

THE TASTY GLASS EDUCATION WSET Policies

Effective 19th of February 2026

1. Conflict of Interest Policy

As an Approved Programme Provider (APP), **THE TASTY GLASS EDUCATION** is required to identify to WSET and assist in managing or monitoring 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 **THE TASTY GLASS EDUCATION** processes and procedures. This policy applies to all **THE TASTY GLASS EDUCATION** staff, educators, contractors, support personnel, and students, as well as any individual acting on behalf of **THE TASTY GLASS EDUCATION**.

1. What is a Conflict of Interest?

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgment, objectivity, or loyalty to WSET or **THE TASTY GLASS EDUCATION** when conducting activities associated with WSET qualifications.

Conflicts of Interest may be:

- **Actual** (a real conflict exists)
- **Potential** (a conflict may arise in the future)
- **Perceived** (could be seen by others as a conflict, even if not real)

2. Examples of Conflicts of Interest

THE TASTY GLASS EDUCATION follows WSET's definitions and examples. Depending on the qualifications we offer, the following situations may constitute conflicts of interest:

- The assessment of candidates by an individual who has a personal interest in the result of that assessment (e.g., family member, close friend, business partner).
- The moderation of assessments by someone with a personal interest in the outcome.
- Any individual employed by **THE TASTY GLASS EDUCATION** undertaking a WSET qualification with us.
- An educator teaching candidates whom they will also invigilate in an exam.
- The coaching of candidates by an individual who is involved in marking or assessing exam scripts (where applicable).
- Employment by **THE TASTY GLASS EDUCATION** of individuals who also teach or assess at another APP.
- Investigation of a non-compliance incident by someone who cannot act impartially.

These examples come directly from the WSET policy; **no other examples should be invented or added.**

3. Manageable and Non-manageable Conflicts

✓ Manageable Conflicts

Some conflicts are acceptable as long as they are declared to WSET in advance and steps are taken to reduce risk.

Examples:

- A family member of a **THE TASTY GLASS EDUCATION** educator taking a WSET qualification with us.
- An employee of **THE TASTY GLASS EDUCATION** taking a WSET qualification with us.
- A WSET employee taking a qualification with **THE TASTY GLASS EDUCATION**.

Once declared, WSET can help implement protective measures — for example: using an external invigilator or separating teaching and exam roles.

X Non-manageable Conflicts

Some conflicts cannot be mitigated. For instance:

- A single individual being both the educator and exam officer for a family member **when no external invigilator is used**.

In such cases, the student must sit the course or exam under an alternative arrangement approved by WSET.

4. How to Declare a Conflict of Interest

Any **THE TASTY GLASS EDUCATION** staff member or student who becomes aware of a Conflict of Interest must inform us **as soon as possible**.

Contact for Conflict of Interest Declaration:

- cheers@thetastyglass.ch
- Conflict-of-Interest Contact Person: **Onneca Guelbenzu**, APP Main Contact

Steps:

1. Report the conflict to **THE TASTY GLASS EDUCATION** using the email above.
2. We will acknowledge receipt and gather further information if needed.
3. **THE TASTY GLASS EDUCATION** will notify WSET Governance at governance@wsetglobal.com.
4. WSET and **THE TASTY GLASS EDUCATION** will determine whether the conflict is manageable.
5. If it is manageable, protective measures will be put in place.
6. If not manageable, alternative arrangements must be made.

5. Consequences of Failure to Declare a Conflict

Failure to declare a real, potential, or perceived conflict of interest may have consequences for:

- the **student** involved,
- the **staff member**, or
- **THE TASTY GLASS EDUCATION** as an APP,

because we are required to report conflicts to WSET.

Not declaring a conflict may lead to:

- nullification of assessments,
- sanctions for malpractice (student or APP),
- withdrawal of teaching or assessment privileges,
- other actions under WSET regulations.

6. Record Keeping

THE TASTY GLASS EDUCATION will keep accurate records of:

- all declared conflicts,
- actions taken,
- WSET communications,
- mitigation measures applied.

These records are confidential and handled according to the **Privacy and Data Protection Policy**.

2. Reasonable Adjustments Policy

Both WSET and **THE TASTY GLASS EDUCATION** want to make WSET assessments accessible to all students, ensuring that no learner is disadvantaged or advantaged due to a disability or differing ability. This policy, together with the reasonable adjustment process, allows **THE TASTY GLASS EDUCATION** to work with students before an assessment to gather the information required to submit a Reasonable Adjustment Application to WSET.

