



RACK AND RETURN

Rack and Return Terms and Conditions

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1. Complaints and Appeals Policy

Rack and Return aims to deliver a high level of service and education, and we recognise that a process to receive and process feedback is an important element of maintaining that service. As a result, we have the following process for complaints and appeals which is designed to ensure that every client has an opportunity to informally or formally give us feedback, which will allow us to best serve the individual needs of that client and improve our service for future sessions.

We must ensure that:

- The process of leaving feedback and complaints is easy and straight forward
- That this feedback is appropriately processed and responded to, by form of apology or some sort of action



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- That this feedback is documented so we have a historical record of our progress and can ensure we are consistently improving our service

Students/candidates wishing to raise dissatisfaction about services provided by a WSET Approved Programme Provider (APP) must address their concern directly with the APP. Only when the APP's full complaints procedure has been followed and the complainant continues to remain dissatisfied with the outcome should they contact WSET Awards.

Definition of a Complaint: A complaint is an expression of dissatisfaction with the standard of service at Rack and Return APP, which negatively affects our candidates/students. This can be, although is not limited to, issues with the content, teaching effectiveness, professionalism and/or personal conflict with a representative of Rack and Return APP.

All candidates and students have a right to give feedback and the process of issuing a complaint in no way prejudices the complainant. It is important that this information is readily available and that complaints can be made with the utmost confidentiality. There are two ways to make a complaint to Rack and Return: Informally and Formally.

Informal Complaints: Most complaints are of a nature that requires an immediate response and a swift resolution. An informal complaint is the most appropriate way to deal with the vast majority of complaints, allowing for mediation, resolution and a resumption of service without any lengthy process. In order to make a formal complaint, approaching a member of Rack and Return to express concerns is appropriate, although we recommend sending us an email at info@rackandreturn.com in order to maintain a history of the complaint in case a more formal approach is later needed.

Rack and Return will respond within 3 working days, although commonly immediately to resolve the issue as soon as possible,



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whether that be through an apology, immediate action or another desirable outcome.

Formal Complaints: In the event that a complaint cannot be resolved through informal means, a more formal approach may be necessary to allow for a longer process and further consideration of the issue. In order to file a formal complaint, Rack and Return will need the following information, emailed to info@rackandreturn.com:

- Name, address and contact information
- Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behaviour
- All supporting information i.e. relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- What action or response they seek to resolve the dissatisfaction.

The complaint will be handled by a representative of Rack and Return not involved in the complaint itself. A response, including an explanation of our process and a proposed resolution, will be provided within 14 working days. Exceptionally, this may need to be extended if further investigation needs to occur into the complaint and full notice will be given if this is the case.

Complaints to WSET Awards: If the complaint procedure has been followed and there is still no resolution, the next step is to contact the WSET Awards. This information is available through the WSET Global Campus and will be made available by Rack and Return if such a process needs to be followed.

Appeals: Should the complainant not be satisfied with the response from the WSET Awards Team, the next step will be to submit an appeal, in line with the Policy on Appeals against WSET Awards' Decisions. All appeals must be received within 10 working days of



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receipt of the complaint outcome from the Awards Management Team.

2. *Conflict of Interest Policy*

Rack and Return recognises that in order to safeguard the integrity of both ourselves as an APP and the WSET as a course provider, we must have a policy to identify and manage potential conflicts of interest. These can arise in a number of ways and some are manageable, whilst others need to be flagged and avoided entirely. Our policy is:

- To be diligent and transparent in our approach to offering WSET courses, ensuring that our established roles are adhered to entirely.
- To be vigilant for potential conflicts of interest, to flag them and deal with them in the appropriate manner, including flagging any breaches of conduct to WSET Awards immediately.
- To be attentive to feedback from students and candidates, without compromising sensitive information and/or the chain of complaints/appeals.
- To ensure that, to the best of our ability, that all essential processes and procedures are followed to the letter, particularly with regards to examination materials.

Rack and Return will work diligently to ensure that any potential conflicts of interest are declared to the HOQC and recorded for the purposes of future best practices, in order to improve our own processes.

3. *Data Protection*

Rack and Return is committed to protecting the privacy of our students and candidates. Keeping your data safe is amongst our highest priorities. Rack and Return complies with our obligations



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under data protection legislation by keeping personal data up-to-date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure; by ensuring that appropriate technical measures are in place to protect personal data and by guaranteeing total transparency on how we manage your data.

Why we collect your personal data

- To register you as a candidate with WSET Awards and enable you to sit examinations for WSET qualifications.
- To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations.
- To communicate with WSET Awards and issue your examination results and qualification certificate as appropriate.
- To send you information regarding the course or event for which you are registered (or which have registered interest in).
- To process sales of products or services you have purchased from us
- To verify your identity
- To send you marketing communications including information about our courses and upcoming events.

