

Zero Tolerance Statement

We expect that both WSET staff and those representing WSET at our Approved Programme Providers (APPs) and their satellite sites, will treat others and be treated professionally and respectfully at all times.

Our APPs provide important services to WSET students, and inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, continuous disruptions during classes, or threats to either WSET or APP staff or other candidates will be viewed as misconduct and we will take any appropriate action that is available to us, including permanent exclusion from WSET Qualifications.

Candidates who breach the Zero Tolerance Policy on more than 2 occasions will be asked to leave the WSET program at Prince Wine Store. No refunds will be supplied, and any outstanding invoices must be settled upon course termination.