



## TERMS & CONDITIONS

### General

1. Wine Language Pte Ltd (WLPL) shall reserve the rights to amend the Terms & Conditions, course contents and/or prices at its sole discretion, without prior notice.
2. WLPL reserves the rights to change tutors, reschedule, cancel the course or combine classes.
3. All registration(s) submitted by the candidate(s) and / or organization(s) are deemed to have read this terms and conditions before submitting the necessary documents.

### Prices

4. All prices quoted / indicated are in Singapore Dollars.
5. All prices quoted / indicated are inclusive of registration, tuition fee (classroom or online), study materials, samples for tasting, and one (1) examination (if applicable) or otherwise stated. Samples are **NOT** included for tasting for online learning programmes unless otherwise stated.

### **SkillsFuture Singapore (SSG) Funding / Subsidy, SkillsFuture Credit (SFC), Union Training Assistance Programme (UTAP), Post-Secondary Education Account (PSEA)**

6. Singaporeans and Permanent Resident of Singapore **MAY** be eligible for course fee funding / subsidy for selected courses offered by WLPL.
7. The funding / subsidy that may be offered are by **SkillsFuture Singapore (SSG), SkillsFuture Credit (SFC), NTUC Union Training and Assistance Programme (UTAP)** and / or **Post-Secondary Education Account (PSEA)**. All funding / subsidy are subject to terms and conditions by the respective agencies. Funding / subsidy are **NOT** applicable if the terms and conditions from the respective agencies are not met.



8. **SSG.** For course funding / subsidy offered by SSG, candidates are required to pay the nett fee only. Nett fee refers to full fee less SSG pre-approved subsidy. For company sponsored candidates, the company may claim Absentee Payroll (AP) for the candidates. For more information on “AP”, companies may refer to <https://www.gobusiness.gov.sg/skillsfuture-for-enterprise/claim-absentee-payroll-funding/> for more information / claims. SSG requires all candidates to achieve at least **75% attendance** and **pass the assessment / examination**. If the conditions are **NOT** met, SSG will deny any subsidy for the candidate.
9. **SFC.** For selected courses, candidates may claim their SFC for the course. If there are insufficient SFC, the balance amount may be payable by cash. Please note that **Mid-Career Support Credit is NOT applicable** for our courses. All Singaporeans aged 25 years old and above can use their SFC from the government to pay for a wide range of approved skills-related courses. Candidate are required to submit a claim via [MySkillsFuture](#) and make claim payable to Training Provider. SFC **CANNOT** be used to pay for any cancellation fees, penalty fees and/or recovery of any pre-approved subsidy.
10. **UTAP.** NTUC Union members enjoy 50% unfunded course fee support for up to \$250 each year when you sign up for courses supported under UTAP. NTUC members aged 40 and above can enjoy higher funding support up to \$500 per individual each year, capped at 50% of unfunded course fees, for courses attended between 1 July 2020 to 31 December 2025. Unfunded course fee refers to the balance course fee payable after applicable government subsidy. This excludes GST, registration fees, misc. fees etc.
11. **PSEA.** Candidate(s) may claim PSEA for selected course(s). Singaporeans with PSEA funds may utilize it to pay for his own or his sibling’s (where applicable) course fees. If the candidate(s) has both SFC and PSEA funds, the order for usage will be SFC first, followed by PSEA funds. PSEA funds is available until the age of 30, before the balance fund is transferred to Central Provident Fund (CPF) Ordinary Account (OA). Eligible candidate may call +65 6260 0777 for their PSEA account balance.
12. In the event the candidates and/or the company fails to meet the terms and conditions required by the respective agencies, WLPL have the rights to recover any fee that was deducted as the pre-approved funding / subsidy portion of the course fees.
13. In the event, there is an error in calculating any funding / subsidy, WLPL have the rights to recover any outstanding course fee from the candidates and/or the company.
14. Any outstanding payment will incur an interest rate of **5%** per month.



## **Personal Information / Personal Data Protection Act**

15. The personal information collected in the registration form will be used by WLPL to process your registration for course(s) and/or event(s).
16. Failure to provide any required information in the application may result in a delay in successfully registering your booking.
17. Your details will be kept confidential by WLPL. Your details may be used to contact you and/or keep you informed of our events, courses and promotions. You consent WLPL to send you marketing, advertising, and promotional information through email, voice-call, text message and/or fax, in accordance to Personal Data Protection Act 2012 (PDPA).
18. A copy of your personal information / registration form may be given to our accredited programmes partners for examination or administrative purposes. It is to confirm that you may have previously attended and passed any relevant examination(s) in order to qualify for the course(s) and/or examination(s) that you are applying for.
19. Our accredited programmes partners may contact you directly relating to the course(s) and / or any marketing advertisement.
20. Data given to our accredited programme partners will be handled in accordance with their respective privacy policy.
21. During your attendance with our programmes, we reserve the rights to take pictures or any other media of you. The pictures or other media may be used by Wine Language Pte Ltd and its partners for marketing purposes. It may also be published on social media platforms.
22. If you wish to have your details removed from our database, you may write to us at [courses@winelanguage.sg](mailto:courses@winelanguage.sg).



## Diversity and Equality

23. WLPL is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all students and other stakeholders are always treated fairly and equally.
24. WLPL assures equality of opportunity for students by:
  - a. Promoting open access to its programmes (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
  - b. Ensuring that the format and content of all specifications, examinations and other 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).
  - c. Allowing students with special educational needs, disabilities, or temporary injuries to access accredited partners programmes without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies.
  - d. To have a diversity and equality policy in place which promotes open access to our programmes.
  - e. Collating and monitoring data on candidate age, gender, ethnicity, and access arrangements, which are reportable in a non-attributable format.
  - f. Inviting feedback on diversity issues from students and other stakeholders.
  - g. Working with relevant organisations as appropriate to develop measures to identify and prevent inequality of opportunity; and
  - h. Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and goals.
25. Candidates who believe they may have been unfairly discriminated against by WLPL and / or its organization staff should write in to [courses@winelanguage.sg](mailto:courses@winelanguage.sg).



## Registration, Payment and Recovery of Outstanding Payment

26. Registration refers to a placing for a specific course / event.
27. Registration is only confirmed when payment is received in full and/or SFC or PSEA claimed successfully with the completed registration form.
28. Candidate(s) may complete the registration via <https://www.winelanguage.sg/registration.html>.
29. Once the registration form is received, WLPL will issue an invoice to the candidate or the company for necessary claims and / or payments.
30. If a company is sponsoring the candidate(s), the invoice shall be made attention to the company.
31. The company remains liable to pay the full course fees, even when the applicant(s) leaves the organization for whatever reason, prior the commencement of the course and/or during the course period.
32. Registration is **NOT** confirmed when the payment is not received in full, SFC / PSEA claim is unsuccessful and/or incomplete registration form.
33. Payment can be made in one of the following manners:
  - a. SFC Claim
  - b. PSEA Claim
  - c. PayNow: **UEN 201315466N**
  - d. Bank Transfer: Payee: Wine Language Pte Ltd  
Bank: OCBC  
Swift Code: OCBCSGSG (Oversea-Chinese Banking Corporation Limited)  
Bank Code: 7339  
Branch Code: 647  
Account Number: **647702489001**

Payer will bear all bank fees, if applicable.
34. Any outstanding amount remains payable upon invoicing and will incur an interest of **5%** per month.
35. WLPL reserves the rights to recover any outstanding amount via legal means. Any necessary legal charges shall be borne by the candidate(s) and / or the company(s).



## Cancellation and Transfer

36. Once a registration is completed, any cancellation will not be entertained. Any transfer of course and/or candidate must be requested via writing to WLPL. Any other form of communication will not be entertained.
37. The application to transfer the course and/or candidate will only be accepted if WLPL received the application **twenty-one (21)** working days prior the commencement of the course. If the application is approved, there will be an administrative charge of **S\$150** per course or per candidate for accredited courses. For non-accredited courses, the administrative charges will be **S\$30** per course or per candidate.
38. If the application to transfer the course or candidate will requested **less than** twenty-one (21) working days, it will be subject to approval at the sole discretion of WLPL. If the application is approved, there will be an administrative charge of **S\$250** per course or per candidate for all accredited programmes. For non-accredited programmes, the administrative charges will be **S\$50** per course or per candidate.
39. Should the candidate fail to turn up for the course, it will be deemed as the candidate wish to withdraw from the course. Full course fees will be **forfeited**. Candidate and/or the company will be liable to pay up the full course fees.
40. Should the candidate fail to turn up for the examination (if applicable), the candidate is required to pay a resit fee if he / she wishes to attempt for the next scheduled examination.
41. Refunds, if any, will be paid via PayNow to the number provided by the organization or individual.

## Attendance

42. For Singaporeans and Singapore PRs receiving the SSG subsidy, please note that you will require a minimum of 75% attendance and pass the assessment. If you do not meet the requirements, you will need to pay back the SSG pre-approved subsidy. Please note that there's no make-up sessions.
43. SSG / SFC is enforcing all learners to take e-attendance for the course via the Singpass app. Kindly ensure that you have the Singpass app in your mobile device. Please note that if the e-attendance is not taken via the Singpass app, the SSG subsidy may not be approved and the full fees may apply.



## Consumption of Alcohol

44. Candidate(s) under the legal drinking age are **NOT** allowed to enrol into any courses / workshops / events that involves sampling / consumption / service of alcohol.
45. Candidate(s), for religious, health or any other reason(s), who do not wish to sample any alcohol during the course / workshop / event, may do so. For selected courses / workshops / events, this MAY not be a barrier for the candidate acquiring the course / workshop certification.
46. For selected courses, sample of alcohol is compulsory as it is an important element for the course.
47. For those with known or unknown medical reason(s) or ladies who are pregnant or breastfeeding, it is of the candidates' own will to participate the course / workshop / event at his / her own accord. Wine Language Pte Ltd will not be liable for any mishap arising from the candidates' own will to participate in the course / workshop / event.

## Assessment / Examination, Results and Resit Fee (applicable to accredited programmes)

48. All assessment / examination is **CLOSED** book. There is minimum passing grade for each assessment / examination, and it may be different from course to course. Blind tasting may be part of a component of the assessment / examination for selected courses.
49. The examination date will be specific to the course the candidate registered for. Any request to change in the date of examination, with or without valid reasons (e.g. medical certificate), will incur a charge similar to an examination re-sit fee.
50. Any candidate who did not turn up on the examination day will be deemed "Absent" with or without valid reasons (e.g. medical certificate). Should the candidate request for another examination day, it will incur a charge similar to an examination re-sit fee.
51. Candidate may re-sit for an examination, subject to an examination re-sit fee, should he/she fails the 1<sup>st</sup> examination. Candidate who has passed the examination **may not** re-sit for an improved grade.



52. At current, the re-sit fee as follows:
- a. \$250 for WSET Level 1 Award in Wines / Spirits / Sake
  - b. \$250 for WSET Level 2 Award in Wines / Spirits / Sake
  - c. \$250 for WSET Level 3 Award in Wines / Spirits / Sake (single component)
  - d. \$250 for The Whisky Ambassador
  - e. \$150 for Introductory Sake Professional
  - f. \$250 for Certified Sake Sommelier
  - g. \$150 for Sake Navigator
  - h. \$150 for Shochu Navigator
  - i. \$500 for International Kikisake-shi
53. The candidate must show proof of identity, by form of identity card, driver's license or passport to the management, facilitator, invigilator and/or examiner, on the day of examination. WLPL may not allow the candidate to sit for the examination if he/she fails to do so.
54. WLPL will send an email to the candidate notifying that results are released. The results / certificates will be sent to the candidate / the company's mailing address by mail. Under no circumstances, the results will be communicated in other forms of communication.

## **Complaints and Appeals**

55. At WLPL each of our customers is important to us, and we believe you have the right to fair, swift and courteous service. Once we are in receipt of your complaint we will deal with it promptly, effectively and in a positive manner.
56. WLPL operates a complaints procedure through which it aims to resolve concerns as quickly as possible. A complainant may be a candidate or prospective candidate. All complaints will be taken seriously and dealt with impartially. We aim to assist candidates in resolving issues regarding bookings, courses, examination or non-examination related concerns and to promote a positive experience.
57. WLPL will do its best to resolve candidate complaints relating to academic and non-academic issues in a timely manner with the aim of settling a formal complaint within 20 working days or less. Candidate will be criticised or retaliated against for using this procedure in a cooperative manner.





58. If you have a complaint or concern that you wish to raise, please email us at [courses@winelanguage.sg](mailto:courses@winelanguage.sg) WhatsApp or call us on +65 8727 6650. We'll acknowledge your complaint and concern within 3 working days. If your complaints to WLPL via email or WhatsApp remain unresolved, they can escalate the issue to WSET via email at [QA@wsetglobal.com](mailto:QA@wsetglobal.com).

### **Conflict of Interest**

59. As an WSET APP, Wine Language Pte Ltd is required to identify to WSET and assist in managing or monitoring actual, potential and perceived conflicts of interest ('Conflicts of Interest') involving both APP staff and candidates. This policy complements WSET's conflicts of interest policy and works to safeguard the integrity of WSET qualifications and promote confidence in WSET and Wine Language Pte Ltd processes and procedures.
60. This policy applies to all Wine Language Pte Ltd staff and candidates and to any individual acting on behalf of Wine Language Pte Ltd.
61. A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET or Wine Language Pte Ltd when conducting activities associated with WSET qualifications.
62. Examples of Conflicts of Interest include:
- a. The assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
  - b. The 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;
  - c. The undertaking of a WSET qualification by any individual employed by Wine Language Pte Ltd;
  - d. The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment;
  - e. The coaching of candidates by any individual involved in the assessment of candidate scripts;
  - f. The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP;
  - g. The investigation of a non-compliance incident by someone who is unable to act impartially.



63. Some of these Conflicts of Interest are manageable and therefore acceptable. For example, if family member of one of Wine Language Pte Ltd's educators or APP staff takes a qualification and exam through Wine Language Pte Ltd, or when an employee of Wine Language Pte Ltd, or of the WSET, takes a WSET qualification through Wine Language Pte Ltd, we can notify WSET in advance and work with them to put in place measures to maintain the integrity of the exam.
64. Some Conflicts of Interest are not manageable and are not acceptable. For example, no mitigation efforts overcome the conflict created when an individual when a single individual serves as the educator and exam officer of an exam for a family member where an external invigilator is not available.
65. Any staff member or candidate of Wine Language Pte Ltd who becomes aware of a Conflict of Interest must inform Wine Language Pte Ltd as soon as possible. Wine Language Pte Ltd will inform the WSET of the possible conflict of interest and will work with WSET to put any protective or mitigating measures in place to manage the conflict on a case-by-case basis. If WSET and Wine Language Pte Ltd determine the conflict is not manageable, Wine Language Pte Ltd will inform any impacted APP staff or candidates.
66. Please note that the failure to declare a conflict of interest may have consequences for the candidate or Wine Language Pte Ltd because we are required to report conflicts to WSET.

### **Reasonable Adjustments Policy**

67. Both WSET and Wine Language Pte Ltd want to make WSET assessments accessible for all students, so none are at an advantage or disadvantage based on a disability or differing ability. This policy and the reasonable adjustment process allows us Wine Language Pte Ltd to work with you, our student, before an assessment to gather the information we need to submit a request to WSET and work with them to make arrangements that give students access to WSET qualifications.



68. A reasonable adjustment is any accommodation or arrangement that helps to reduce the effect of a known disability or difficulty that substantially disadvantages a student's assessment. Using a reasonable adjustment does not impact how WSET grades your exam, or your result, but WSET cannot agree to reasonable adjustments where your particular difficulty directly affects performance necessary to complete the assessment outcomes (e.g. inability to smell or taste for a Level 3 Exam). The goal of a reasonable adjustment is to give you equal access to a WSET qualification, not to give unfair advantages over other students who take an assessment without the same adjustment, or to affect the overall reliability of the assessment outcomes that are explained in the course Specification.
69. Examples of reasonable adjustments may be:
- 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.
70. Wine Language Pte Ltd will gather the information we need from you to submit a Reasonable Adjustment Application form to WSET. WSET must approve and arrange reasonable adjustments before the assessment activity takes place. Before completing enrolment with Wine Language Pte Ltd, we will give all candidates access to this policy and the chance to identify any special needs that could require a reasonable adjustment. If a student identifies a special need, Wine Language Pte Ltd will give the student the Reasonable Adjustment Application form as soon as possible and work with the student to gather the necessary information.
71. For any student seeking a reasonable adjustment, please contact Wine Language Pte Ltd with:
- Your full name;
  - contact information;
  - description of the special need, disability or differing ability that requires an adjustment; and supporting documentation.
72. You must submit this information at least 30 working days before the exam date for Levels 1-3 qualifications and at least at least 45 working days before the exam date for Level 4 Diploma. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.



73. Wine Language Pte Ltd will keep records of all reasonable adjustment applications.

### **Special Consideration Policy**

74. Special consideration is any adjustment given to a student who has temporarily experienced an illness or injury, or other event outside of their control at the time of the exam that significantly affects their ability to take the exam or their ability to show their knowledge and understanding in the assessment. Special consideration is only for things that happen immediately before or during an exam that have a material impact on your, the candidate's, ability to take the exam or on your performance. To be eligible for special consideration, you must have completed the whole course and would have been fully prepared if not for the temporary illness, injury or other uncontrollable event. A special consideration may be for an individual (e.g. a student becomes ill the day of the exam) or a group of students (e.g. an exam is interrupted by a natural disaster).
75. You may be eligible for special consideration if:
- Your performance on the exam is adversely affected by an event outside of your control. This may include temporary illness, temporary injury, bereavement or exam room conditions;
  - Reasonable adjustments which were agreed in advance of the exam proved inappropriate or inadequate;
  - The application of special consideration would not make a passing result and certificate misleading about the candidate's ability to satisfy the qualification's assessment criteria.
76. Applying for special consideration If you have taken an exam, or your exam is immediately approaching, and you feel that you have a temporary injury or illness, or other uncontrollable event that has interfered with your ability to complete your exam, please contact Wine Language Pte Ltd as soon as possible. Wine Language Pte Ltd will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 10 working days after the effected exam. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.
77. If there has been serious disruption during an exam affecting a group of students, Wine Language Pte Ltd will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.



78. Wine Language Pte Ltd will keep records of all applications for special consideration.

## **Malpractice & Maladministration Policy**

79. Both Wine Language Pte Ltd and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. Wine Language Pte Ltd ensures compliance with Wine Language Pte Ltd and WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.
80. Non-compliance with Wine Language Pte Ltd or WSET Policies and Procedures can fall into two distinct, but related, categories:
- a. Maladministration, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience or poor processes; and
  - b. Malpractice where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action.
81. Context is important and the line between maladministration or malpractice is not always clear: for example, maladministration incidents may become malpractice (e.g. if you fail to implement corrective measures, repeat the same or similar incident, or attempt to misrepresent or hide information during an investigation); or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context and fact specific. Both APPs and candidates can commit malpractice and maladministration.
82. There are many ways that malpractice or maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include:
- a. For APP
    - i. Failure to adhere to WSET Policies and Procedures;
    - ii. Failure to follow WSET requirements for course delivery or exam regulations;
    - iii. Failure to follow WSET's candidate registration and certification procedures;
    - iv. Late student registrations;



- v. Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
  - vi. Withholding critical information from WSET quality assurance;
  - vii. Insecure storage of exam materials;
  - viii. Revealing or sharing confidential exam materials with candidates ahead of an exam;
  - ix. Intentional attempts to manipulate exam results so that they do not reflect the candidate's actual exam performance;
  - x. Issue of incorrect exam results/failure to issue results to students in a timely manner;
  - xi. Failure to timely respond to WSET;
  - xii. Unauthorised reading/amendment/copying/distribution of exam papers;
  - xiii. Failure to report changes in APP ownership/personnel/location/facilities;
  - xiv. Denying WSET access to information, documentation, workforce, facilities;
  - xv. Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
  - xvi. Infringements of WSET copyright, trademarks, intellectual property rights and brand identity;
  - xvii. Use of unqualified and/or unregistered educators or internal assessors;
  - xviii. Breach of confidentiality
  - xix. Misleading advertising/publicity;
  - xx. Any action likely to lead to an adverse effect.
  - xxi. Failure to disclose a Conflict of Interest;
- b. For Candidates
- i. Cheating, or facilitating cheating, including the use of unauthorised devices or materials;
  - ii. Disruptive behaviour in an exam;
  - iii. Plagiarism of any nature by students;
  - iv. Impersonation (including forgery of signatures);
  - v. Unauthorised reading/amendment/copying/distribution of exam papers;
  - vi. Any action likely to lead to an adverse effect;
  - vii. Breach of confidentiality.



83. In general, we also expect that both Wine Language Pte Ltd staff and our candidates should treat others and be treated professionally and respectfully at all times. We will treat inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff as misconduct and may report student misconduct to WSET as necessary.
84. Reporting and Investigation of Malpractice or Maladministration. As an APP, we aim to ensure compliance with WSET Policies and Wine Language Pte Ltd policies and will keep records of potential or actual malpractice or maladministration by you, our students, or our staff.
85. We are required to notify WSET immediately of any non-compliance issues that could be malpractice or maladministration, so that WSET can investigate the non-compliance under their own Malpractice and Maladministration Policy.
86. We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with Wine Language Pte Ltd as soon as possible by following the process outlined in our Complaints policy.
87. During WSET's investigation, they may reach out to Wine Language Pte Ltd or to you directly to request further information or conduct an interview. Please respond to any requests promptly and honestly.

## Others

88. Wine Language Pte Ltd will **NOT** be held liable for the candidates for any mishap or accident that arises during his / her participation of course / workshop / event.
89. By submitting your registration for the course, you / the company agrees to the Terms and Conditions set forth.
90. This version of Terms and Conditions supersede any previous versions.
91. Should there be any dispute(s), the decision of WLPL is final.
92. All communication to Wine Language Pte Ltd, with regards to the Terms and Conditions, should be in writing to [courses@winelanguage.sg](mailto:courses@winelanguage.sg).