What personal data we collect

We may collect the following information about you:

- Your name, date of birth, gender and contact details (this could include your postal address, telephone numbers and email address);
- 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.

We do not share your personal data with any external companies or 3rd parties, outside of the WSET for the purposes of examinations and results. We do not keep any data for longer than strictly necessary, with the exception of marketing purposes such as our newsletter and information relating to courses and tastings, all of which is optional.

4. *Diversity and Equality*

At Rack and Return, we're committed to ensuring a fair and equal opportunity for all our students. The following policies apply to all members of staff at Rack and Return, as well as every candidate, student and associated educator:

Rack and Return will ensure fair and equal opportunities for all students by:

- Promoting open access to all available WSET qualifications assuming that the requirements have been met. (Minimum age, prerequisite qualifications/knowledge where appropriate)
- To ensure that the teaching plan and relevant material 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,



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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 assessments without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies
- To invite feedback from students and candidates as to how we can improve our policy, and to flag any issues as they arise
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose

We have an open-door policy at Rack and Return for all feedback, as well as collating it at the end of every course. We encourage open discussion and in particular, to hear about anything relating to student issues around access, equality and experience.

5. *Reasonable Adjustments*

Rack and Return is committed to ensuring that every student has a fair and equal opportunity at both the courses and examinations offered, and to ensure that no candidate is assessed in a way that would advantage or disadvantage them versus other candidates. For this reason, occasionally a Reasonable Adjustment may have to be made for a candidate.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation. Reasonable adjustments are approved by WSET Awards and put in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of a reasonable adjustment is not taken into consideration during the assessment of a candidate's work.



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Reasonable adjustments must not give unfair advantage over candidates for whom reasonable adjustments are not being made, or affect the reliability and validity of the assessment outcomes as detailed in the applicable Specification.

Reasonable adjustments may involve:

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

Rack and Return is committed to identifying any special needs which may require a reasonable adjustment upon enrollment, requiring at least a full months' notice to submit this request to WSET Awards. Rack and Return recognises that WSET Awards reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements and that we may not offer reasonable adjustments to any candidate until this has been agreed with WSET Awards.

6. *Special Consideration Policy*

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

Special consideration will not give unfair advantage over candidates for whom special consideration is not being applied, or alter the



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assessment demands of the qualification as detailed in the applicable Specification.

A candidate may be eligible for special consideration if

- Performance in an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement or examination room conditions
- Alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate
- The application of special consideration would not mislead the user of the certificate as to the candidate's attainment.

In order to process a special consideration, Rack and Return require at least 10 working days' notice. All support shall be given to the candidate although WSET ultimately have the final decision of whether special consideration is granted. Rack and Return is committed to being open and transparent with the process and the decision with the candidate in question, from start to finish.

7. Malpractice and Maladministration Policy

Rack and Return is fully aware of all WSET policies and procedures in place to protect the integrity of both our students and the WSET as an institution. We are committed to identifying any issues before and as they arise, flagging the nature of these to the WSET and taking immediate action.

In order to ensure a maintenance of proper procedure, Rack and Return is committed to:

- A clear understanding of the roles and responsibilities of each member of the APP, and how to identify potential malpractice or maladministration within that.



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- Weekly operational meetings to cover these points, amongst other topics
- Full transparency with the WSET and full co-operation for any queries or investigations

8. *Cancellations and Refund Policy*

At Rack and Return, we appreciate that despite the best efforts of students, there will be circumstances where a course may have to be delayed or cancelled. As a result, we have a simple cancellations and refunds policy in place to address this.

Once payment is made for a course, it is the responsibility of the student to ensure they are prepared and able to attend. We will, to the best of our ability, be flexible in allowing for delays onto other suitable courses in the case of changes of schedule and unavoidable situations. Cancellations and refunds are only available in certain scenarios and to be considered on a case-by-case basis:

- If a course is cancelled by Rack and Return through no fault of the students, an option to cancel and a full refund (minus the cost of study material) will be offered along with the next available date, should students wish to rebook instead.
- If the student will be unable to attend the course for any reason, 15 working days must be given in order to cancel their place on the course and receive a refund (minus the cost of study material, shipment and administration fee of €25). Within this period, no refund will be given by Rack and Return.
- The cost of the study material sent and the shipping fee depends on the specific course that has been signed up for.
- Should a student only be able to attend part of a given course for any reason, no partial refunds will be available.
- If a student will be unable to attend the course for any reason, at least 10 working days' notice must be given in order to switch dates to another appropriate course. Within this period, Rack and Return are under no obligation to re-organise another



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appropriate date for the student, though we shall endeavour to be as flexible as possible in this regard.