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## Wine & Co WSET Level 3 Award in Wines (Intensive Program) Registration Form

Please write names in **BLOCK LETTERS** and note that names will be printed on certificate for successful candidates in "first name" "last name" order.

First name (Given name):

Mr/Mrs/Ms/Dr

Last name (Surname):

Candidate No. (if any):

Address:

Date of Birth:

Mobile no.:

Email:

Start date of course applying for:

Mode of payment (delete where appropriate)  
Cash/Cheque/Bank Transfer

**Course Fee** : \$1,980.00 nett (Fee includes course materials, one-time exam fees & tasting wines)

For further information, please visit <http://www.wsetglobal.com/qualifications/default.asp>

### **TERMS & CONDITIONS**

- 1) The personal information collected on this form is for the use of course registration.
- 2) Wine & Co Consultancy Pte Ltd is committed on maintaining the confidentiality of the personal information and undertakes not to reveal applicant's information to any 3<sup>rd</sup> parties without prior consent of the applicant.
- 3) All registration would require a non-refundable deposit of \$300 as a seat reservation of the above course.
- 4) The full payment would be the course fees subtract the deposit placed earlier during registration and will be due 7 days prior to the start of the course.
- 5) The deposit will be forfeited if there is no show during the duration of the course, and without any early written notice from the participant.
- 6) All prices for the course are NETT.
- 7) You are required to attend all 4 classes in order to be eligible for examination.
- 8) There will be no refund once the class starts.

**Wine & Co Consultancy Pte Ltd**

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- 9) Examination and Assessment:
- Candidates are advised to be punctual on the day of examination. Late participants may be barred from taking the examination.
  - If candidate is found cheating, he/she will be barred from the examination.
  - If candidate fails the exam and wish to appeal, he/she is to submit appeal form, with a fee of \$50, within 10 working days following notification of the enquiry decision. Any appeal received outside of this time frame will not be reviewed.
- 10) Request for Deferment / Replacement / Withdrawal of Courses:
- For deferment/withdrawal of courses, a written notice must be submitted and received by Wine & Co Consultancy Pte Ltd **2 weeks** before course commencement.
  - For replacement of courses, a written notice, together with the full particulars of the new participant, must be submitted and received by Wine & Co Consultancy Pte Ltd **2 weeks** before the course commence.
  - All requests will be subjected to approval. An administrative charge of \$10 will be imposed for all approved refunds / withdrawals.
  - For withdrawal of courses in progress, there will be no refund, including unattended classes and examination.
  - For deferment, it will be subjected to a maximum of 3 tries, after which the case is considered close and all course fee paid will be forfeited and no refund will be made. No deferment is allowed while course is in progress.
- 11) All payments shall be made to:
- Account Name: Wine & Co Consultancy Pte Ltd**  
**Name of Bank: DBS**  
**Account Type: Current**  
**Account No: 104-900149-0**  
**Swift Code: DBSSSGSG**

### DECLARATION

I affirm that all the information given in this registration form is true and accurate, and I have no deliberately omitted any relevant fact. I understand any false or misleading declaration shall make me liable for disqualification, or if already admitted, for expulsion from the course without any refund of fees paid. I have read and affirmed the Terms & Conditions (Refer to overleaf). I understand that all Wine & Co courses are subject to minimum numbers and reserves the right to change tutors, reschedule or combine courses if necessary.

I agree to comply and abide by the decision of Wine & Co Consultancy Pte Ltd concerning this application.

\* Do you require any special consideration? (ie. Hearing aid, special seating arrangement, etc)

No  Yes, please specify: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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### **Policy for Complaints Procedure**

We note that all complaints against any action or practice which threatens the integrity of courses provided by Wine & Co. will be investigated in a thorough and professional manner. This includes, but is not limited to:

- Notifying the complainant that their complaint will be investigated by a named individual within a given timescale.
- Informing the complainant of the outcome of the investigation in writing.
- Informing the complainant of the appropriate escalation of the complaint if the initial outcome is still unsatisfactory.

An outline of the problem and the main points should be documented and dated. If the problem is not resolved at this stage we will inform the complainant that they should contact a higher authority in Wine & Co. Examples of complaints would be:

- Dis-satisfaction with teaching, facilities or administration of any of the courses.
- Allegations of discrimination or unfair teaching.
- Falsifying results, assisting candidates with answers.
- Allowing unauthorised material into the exam room, e.g. phones, notes etc.
- Allowing candidates to copy from each other.
- Disruptive behaviours e.g. talking during the exam.

Complaints against the awarding bodies.

- We note that complaints against the awarding bodies should, in the first instance, be discussed with Wine & Co. and documented evidence should then be forwarded to the awarding bodies who have their own complaints policy.
- We note that candidates who are unhappy with their exam results can appeal via Wine & Co. and the respective awarding body will investigate.

### **Policy for Candidates requiring Reasonable Adjustments**

We seek to conduct the assessment of all 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 must not affect the integrity of what needs to be assessed, but may involve:

- Changing standard examination arrangements, for example allowing candidates extra time to complete the examination.
- Adapting assessment materials, such as providing materials in Braille.
- Providing access facilitators during the examination, such as a sign language interpreter or reader
- Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Reasonable adjustments are approved or set in place before the examination takes place; they constitute an arrangement to give the candidate access to the qualification. The use of reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.

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We will ascertain at the time of candidate registration any special assessment needs which require reasonable adjustments to be made for assessment purposes.

We will inform respective awarding body at the earliest opportunity using the Request for Reasonable Adjustments Application Form so that appropriate arrangements can be made. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between us and the Examinations Administrator at respective awarding body, and will vary according to individual circumstances. We agree that respective awarding bodies reserve the right to seek the advice of Wine & Co. as appropriate in coming to a decision on specific arrangements.

Due notice is required from us in order for appropriate arrangements to be agreed by respective award bodies and put into place. The period of notice required is at least four weeks prior to the examination date for any of the courses that Wine & Co. provides.

We are aware that it is not appropriate to make requests for special arrangements where the candidate's particular difficulty directly affects performance in the actual attributes that are the focus of the examination.

It is noted that reasonable adjustments will not give unfair advantage compared to candidates for whom reasonable adjustments are not being made, or alter the assessment demands of the qualification as detailed in the qualification specification.

We note that the results will be issued according to respective awarding body's normal published time scales.

### **Policy for Candidates requiring Special Consideration**

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

A candidate may be eligible for special considerations if:

- performance for an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident or bereavement.
- alternative assessment arrangements which were agreed in advance of the examination proved inappropriate or inadequate
- the application of special consideration would not mislead the end-user of the certificate

We will notify the respective awarding body in writing within seven days of the examination date where special consideration is being requested using the Request for Special Consideration Form. Eligibility will only be considered if accompanied by supporting medical documentation.

When a candidate is unable to attend an examination due to recent personal illness, accident or bereavement, the respective awarding body will endeavor to transfer the candidate to an alternative examination date at no extra cost.

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In cases of serious disruption during the assessment, the Examinations Officer will submit a detailed report of the circumstances and candidates affected to the Examinations Administrator at the respective awarding body. We note that this must be returned with the completed examination papers.

We note that special considerations will not give unfair advantage compared to candidates for whom special considerations are not being applied, or alter the assessment demands of the qualification as detailed in the qualification specification.

**SIGNED:**

**DATED:**



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