



澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

CPTTM Policies for WSET® Training Courses

A. Enrollment Criteria

To enroll in WSET courses, individuals must meet the following criteria:

- aged 18 or above, with no allergy to wine and without any pre-existing heart or cardiovascular medical conditions (self-declared);
- Macau residents or individuals legally permitted to stay in Macau S.A.R throughout the period of study;
- meet the pre-requisites of individual courses.

CPTTM reserves the right to cancel a student's enrolment or award of certificate if the information provided by the student is found to be inaccurate or untrue.

B. Regarding Refund of Course Fees

According to the general policy of CPTTM, all course fees (including those for courseware) paid by students are non-refundable and non-transferable to other courses, unless the course has been cancelled or rescheduled by CPTTM prior to the start date of the course.

C. For Students Requesting Disabled Access & Reasonable Adjustments

CPTTM can arrange the following facilities and reasonable adjustments for individuals who have certain disabilities, provided that such adjustments will not affect the integrity of what needs to be assessed during the examination:

- Disabled access from the entrance of the building to before the elevators
- Washroom facilities for the disabled
- Arrange priority seating in the training or examination room
- Allow the student to bring a sign language interpreter during training



澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

- Print materials in larger font size

An individual with certain disabilities should inform CPTTM in writing at time of enrollment (and no later than 10 working days before the enrollment deadline) so that CPTTM can assess the provision of above facilities and reasonable adjustments to support the individual's learning. CPTTM will reply the individual within 5 working days of receiving such request. Out of fairness to all students, CPTTM reserves the right to require the individual to produce evidence of his/her individual circumstances.

D. For Students Requesting Special Consideration

- If a student is unable to attend an examination for which they have been enrolled due to personal illness, accident or bereavement, he/she can apply for a special consideration to CPTTM to make a one-time arrangement to transfer the student to the next available examination; any fee incurred will be borne by the student.
- The application must be submitted in writing to CPTTM as soon as possible (and no later than 3 days after the examination date) and attached with supporting third-party documentation.
- Upon receiving the application and supporting third-party documentation, CPTTM will submit this request to WSET according to the policy and procedures defined by WSET.
- Application without supporting third-party documentation is not eligible for special consideration.
- Failure to attend the examination due to work commitment does NOT qualify for special consideration.

E. Regarding Malpractice & Maladministration

- CPTTM delivers and administers WSET courses in accordance with the rules, regulations and procedures set out by WSET.
- CPTTM will communicate to all staff and instructors involved in the delivery and administration of WSET courses about such rules, regulations and procedures and they are required to comply with them.
- CPTTM reserves the right to disqualify students from the examination if any malpractice is



澳門生產力暨科技轉移中心
 CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
 MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

found.

- Malpractice includes (but not limited to) the following:

By students	<ul style="list-style-type: none"> ● actual or attempted plagiarism, or cheating, of any nature ● use or attempted use of any reference material or electronic device during a closed book examination ● disruptive behaviour in the examination ● breach of published Examination Regulations ● fraudulent use of WSET certificates; ● a deliberate attempt to discredit WSET, or to bring WSET into disrepute in any way
By CPTTM	<ul style="list-style-type: none"> ● breach of invigilation rules or the APP Code of Conduct; ● issue of bogus examination results ● insecure storage of examination papers ● unauthorised amendment, copying or distribution of examination papers ● use of unapproved or ineligible instructors to deliver a qualification course ● change of examination location or altered facilities so they no longer meet the required standards ● failure to administer examination in line with the assessment requirements ● denial of access to resources (premises, records, information, students and staff) by authorized WSET representatives and regulatory authorities

- Maladministration includes (but not limited to) the following:

By CPTTM	<ul style="list-style-type: none"> ● failure to follow procedures or adhere to regulations as laid out in the APP Operating Handbook ● failure to return examination papers within the required timeframe ● returning examination papers by regular post and not recorded delivery or trackable courier
----------	--



澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

	<ul style="list-style-type: none">● failure to issue results to candidates in a timely manner● breach or infringement of WSET copyright and trademarks● non-payment of fees for WSET services or examinations● breach of the Conflicts of Interest Policy● breach of the Center Agreement or APP Code of Conduct;● a change in control of CPTTM that results in new management being unable to meet WSET Awards criteria
--	---

- CPTTM will promptly notify WSET of any incidents of malpractice/ maladministration in line with the requirements of the malpractice/ maladministration policy set out in the APP Handbook.

F. Regarding Equal Opportunity

- CPTTM supports the principles of equal opportunity and subject to class size limitation, will consider applications from any individual who can demonstrate that they meet the Enrolment Criteria and course pre-requisites.
- CPTTM attempts its best to provide access arrangements or reasonable adjustments for students who have certain disabilities (see under “C. For Students Requesting Disabled Access & Reasonable Adjustments”)
- CPTTM maintains a Register of Legal and Other Requirements according to its ISO 9001 & ISO 14001 Integrated Management System and will comply with any equalities law of the Macau S.A.R if exists.

G. Regarding Complaints

- While CPTTM aims to provide a consistently excellent level of service, there may be occasions where we fall short. Where this is the case, CPTTM strives to resolve student complaints in a timely and impartial manner by operating a complaints procedure according to its ISO 9001 & ISO 14001 Integrated Management System.
- The student should submit his/her complaint in writing, providing specific details of the incident and his/her contact information.



澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

- CPTTM will acknowledge receipt of the complaint within 5 working days and strive to resolve it within 20 working days; if CPTTM is unable to provide a final response within this time frame, CPTTM will send the student an update explaining the reason.

H. Regarding Conflict of Interest

- CPTTM will communicate to all staff and instructors involved in the delivery and administration of WSET courses about what constitutes potential conflicts of interests according to WSET.
- Specific examples of conflict of interest include the following:
 - the undertaking of a WSET qualification by any individual employed by CPTTM
 - the invigilation of a WSET qualification by any individual involved in the delivery of training leading to the assessment
 - the tutoring of students by any individual involved in the assessment process
 - the delivery of “coaching sessions” to students by any individual involved in the assessment of candidate scripts or the authoring of examination questions
- In line with the requirements of the conflict of interest policy set out in the APP Handbook, an individual staff or instructor engaged in the delivery and administration of WSET courses is required to make a “Declaration of Interest” to inform WSET of any potential conflict of interest.

I. Regarding Personal Data Protection

- CPTTM is committed to protecting the integrity and confidentiality of personal data and abides by the Law No. 8/2005 “The Personal Data Protection Act” of the Macau SAR.
- Personal data provided by the students on the enrollment forms and related documents will be used by CPTTM for purposes related to the processing of enrollment and student administration, the compilation of statistical reports and the communication of information about CPTTM services.
- For purposes of examining and awarding WSET qualifications and collecting feedback from students, basic personal data (such as name, date of birth, gender and contact details) will be passed to WSET Awards.



澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

- In certain situations, information relating to health which may be required to support applications for reasonable adjustment and/or special consideration in the context of examinations for WSET qualifications will also be passed to WSET Awards.
 - Data passed to WSET Awards will be handled in accordance with WSET Awards' Data Protection Policy.
-

For enquiry, please contact:

Macau Productivity & Technology Transfer Center

Standards, Management, Training & Assessment Department

Tel: 28781313

Email: training@cpttm.org.mo