The goal is to ensure that eligible students can access WSET assessments under fair conditions. Using a reasonable adjustment does **not** impact how WSET grades an exam or the final result. However, WSET cannot approve adjustments where the condition directly affects the core skills being assessed (e.g., inability to smell or taste for a Level 3 exam).

1. What Is a Reasonable Adjustment?

A *reasonable adjustment* is any accommodation or arrangement that helps reduce the effect of a known disability or difficulty that substantially disadvantages a student during an assessment. A reasonable adjustment aims to **level the playing field**, not to give an unfair advantage, nor to compromise the reliability of the assessment outcomes defined in the qualification Specification.

2. Examples of Reasonable Adjustments

The following examples are taken from WSET's official definitions; **no additional examples may be created**:

- Extra time to complete the exam.
- Adapted assessment materials, such as large-print exam papers.
- Access facilitators such as:
 - A sign-language interpreter
 - A reader
- Adjustments to the assessment room, such as:
 - Reduced visual stimuli
 - Separate quiet space

3. When to Apply for a Reasonable Adjustment

The request must always be submitted **before** the assessment takes place.

THE TASTY GLASS EDUCATION will only process requests that can be supported with appropriate documentation.

Students must contact us as early as possible so we can gather the required details and submit to WSET within their deadlines.

4. How to Request a Reasonable Adjustment

Any student wishing to request a reasonable adjustment must contact:

- cheers@thetastyglass.ch
- *Reasonable Adjustment Officer: Onneca Guelbenzu*

Please include:

1. Full name
2. Contact information
3. Description of the special need, disability, or differing ability requiring an adjustment
4. Supporting documentation (e.g., medical certificate, psychologist report)

Once notified:

- **THE TASTY GLASS EDUCATION** will provide the *WSET Reasonable Adjustment Application Form*.
- We will work with the student to gather all necessary evidence.
- The application will then be submitted to WSET for approval.
- No adjustment can be implemented unless **approved by WSET in advance**.

5. Submission Deadlines

To allow enough time for review and processing, the student must submit their full request and documentation to **THE TASTY GLASS EDUCATION** *no later than*:

- **30 working days before the exam for Levels 1–3**
(WSET requires at least 20 days; we require more time to process internally)

Late submissions cannot be guaranteed.

6. Data Handling and Confidentiality

All information submitted as part of a reasonable adjustment request:

- will be treated confidentially,
- will be shared only with staff directly involved in processing the request,
- will be stored securely by **THE TASTY GLASS EDUCATION**,
- will be shared with WSET only for the purpose of assessing the adjustment request.

All data will be processed following:

- **THE TASTY GLASS EDUCATION Privacy and Data Protection Policy**, and
- WSET's Privacy Policy.

7. Record Keeping

THE TASTY GLASS EDUCATION will retain complete records of:

- all requests for reasonable adjustments,
- supporting documents,
- WSET submissions,
- decisions and outcomes,
- any arrangements implemented.

Records will be kept securely for the period required under Swiss data-protection law and WSET guidelines.

3. Special Consideration Policy

A *special consideration* is any adjustment given to a student who has temporarily experienced an illness, injury, or other event outside of their control **immediately before or during the exam**, and which has had a significant impact on their ability to take the assessment or to demonstrate their knowledge and understanding.

Special consideration is only applied to situations that occur **close to or during an exam**, and that have a **material impact** on the student's performance.

To be eligible, the student must have:

- completed the full course,
- been fully prepared for the assessment,
- and been prevented from performing normally due to a temporary and unforeseen circumstance.

A special consideration may apply to **an individual student** (e.g., sudden illness) or to **a group of students** (e.g., disruption due to a natural disaster).

1. When Special Consideration May Apply

You may be eligible for special consideration if:

- Your performance was negatively affected by an event outside your control, such as:
 - temporary illness
 - temporary injury
 - bereavement
 - exam room disruptions or environmental issues
- A previously approved reasonable adjustment proved **inadequate or inappropriate** during the exam.
- Granting special consideration would **not** make a passing result misleading, meaning the student must still meet the qualification's assessment criteria.

2. Important Notes for Students

- Special consideration cannot compensate for **long-term** conditions. For those cases, students should apply instead for a **Reasonable Adjustment** before the exam.

