

Complaints & Appeals Statement

Sesto Senso is the name of the Approved Program Provider (APP) created by Capasso Spirits Academy who is the legal company, who will provide students with WSET spirits courses and other professional spirits tastings. Sesto Senso is committed to making your experience as good as possible. However, if you have a complaint, then Sesto Senso aims to listen and respond to you quickly, as set out below.

We welcome your feedback and will always strive to listen and improve our service accordingly.

Candidates can make a call to 0047 485 01 447 to lodge an informal complaint first, in which Sesto Senso has to goal to deal with properly.

If you are not happy with the way your complaint has been handled, please register a formal complaint through our complaints procedure, we will aim to deal with it properly and promptly. We will acknowledge receipt of the complaint within five working days and resolve it within 21 days of receipt of the complaint.

Sesto Senso will notify you if the complaint is complex, and likely to take longer than 20 days to resolve, S.S. will outline the reasons, and with a new expected date / outcome.

We will deal sensitively with all complaints and will treat you with courtesy. We expect the same in return, to resolve the complaint smoothly and professionally. Sesto Senso will keep a record of the complaint for two years.

Complaints Procedure

1. Your complaint should be in writing by email to info@sestosenso.co
2. Please include the details of the complaint in as much detail as possible, including dates and any evidence you may have to illustrate your dissatisfaction.
3. Include your contact details – address, email and telephone number
4. Sesto Senso will acknowledge receipt of your complaint within five days. We will aim to have a response to you within 21 working days from the date of receipt of the complaint.

If you are not satisfied with the response, you may file an appeal in writing to Sesto Senso. If you are still not satisfied with the response, an appeal can be lodged with the WSET APP Administration team, via an address supplied by Sesto Senso.

Conflicts of Interest

To retain and safeguard the integrity of the WSET training and qualifications, Sesto Senso will be alert to any conflicts of interest in the delivery of spirits education courses.

Sesto Senso will ensure there is no conflict of interest in delivering courses in reference to assessment of candidates, training of candidates and exam invigilation.

A conflict of interest indicates that an individual (Sesto Senso) – or an additional trainer within S.S. – could have interests or loyalties which could affect their judgment when training individuals for the qualifications.

Conflicts of interest could occur via relationships with the student and educator; the student and site owner; the student and the invigilator. SESTO SENSO will consider all dynamics in those and similar examples.

If a student is concerned about a potential conflict of interest, they should advise SESTO SENSO as soon as they become aware of it.

If SESTO SENSO believes there is a conflict of interest, it will refer to WSET for advice.

Data Protection

The Norwegian Data Protection Act Authority (DPA) controls how your personal information is used by organisations, businesses or the government.

Sesto Senso recognises the need for protection and management of your personal information.

That personal information is details which are used to identify or contact an individual, such as a name, address, telephone, email address, etc.

We will collect your personal data purely for use to allow us to deliver your qualifications in a transparent and professional way.

We will ask for your contact details to share training materials with you; to organise examinations; to update WSET for relevant details on any final relevant certificates.

We will use your details to update communications for training purposes and will not share these details with other students on a course, unless you give permission to do so.

SESTO SENSO will store in our database your personal information for 3 years. Within that time, we may contact you with news of other training courses or events. The student will have the option to 'do not receive special offers/new courses or events' at the point of booking.

All personal details are kept strictly confidential within the SESTO SENSO database and are not shared with any other third party except WSET. Personal details will remain on WSET database for 3 years as part of the record keeping responsibilities of an awarding body. – WSET will keep personal details in database such as: contact details, candidate number, course enrollments, exam results, certificates. This information will remain on WSET database in line with UK GDPR regulations.

You can contact Sesto Senso, Sorengkaia 70, 0194 Oslo, Norway, or email info@sestosenso.co

Diversity & Equality

Sesto Senso welcomes applications from all potential students over the age of 20. S.S. will treat all students equally, regardless of their race, age, gender, sexuality, disability, religious belief, culture or any other characteristic that might be discriminated against.

Reasonable Adjustments

Reasonable adjustments may be needed to minimise the effects of a disability or difficulty which could impact on a student, placing them at a substantial disadvantage.

