



Overview of Policies

This website is operated by Slate Wine Academy, LLC (“Slate Wine & Spirits Academy” – throughout the site, the terms “we”, “us” and “our” refer to Slate Wine Academy LLC). Slate Wine & Spirits Academy offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/or purchasing something from us, you engage in our “Service” and agree to be bound by the following policies. These Policies apply to all students, candidates, instructors, and employees of Slate Wine & Spirits Academy.

Please read these policies carefully before registering or using our website. By registering through this site, you agree to be bound by these policies. If you do not agree to all the policies of this agreement, then you may not register through this website or use any of its services.

Any new features or tools that are added to the current site shall also be subject to these policies. You can review the most current version of the policies at any time on this page. We reserve the right to update, change or replace any part of these policies by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Our website is hosted on GoDaddy. We do not use an online e-commerce platform therefore, we use PayPal in order to sell our Service to you.

Complaints & Appeals

If a candidate or student feels that they have been subject to a situation or action that is unsatisfactory or unacceptable, that individual should file a complaint. Complaints must follow a two stage process, both of which require an official email to commence.

In stage one, complainants should begin with their Course Educator, the individual responsible for providing and overseeing the course delivery of the complainant’s relevant qualification. Complainants may verbally make the Course Educator aware of the situation but in order to file an official complaint, complainants must email the Course Educator in order to create a record of the complaint. Complaints at this level might include issues with course delivery, issues related to interactions with other candidates, or issues regarding the classroom space as a whole. Course Educators are trained to deal with and resolve complaints at this level but if the Course Educator’s solution is not found to be satisfactory to the complainant, they may proceed to stage two.

In stage two, complaints are made to the Director of Education and may include complaints that were not resolved in stage one. However, official complaints regarding maladministration, malpractice, acts of discrimination, and conflict of interest (please refer to the following sections for more details regarding these issues) should begin at stage two and brought immediately to the Director of Education. Additionally, complaints or appeals about an exam result must be made

within 10 business days of the student receiving their exam result. Complaints at this stage must be made in writing via email or traditional post to:

Lee Pancake, Director of Education
lee@slatewineacademy.com
1221 North Orange Avenue
Orlando, FL 32804

All complaints and appeals will be handled with a guarantee of confidentiality. Please refer to our Data Protection policies for more details.

When submitting a complaint in stage two, the complainant must provide full details of the complaint, what they have done, if anything, to resolve it to date, and their full name, email, and phone contact information.

Lee Pancake, Director of Education of Slate Wine & Spirits Academy, will handle the complaint and get back to the complainant within 5 business days of receiving the written documentation. If the complaint is about a WSET exam grade, Slate Wine & Spirits Academy will follow WSET complaints and appeals processes and manage the initial communication with WSET.

If the complainant is still not satisfied with a response, they may wish to file a formal complaint with WSET directly by emailing qa@wsetglobal.com.

Conflict of Interest

As an Approved Program Provider (APP) of WSET qualifications, Slate Wine & Spirits Academy is required to identify, monitor and manage actual, potential and perceived conflicts of interest. This is essential to safeguard the integrity of WSET qualifications and promote confidence in WSET & Slate Wine & Spirits Academy processes. This policy applies to all Slate Wine & Spirits Academy instructors, any individuals acting on behalf of Slate Wine & Spirits Academy, and to all students registered for courses with Slate Wine & Spirits Academy.

A conflict of interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to Slate Wine & Spirits Academy when conducting activities associated with WSET qualifications. Examples of Conflicts of Interest in the context of an Approved Program Provider (APP) would include:

- 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 any 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 tutoring of candidates by an individual involved in the assessment process.
- The undertaking of a WSET qualification by any individual employed by an APP.
- The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment.
- The employment by an APP of individuals engaged in the delivery of taught programs or in the role of Internal Assessor in another APP.
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Management of Conflicts of Interest

Some of these Conflicts of Interest can be managed and are therefore acceptable. For example, the marking of WSET Level 3 tasting assessments by Internal Assessors is verified by WSET to mitigate the risk of a Conflict of Interest. Similarly, where an employee of an APP undertakes a WSET qualification, measures can be put in place to maintain the integrity of the assessment, provided this has been notified to WSET in advance.

However, some Conflicts of Interest cannot be managed and are not acceptable. For example, it would be inappropriate

for an individual involved in the authoring of exam questions or the compilation of exam papers to teach or coach students.

