

*Level 1–3*

*Enquiry and Feedback*

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| ***IMportant Notes To Applicants - please read carefully*** |
| 1. This Enquiry and Feedback form enables candidates to request an **enquiry** (re-mark) against examination results or an **enquiry and feedback** on their scripts. Note:
2. an enquiry can be requested for all grades awarded.
3. feedback can only be requested for failing grades.
4. feedback will only be provided in English regardless of the language the examination was taken in.
5. you will ***not*** be provided a copy of your examination paper, which remains the property of WSET, as questions may be “live” - in circulation.
6. Data protection statement: The information supplied on this form and any supporting documentation will be treated as confidential and processed by WSET in accordance with its Data Protection Policy, a copy of which is available on request.
7. Please fully complete this form and return to exams@wsetglobal.com no later than 15 working days after the issue of examination results to the Approved Programme Provider (APP). ***Applications received outside this timeframe will not be reviewed.***
8. WSET will confirm receipt of an Enquiry & Feedback Form to the candidate at the email address provided within 3 working days.
9. Upon receipt of an Enquiry and Feedback Application, a WorldPay payment link will be sent to the e-mail address provided. The application will not be processed until this payment is made. Please see the final page of this document for the prices.
10. All examination scripts that are the subject of an enquiry will be re-marked by a member of the Examination Panel not involved in the original marking.
11. WSET will aim to issue the enquiry result and/or feedback to the candidate at the email address provided:
12. Within 10 working days of receipt of this form for WSET Level 1 and Level 2 qualifications;
13. Within 40 working days of receipt of this form for WSET Level 3 qualifications.
14. The candidate’s APP may request a copy of an enquiry result from the WSET; any feedback remains confidential to the candidate and will only be shared with an APP with the candidate’s prior written consent.
15. Where an enquiry results in a change to the original grade WSET will:
* Refund the enquiry application fee;
* Amend the examination result accordingly; and
* Issue a new certificate free of charge (following return of the original certificate if applicable).
1. Candidates who remain unsatisfied following the re-marking of their examination paper(s) should request an Appeal Against Examination Results Application Form from their APP or from WSET. This must be received by WSET no later than 10 working days after the issue of the enquiry result to the candidate.
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| ***Enquiry & feedback form***  |    |
| WSET Levels 1 - 3 |

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| ***Candidate Details*** |
|  |
| **First Name** |  |  | **Initial(s)** |  |  | **Surname** |  |
|  |
| **Email Address** |  |  |
|  |
| **Date of Birth** | D | D | M | M | Y | Y | Y | Y |  | **Gender** | *Male* |  | *Female* |  |
|  |
| **Candidate No.** |  |  |  |  |  |  |  |  |  |  |
|  |
| ***APProved programme provider Details*** |
|  |
| **Name of the APP you studied with** |  |  | **APP Number** |  |
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|  |
| ***Examination Details*** |
|  |
| **Qualification Title** |  |  |
|  |
| **Date of exam** | D | D | M | M | Y | Y | Y | Y |  | **Exam Number** *(if known)* |  |  |  |  |  |  |
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| ***Reason For Enquiry/feedback APPLICATION*** |
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| **Please give reasons for your application:** |
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| ***Fees*** |

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| **Qualification** | **Tick as required** | **Fee £** | **Total Cost** |
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| WSET Level 1 Award in Wines | Enquiry |   | £18.00 |   |
| Enquiry and Feedback |   | £25.00 |   |
| WSET Level 1 Award in Spirits | Enquiry |   | £18.00 |   |
| Enquiry and Feedback |   | £25.00 |   |
| WSET Level 1 Award in Sake | Enquiry only |  | £18.00 |   |
| Enquiry and Feedback |  | £25.00 |   |
| WSET Level 2 Award in Wines | Enquiry only |   | £18.00 |   |
| Enquiry and Feedback |  | £25.00 |   |
| WSET Level 2 Award in Spirits | Enquiry only |  | £18.00 |   |
| Enquiry and Feedback |  | £25.00 |   |
| WSET Level 3 Award in Wines | Unit 1 Theory | Enquiry only |   | £44.00 |   |
| Enquiry and Feedback |   | £93.00 |   |
| Unit 2 Tasting | Enquiry only |   | £44.00 |   |
| Enquiry and Feedback |   | £60.00 |   |
| WSET Level 3 Award in Spirits | Unit 1 Theory | Enquiry only |  | £44.00 |  |
| Enquiry and Feedback |  | £93.00 |  |
| Unit 2 Tasting | Enquiry only |  | £44.00 |  |
| Enquiry and Feedback |  | £60.00 |  |
| WSET Level 3 Award in Sake | Unit 1 Theory | Enquiry only |   | £44.00 |   |
| Enquiry and Feedback |   | £93.00 |   |
| Unit 2 Tasting | Enquiry only |   | £44.00 |   |
| Enquiry and Feedback |   | £60.00 |   |
|  |  | **Total Fee** |   |   |