



Archive Academy Policy Statement January 2023

Table of Contents

Complaints and Appeals Policy	2
Policy aim and purpose	2
Definition of a complaint.....	2
Equity of access and treatment.....	2
Who can make a complaint?.....	2
How to make a complaint.....	3
Appeals	4
Conflict of Interest Policy	4
Definition of Conflict of Interest	4
Management of Conflicts of Interest	5
Privacy and Data Collection Policy	5
Why we collect your personal data.....	6
What personal data we collect	6
How we collect your personal data.....	7
Sharing your personal data with third parties.....	7
Data retention – how long do WSET Awards hold your personal data.....	8
Your rights.....	8
Diversity and Equity Policy	9
Reasonable Adjustments Policy	9
Definition of Reasonable Adjustment	9
Applying for a reasonable adjustment	10
Special Consideration Policy	10
Applying for special consideration	11
Malpractice and Maladministration Policy	11
Management of Malpractice and Maladministration.....	12
Cancellation and Refunds Policy	12

Complaints and Appeals Policy

Archive Academy is a WSET Approved Programme Provider (APP) and, as such, aims to always strive for high standards and provide a consistently excellent level of service to students. Whilst every care is taken to ensure high quality standards, there may be occasions where we fall short. Where this is the case, we would like the opportunity to improve our service by listening and responding, taking whatever action is needed to put mistakes right and to prevent them from happening again.

Policy aim and purpose

Archive Academy is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our customers must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged. The aim of this policy is to provide a clear and structured process which highlights who can make a complaint (the complainant), how they can make a complaint and what Archive Academy will do to seek a resolution to the complainant's satisfaction. Therefore, Archive Academy aims to ensure that:

- Making a complaint is as easy as possible
- An appropriate response is provided e.g. an explanation, apology or action taken
- Complaints are properly documented and reviewed to improve service

Definition of a complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Archive Academy, a member of its staff or a representative, affecting a stakeholder or group of stakeholders, especially WSET Awards, students/candidates and Archive Academy. Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by a member of staff or representative of Archive Academy, which may or may not be justified or associated with professional misconduct.

Equity of access and treatment

Through publication of this policy on the Archive Wine Bar website, individuals can access information about complaints procedures. We are committed to ensuring all individuals have equal access to this information. The act of filing a complaint will in no way prejudice the complainant. Complainants will be guaranteed confidentiality unless they waive that right, but should be aware that while Archive Academy will not divulge their name, the circumstances of the complaint could potentially make them identifiable to other parties involved in the investigation.

Who can make a complaint?

Complaints can be made by an individual stakeholder or group of stakeholders who have been adversely affected by or have witnessed, the cause of dissatisfaction, or someone acting on behalf of the affected stakeholder (referred to as third parties). Third parties submitting a complaint on behalf of the complainant may only do so with written permission to represent the complainant and their interests. This must be presented to and accepted by Archive Academy.

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

Anonymous complaints

Receiving a complaint from an unidentified source potentially limits Archive Academy and WSET Awards' power to effectively investigate that complaint. However, if an anonymous complaint is received, the organisation in receipt of the complaint will consider if there is enough information in the complaint to enable further investigation. The decision on whether to pursue the complaint rests with the Main Contact (Archive Academy) or the Head of Quality and Compliance (WSET Awards).

[How to make a complaint](#)

Informal process

We recognise that most individuals who are dissatisfied will want a problem to be addressed as quickly as possible; therefore an informal approach may be appropriate. The informal approach aims to resolve the concern quickly, keep matters low key and enable mediation between the complainant and the individual to whom the complaint has been directed. Therefore the complainant should contact an educator or the Main Contact at Archive Academy for an informal discussion, in response to which we will aim to resolve the concern by providing an explanation, apology or another desirable outcome. The following contact details may be used instead of a face to face discussion;

Ingrid Sutherland (Main Contact) (m) 0403 302 400 (e) wset@archivewinebar.com.au

Graham Sutherland (Nominated Educator) (m) 0438 113 648

Archive Academy guarantees confidentiality and that the complaint will not prejudice the student in any way. If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed. It might be necessary to provide further information to ensure the complaint is fully understood, thoroughly investigated and allow for a comprehensive response to be provided.

