

Sovna Puri Beverage Education Policies For WSET

Cancellations, Refunds & Transfers

Sovna Puri Beverage Education reserves the right to amend these cancellation & refund policies at any time. Below mentioned figures are exclusive of GST. During billing, GST will be applicable.

For Candidates:

1. Cancellations, rescheduling & refund requests from the candidate's part should be communicated to info@sovnapuri.com
2. Transfer requests made minimum 25 days before the course start date will be accepted. If the candidate wishes to carry forward his/her candidature to the future course then the candidate must be aware that any differential amount of future course fees should be paid entirely before registration. Transfer requests made less than 25 days before the course start date will not be accepted.
3. Cancellation & refund requests made 15 days or more before the course start date, will be levied a cancellation fee as stated below. Cancellation & refund requests made less than 15 days before the course start date will not be eligible for any refund.

WSET Courses Cancellation Charges*	
Level 1 Award in Wines	INR 6,000
Level 2 Award in Wines	INR 20,000

*Cancellation charges as applicable will be deducted from the overall fee before a refund.

4. The online WSET courses consist of online theory sessions with the tasting conducted offline. The dates for the online sessions & tasting/exam dates are shared with candidates before they register for the course. If a candidate wishes to defer the tasting to a future date, an additional fee will be levied as stated below. The deferring would be based on the availability of seats in the future course.

WSET Wines	Deferring Charges
Level 1	INR 1,000
Level 2	INR 3,000

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5. For candidates who want to purchase WSET study packs in advance from Sovna Puri Beverage Education; the following charges will be deducted from the course fee at the time of registration:

WSET Course & Levels	Study Packs
Level 1 Award in Wines	INR 2,000
Level 2 Award in Wines	INR 6,000

No deductions on study material or study packs will be made once sold to the candidates. [Refer to Returns Policy below]

Returns & Replacement Policy

1. Study material/s or study packs are returnable or replaced only if you have received them in a condition that is physically damaged, defective or different from their description.
2. We may contact you to ascertain the damage or defect in the product prior to issuing a replacement or refund.
3. Study material containing any writings will not be accepted. Study packs are sold in a unit. Contents in the study pack will not be sold separately & will not be accepted individually for returns.
4. Details of courier providers along with tracking numbers will be mailed to the candidates after successful payment.
5. In case of any unanticipated delays in logistics, Sovna Puri Beverage Education should not be held responsible by the candidates. We will provide assistance on investigating any delays; the candidate should take equal responsibility & raise concerns if any, directly to the courier service providers.

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For Sovna Puri Beverage Education:

1. The course may stand cancelled or rescheduled if:
 - a) Minimum capacity of seats required to proceed with the course is not met.
 - b) Cases of any adverse circumstances like natural calamities, health emergencies, political emergencies, etc. will be clearly communicated to the students as soon as possible. In such instances, a full refund will be initiated & it will take up to 15 working days for settlements.
2. Sovna Puri Beverage Education will not stand responsible for refunds on any personal arrangements like expenditures incurred for accommodation, travel, medical emergencies or personal leave applications.
3. Announcement of course dates entirely depends on Sovna Puri Beverage Education without any specific time frame.

WSET APP Application Policies for APP Sovna Puri Beverage Education

Complaints and Appeals:

Every student has the right to a fair, swift and courteous service at all times. Once we receive a complaint we will ensure that it is dealt with as promptly as possible within a maximum of 15 working days. Please send an email on info@sovnapuri.com if you want to register a complaint. If the complainant feels the investigation was not fairly handled then a formal complaint can be made to WSET on qa@wsetglobal.com. Candidate's full name, date of birth & a brief about their complaint or appeal must be included in the email.

Conflict of interest

As an APP Sovna Puri Beverage 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 in the APP Sovna Puri Beverage Education processes and procedures.

This policy applies to all staff and students and to any individual acting on behalf of the APP Sovna Puri.

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity, or loyalty to WSET or Sovna Puri Beverage Education when conducting activities associated with WSET qualifications.