- WSET cannot decide whether a student is “fit” to sit an exam.
 - If you feel unwell beforehand, **inform us immediately** so we can guide you appropriately.

3. How to Apply for Special Consideration

If you feel that a temporary illness, injury, or other uncontrollable circumstance has affected your ability to take an exam or perform adequately, please contact us **as soon as possible**.

- cheers@thetastyglass.ch
- Special Consideration Contact Person: **Onneca Guelbenzu**

You will receive the **WSET Special Consideration Application Form**, which must be completed and submitted together with any supporting documentation.

Deadline for Submission

You must return the completed form **within 5 working days** after the affected exam. (WSET requires 7 days maximum; our internal deadline is shorter to allow for processing time.) Late submissions cannot be guaranteed.

Required Supporting Evidence

Examples include (but are not limited to):

- Medical certificate
- Doctor’s note describing illness or injury
- Statement from relevant authority (e.g., emergency services, counsellor)
- Evidence of environmental disruption (photos, incident report, etc.)

All evidence must be:

- clear,
- specific to the date of the exam,
- and directly relevant to the claimed issue.

4. Group Special Consideration (Disruptions)

If a serious disruption affects a group of students during an exam (for example: a fire alarm, earthquake, flooding, or venue interruption):

- **THE TASTY GLASS EDUCATION** will prepare and submit a *Group Special Consideration Report* to WSET.
- Students will not need to submit individual forms unless their personal circumstances also contributed to the difficulty.

5. Data Handling and Confidentiality

All personal information and documentation submitted for special consideration:

- will be treated with strict confidentiality,
- will be stored securely by **THE TASTY GLASS EDUCATION**,
- will be shared only with WSET for the purpose of evaluating the request,
- and will be handled in accordance with the **THE TASTY GLASS EDUCATION Privacy & Data Protection Policy** and WSET’s Privacy Policy.

6. Record Keeping

THE TASTY GLASS EDUCATION will maintain full records of:

- all special consideration applications,
- supporting documents,
- decisions received from WSET,
- and actions taken for group instances.

Records are kept securely following Swiss legal requirements and WSET guidelines.

4. Malpractice and Maladministration Policy

Both **THE TASTY GLASS EDUCATION** and WSET have policies and procedures in place to protect WSET students and to safeguard the integrity of WSET qualifications. This Malpractice and Maladministration Policy sets the framework for identifying, reporting, and managing any potential or actual malpractice or maladministration by students or staff of **THE TASTY GLASS EDUCATION**.

This policy is written for students and staff of **THE TASTY GLASS EDUCATION** and complements WSET's Malpractice and Maladministration Policy.

This policy applies to:

- All students enrolled at **THE TASTY GLASS EDUCATION**
- All **THE TASTY GLASS EDUCATION** staff, contractors, educators, and exam personnel
- Anyone acting on behalf of **THE TASTY GLASS EDUCATION**

1. Definitions

Maladministration

Unintentional non-compliance with WSET or **THE TASTY GLASS EDUCATION** policies caused by mistakes, carelessness, or poor processes.

Malpractice

Intentional or negligent actions that breach WSET or **THE TASTY GLASS EDUCATION** procedures, or that compromise the integrity of a WSET qualification.

Both are **case-specific, context-dependent**, and can overlap.

Repeated maladministration may become malpractice.

Both **APPs** (Approved Programme Providers) and **students** can commit malpractice or maladministration.

2. Examples of Malpractice and Maladministration

These examples come directly from WSET's policy (no additions allowed).

THE TASTY GLASS EDUCATION selects only those relevant to our operations.

A. Examples of APP Maladministration or Malpractice

- Failure to adhere to WSET Policies and Procedures
- Failure to follow WSET course delivery or exam regulations
- Failure to follow WSET registration or certification procedures
- Late student registrations
- Fraudulent claims for certificates or misuse of certificates
- Withholding critical information from WSET
- Insecure storage of exam materials
- Revealing or sharing confidential exam materials before an exam
- Intentional attempts to manipulate exam results
- Failure to disclose a conflict of interest
- Issuing incorrect exam results or failing to communicate results in a timely manner
- Unauthorized reading, amending, copying, or distribution of exam papers
- Failure to report changes to APP personnel, ownership, facility, or location
- Denying WSET access to information, documentation, workforce, or facilities
- Failure to return examination materials within required timelines
- Infringement of WSET copyright, trademarks, logos, or intellectual property
- Use of unqualified or unregistered educators or assessors
- Misleading advertising or publicity
- Any action likely to cause an "adverse effect"