Formal process

Stage 1

Formal complaints are submitted in writing to either wset@archivewinebar.com.au or Archive Academy, 140 High Street, Belmont, VIC 3216 and marked for the attention of the Main Contact. When submitting a complaint, the complainant must provide the following:

- 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.

Archive Academy logs the complaint and will acknowledge the complaint in writing within 3 working days of receipt, advising the name of the Main Contact responsible for handling the complaint. Complaints will be investigated by the Main Contact who may contact the complainant or any other named parties for further information as required. The complainants name will not be mentioned to third parties or their identity otherwise revealed unless permission to do so has been obtained in advance.

A response, including explanation and resolution, will be provided within 20 working days of the date of the initial acknowledgement. Exceptionally (e.g. in especially complex or serious complaints, or where a key party is out of contact for a period of time) it may be necessary to extend the duration of the investigation. In that case, the complainant will be notified

and given a revised timescale. The outcome will be recorded and incorporated into Archive Academy's Continual Improvement Plan.

Stage 2

Following Stage 1, if a complaint remains unresolved, the complainant should notify the Main Contact in writing that they wish to pursue the complaint to the next stage. The complaint will be referred to the WSET Quality Assurance Team (qa@wsetglobal.com) for further investigation. In accordance with WSET Complaints Policy, acknowledgement of further investigation will be provided to the complainant in writing within 3 working days, and the complainant will be notified of the individual responsible for the investigation. WSET Awards will log the further complaint. The Quality Assurance Team will conduct a further investigation into the cause of dissatisfaction, after which they will communicate directly with the complainant and provide an explanation and resolution. This will be communicated to the complainant within 30 working days of the Stage 2 acknowledgement email.

The duration of further investigation will depend on the nature and severity of the complaint and the complexity of the response required. In some cases the investigation may take longer and in such instances, the complainant will be notified of the revised timescale. Where the complainant wishes their name to be withheld from an investigation, Archive Academy will not be able to provide information on the outcome other than to inform the complainant that it has been completed. The outcome will be recorded and incorporated into WSET Awards' Continual Improvement Plan.

Appeals

If the complainant continues to remain dissatisfied with the response provided by WSET Awards, 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 receipt of the complaint outcome from the Awards Management Team.

Policy on Appeals against WSET Awards' Decisions

WSET Awards operates an appeals policy to ensure that decisions taken by its staff are open to review in order to identify and rectify any errors. This policy does not apply to appeals against examination results for which a separate procedure exists. Please refer to WSET Awards' Complaints and Policy on Appeals against WSET Awards' Decisions Policy on the WSET website.

Conflict of Interest Policy

As a regulated awarding organisation, WSET Awards is required to identify, monitor and manage actual, potential and perceived conflicts of interest ('Conflicts of Interest'). This is essential to safeguard the integrity of WSET qualifications and promote confidence in WSET Awards processes. This policy applies to all WSET Awards staff and to any individual acting on behalf of WSET Awards.

Archive Academy is aligned with this conflict of interest policy and reports to WSET Awards any perceived or actual conflicts of interest that have been identified and the process undertaken to manage the perceived or actual conflict of interest.

Definition of Conflict of Interest

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

Examples of Conflicts of Interest in the context of an awarding organisation such as Archive Academy include:

- The undertaking of any assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The undertaking of any moderation of assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The tutoring of candidates by an individual involved in the assessment process;
- The undertaking of a WSET qualification by any individual employed by an APP;
- The undertaking of a WSET qualification by any individual employed by WSET Awards;
- The coaching of candidates by any individual involved in the assessment of candidate scripts or the authoring of examination questions;
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP;
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Some of these Conflicts of Interest can be managed and are therefore acceptable. For example, the marking of WSET Level 3 tasting assessments by Internal Assessors is verified by WSET Awards to mitigate the risk of a Conflict of Interest. Similarly, where an employee of Archive Wine Bar undertakes a WSET qualification, measures can be put in place to maintain the integrity of the assessment, provided this has been notified to WSET Awards in advance.

Some Conflicts of Interest cannot be managed and are not acceptable. For example, it would be inappropriate for an individual involved in the authoring of examination questions or the compilation of examination papers to teach or coach students.

Identification of Conflicts of Interest

Any individual involved in the delivery of WSET qualifications who becomes aware of a Conflict of Interest must inform Main Contact (Archive Academy) who will in turn inform the Head of Quality and Compliance (HOQC) WSET Awards in writing immediately. Conflict of Interest declarations will be recorded by WSET Awards on the Conflicts of Interest Register.

