



Pur Jus Education Policies 2026

Complaints and appeals

At Pur Jus Education, whilst we strive for high standards there may be occasions where we fall short. In that case, we would like the opportunity to improve our service by listening and responding, taking whatever action is needed to put mistakes right and to prevent them from happening again. Any complaints should be addressed in first instance to Pur Jus Education.

Here is how students can make a complaint:

Informal process

The first approach would be for individuals to sort the problem in an informal and low-key manner. Therefore the complainant should contact directly Pur Jus Education by email at ac@pur-jus.ch or by phone +41795025612 in order to start a discussion or/and mediation between the complainant and the individual to whom the complainant has been directed.

Formal process

In case a discussion and/or mediation couldn't solve the problem, next actions for the complainant would be to submit formal complaints in writing to Pur Jus Education postal address, Alexandre Centeleghe, Chemin des Roches 4, 1803 Chardonne. This should include the following:

- Name, address and contact information.
- Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behavior.
- All supporting information i.e. relevant documentation, dates, locations, any witnesses.
- Details of any previous attempts to resolve the identified dissatisfaction.
- What action or response they seek to resolve the dissatisfaction.

Pur Jus Education team will acknowledge reception within **7 working days** and provide a response, including explanation and resolution within **25 working days**.

In case an agreement hasn't been reached at this stage, the complainant will contact WSET Quality Assurance team in London.

Conflict of interest

A Conflict of Interest exists where an individual has interests that could adversely influence their judgement, objectivity or loyalty when conducting activities associated with WSET qualifications.

Here are some examples:

- 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 a WSET qualification by any individual employed by an APP.
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP.

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 Quality Assurance team to mitigate the risk of a conflict of interest. Similarly, where an employee of Pur Jus Education undertakes a WSET qualification, measures can be put in place to maintain the integrity of the assessment, provided this has been notified to WSET Quality Assurance team in advance.

Any situation where a conflict of interest may occur should be reported in writing directly to Pur Jus Education at ac@pur-jus.ch. Pur Jus Education will then report it to WSET Quality Assurance team.

WSET Quality Assurance team has procedures in place to manage specific conflicts of interest. These include the exclusive involvement of WSET Quality Assurance team in the creation of all assessment materials, moderation of all internal assessments conducted by APPs and moderation of all written examinations not marked by optical mark readers.

Data protection

Students will need to share some personal information with Pur Jus Education in order to follow WSET courses, register to the exams and receive results from WSET Awards. Here is the following information needed from the applicant to join a WSET course:

- First name and Surname
- Date of Birth
- Residential Address in Switzerland
- Email address
- Phone number

Pur Jus Education also need to know if students have any health issues such as chronic diseases or allergies that might interfere with wine studies or might ask for special consideration.

All information provided by students will be kept and protected by Pur Jus Education and will be solely used in the actions mentioned above. The data passed to WSET Awards in London will be handled in accordance with WSET Awards' Data Protection Policy.

If by mistake some of the information content might have been lost, we may have to contact you again and ask your approval to recover the missing information.

All questions concerning data protections can be directly addressed to Pur Jus Education team at ac@pur-jus.ch

Pur Jus Education activities follow the applicable legislation on data protection on Switzerland territory.

Reasonable Adjustments

Adjustments can be made in order to support students that need extra consideration however it should put them at no disadvantage, or advantage, over other candidates.

Reasonable adjustment may involve:

- Modify standard assessment arrangements such as giving extra time to candidates to complete an unmarked assessment.
- Reorganise student material, providing for example material with larger text format.
- Allow the access of dedicated facilitators during assessment, such as a sign interpreter or reader.

Candidates making a request for adjustments should do so at least **6 weeks** prior their examination date in order for Pur Jus Education to contact WSET Awards team for approval. The request should attach supporting evidence justifying the need of adjustments during the courses or examination. WSET Awards reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements. Please note that Pur Jus Education may not offer reasonable adjustments to any candidate until this has been agreed with WSET Awards.