B. Examples of Student Malpractice

- Cheating or attempting to cheat
- Facilitating cheating
- Use of unauthorized materials or devices during exams
- Disruptive behaviour in an exam
- Plagiarism of any kind
- Impersonation (including forging signatures)
- Unauthorized reading, copying, or distribution of exam papers
- Breach of exam confidentiality
- Any action likely to lead to an adverse effect
- Verbal or physical abuse, threats, or behaviour causing stress to staff (treated as misconduct)

3. Reporting Malpractice or Maladministration

THE TASTY GLASS EDUCATION is required to notify WSET *immediately* of any potential or actual malpractice or maladministration.

Students or staff who witness an incident should report it to:

- onneca@winedefender.org & cheers@thetastyglass.ch
- Malpractice & Maladministration Contact: **Onneca Guelbenzu**

Alternatively, students may follow the steps in the **THE TASTY GLASS EDUCATION Complaints Policy**.

After a report is made:

1. **THE TASTY GLASS EDUCATION** collects details and evidence.
2. We notify WSET Governance immediately.
3. WSET opens the official investigation.
4. Students and/or staff may be contacted directly by WSET for further information.
5. Full cooperation and honest communication are required.

Note:

APPs may not replace or interfere with WSET's investigation.

We may conduct internal fact-gathering but cannot make final determinations.

4. Possible Sanctions

WSET determines sanctions case by case.

A. Possible Sanctions for Students

- **Written Warning**
- **Exam Result Declared Null and Void**
 - including invalidation and recall of any certificate already issued
- **Disqualification from a Qualification**
 - and exclusion from all WSET courses for 12 months
- **Full Student Disqualification**
 - exclusion from all future WSET qualifications
- **Disqualification from Use of WSET Logos or Postnominals**
 - for actions bringing WSET into disrepute

B. Possible Sanctions for APPs

- Written warnings
- Mandatory staff retraining
- Action plans
- Use of independent invigilators at APP cost
- Suspension of certification
- Suspension or withdrawal of approval to deliver certain WSET qualifications
- Full withdrawal of APP status

5. Managing Non-compliance

WSET takes reasonable steps to ensure that sanctions applied to one student or staff member do not disadvantage uninvolved students.

However, some cases may require:

- invalidation of exam sessions,
- delays in certification, or
- mandatory corrective actions.

6. Record Keeping

THE TASTY GLASS EDUCATION maintains detailed records of:

- all reported incidents,
- communications with WSET,
- investigations and outcomes,
- mitigation measures applied.

Records are stored securely and confidentially according to Swiss legal requirements and WSET guidelines.

7. Appeals

If a student or APP staff member wishes to appeal a penalty or sanction imposed by WSET as a result of Malpractice or Maladministration, they must follow the procedures set out in the WSET Complaints and Appeals Policy.

Appeals must be submitted directly to WSET and can only be made after all internal processes at THE TASTY GLASS EDUCATION have been exhausted.

THE TASTY GLASS EDUCATION does not have the authority to overturn or amend any decision made by WSET in relation to Malpractice or Maladministration.

5. Complaints and Appeals Policy

THE TASTY GLASS EDUCATION is committed to providing high-quality teaching, assessment preparation, and administrative services. We recognise that, on occasion, students may wish to raise concerns or complaints. This policy explains:

- how students can submit a complaint,
- how complaints will be handled,
- expected timeframes,
- how appeals work,
- and when a complaint may be escalated to WSET.

This policy is *student-facing* and supports the requirements outlined in the WSET APP Handbook.

1. Scope of the Policy

This policy applies to:

- all students enrolled in any WSET qualification delivered by **THE TASTY GLASS EDUCATION**,
- all services connected to course delivery, administration, and exam arrangements.

Students may use this policy to raise concerns related to:

- course delivery, teaching, or scheduling,
- exam administration or experience,
- customer service,
- interactions with staff,

- failure to follow published APP policies.

This policy **covers** complaints about THE TASTY GLASS EDUCATION's service and administration (e.g. course delivery, customer service, exam arrangements, or failure to follow published APP policies).

This policy **does not cover** appeals against WSET academic outcomes (e.g. exam marks, or certification outcomes). These are handled under WSET's Academic Appeals process. Students must first raise any concerns with THE TASTY GLASS EDUCATION so we can confirm the correct route and support the submission to WSET where applicable.

