in this policy, only cover events that happen immediately before or during an exam and have a substantial impact on the student's ability to take the exam, or their performance on the exam. Last-minute exam cancellations are rarely covered by Special Considerations.

After Exam Delivery:

Once the RI examination has been delivered to the student's designated email address (as provided during registration), **no cancellation or rescheduling request will be accepted without incurring fees**, including those arising from technical difficulties on the student's part. Subsequent rescheduling will require the payment of **a $100 re-sit fee** and **a $35 technology fee**.