WSET has procedures in place to manage specific Conflicts of Interest. These include the exclusive involvement of WSET staff in the creation of all assessment materials, moderation of all internal assessments conducted by APPs and moderation of all written exams not marked by optical mark readers. Other Conflicts of Interest will be managed on a case-by-case basis.

Identification of Conflicts of Interest

Any individual and or student who becomes aware of a potential Conflict of Interest must inform Lee Pancake, Director of Education in writing immediately at lee@slatewineacademy.com. Conflict of Interest declarations will be recorded by Slate Wine & Spirits Academy on the Conflicts of Interest Register.

Data Protection

Slate Wine & Spirits Academy takes appropriate security measures to prevent unauthorized access, disclosure, modification, or unauthorized destruction of your (The User) Data. Your Data processing is carried out using computers and/or IT enabled tools, following organizational procedures and modes strictly related to the purpose of Slate Wine & Spirits Academy providing its Service. In addition to the Owner, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of this Website (administration, sales, marketing, legal, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers) appointed, if necessary, as Data Processors by Slate Wine & Spirits Academy. The updated list of these parties may be requested from Slate Wine & Spirits Academy at any time.

The Users Data is processed at the Slate Wine & Spirits Academy operating offices and in any other places where the parties involved in the processing are located. Depending on the your location, data transfers may involve transferring the your Data to a country other than their own, such as the WSET in the UK.

The Data concerning the User is collected to allow Slate Wine & Spirits Academy to provide its Service, comply with its legal obligations, respond to enforcement requests, protect its rights and interests, detect any malicious or fraudulent activity, as well as the following: User database management, Handling payments, Traffic optimization and distribution, Analytics, Remarketing and behavioral targeting, Interaction with external social networks and platforms and Platform services and hosting.

The main recipient of your information will be the WSET. In order register any candidate for any course or qualification the following information is required; name(s), date of birth, gender, and email address. Other reasons a candidate's data may be passed to the WSET could include:

- To send a candidate information regarding the course for which they are registered.
- To administer and conduct a candidate's exam, including making arrangements for reasonable adjustments and/or special considerations.
- To communicate and issue a candidate's exam results and qualification certificate as appropriate.
- To provide a candidate with post-results services such as enquiries against results and appeals on WSET qualifications.
- To investigate any potential maladministration, malpractice or other non-compliance in connection with WSET qualifications.

Data passed to the WSET will be handled in accordance with WSET Data Protection Policy.

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

If you would like to know more about WSET Data Protection Policy, please email Lee Pancake, Director of Education at lee@slatewineacademy.com for more information.

Reasonable Adjustments & Special Considerations

Reasonable Adjustments Policy

WSET seeks to assess 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 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.

Reasonable adjustments must not give unfair advantage over candidates for whom reasonable adjustments are not being made or affect the reliability and validity of the assessment outcomes as detailed in the applicable Specification.

Reasonable adjustments may involve:

- 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 to facilitators during assessment, such as a sign language interpreter or reader;
- Reorganizing the assessment room, such as removal of visual stimuli for an autistic candidate.

Applying For A Reasonable Adjustment

Students must identify at the time of enrollment any special needs which may require a reasonable adjustment at the time of their exam. Slate Wine & Spirits Academy must submit a Reasonable Adjustment Application Form to WSET's Exams Manager, therefore, candidates must contact Lee Pancake, the Director of Education at lee@slatewineacademy.com at least six weeks before the exam date in the case of WSET qualifications at Levels 1-3. This lead time is longer than the standard registration timeline because candidates must provide evidence to support the request for reasonable adjustment. Supporting evidence will be handled with the highest respect to student confidentiality. For further information, please refer to our Data Protection policy.

The specific arrangements for the exam process itself, or for marking, will be agreed in each case between the Slate Wine & Spirits Academy's Exams Officer and the WSET Exams Manager and will vary according to individual circumstances. WSET reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements. Please note that Slate Wine & Spirits Academy cannot offer reasonable adjustments to any candidate until this has been agreed with WSET.

Candidates and their advisors should be aware that it is not appropriate to make requests for reasonable adjustments where the candidate's particular difficulty directly affects performance in the attributes that are the focus of the assessment.

Special Consideration Policy

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.

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 exam 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 Slate Wine & Spirits Academy does not accept medical certificates testifying that a student was unable to attend lectures or examinations as a result of illness. As well, the WSET does not award certifications to candidates who were prevented by illness from attending examinations. All assessment requirements of WSET qualifications must be met.

Applying For Special Consideration

Candidates must contact Lee Pancake, Director of Education at lee@slatewineacademy.com within five working days of the assessment date for which special consideration is being sought. Slate Wine & Spirits Academy will then submit a Special Consideration Application Form to WSET's Exams Manager. Eligibility will only be considered if accompanied by supporting independent documentation.