2. How to Submit a Complaint

To submit a complaint, the student must do so **formally and in writing**.

Submit complaints to:

- onneca@winedefender.org & cheers@thetastyglass.ch
- Complaint Handling Contact: **Onneca Guelbenzu**
- THE TASTY GLASS EDUCATION, Onneca Guelbenzu, La Prise Vulliens 2, 1426 Concise – Switzerland

Students should provide:

1. Full name
2. Contact information
3. Course title and date
4. Clear description of the issue
5. Date(s) when the issue occurred
6. Any supporting evidence

Complaints must be submitted **within 30 days** of the incident, unless there are exceptional circumstances.

3. Complaints Handling Process

Upon receiving a complaint, **THE TASTY GLASS EDUCATION** will follow these steps:

Step 1 — Acknowledgement (within 3 working days)

We will confirm receipt of the complaint and, if needed, request further information.

Step 2 — Investigation (within 10 working days)

We will review the details and may:

- interview the student,
- interview staff members involved,
- gather documentary evidence,
- review internal records and procedures.

Step 3 — Outcome and Response (within 15 working days from acknowledgement)

We will provide the student with:

- the investigation findings,
- an explanation of decisions made,
- any corrective actions, where appropriate.

If more time is required (e.g., complexity, staff availability), the student will be notified with a revised timeline.

4. If You Are Not Satisfied – Internal Appeal

If the student is dissatisfied with the outcome, they may request an **internal appeal**.

Requests must:

- be submitted **within 10 working days** of receiving the complaint outcome,
- be made in writing to cheers@thetastyglass.ch,

- clearly state the grounds for appeal.

Valid grounds include:

- failure to follow this policy,
- incomplete or biased investigation,
- new evidence not previously considered.

The appeal will be reviewed by a senior representative not involved in the original investigation.

Appeal outcome timeframe:

We aim to provide a final internal response within **10 working days** of receiving the appeal request.

4A. Academic Appeals (WSET exam results)

If a student wishes to appeal a WSET academic outcome (for example an exam result or certification outcome), this is not handled under THE TASTY GLASS EDUCATION's complaints appeal process.

Students must first contact THE TASTY GLASS EDUCATION in writing so we can:

- confirm whether the issue is a complaint about APP service/administration or an academic appeal; and
- provide guidance on the correct WSET process and any required documentation.

Where an academic appeal is appropriate, it must be submitted in line with the WSET Academic Appeals procedure.

5. Escalation to WSET

If all internal steps have been completed and the student remains dissatisfied, they may escalate the complaint to WSET **only after exhausting THE TASTY GLASS EDUCATION procedures**.

WSET will *only* accept complaints when:

- all APP procedures have been followed,
- the matter concerns an APP's failure to adhere to WSET regulations or policies,
- and the complaint is submitted with evidence of all previous steps.

WSET contact (Governance):

- governance@wsetglobal.com

The student must provide:

- copies of correspondence with **THE TASTY GLASS EDUCATION**,
- a clear explanation of why they believe the issue is unresolved,
- any supporting documents.

Please note that WSET may be unable to consider complaints that are submitted without evidence that the APP's internal process has been completed, or where the matter falls outside WSET's scope.

6. Confidentiality and Non-retaliation

All complaint information is kept confidential and will be shared only with individuals directly involved in the investigation.

Students will **not** suffer any disadvantage, discrimination, or retaliation for raising a complaint in good faith.

7. Record Keeping

THE TASTY GLASS EDUCATION will maintain secure records of:

- all submitted complaints,
- all communications,
- investigations,
- outcomes and appeals.

Records are kept according to Swiss legal requirements and WSET guidelines.

6. Privacy and Data Protection Policy

THE TASTY GLASS EDUCATION is committed to protecting the privacy, security, and integrity of all personal data collected from students, prospective students, educators, and any individuals participating in our WSET-approved programmes.

We handle all personal information in compliance with:

- Applicable Swiss data protection law,
- European data protection standards (when applicable),
- WSET's Privacy and Data Protection Policy.

This policy explains:

- what data we collect,
- how and why we use it,
- what data is shared with WSET,
- how data is stored and protected,
- your rights as a data subject.

