MIXOLOGY SCHOOL

Malpractice and Maladministration Policy

Both Mixology School Ltd and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. [insert APP name] ensures compliance with Mixology School Ltd and WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both [insert APP name] and students to identify, report, and manage potential malpractice or maladministration.

Non-compliance with Mixology School Ltd or WSET Policies and Procedures can fall into two distinct, but related, categories:

1, Maladministration, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience, or poor processes

2, Malpractice, where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action

Context is important, and the line between maladministration or malpractice is not always clear. For example, maladministration incidents may become malpractice (e.g. if a party fails to implement corrective measures, repeats the same or a similar incident, or attempts 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 students can commit malpractice and maladministration.

There are many ways that malpractice or maladministration could occur, including new ways which WSET and Mixology School Ltd have not yet seen. Some examples of malpractice or maladministration include:

FOR APPS:

- Failure to adhere to WSET Policies and Procedures
- Failure to follow WSET requirements for course delivery or exam regulations
- Failure to follow WSET's candidate registration and certification procedures
- Late student registrations
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates
- Withholding critical information from WSET quality assurance
- Insecure storage of exam materials

- Revealing or sharing confidential exam materials with candidates ahead of an exam
- Intentional attempts to manipulate exam results so that they do not reflect the candidate's actual exam performance
- Issue of incorrect exam results/failure to issue results to students promptly
- Failure to promptly respond to WSET
- Unauthorized reading/amendment/copying/distribution of exam papers
- Failure to report changes in APP ownership/personnel/location/facilities
- Denying WSET access to information, documentation, workforce, or facilities
- Failure to return exam papers within the specified time limit or to follow delivery and tracking regulations
- Infringements of WSET copyright, trademarks, intellectual property rights, and brand identity
- Use of unqualified and/or unregistered educators or internal assessors
- Breach of confidentiality
- Misleading advertising/publicity
- Any action likely to lead to an adverse effect
- Failure to disclose a Conflict of Interest

FOR STUDENTS

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials
- Disruptive behaviour in an exam
- Plagiarism of any nature by students
- Impersonation (including forgery of signatures)
- Unauthorised reading/amendment/copying/distribution of exam papers
- Any action likely to lead to an adverse effect
- Breach of confidentiality

In general, Mixology School Ltd also expects that both Mixology School Ltd staff and students will

treat others and be treated professionally and respectfully at all times. [insert APP name] 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 such student misconduct to WSET as necessary.

Reporting and Investigation of Malpractice or Maladministration

As an APP, Mixology School Ltd aims to ensure compliance with WSET Policies and [insert APP name] policies and will keep records of potential or actual malpractice or maladministration by students or staff.

Mixology School Ltd is required to notify WSET at once 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.

Mixology School Ltd asks that students also raise any concerns or non-compliance issues that may be malpractice or maladministration with Mixology School Ltd as soon as possible by following the process outlined in the Mixology School Ltd Complaints policy.

During WSET's investigation, they may reach out to Mixology School Ltd or to students directly to request further information or conduct an interview. Please respond to any requests promptly and honestly.

Managing Non-Compliance

If WSET identifies malpractice or maladministration, they will consider its impact and may apply sanctions. WSET will take all reasonable steps to ensure the sanctions do not disadvantage uninvolved students affected by malpractice or maladministration. However, in some cases, they may need to disallow or withhold results and/or certificates.

WSET will consider all relevant information on a case-by-case basis, balancing the facts with potential or actual effects, and against the seriousness of the sanctions against those effects. WSET records all malpractice and maladministration incidents for both APPs and students. If WSET determines that a student has committed malpractice or maladministration, they may apply one or more of the following sanctions;

Sanction	Description
Written Warning	The student is issued with a written warning that if the offence is repeated within a set period of time, then further specified sanctions will be applied
Exam Result Declared Null and Void	A student's exam result is disallowed; this may include invalidation and recall of a certificate already issued
Disqualification from a Qualification	The student is disqualified from taking part in the concerned qualification with immediate effect and excluded from any further WSET qualifications for 12 months; this includes access to WSET materials
Student Disqualification	The student is disqualified from taking part in any courses or assessments leading to WSET qualifications; this includes access to WSET materials
Disqualification from use of WSET certified logos and postnominals	Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos

Appeals

When a student wishes to appeal penalties or sanctions which WSET has imposed due to Malpractice or Maladministration, they should please follow the procedures laid out in WSET's Complaints Policy.