Policy Statement for WSET Sake Level 1, 2 & 3 Awards

Deja vu Sake Co.

1. Complaints and Appeals

Deja vu Sake Co. strives for the highest standards of service to all students. While every effort is made to ensure consistent quality, there may be occasions when expectations are not met. We welcome feedback as it helps us improve and ensure issues are addressed promptly and fairly.

Complaints should normally be raised within 10 working days of the issue arising. They may be submitted by email to wset@dejavusake.com.au or via the feedback form provided at the end of each course.

Acknowledgement will be sent within 3 working days, and a written response provided within 10 working days thereafter. Complaints will be documented, reviewed, and used to inform continuous improvement.

If a complaint cannot be resolved informally, a formal complaint may be submitted following the procedure below.

Stage 1: Formal complaints must be submitted in writing to the attention of Saki Sano at wset@dejavusake.com.au. The complainant should include their name, contact details, full description of the issue, supporting documentation, and the desired resolution. A Case Officer will acknowledge the complaint within 3 working days and provide a written response within 20 working days. For complex cases, an extended timeframe may be communicated.

Stage 2: If unresolved, the complaint may be escalated to the Director, Yukino Ochiai, at yukino@dejavusake.com.au within 10 working days of receiving the Stage 1 outcome. The Director will acknowledge receipt within 3 working days and provide a written response within 30 working days.

If the complainant remains dissatisfied, they may appeal to WSET Awards in line with the WSET Policy on Appeals by writing to governance@wsetglobal.com within 10 working days of the Deja vu Sake Co. decision.

All records of complaints and appeals will be securely retained for a minimum of three years.

2. Conflict of Interest

As an Approved Programme Provider (APP) of WSET, Deja vu Sake Co.is required to identify to WSET and assist in the managing or monitoring of actual, potential, and perceived conflicts of interest ('Conflicts of Interest') involving both APP staff and students. This policy complements WSET's conflicts of interest policy and works to safeguard the integrity of WSET qualifications and promote confidence in WSET and Deja vu Sake Co. processes and procedures.

This policy applies to all Deja vu Sake Co. staff and students and to any individual acting on behalf of Deja vu Sake Co.

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity, or loyalty to WSET or Deja vu Sake Co. 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 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 coaching of candidates by any individual involved in the assessment of candidate scripts
- The employment by an APP of individuals engaged in the delivery of taught programmes 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

Some of these Conflicts of Interest are manageable and therefore acceptable. For example, if a family member of one of Deja vu Sake Co.'s educators or APP staff takes a qualification and exam through Deja vu Sake Co., or when an employee of Deja vu Sake Co., or of the WSET, takes a WSET qualification through Deja vu Sake Co., Deja vu Sake Co. must notify WSET in advance and then work with WSET 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 can overcome the conflict created 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.

Any staff member or student of Deja vu Sake Co. who becomes aware of a Conflict of Interest must inform Yukino Ochiai (wset@dejavusake.com.au) as soon as possible. Saki Sano 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 Deja vu Sake Co. decide that the conflict is not manageable, Yukino Ochiai will inform any impacted APP staff or students.

Please note that the failure to declare a conflict of interest may have consequences for the student or Deja vu Sake Co. because it is required to report such conflicts to WSET.

3. Data Protection

Deja vu Sake Co. collects and processes personal data for the purpose of examination registration, certification, and feedback. Examples include name, date of birth, contact details, and exam results. Personal data may also be shared with WSET-approved third parties such as examiners, IT service providers, or regulatory bodies.

All data will be handled in accordance with Australian privacy law and WSET Data Protection Policy. Students will be asked to provide consent for the sharing of data with WSET. Data will be retained only as long as necessary for these purposes.

For more details, refer to WSET's Privacy Policy: https://www.wsetglobal.com/privacy-and-cookie-policy.

4. Reasonable Adjustments

Both WSET and Deja vu Sake Co. 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 allows Deja vu Sake Co. to work with each student before an assessment, gather the information needed to submit a request to WSET, and work with WSET to make arrangements that give students equitable 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. The use of a reasonable adjustment does not impact WSET's marking or the result of the candidate's exam. The goal of reasonable adjustments is to equalise access for candidates – they must not give unfair advantage to candidates receiving the adjustment or affect the reliability and validity of the assessment outcomes as detailed in the applicable Specification. WSET cannot agree to reasonable adjustments where the candidate's particular difficulty directly affects performance necessary to complete the assessment outcomes (e.g., if a student cannot taste for a Level 3 Exam where tasting is necessary).