1. What Personal Data We Collect

To deliver WSET courses and assessments, **THE TASTY GLASS EDUCATION** must collect certain information. This includes, but is not limited to:

A. Data required for WSET registration

- Full name
- Date of birth
- Gender (when required by WSET system)
- Email address
- Nationality (when applicable)
- Language preference
- Exam date and qualification details

B. Data required for specific requests

- Documentation for *Reasonable Adjustments* (e.g., medical or psychological reports)
- Documentation for *Special Consideration* (e.g., medical certificates, evidence of circumstances)
- Identification documents when required for exam verification

C. Operational and administrative data

- Payment information (processed via secure third-party platforms; **THE TASTY GLASS EDUCATION does not store credit card details**)
- Attendance records
- Communication and correspondence related to courses or exams
- Complaints, appeals, or incident reports

We only collect data that is strictly necessary to deliver WSET qualifications and operate our education services.

2. How We Use Personal Data

Personal data is used for:

- Registering students for WSET courses and exams
- Communicating schedules, materials, and learning resources
- Managing assessments and exam logistics

- Submitting results to WSET for marking and certification
- Processing reasonable adjustment or special consideration applications
- Handling complaints or appeals
- Compliance with WSET regulations and Swiss legal requirements
- Internal administration, record keeping, and quality assurance

We do **not** sell, rent, or share personal data with third parties for marketing purposes.

3. Data Shared with WSET

To register students for WSET assessments, **THE TASTY GLASS EDUCATION** must share certain personal data with WSET, including:

- Full name
- Date of birth
- Gender
- Email address
- Qualification and exam details
- Documentation submitted for Reasonable Adjustments or Special Consideration (where applicable)

WSET will handle this data according to the **WSET Privacy Policy**, available on the official WSET website.

Only information strictly necessary for exam registration or regulatory compliance will be passed to WSET.

4. Legal Basis for Processing

THE TASTY GLASS EDUCATION processes personal data under the following legal bases:

- **Contractual necessity:** to deliver the course and exam for which the student has enrolled.
- **Legal obligation:** compliance with WSET regulations and Swiss law.
- **Legitimate interest:** maintaining academic integrity, preventing malpractice, ensuring quality of teaching.
- **Consent:** for any processing not covered by the bases above (students may withdraw consent at any time).

5. Data Storage and Security Measures

We take active measures to ensure data security, including:

- Secure digital storage with restricted access
- Encrypted communication when transferring sensitive documentation
- Password-protected systems for internal operations
- Secure, confidential disposal of any physical documents
- Staff trained in data protection and confidentiality

We retain personal data only for the period required by:

- Swiss legal requirements,
- WSET regulations,
- Internal quality assurance procedures.

6. Your Rights as a Data Subject

In accordance with Swiss and European data protection standards, students have the right to:

- Access their personal data held by **THE TASTY GLASS EDUCATION**
- Request correction of inaccurate information
- Request deletion of data (when legally permissible)
- Object to certain types of processing
- Withdraw consent (when processing is based on consent)
- Request a copy of their personal data in a commonly used format

Requests should be submitted to:

- cheers@thetastyglass.ch
- Data Protection Officer: **Onneca Guelbenzu**

We will respond within **30 days** unless additional time is legally permitted.

7. Data Transfers and Third Parties

Data will be shared only with:

- WSET Awarding Body (for registration and certification)
- Secure third-party payment processors
- Legal or regulatory authorities if required by law

We will never transfer personal data outside Switzerland or the EU without ensuring appropriate protection measures.

8. Breaches of Data Protection

In the event of a suspected or confirmed data breach:

- **THE TASTY GLASS EDUCATION** will investigate immediately,
- take necessary steps to contain the breach,
- notify affected individuals when required,
- and report to relevant authorities in accordance with Swiss law.

9. Changes to This Policy

THE TASTY GLASS EDUCATION may update this policy periodically.

Any modifications will be published and communicated to students where necessary.

7. Diversity and Equality Policy

THE TASTY GLASS EDUCATION is committed to providing an inclusive, respectful, and equitable learning environment where all students and staff are treated with dignity and fairness.

We believe that diversity strengthens our educational community, and we do not tolerate discrimination of any kind.