Diversity & Equality

Slate Wine & Spirits Academy is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all instructors, employees, candidates, and students are treated fairly and equally at all times.

This policy applies to all Slate Wine & Spirits Academy staff and to any individual acting on behalf of Slate Wine & Spirits Academy. WSET has their own diversity and equality policy which complements the provisions set out below.

Slate Wine & Spirits Academy assures equality of opportunity for all 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);

Ensuring that the format and content of all specifications, exams and other WSET materials do not discriminate unlawfully against anyone on the grounds of disability, age, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation (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 assessments without changing the demands of the assessment in line with the WSET Reasonable Adjustment and Special Consideration policies;

Collating and monitoring data on candidate age, gender, ethnicity and access arrangements, which are reportable in a non-attributable format;

Inviting feedback on diversity issues from instructors, employees, candidates and all students, current and past;

Working with relevant organizations 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 organizational requirements and is fit for purpose.

Candidates who believe they may have been unfairly discriminated against by Slate Wine & Spirits Academy should raise this concern to the Director of Education, Lee Pancake at lee@slatewineacademy.com. Please refer to our Complaints and Appeals policies for more information.

Malpractice & Maladministration

The aim of this policy is to protect the interests of 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.

Non-compliance with WSET Policies and Procedures generally falls into one of two categories:

- Maladministration, where non-compliance is accidental rather than intentional; and
- 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 by Slate Wine & Spirits Academy may include:

- Failure to adhere to the terms of Slate Wine & Spirits Academy's Policies and Procedures;
- Failure to comply with Slate Wine & Spirits Academy's Code of Conduct;
- Failure to carry out course or assessment delivery in accordance with WSET requirements;
- Failure to adhere to WSET's candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding of information from WSET which is critical to maintaining the rigor of quality assurance;
- Insecure storage of assessment materials;
- Any action likely to lead to an adverse effect;
- Breach of confidentiality;
- Failure to disclose a Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Unauthorized reading/amendment/copying/distribution of exam papers;
- Failure to report changes in ownership/personnel/location/facilities;
- Denial of access to information, documentation, workforce, facilities;
- Failure to respond to WSET in a timely manner;
- Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Misleading advertising/publicity.

Malpractice or maladministration by a student or candidate may include:

- Failure to adhere to the terms of Slate Wine & Spirits Academy's Policies and Procedures;
- Failure to comply with the Slate Wine & Spirits Academy's Code of Conduct;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding of information from WSET which is critical to maintaining the rigor of quality assurance;
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorized devices or materials;
- Disruptive behavior in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Any action likely to lead to an adverse effect;
- Unauthorized reading/amendment/copying/distribution of exam papers;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity.

Slate Wine & Spirits Academy takes malpractice and maladministration very seriously. If malpractice or maladministration is identified, Slate Wine & Spirits Academy will consider its impact and may apply sanctions accordingly. Slate Wine & Spirits Academy will take all reasonable steps to ensure that students and staff who are affected by malpractice or maladministration through no fault of their own are not disadvantaged. However, in some cases, it may be necessary to disallow or withhold results and/or certificates.

Sanctions applicable to students or candidates may include, but are not limited to, the following:

- Written Warning: The student is issued a written warning stating that if the offense 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 post-nominals: Actions bringing WSET into disrepute may result in the student or graduate being disqualified from all use of WSET certified logos and post-nominals.

Sanctions applicable to Slate Wine & Spirits Academy's staff may include, but are not limited to, the following:

- Written Warning: The staff member is issued a written warning stating that if the offense is repeated within a set period of time, then further specified sanctions will be applied.
- Suspension of Duties: Staff member will be suspended from conducting any and all duties related to their role within Slate Wine & Spirits Academy.
- Permanent Removal: A permanent removal of the staff member from all Slate Wine & Spirits Academy activities.

However, If a student or member of Slate Wine & Spirits Academy's staff believes they have been adversely affected by or have been witness to an incident of malpractice or maladministration, please refer to the complaints policy detailed within these policies.

Cancellations, Refunds, & Transfers

Cancellations of in-person course enrollments by the payee are accepted up to 5 business days prior to the start of the course. An administration fee of \$50 will be deducted and the remainder of the course fee will be refunded to the payee. If any course materials have been received by the payee prior to the request of refund, an administration fee of \$50 along with all costs of the course materials previously received will be deducted and the remainder of the course fee will be refunded to the payee.