Management of Conflicts of Interest

WSET Awards has procedures in place to manage specific Conflicts of Interest. These include the exclusive involvement of WSET Awards staff in the creation of all assessment materials, moderation of all internal assessments conducted by APPs and moderation of all written examinations not marked by optical mark readers. Other Conflicts of Interest will be managed on a case-by-case basis.

The Main Contact of Archive Academy has responsibility for the management of Conflicts of Interest relating to the work of the Archive Academy. The Main Contact will consult with the HOQC (WSET Awards) to agree how to mitigate any unmanageable Conflicts of Interest.

Privacy and Data Collection Policy

Archive Academy shares personal data collected from students with WSET Awards and students are referred to the [WSET Privacy Policy](#) for clear and sufficient information as to which personal data will be shared by Archive Academy with WSET. Archive Academy will

share sensitive information related to reasonable adjustment or special consideration requests with WSET Awards only for the purposes of administering these requests. Archive Academy and WSET are committed to protecting your privacy. At all times we aim to respect any personal data you share with us, or that we receive from others, and keep it safe. Archive Academy and WSET comply with obligations under relevant 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.

Please refer to the [WSET Privacy Policy](#) for further information on how WSET manages data processing practices and your rights and options regarding the ways in which your personal data is used and collected. If you have any queries please contact WSET's data protection officer by emailing dpo@wsetglobal.com.

Why we collect your personal data

1. To register you as a candidate with WSET Awards and enable you to sit examinations for WSET qualifications.
2. To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations.
3. To communicate with WSET Awards and issue your examination results and qualification certificate as appropriate.
4. To provide you with post-results services such as enquiries against results and appeals and solicit feedback from you on WSET qualifications.
5. To process your registration for any WSET courses or events so that we can deliver these services to you.
6. To send you information regarding the course or event for which you are registered (or which have registered interest in).
7. To process sales of products or services you have purchased from us.
8. To personalise, report on and improve the services and products we provide to you, and to provide you with a best-in-class customer service experience.
9. To send you marketing communications including information about our qualifications, upcoming events and promotions from either Archive Academy or Archive Wine Bar.

Other legitimate interests

When we send you news regarding our products we will do so on the basis that we have your consent. However, to allow us to provide continual best-in-class service we believe we have legitimate interest to process your personal data so that we can:

- Improve our existing product range and services;
- Provide you with a best-in-class customer service experience;
- Protect you as our customer, our employees and our business;
- Understand your likes and dislikes, what services you wish to hear about and how best to contact you to inform you about them.

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);
- Purchases and orders made by you;

- Your payment card details (which are encrypted) when you purchase any products or services (should you pay for one of our products or services over the telephone or using one of our payment forms, your card details will not be retained and will be securely destroyed);
- When you set up any account with us, your login credentials;
- Your marketing preferences;
- Your correspondence with us;
- 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.

How we collect your personal data

1. When you directly provide it to us directly

For example, when you subscribe to an Archive Academy or Archive Wine Bar newsletter, respond to an Archive Academy survey, or register for an Archive Academy course or Archive Wine Bar event.

2. When you register for an Archive Academy course or examination we will provide WSET Awards with some of your personal data for the purpose of identification and managing your qualifications and results. This includes your name, your date of birth, your gender, your unique candidate identifier and your email address. If you have any queries about how this information is provided and used, please email the Data Protection Officer, dpo@wsetglobal.com

3. When our systems collect information or personal data indirectly

For example, whenever you use a website or mobile application. The most common type of information collected is in the form of cookies (cookies are small text files sent by your computer each time you visit our website) but can also include personal data transferred by the device you are using to access our website. The manufacturer of your device or the provider will have the details about what information your device shares.

Sharing your personal data with third parties

For us to provide you with products and services, we on occasion share some of your personal data with certain approved third parties. These include other WSET course providers, examiners, suppliers, sub-contractors and regulatory bodies. Some of these third parties are based outside of Australia, however we always seek to make sure that your personal data is secure at all times.

When do we share your personal data?

1. With core service providers to enable our business to function

We rely on a set of third parties who are governed by contractual agreement to provide us with services that enable our business to run effectively. For example – email marketing services, IT service providers for data storage and business continuity/disaster recovery, banks and clearing houses to process payments, courier services for the delivery of course materials, course providers and examiners.