SESTO SENSO will assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. SESTO SENSO will aim to reasonably remove barriers to deliver that equality of approach, while at the same time maintaining the integrity of the WSET qualifications.

Due notice is required in order for appropriate arrangements to be agreed and put into place, candidates wishing to ask for a reasonable adjustment can do this by writing us an email to info@sestosenso.co with subject 'ADJUSTMENT REQUEST' at least 6 weeks before the exam date. Please indicate the requested adjustment and contact details (name / address / email address / phone number) at the point of booking.

We will inform WSET at the earliest opportunity using Request for Reasonable Adjustment 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. This Information will be shared with WSET.

After the point of booking SESTO SENSO will let you know any adjustments may be likely, with regards to the training venue; the materials; the exam situation, or any other activity within the qualification training.

This could 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
- Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Reasonable adjustments are approved or set in place before the assessment activity 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. It is our responsibility to identify at the time of candidate registration any special assessment needs which require reasonable adjustments to be made for examination purposes.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between the Programme Provider's Examinations Officer and the Examinations Administrator at WSET 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 we may not offer Reasonable Adjustments to any candidate until this has been agreed with WSET.

SESTO SENSO is required to keep records of all reasonable adjustment applications.

Special Consideration

Special consideration is an action taken after an exam assessment which may have impacted on a candidate who could have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment.

SESTO SENSO may feel “special consideration” could be given to a candidate if elements out of their control may have impacted on the attainment of the qualification. If this is the case, the student must contact S.S. in writing to info@sestosenso.co with as many details as possible within 5 working days.

The integrity of the WSET qualification will remain intact.

SESTO SENSO would submit a Special Consideration Application Form to WSET within seven working days of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation.

In cases of serious disruption during the examination, the Examinations Officer must submit a detailed report of the circumstances and students affected to WSET. This must be returned with the completed examination papers.

SESTO SENSO will keep all records of such submissions.

Malpractice & Maladministration

The aim of this policy is to protect the interests of WSET 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 and for the application of sanctions.

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

1. **Maladministration**, where non-compliance is accidental rather than intentional; and
2. **Malpractice** where non-compliance is intentional or the result of negligence.

Malpractice or maladministration conducted by students may include, amongst other things:

- Cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an examination;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures)

Sanctions applicable to students may be the following:

- **Written Warning**
- **Exam Result Declared Null and Void**
- **Disqualification from a Qualification**
- **Student Disqualification**

We assure to do our utmost not to engage in any malpractice or maladministration as a WSET APP. In case this does, and it has negative consequences for students, students are invited to file a complaint (see complaints policy).

SESTO SENSO is governed by WSET rules and regulations, and will comply with these to avoid malpractice.

Payments & Cancellations

Payments:

Your course booking is not secure until full payment is received. Deposits are not acceptable and we do not accept provisional bookings.

Online payments will be accepted, and bank details will be supplied at request, via the links on the Sesto Senso website.

SESTO SENSO will confirm the booking by email (info@sestosenso.co)

Cancellation:

If a confirmed place is cancelled by the candidate **more than 21 days** before the exam, then initially SESTO SENSO will offer an alternative date and transfer the booking.

If that is not acceptable, and the cancellation stands, then a refund will be sent if the booking has been cancelled **more than 21 days** before the start of the course.

If training materials have been delivered to the candidate, then this cost will be deducted from the refund.

If a candidate cancels the course **within 21 days** to the start of the course, then no refund will be issued.

At the point of booking confirmation these cut-off dates will be outlined.

If a course is under-subscribed (10 people) then SESTO SENSO retains the right to cancel the course and offer candidates an alternative date. If this is not accepted, a full refund (minus the cost of any distributed training material) will be paid.

If at least 10 candidates are booked onto a course, and due to late cancellations (candidates who have cancelled the booking within 21 days to the start of the course) the course will expect less than 10 people, the course will still continue as planned.

In case of a negative result from an examination, the candidate has the option to re-sit the examination, by paying a fee no more than 20% of the course cost.