Examples of reasonable adjustments include:

- 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

Deja vu Sake Co. will gather the information needed from students to submit a Reasonable Adjustment Application form to WSET. WSET must approve and arrange reasonable adjustments before the assessment activity takes place. Before completing enrolment, Deja vu Sake Co. will give all students access to this policy and the chance to identify any special needs that could require a reasonable adjustment. If a student identifies a special need, Deja vu Sake Co. will give the student the Reasonable Adjustment Application form as soon as possible and work with the student to gather the necessary information.

For any student seeking a reasonable adjustment, please contact Yukino Ochiai (wset@dejavusake.com.au) with:

- Full name
- Contact information
- Description of the special need, disability, or differing ability that requires an adjustment
- Supporting documentation

Students must submit this information at least **21 days** before the exam date for Level 1-3 qualifications. The information students submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

Deja vu Sake Co. will keep records of all reasonable adjustment applications.

5. Special Consideration

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 the student's ability to take the exam or on their performance. To be eligible for special consideration, students must have completed the whole course and would have been fully prepared if not for temporary illness, injury, or another uncontrollable event. A special consideration may be for an individual (e.g. a student becomes ill on the day of the exam) or a group of students (e.g. an exam is interrupted by a natural disaster).

Students may be eligible for special consideration if:

- Their performance on the exam is adversely affected by an event outside of their control. This may include temporary illness, temporary injury, bereavement, or exam room conditions
- Reasonable adjustments which were agreed to in advance of the exam proved to be 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 at student has taken an exam, or their exam is quickly approaching, and they feel that they have a temporary injury or illness, or other uncontrollable event that has interfered with their ability to complete the exam, they should please contact Yukino Ochiai (wset@dejavusake.com.au) as soon as possible.

Deja vu Sake Co. will provide them with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 5 business days after the effected exam. The information a student submits will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

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

Deja vu Sake Co. will keep records of all applications for special consideration.

6. Diversity and Equality

Deja vu Sake Co. is committed to upholding diversity and equality in all areas of its work, ensuring that all candidates are treated fairly and equally.

We ensure:
• Open access to WSET qualifications
• Non-discriminatory assessment delivery
• Reasonable support for candidates with disabilities or temporary injuries
• Regular policy review for compliance with legislation

Candidates who believe they have been unfairly treated should contact wset@dejavusake.com.au in writing. This policy is reviewed annually.

7. Malpractice and Maladministration

Both Deja vu Sake Co. and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. Deja vu Sake Co. ensures compliance with Deja vu Sake Co. 's and WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both Deja vu Sake Co. and students to identify, report, and manage potential malpractice or maladministration.

Non-compliance with Deja vu Sake Co. or 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

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

Context is important, and the line between maladministration or malpractice is not always clear. For example, maladministration incidents may become malpractice (e.g. if a party fails to implement corrective measures, repeats the same or a similar incident, or attempts to misrepresent or hide information during an investigation), or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context, and fact specific. Both APPs and students can commit malpractice and maladministration.

There are many ways that malpractice or maladministration could occur, including new ways which WSET and Deja vu Sake Co. have not yet seen. Some examples of malpractice or maladministration include:

For APPs:

- 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

- Issue of incorrect exam results/failure to issue results to students promptly
- Failure to promptly respond to WSET
- Unauthorized reading/amendment/copying/distribution of exam papers
- Failure to report changes in APP ownership/personnel/location/facilities
- Denying WSET access to information, documentation, workforce, or facilities
- Failure to return exam papers within the specified time limit 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
- Failure to disclose a Conflict of Interest

For students:

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials
- Disruptive behavior 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

In general, Deja vu Sake Co. also expects that both Deja vu Sake Co. staff and students will treat others and be treated professionally and respectfully at all times. Deja vu Sake Co. will treat inappropriate behaviour, including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff, as misconduct and may report such student misconduct to WSET as necessary.

8. Cancellation and Refunds

This policy covers cancellations by students or Deja vu Sake Co.

No refund will be issued within 21 days of the course start date. Cancellations made more than 21 days prior will receive a 70% refund. If Deja vu Sake Co. cancels a course, a 100% refund will apply.

For the Level 3 Award, the study pack cost ($200) will not be refunded if the study pack has already been sent to the students at the time of cancellation.

If the student does not attend the exam at the scheduled time, there is a re-sit exam fee (inc. GST).

Level 1 & Level 2 -$160

Level 3- Theory only $170, Tasting only $80, Both units $250

If the student is absent for the exam without prior notice, there is also a $20 charge for unused exam materials.

There is no charge if the student registers for the course but defers the exam or is advised of the absence from the exam at the time of registration.

Transfer to another course or application can be made 21+ days before the course start date on payment of a $75 admin fee and the cost of any additional study materials.

The transfer cannot be carried forward to the next financial year.