2. With law enforcement agencies and regulators when required to do so by law

We are required to co-operate with various regulators and law enforcement agencies (like the police). Although it does not happen often, regulators and law enforcement agencies can require us to share information with them as part of an investigation, this may include your personal data.

What personal data do we share?

We need to process some of your personal data to fulfil your registration on any WSET courses. We will share your payment details with our bank or clearing house so that we can process payment for your purchases or orders. When you sit an examination for a WSET qualification, WSET Awards will process your script which may contain personal data. It may be marked, verified or reviewed by third-party examiners.

How do WSET Awards keep your shared personal data secure?

- WSET Awards conduct a data security review of any third party we are required to share your personal data with to ensure that they meet our high security standards;
- Every company WSET Awards work with is required to have a contract with us that clearly describes how your personal data is kept secure;
- WSET Awards will only ever share data specific to its intended use;
- Specific details of what data WSET Awards have shared is available to you on request.

Data retention – how long do WSET Awards hold your personal data

- WSET Awards will not hold your personal data for longer than is necessary for the purposes described in this policy;
- WSET Awards will keep your personal data whilst your accounts remain active;
- WSET Awards may keep categories of personal data, e.g. name, date of birth and address, after your accounts are closed to meet any legal or regulatory requirements.

Your rights

You have several rights under Australian and UK data protection law, for further information you should contact Archive Academy or dpo@wsetglobal.com or seek further advice from the relevant regulator.

Our Promise

- That you control the personal data you provide to us;
- We will always inform you what personal data we are collecting from you, how we collect it, and how we will use it;
- We will always use market leading technology and software to ensure that the personal data we have collected is secure;
- Where we make use of third parties for services and this involves sharing your personal data, we will make sure they have the appropriate security measures;
- In the event of data loss, the Archive Academy will inform you of the circumstances related to the data loss incident and undertake a procedural review of our data collection and storage arrangements.
- We will only send you marketing communications if you have given consent that we can do so, and we will always offer you a clear and simple means of amending your preferences whenever you wish.

Policy Update

We may update this policy from time to time to take account of any new business activity or to reflect any changes in law or best practice in relation to data protection. We will seek to make you aware of any significant changes to this policy by placing an update notice on our website.

Diversity and Equity Policy

Archive Academy is committed to upholding the principles of diversity and equity in all areas of its work, seeking to ensure that all candidates and other stakeholders are treated fairly and equitably at all times. This policy applies to all Archive Academy staff and to any individual acting on behalf of Archive Academy.

Archive Academy assures equity 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, examinations and other WSET Awards 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 assessments without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies;
- Collating and monitoring data on candidate age, gender, ethnicity and access arrangements, which are reportable in a non-attributable format;
- Inviting feedback on diversity issues from candidates and other stakeholders;
- Working with relevant organisations as appropriate to develop measures to identify and prevent inequality of opportunity; and
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose.

Candidates who believe they may have been unfairly discriminated against by Archive Academy should raise this with Archive Academy in the first instance. This policy will be made available to candidates upon request.

Reasonable Adjustments Policy

Archive Academy seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

Definition of Reasonable Adjustment

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 Archive Academy and 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.

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.

Applying for a reasonable adjustment

Archive Academy requests information on the candidate enrolment form about any special needs of the candidate which may require a reasonable adjustment at the time of the examination. Archive Academy requires sufficient time to submit a Reasonable Adjustment Application Form to the Assessments Manager (WSET Awards). Applications for Reasonable Adjustment are required at least five weeks before the examination date in the case of WSET qualifications at Levels 1-3 and at least nine weeks before the examination date in the case of the WSET Level 4 Diploma. This must attach supporting evidence. Archive Academy will share sensitive information related to reasonable adjustment or special consideration requests with WSET Awards only for the purposes of administering these requests. Please refer to our Privacy and Data Collection Policy for more information on how your data will be handled.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between the Archive Academy Examinations Officer and the Assessments Manager, WSET Awards, and will vary according to individual circumstances. WSET Awards reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements. Please note that Archive Academy may not offer reasonable adjustments to any candidate until this has been agreed with WSET Awards. Candidates and their advisors should be aware that it is not appropriate to make requests for reasonable adjustments where the candidate's particular difficulty directly affects performance in the attributes that are the focus of the assessment. Archive Academy will keep records of all reasonable adjustment applications.

