



澳門旅遊學院
INSTITUTO DE FORMAÇÃO TURÍSTICA DE MACAU
Macao Institute for Tourism Studies

Guidelines for WSET[®] courses



For general regulations governing courses offered by the School of Continuing Education (SCE) of Macao Institute for Tourism Studies (IFTM), please refer to the SCE Student Handbook at: <https://www.iftm.edu.mo/sce/en/about-us/student-handbook/index.html> Additionally, to assure the WSET courses are conducted in compliance with WSET Policies and Procedures, students should take note to the regulations listed in this guideline.

Should there be any complaints or objections, students can contact us via email (apply@iftm.edu.mo). IFTM will handle the case following the 'IFTM's Guidelines for the Handling Procedure of Suggestions, Complaints and Objections'. The reply to a case of complaint or objection will be made promptly and in no case the reply be made beyond 45 days from the date of receipt. If the level of service and solutions offered by IFTM remains dissatisfactory, students will be referred to WSET's Quality Assurance Team (qa@wsetglobal.com). WSET is only able to action complaints from students if they have been addressed with the IFTM first.

Conflict of Interest Policy

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to IFTM when conducting activities associated with WSET qualifications. It is important to identify, monitor and manage actual, potential and perceived conflicts of interest ('Conflicts of Interest'), which is essential to safeguard the integrity of WSET qualifications and promote confidence in WSET processes.

Examples of Conflicts of Interest 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 IFTM;
- The undertaking of a WSET qualification by any individual employed by WSET;
- The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment;
- The employment 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 to mitigate the risk of a Conflict of Interest. Similarly, where an employee of the WSET or IFTM undertakes a WSET qualification, measures can be put in place to maintain the integrity of the assessment, provided this has been notified to WSET 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 exam questions or the compilation of exam papers to teach or coach students.



Identification and Management of Conflicts of Interest

Any IFTM staff involved in the delivery of WSET qualifications who becomes aware of a Conflict of Interest must inform the Director of School of Continuing Education (SCE) immediately.

Conflict of Interest declarations will be recorded and allocation of alternative staff will be arranged when necessary.

Maladministration and Malpractice 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.

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 requirements;
- Failure to adhere to WSET's 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 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 exam;
- 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;



Should the maladministration or malpractice is caused by students/candidates, the following sanctions will be applied to the concerning students/candidates:

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 participating in the concerned qualification with immediate effect and further excluded from participating in any further WSET qualifications for a period of 12 months. This includes access to WSET materials.
Student Disqualification	The learner is disqualified from participating 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.

Reasonable adjustments Policy

WSET seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. 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 and put in place before the assessment activity takes place.

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

Students/candidates who would like to seek reasonable adjustments should submit the application and all supporting documents to the Pedagogic Affairs Department in person or via email to apply@iftm.edu.mo upon course enrollment. Personal data collected from the Reasonable Adjustments application will be handled per “IFTM's Institute Privacy Policy”.



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 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 exam 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 a special consideration

Students/candidates who want to apply for special consideration should submit the application and all supporting documents to the Pedagogic Affairs Department in person or via email to apply@iftm.edu.mo three days after the exam date. Personal data collected from the Special Consideration application will be handled per "IFTM's Institute Privacy Policy".