



Macau University of Science and Technology

School of Liberal Arts

Policies for WSET® Training Courses

For general regulations regarding SLA short courses, please see *Professional / Short / Training Courses Enrollment Guidelines and Regulations* at SLA website. In addition, to ensure that WSET courses are conducted in compliance with WSET Policies and Procedures, students should pay attention to a series of provisions in this guide.

Personal Data Collection Statement

The personal data collected through application forms submitted in paper or online or other documents written by the applicants will be used for the purposes of identifying the applicants and providing the administrative services as requested.

The personal data will be treated with strict confidentiality and will be used and managed by Macau University of Science and Technology and WSET. The related data may be transferred to entities in accordance with legal provisions or with prior consent of the applicants, for the purpose of university administration. Personal data submitted online is subject to the risk of exposure to or even usage by an unauthorized third party as a result of internet security problems.

In compliance with the “Personal Data Protection Act” of Macau, applicants who have filled in the personal data, have the rights of data access and revision according to the procedures as stipulated by the University whenever necessary. All the data provided by the applicant should be true, accurate and complete; otherwise the application will not be accepted or processed.

Conflict of Interest Policy

A **Conflict of Interest** exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET or SLA 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 SLA;

- 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 family member of one of SLA’s educators or staff takes a qualification and exam through SLA, or when an employee of SLA, or of the WSET, takes a WSET qualification through SLA, we can notify WSET in advance and work with them 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 overcome the conflict created when an individual 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 students of SLA who becomes aware of a Conflict of Interest must inform SLA (sla@must.edu.mo) as soon as possible. SLA 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 SLA determine the conflict is not manageable, SLA will inform any impacted students.

Malpractice and Maladministration Policy

Both SLA and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. SLA ensures compliance with SLA’s and WSET’s policies through this Malpractice and Maladministration Policy.

There are many ways that malpractice or maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include:

<p>For APPs:</p> <ul style="list-style-type: none"> ➤ 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;
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- 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 in a timely manner;
- Failure to timely 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, facilities;
- Failure to return exam papers within the specified timeframe 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 unauthorized devices or materials;
- Disruptive behavior in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Unauthorized reading/amendment/copying/distribution of exam papers;
- Any action likely to lead to an adverse effect;
- Breach of confidentiality.

Reporting and Investigation of Malpractice or Maladministration

We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with SLA as soon as possible by following the process outlined in our Complaints policy.

Complaints Policy

In case of any complaints or objections, students can contact us through Email: sla@must.edu.mo. Received student complaints will be handled in accordance with the SLA regulation and will be responded within 45 days from the date of receipt of the complaint or objection. If students are still not satisfactory with the services and solutions provided by the SLA, the relevant case will be referred to the WSET Quality Assurance Team (qa@wsetglobal.com). WSET will only handle student complaints that have been submitted to the SLA in advance.

Please contact SLA (sla@must.edu.mo) with:

- Your full name;
- Contact information;
- Description of the concerns or non-compliance issues that may be malpractice or maladministration with SLA.

During WSET's investigation, they may reach out to SLA or to you directly to request further information or conduct an Interview. Please respond to any requests promptly and honestly

Diversity, Equity and Inclusion Policy

SLA assures equality of opportunity for candidates by:

- Promoting open access to WSET Qualifications (while observing relevant local legislation including 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 or any other protected characteristic;
- Allowing candidates with special educational needs, disabilities, or temporary injuries to access WSET exams without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration Policies;
- Collating and monitoring data on candidate age, gender, ethnicity and access arrangements and reporting in a non-attributable format for monitoring purposes.

Special Consideration Policy

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

You may be eligible for special consideration if:

- Your performance on the exam is adversely affected by an event outside of your control. This may include temporary illness, temporary injury, and bereavement or exam room conditions;
- Reasonable adjustments which were agreed in advance of the exam proved 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 you have taken an exam, or your exam is immediately approaching, and you feel that you have a temporary injury or illness, or other uncontrollable event that has interfered with your ability to complete your exam, please contact SLA (sla@must.edu.mo) as soon as possible. SLA will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 7 working days after the effected exam. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy. If there has been serious disruption during an exam affecting a group of students, SLA will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

SLA will keep records of all applications for special consideration.

Reasonable Adjustments Policy

Both WSET and SLA 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 us SLA to work with you, our student, *before an assessment* to gather the information we need to submit a request to WSET and work with them to make arrangements that give students 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. Using a reasonable adjustment does not impact how WSET grades your exam, or your result, but WSET cannot agree to reasonable adjustments where your particular difficulty directly affects performance necessary to complete the assessment outcomes (e.g. inability to smell or taste for a Level 3 Exam). The goal of a reasonable adjustment is to give you equal access to a WSET qualification, not to give unfair advantages over other students who take an assessment without the same adjustment, or to affect the overall reliability of the assessment outcomes that are explained in the course Specification. Examples of reasonable adjustments may be:

- 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-organizing the assessment room, such as removal of visual stimuli for an autistic candidate.

For any student seeking a reasonable adjustment, please contact SLA (sla@must.edu.mo) with:

- Your full name;
- Contact information;
- Description of the special need, disability or differing ability that requires an adjustment; and supporting documentation.

You must submit this information at least **30 days** before the exam date for Levels 1-3 qualifications. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy. SLA will keep records of all reasonable adjustment applications.