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. Archive Academy requests information on the candidate enrolment form about any special consideration requests of the candidate. Should a candidate seek to request special consideration after enrolment, this must be submitted in writing as outlined below.

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

Applying for special consideration

The Candidate will outline their case to be considered for special consideration in writing to either wset@archivewinebar.com.au or Archive Academy, 140 High Street, Belmont, VIC 3216 and marked for the attention of the Main Contact.

Archive Academy will submit a Special Consideration Application Form to the Assessments Manager (WSET Awards) within 7 working days of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation. In cases of serious disruption during the examination, Archive Academy Examinations Officer will submit a detailed report of the circumstances and candidates affected to WSET Awards. This must be returned with the completed examination papers. Archive Academy will keep records of all applications for special consideration.

Malpractice and Maladministration Policy

Archive Academy complies with the WSET Malpractice and Maladministration Policy. The aim of this policy is to protect the interests of WSET students and safeguard the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures. It provides a framework for the identification, reporting and management of any potential malpractice or maladministration and for the application of sanctions. Non-compliance with WSET Policies and Procedures generally falls into one of two categories:

1. Maladministration, where non-compliance is accidental rather than intentional; and
2. Malpractice where non-compliance is intentional or the result of negligence.

The boundaries between maladministration and malpractice are not clear-cut. Some incidents may fall into either category depending on the wider context. Some maladministration incidents may become malpractice e.g. through failure to implement corrective measures, repetition of the incident, or subsequent attempt at nondisclosure or misrepresentation. A malpractice incident may be deemed to be maladministration if there are extenuating circumstances. Whether a situation is maladministration or malpractice will be determined by WSET Awards following an investigation.

Malpractice or maladministration may include:

- Failure to adhere to the terms of Centre Agreement or WSET Policies and Procedures;
- Failure to comply with the APP Code of Conduct;
- Failure to carry out course or assessment delivery in accordance with WSET Awards requirements;
- Failure to adhere to WSET Awards' candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding of information from WSET Awards which is critical to maintaining the rigour of quality assurance;
- Insecure storage of assessment materials;
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an examination;

- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Any action likely to lead to an adverse effect;
- Breach of confidentiality;
- Failure to disclose Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in ownership/personnel/location/facilities;
- Denial of access to information, documentation, workforce, facilities;
- Failure to respond to WSET Awards in a timely manner;
- Failure to return examination papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Misleading advertising/publicity.

Management of Malpractice and Maladministration

In cases where suspected malpractice or maladministration are reported to Archive Academy, or where an instance of malpractice or maladministration is self-identified, Archive Academy will report the details immediately to WSET Awards. Archive Academy will liaise with WSET Awards to investigate and, if required, rectify any identified maladministration or malpractice.

In cases where the report of malpractice or maladministration has been received as a complaint, communication with the complainant will be handled in accordance with the Complaints and Appeals Policy.

Archive Academy commits to undertake a full review of policies and procedures, including staff training, on an annual basis to maintain high standards and ensure the provision of a consistently excellent level of service to students. This full review process will also trigger to manage any perceived or real instances of malpractice or maladministration.

Cancellation and Refunds Policy

Archive Academy will provide a 75% refund of the course fee paid where a student cancels their enrolment more than 10 business days* before the scheduled start date for that course. For example, if a course commences on a Tuesday, the student must notify Archive Academy of their cancellation on the Monday two weeks prior to receive a 75% refund of the course fee paid.

No refunds will be issued if the student cancels their enrolment after the course has commenced.

Consideration will be given to extenuating circumstances and refunds provided to the extent that Archive Academy is able to recover costs associated with delivering WSET courses.

Archive Academy will refund 100% of the course fee if Archive Academy cancels a course.

Archive Academy may defer a course start date from time to time and will offer the student the option of a full refund or agreement to enrolment in another course.

Archive Academy applies a minimum fee (depends on Award level) of \$200 to re-sit an exam if a student does not attend the exam for any reason.

Payment Plans

Archive Academy may enter into a payment plan with a student, and this is considered on a case-by-case basis. Conditions relating to cancellations and refunds will be outlined in the payment plan.

* business days are Monday to Friday, not Saturday or Sunday