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Wine & Co WSET Professional Wine Service Award Course Registration Form

Send the completed form to 8 New Industrial Road, #04-02 LHK3, Singapore 536200
or email to info@winenco.com or fax to +65 6489 2985.

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/Miss/Mdm
Last name (Surname)	
Address	
	Postal code
Date of birth	
Handphone no.	Home no.
Email	
Start date of course applying for	
Mode of payment (delete where appropriate) Cash/Cheque/Bank Transfer/Credit Card	

Cost

\$1250.00 nett (Fee includes course materials, exam fees, tasting wines and finger food for pairing)

Booking Conditions

- 1) All registration would require a non-refundable deposit of \$100 as a seat reservation of the above course.
- 2) The full payment of the course fee will be due 14 days prior to the start of the course.
- 3) The full payment would be the course fee subtract the deposit placed earlier during registration.
- 4) 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.
- 5) Students who wish to withdraw(or terminate) from the program after commencement shall give Wine & Co notice in writing and state the reason(s) for withdrawal. If the Student submits a withdrawal 5 days before the commencement date, **a full refund of the fees will be refunded.**
We shall not accept verbal notice given by the Student.

Student Declaration

I have read and understood the policy on cancellations, refunds and transfers above. 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.

Signature

Date

Wine & Co. Consultancy Pte Ltd, 8 New Industrial Road, #04-02 LHK3, Singapore 536200
Tel: +65 6547 8179 Fax: +65 6749 0241 Email: info@winenco.com



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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.

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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.

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



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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.

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:

