

ENQUIRY & FEEDBACK FORM

2024–25



WSET LEVELS 1–3

IMPORTANT NOTES FOR APPLICANTS - PLEASE READ CAREFULLY

This form allows you to request an **enquiry** (re-mark) or an **enquiry and feedback** on your recent WSET exam. To understand the service being requested you should read these notes carefully and take guidance from your course provider (APP).

Summary of services available:

Enquiry

- An enquiry is a re-mark of your script.
- An enquiry can be requested for all grades awarded.
- Once the enquiry is completed, you will receive a letter which will inform you if your grade has changed. You will not receive any additional commentary or advice. The letter will be sent in English only.
- If your grade has changed, you will receive a full refund of your enquiry fee.

Enquiry and Feedback

- An enquiry and feedback is a re-mark of your script and a report on your exam performance.
- An enquiry and feedback is only available for Fail or Fail Unclassified grades.
- Once the enquiry is completed, if your grade remains a Fail or Fail Unclassified you will also receive a feedback report which summarises your performance. The report will focus on why you went wrong, self-reflection and skill development.
- Exam questions and your answers will NOT be revealed in the feedback report. You will NOT receive a copy of your script.
- The report will be provided in English only, regardless of the language you sat the exam in.
- **OR:** if your grade is increased to a Pass or above you will receive an enquiry letter only and a full refund of your enquiry and feedback fee. You will not receive a feedback report.

Possible Outcomes

There are three possible outcomes to your application for an enquiry (re-mark) or an enquiry and feedback:

- your original mark is lowered, so your final grade may be lower than the original grade you received;
- your original mark is confirmed as correct, so there is no change to your grade; or
- your original mark is raised, so your final grade may be higher than the original grade you received.

Where an enquiry or enquiry and feedback results in a change to your grade WSET will refund your application fee, amend your exam result, reissue a revised grade list to your APP, and issue a new certificate free of charge.

Further information and Fees

- To apply for an enquiry or an enquiry and feedback, please complete this form and return to exams@wsetglobal.com.
- Your application must be received no more than 15 working days after the issue of exam results to your course provider (APP). Please note that late applications cannot be accepted.
- WSET will confirm receipt of your application within 3 working days. Upon receipt of your application, a WorldPay payment link will be sent to the email address you provide. The application will not be processed until payment is made.
- WSET will aim to issue your enquiry result and feedback (if applicable) within 40 working days of receiving payment.
- All enquiries (re-marks) will be performed by a person not involved in the original marking.
- Your APP may request a copy of your enquiry result from WSET. Feedback remains confidential to you and will only be shared with your APP with your prior written consent.
- If you remain unsatisfied following an enquiry you may request an Appeal Against Examination Results application form from your APP. This must be received by WSET no more than 15 working days after the issue of your enquiry result.
- As exam papers are "live" – in circulation candidates will NOT be given a copy of their examination paper, **exams remain property of the WSET**
- Data protection statement: The information supplied on this form and any supporting documentation will be treated as confidential and processed by WSET in accordance with its Data Protection Policy, a copy of which is available on request.

CANDIDATE DETAILS

First name		Initial(s)		Last name	
Email					
Candidate number				Date of birth	DD/MM/YYYY

APPROVED PROGRAMME PROVIDER DETAILS

APP name (if known)		APP number		
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EXAMINATION DETAILS

Exam number		Date of Exam	DD/MM/YYYY
Qualification Title			

REASON FOR ENQUIRY / ENQUIRY AND FEEDBACK APPLICATION

Please give reasons for your application:

FEES				
Qualification			Tick as required	Fee £
WSET Level 1 Award in Wines		Enquiry		£20.00
		Enquiry and Feedback		£27.00
WSET Level 1 Award in Spirits		Enquiry		£20.00
		Enquiry and Feedback		£27.00
WSET Level 1 Award in Sake		Enquiry only		£20.00
		Enquiry and Feedback		£27.00
WSET Level 1 Award in Beer		Enquiry only		£20.00
		Enquiry and Feedback		£27.00
WSET Level 2 Award in Wines		Enquiry only		£20.00
		Enquiry and Feedback		£27.00
WSET Level 2 Award in Spirits		Enquiry only		£20.00
		Enquiry and Feedback		£27.00
WSET Level 2 Award in Sake		Enquiry only		£20.00
		Enquiry and Feedback		£27.00
WSET Level 2 Award in Beer		Enquiry only		£20.00
		Enquiry and Feedback		£27.00
WSET Level 3 Award in Wines	Unit 1 Theory	Enquiry only		£48.00
		Enquiry and Feedback		£103.00
	Unit 2 Tasting	Enquiry only		£48.00
		Enquiry and Feedback		£66.00
WSET Level 3 Award in Spirits	Unit 1 Theory	Enquiry only		£48.00
		Enquiry and Feedback		£103.00
	Unit 2 Tasting	Enquiry only		£48.00
		Enquiry and Feedback		£66.00
WSET Level 3 Award in Sake	Unit 1 Theory	Enquiry only		£48.00
		Enquiry and Feedback		£103.00
	Unit 2 Tasting	Enquiry only		£48.00
		Enquiry and Feedback		£66.00
Applicant to tick each service required and note the total fee to pay:			Total Fee:	