Transfers of in-person course enrollments either to another course or student can be requested up to 5 business days before the in-person course start date and are subject to availability. If a transfer is possible, the transfer will be executed after any difference in course fees is paid. If any course materials have been received by the payee prior to the request of transfer, the payee is financially responsible for any additional study materials, difference in course fees, and exam fees not covered by the initial payment prior to the transfer being executed.

Slate Wine & Spirits Academy reserves the right to cancel or adjust in-person course start dates at their discretion. In-person course cancellations and adjustments of start dates will be executed no later than 5 calendar days before the start date of the course. Slate Wine & Spirits Academy will make every effort to contact each student if this needs to be done; this includes contacting students via email first and then by telephone. If a cancellation or adjustment of course start date must be executed, Slate Wine & Spirits Academy will make every effort to accommodate each student individually which includes attempting to move them to the adjusted start date or into another course. If the student or payee cannot be satisfied by Slate Wine & Spirits Academy's attempts of accommodation, a refund may be requested and an administration

fee of \$50 will be deducted and the remainder of the course fee will be refunded to the payee. If any course materials have been received by the payee prior to the request of refund, an administration fee of \$50 along with all cost of the course materials previously received will be deducted and the remainder of the course fee will be refunded to the payee.

Cancellations of online learning course enrollments by the payee may be requested up to 10 calendar days prior to the start of the online course. However, if the payee's enrollment with the WSET has already been confirmed, a refund may not be possible. If a refund is possible, an administration fee of \$50 will be deducted and the remainder of the course fee will be refunded to the payee. If any course materials have been received by the payee prior to the request of refund, an administration fee of \$50 along with all cost of the course materials previously received will be deducted and the remainder of the course fee will be refunded to the payee.

Transfers of a confirmed online course enrollment either to another course or student can be requested up to 10 calendar days before the online course start date. However, if the payee's enrollment with the WSET has already been confirmed, a transfer may not be possible. If a transfer is possible, the transfer will be executed after any difference in course fees is paid. If any course materials have been received by the payee prior to the request of transfer, the payee is financially responsible for any additional study materials, difference in course fees, and exam fees not covered by the initial payment prior to the transfer being executed.

Resits & Rescheduling Exams

If for any reason you are not able to take your examination on your scheduled date, you must notify Slate Wine & Spirits Academy at least 10 business days prior to your examination in order to avoid a rescheduling fee. You are allowed to move your exam day one time without financial consequence as long as the conditions stated previously are met. If you cancel or change the date of your examination with less than 10 business days notice you must pay the rescheduling fee corresponding to your exam. Rescheduling fees for, both, in-person paper exams and remote invigilation exams are listed below.

WSET Level 1 Award in Sake **\$89**
WSET Level 1 Award in Spirits **\$89**
WSET Level 1 Award in Wine **\$89**

WSET Level 2 Award in Spirits **\$129**
WSET Level 2 Award in Wine **\$129**

WSET Level 3 Award in Wine *Full Exam - \$199* *Theory Only - \$129* *Tasting Only - \$129*

We never want to see a student fail their exam, but it happens. If you fail an exam, that exam can be retaken as soon as you feel ready to resit the exam based on availability of exam dates. However, in order to resit an exam, you will need to contact Slate Wine & Spirits Academy in order to schedule your resit and you must pay the resit fee corresponding to your exam. Resit fees for, both, in-person paper exams and remote invigilation exams are listed below.

WSET Level 1 Award in Sake **\$89**
WSET Level 1 Award in Spirits **\$89**
WSET Level 1 Award in Wine **\$89**

WSET Level 2 Award in Spirits **\$129**
WSET Level 2 Award in Wine **\$129**

WSET Level 3 Award in Wine *Full Exam - \$199* *Theory Only - \$129* *Tasting Only - \$129*

Scheduling a new in-person paper exam requires advance notice of at least 10 business days and is subject to the availability of Slate Wine & Spirits Academy's Exams Officers. Slate Wine & Spirits Academy will make every effort to

accommodate each request but makes no guarantee regarding the fulfillment of each request. For more information, contact Slate Wine & Spirits Academy's Director of Education, Lee Pancake at lee@slatewineacademy.com.

Scheduling a new remote invigilation (computer based) exam requires advance notice of at least 15 business days and requires the candidate to choose a specific time of day for the exam to be held. This form of exam has a different set of requirements than an in-person paper exam but gives the candidate more flexibility in terms of exam date and time. For more information, contact Slate Wine & Spirits Academy's Director of Education, Lee Pancake at lee@slatewineacademy.com.