This policy applies to:

- All students enrolled in WSET qualifications through **THE TASTY GLASS EDUCATION**
- All educators, staff members, contractors, and partners
- Any individual participating in our courses, tastings, assessments, or related activities

This policy is aligned with:

- Swiss equality and anti-discrimination legislation
- WSET's Diversity and Equality principles
- International standards of fairness and respect in education

1. Our Commitment

THE TASTY GLASS EDUCATION commits to:

- Ensuring equal access to all WSET courses and qualifications
- Providing an environment free from discrimination, harassment, or victimisation
- Treating all individuals with fairness, dignity, and respect
- Making reasonable efforts to accommodate diverse needs and learning styles
- Ensuring diversity and equality are integrated into our educational practices
- Responding promptly to any concerns related to discrimination or inequality

2. Protected Characteristics

In accordance with Swiss law, **THE TASTY GLASS EDUCATION** does not discriminate on the basis of:

- Age
- Gender or gender identity

- Sexual orientation
- Race or ethnicity
- Nationality or residency status
- Religion or belief
- Disability or special educational needs
- Pregnancy or maternity
- Marital or family status
- Socioeconomic background
- Political opinion
- Any other characteristic protected under Swiss legal standards

All students are welcome and will be treated equally throughout their learning journey.

3. Inclusive Learning Environment

THE TASTY GLASS EDUCATION ensures that:

- Facilities used for teaching and exams are accessible when possible
- Course materials are provided in clear, accessible formats
- Reasonable Adjustments and Special Consideration requests are supported
- Diverse cultural perspectives are respected in all teaching activities
- Behaviour that undermines inclusivity is not tolerated

Educators and staff receive guidance on:

- Cultural sensitivity
- Respectful communication
- Inclusive teaching approaches
- Fair assessment preparation practices

4. Expected Behaviour

All members of the learning community must:

- Treat others respectfully and professionally
- Avoid discriminatory language or actions
- Respect cultural, social, and personal diversity
- Cooperate with **THE TASTY GLASS EDUCATION** policies designed to ensure equality
- Report any observed discrimination or inequality concerns

Disrespectful or discriminatory behaviour may result in sanctions, including:

- Warning
- Removal from classes
- Report to WSET (especially if it impacts assessment integrity)

5. Reporting Concerns Related to Equality

Students who experience or witness discrimination, harassment, or inequality should report the issue as soon as possible.

Contact for Equality & Diversity Concerns:

- cheers@thetastyglass.ch
- Diversity and Equality Contact Person: **Onneca Guelbenzu**

Reports should include:

- The nature of the incident
- Date(s), time, and location
- Parties involved
- Any supporting evidence (emails, screenshots, etc.)

All reports will be handled confidentially and respectfully.

No student will suffer retaliation for raising a concern in good faith.

6. How Concerns Will Be Handled

Upon receiving a report, **THE TASTY GLASS EDUCATION** will:

1. Acknowledge the concern within **3 working days**
2. Conduct a fair and impartial review
3. Speak to involved parties if necessary
4. Determine appropriate actions or preventative measures
5. Communicate outcomes and next steps

If relevant to course integrity, WSET may be informed.

7. Relationship with Other Policies

This policy should be read alongside:

- **Reasonable Adjustments Policy**
- **Special Consideration Policy**
- **Complaints and Appeals Policy**
- **Privacy and Data Protection Policy**

These policies work together to promote equality of opportunity and protect student wellbeing.

8. Continuous Improvement

THE TASTY GLASS EDUCATION reviews this policy regularly to ensure:

- alignment with Swiss legal requirements,
- compliance with WSET guidelines,
- consistent high standards of inclusivity and fairness.

Feedback from students is welcomed and taken seriously.

8. Cancellations and Refunds Policy

This policy outlines the conditions under which students may cancel their enrolment in a WSET course delivered by **THE TASTY GLASS EDUCATION**, as well as the circumstances in which refunds or transfers may be issued.

It also sets out the rights of **THE TASTY GLASS EDUCATION** to cancel or reschedule courses or assessments.

This policy must be available to all students **before enrolment and payment**, as required by WSET.

All cancellation, transfer or refund requests must be submitted in writing to:

cheers@thetastyglass.ch

Cancellations & Refunds Contact: **Onneca Guelbenzu**

1. General Principles

- All requests must be made **by email** and will be processed within **14 working days** once all required information and materials have been received.
- Refunds will be issued using the original payment method whenever possible.
- Certain costs—such as WSET exam fees already submitted—may be **non-refundable**.
- **THE TASTY GLASS EDUCATION** is **not responsible** for travel, accommodation or personal expenses incurred by students.
- Students are responsible for reading all course descriptions, schedules, policies and deadlines prior to enrolment.
- Once study materials have been dispatched, they are considered issued. Their cost is non-refundable unless the materials are returned unused and in perfect condition within the applicable cancellation period.
- Course fees include the first examination attempt only. Any resit or re-examination must be booked separately and is payable in full.