Examples of Conflicts of Interest include:

- 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;

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Some conflicts of interest are manageable, and therefore acceptable and some are not manageable, and therefore unacceptable. Anyone who becomes aware of a Conflict of Interest must inform info@sovnapuri.com as soon as possible in writing who will then inform WSET so that they can record the conflict and work with you to find a solution, if possible.

Privacy and Data Protection

Sovna Puri Beverage Education is committed to protecting your privacy. At all times we aim to respect any personal data you share with us and ensure it is not lost or misused. By using our website, you hereby consent to our Privacy Policy and agree to its terms.

If you have any queries, please contact us via email: info@sovnapuri.com

Why we collect your personal data;

1. To send you information regarding the course or event for which you have expressed interest
2. To register you as a candidate with WSET Awards and enable you to sit examinations for WSET qualifications
3. To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations

We collect your name, date of birth, gender and contact details, this includes your postal address, telephone numbers and email address. Also, your meal preferences or allergies may be asked in courses where lunch is organised by us.

The data shared with WSET will be handled in accordance with WSET's Privacy Policy.

Diversity and Equality

Sovna Puri Beverage Education is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all candidates are treated fairly and equally at all times.

Sovna Puri Beverage Education assures equality of opportunity for candidates by:

- Promoting open access to WSET qualifications (having regard to 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 (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
- 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;

Candidates who believe they have been discriminated against should get in touch via info@sovnapuri.com

Reasonable Adjustments Policy

Both WSET and APP Sovna Puri Beverage Education want to make WSET assessments accessible for all students, so none are at an advantage or disadvantage based on a disability

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or differing ability. This policy and the reasonable adjustment process allows Sovna Puri Beverage Education 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.

Reasonable adjustments need to be approved in advance by WSET Awards, so it is crucial that you submit any Requests for Reasonable Adjustments at least 30 working days before the date of the examination to info@sovnapuri.com. Sovna Puri Beverage Education will then forward any such request to WSET. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

Examples of reasonable adjustments may be:

- Changing standard assessment arrangements, for example allowing candidates extra time to complete the exam activity;
- Adapting exam materials, such as providing materials in large text format;
- Re-organising the exam room, such as removal of visual stimuli for an autistic candidate.

Special Consideration Policy

Special consideration is any adjustment given to a student who has temporarily experienced an illness or injury, or another 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, 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 another uncontrollable event that has interfered with your ability to complete your exam, please contact Sovna Puri Beverage Education on info@sovnapuri.com as soon as possible. Sovna Puri Beverage Education will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 3 working days after the affected 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, Sovna Puri Beverage Education will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

Sovna Puri Beverage Education will keep records of all applications for special consideration.

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Malpractice and Maladministration Policy

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

Non-compliance with Sovna Puri Beverage Education 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; and
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.

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;
- Insecure storage of exam materials
- Breach of confidentiality
- Misleading advertising/publicity

For students:

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials
- Disruptive behaviour in an exam
- Plagiarism of any nature by students

In general, we also expect that both Sovna Puri Beverage Education staff and our students should treat others and be treated professionally and respectfully at all times. We 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 student misconduct to WSET as necessary.

Reporting and Investigation of Malpractice or Maladministration

As an APP, we aim to ensure compliance with WSET Policies and Sovna Puri Beverage Education policies and will keep records of potential or actual malpractice or maladministration by you, our students, or our staff.

We are required to notify WSET immediately of any non-compliance issues that could be malpractice or maladministration, so that WSET can investigate the non-compliance under their own Malpractice and Maladministration Policy.

We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with Sovna Puri Beverage Education as soon as possible by following the process outlined in our Complaints policy. During WSET's investigation, they may reach out to Sovna Puri Beverage Education or to you directly to request further information or conduct an interview. Please respond to any requests promptly and honestly.

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Resit Candidates:

Candidates who fail to clear the WSET exam in their first attempt have the option for opting for a resit exam. Please contact info@sovnapuri.com for scheduling a resit exam. The Resit exam can be given offline or online. The charges for the resit exam are mentioned below.

Resit Fees	L1	L2
Offline Resit	8535	10635
Online Resit	7140	9555