

ENQUIRY & FEEDBACK FORM 2019/20

WSET Levels 1 - 3



WSET
AWARDS

CANDIDATE DETAILS

First Name _____ Initial(s) _____ Surname _____

Email Address _____ Tel. Number _____

Address (correspondence address)

Date of Birth

D	D	M	M	Y	Y	Y	Y
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Gender Male Female

Candidate No.

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APPROVED PROGRAMME PROVIDER DETAILS

Name of the APP you studied with _____ APP Number _____

APP Main Contact _____

EXAMINATION DETAILS

Qualification Title _____

Date of exam

D	D	M	M	Y	Y	Y	Y
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Exam Number (if known)

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REASON FOR ENQUIRY/FEEDBACK APPLICATION

Please give reasons for your application:

FEES

Qualification		Tick as required	Fee £	Total Cost
WSET Level 1 Award in Wines	Enquiry		£14.00	
	Enquiry and Feedback		£21.00	
WSET Level 1 Award in Spirits	Enquiry		£14.00	
	Enquiry and Feedback		£21.00	
WSET Level 1 Award in Sake	Enquiry only		£14.00	
	Enquiry and Feedback		£21.00	
WSET Level 2 Award in Wines & Spirits	Enquiry only		£14.00	
	Enquiry and Feedback		£21.00	
WSET Level 2 Award in Wines	Enquiry only		£14.00	
	Enquiry and Feedback		£21.00	
WSET Level 2 Award in Spirits	Enquiry only		£14.00	
	Enquiry and Feedback		£21.00	
WSET Level 3 Award in Wines	Unit 1 Theory	Enquiry only	£36.00	
		Enquiry and Feedback	£79.00	
	Unit 2 Tasting	Enquiry only	£36.00	
		Enquiry and Feedback	£50.00	
WSET Level 3 in Spirits	Unit 1 Theory	Enquiry only	£36.00	
		Enquiry and Feedback	£79.00	
	Unit 2 Tasting	Enquiry only	£36.00	
		Enquiry and Feedback	£50.00	
WSET Level 3 Award in Sake	Unit 1 Theory	Enquiry only	£36.00	
		Enquiry and Feedback	£79.00	
	Unit 2 Tasting	Enquiry only	£36.00	
		Enquiry and Feedback	£50.00	
Total Fee				

Please complete the payment details overleaf

PAYMENT DETAILS

I enclose a fee of

£

*Cheques and postal orders should be made payable to the
Wine & Spirit Education Trust.*

OR

Please charge my credit/debit card (*Visa/MasterCard/Delta*) with this amount. *Please note that we do **not** accept Amex.*

Card Number

Issue Number

CVV Number

Valid From
(MM/YY)

Expires End
(MM/YY)

Cardholder's Billing Address

(if different from correspondence address)

Cardholder's Name *(as printed on card)*

Payment details will be securely destroyed once payment has been processed.

I declare that I have read the important notes to applicants below.

Cardholder's Signature

Data protection statement: The information supplied on this form and any supporting documentation will be treated as confidential and processed by WSET Awards in accordance with its Data Protection Policy, a copy of which is available on request.

IMPORTANT NOTES TO APPLICANTS - PLEASE READ CAREFULLY

1. This Enquiry & Feedback Form enables candidates to request an enquiry against examination results (re-mark) and/or feedback on their scripts. An enquiry can be requested for all grades awarded; feedback can only be requested for fail grades.
2. A duly completed Enquiry & Feedback Form must be received by the Assessments Manager at WSET Awards and emailed to awards@wsetglobal.com no later than:
 - i. **6 weeks** after the date of the examination in the case of WSET Level 1 and Level 2 qualifications; and
 - ii. **12 weeks** after the date of the examination in the case of WSET Level 3 qualifications.Applications received outside of these time frames will not be reviewed.
3. WSET Awards will confirm receipt of an Enquiry & Feedback Form to the candidate at the email address provided within 3 working days.
4. All examination scripts that are the subject of an enquiry will be re-marked by a member of the Examination Panel not involved in the original marking.
5. WSET Awards will issue the enquiry result and/or feedback to the candidate at the email address provided:
 - i. Within **2 weeks** of receipt of the Enquiry & Feedback Form for WSET Level 1 and Level 2 qualifications; and
 - ii. Within **8 weeks** of receipt of the Enquiry & Feedback Form for WSET Level 3 qualifications.
6. The candidate's APP may request a copy of an enquiry result from the Assessments Manager at WSET Awards; any feedback remains confidential to the candidate and will only be shared with an APP with the candidate's prior written consent.
7. Where an enquiry results in a change to the original grade WSET Awards will:
 - Refund the enquiry application fee;
 - Amend the examination result accordingly; and
 - Issue a new certificate free of charge (following return of the original certificate if applicable).
8. Candidates who remain unsatisfied following the re-marking of their examination paper(s) should request an Appeal Against Examination Results Application Form from their APP or from the Assessment Assistant at WSET Awards. This must be received by the Assessments Manager at WSET Awards no later than 10 working days after the issue of the enquiry result to the candidate.