2. Student Cancellations

We strongly recommend that students ensure they are available for all course dates and examination dates before booking, as course places and examination registrations are secured and costs are incurred immediately after confirmation.

A. Cancellation more than 30 days before the course start date

Eligible for a **full refund**, minus:

- Administrative fee: **CHF 40**
- Cost of physical study materials already delivered (if applicable)

Study materials must be returned **in perfect condition**.

Shipping costs are the student's responsibility.

If materials are damaged, used or incomplete, the **full replacement cost** will be deducted from the refund.

B. Cancellation 15–30 days before the course start date

Eligible for a **50% refund** of the course fee.

Non-refundable:

- WSET exam fees already registered

If study materials have been dispatched, their cost will be deducted from the refund **unless they are returned unused and in perfect condition within 14 days of the cancellation request**.

Return shipping costs are the student's responsibility.

C. Cancellation fewer than 15 days before the course start date

No refund is available.

Students may request a transfer under Section 4.

D. Cancellation after the course has started

No refunds or transfers are available.

3. Student Non-attendance

If a student does not attend the course or exam without prior written notice:

- No refund will be issued
- WSET exam fees cannot be transferred
- A new booking requires **full payment**

4. Transfers to Another Course

Transfers are granted at the discretion of THE TASTY GLASS EDUCATION and are subject to availability.

A. Transfer requested more than 15 calendar days before the course start date

Administrative fee: CHF 250

B. Transfer requested fewer than 15 calendar days before the course start date

Transfers are not permitted.

C. Transfers cannot be carried forward to the next academic year

(Academic year runs 1 August – 31 July.)

D. Transfers requested on the course start date or after the course has begun are not permitted.

5. Exam Rescheduling

Requests must be submitted at least **20 working days** before the exam date.

If examination papers have already been ordered from WSET Awards, exam fees are non-refundable and any additional fees required by WSET will apply.

If no alternative exam date is available at the same level, transfer cannot be guaranteed.

5A. Exam Resits

The course fee includes the first examination attempt only.

Any resit or re-examination must be booked separately and is subject to the current WSET resit fee and availability.

6. Course Cancellations or Rescheduling by THE TASTY GLASS EDUCATION

THE TASTY GLASS EDUCATION may cancel or reschedule a course or exam due to:

- Low enrolment
- Educator illness or unavailability
- Venue issues or logistical constraints
- Events outside our control (e.g., natural disasters, national emergencies, etc.)

If cancellation is initiated by THE TASTY GLASS EDUCATION:

Students will be offered one of the following:

1. **Full refund** of all fees paid
2. **Transfer** to the next available course or exam date
3. **Course credit** applicable to a future session

No administrative fees apply when cancellation is initiated by THE TASTY GLASS EDUCATION.

Students will be notified **at least 15 calendar days** before the planned start date whenever possible.

7. Refund Exclusions

Refunds will **not** be issued for:

- Study materials once dispatched or collected, unless returned unused and in perfect condition within the applicable cancellation period.
- WSET exam fees once registered or exam papers ordered
- Courses partially attended
- Cancellations after the course start date
- Personal scheduling conflicts or failure to read course information
- Travel or accommodation costs
- Shipping costs for returning materials

8. Exceptional Circumstances

Students experiencing illness, injury, or significant events may request special processing under:

- **Reasonable Adjustments Policy**, or
- **Special Consideration Policy**

Evidence may be required.

Refunds under exceptional circumstances are considered **case-by-case** at the discretion of THE TASTY GLASS EDUCATION.

9. Processing Time

Refunds and transfers will be processed within **14 working days** of receiving:

- The written request
- Any required supporting documentation
- Returned study materials in acceptable condition

10. Record Keeping

THE TASTY GLASS EDUCATION maintains secure records of:

- cancellation requests
- transfer requests
- refunds issued

- communications and decisions

Records are managed under our **Privacy & Data Protection Policy**.

11. Acceptance of Policy

By completing the booking and making payment, the student confirms that they have read, understood and accepted this Cancellations and Refunds Policy and all applicable Terms & Conditions of THE TASTY GLASS EDUCATION.

This policy forms part of the contractual agreement between the student and THE TASTY GLASS EDUCATION.