Any information from the candidate to Pur Jus Education team will be treated and protected according to applicable legislation on data protection on Switzerland territory.

Special Consideration

Special considerations may be considered for candidates that have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment. If such actions should be taken, Pur Jus Education would make sure it brings no advantage or disadvantage to other candidates.

Special considerations may be provided in situations as below:

- Performance in an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement or examination 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.

In case such situation happens, candidates should immediately inform Pur Jus Education Examination Officer in order for him to assess the situation and write a report. Pur Jus Education team will then contact WSET Quality Assurance team **within 7 working days** with detailed documentation for them to make a final decision.

Any information shared by the candidate to Pur Jus Education team will be treated and protected according to applicable legislation on data protection on Switzerland territory.

Diversity and equality

Pur Jus Education respects principles of diversity and equality in all areas of its work, seeking to ensure that working staff and candidates are treated fairly and equally at all times.

Pur Jus Education provides equality of opportunities for candidates by:

- Promoting open access to WSET qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards).
- Ensuring that the format and content of all specifications, examinations and other Pur Jus Education 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).
- Allowing candidates with special educational needs, disabilities or temporary injuries to access WSET assessments without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies.
- Reviewing this policy regularly to ensure it continues to meet local applicable legislation on Switzerland territory.

For any questions or comments, candidates can directly contact Pur Jus Education at ac@pur-jus.ch .

Malpractice and maladministration

Non-compliance with WSET Policies and Procedures generally falls into one of two categories:

1. Maladministration, where non-compliance is accidental rather than intentional; and
2. Malpractice where non-compliance is intentional or the result of negligence.

Malpractice or maladministration may include:

- Failure to carry out course or assessment delivery in accordance with WSET Awards requirements.
- Failure to adhere to WSET Awards' candidate registration and certification procedures.
- Late student registrations.
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates.

- 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 examination.
- Plagiarism of any nature by students.
- Impersonation (including forgery of signatures).
- Any action likely to lead to an adverse effect.
- Breach of confidentiality.
- 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.
- Failure to respond to WSET Awards in a timely manner.
- Failure to return examination papers within the specified timeframe or to follow delivery and tracking regulations.
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity.
- Use of unqualified and/or unregistered educators or internal assessors.
- Misleading advertising/publicity.

Pur Jus Education confirms its intent to comply with WSET Awards rules and regulations, providing the best services by following standard procedures in the enrolment application, course and examinations. Educators at Pur Jus Education hold WSET certification and have extensive experience in the wine industry guaranteeing a high quality of teaching and guidance.

Student interest will be protected if they report to WSET Quality Assurance team any instances of malpractice witnessed at Pur Jus Education. If the non- compliance incident occurs during a WSET examination, the Examinations Officer will notify WSET Awards that will lead an investigation.

During the investigation, WSET Awards may:

- Request further information from any party involved.
- Conduct interviews (face-to-face, online, written) with individuals.
- Require the Main Contact to carry out an internal investigation at the APP.
- Report the non-compliance to the Regulator if there is a risk of adverse effect.
- Arrange for WSET representatives to carry out a visit to the APP. (including an unregistered location if the investigation involves potential WSET activities being carried out at that location). In that case, all costs of the visit will be chargeable to the APP.

Student's malpractice or misadministration may lead to exam result declared null and void, a disqualification from a qualification for a period of 12 month or even a permanent student disqualification to WSET qualifications.

Cancellations and refunds

Enrolments are open until 2.5 weeks before the start of the course. For level 1 courses, 100% of the course fee must be paid at the time of registration. For level 2 and 3 courses, 70% of the course fee must be paid on enrolment and the remaining 30% 3 weeks before the first course.

All enrolments are binding. If a participant cancels after registering, the registration fee will not be refunded.

In the exceptional event that the minimum number of participants is not reached, Pur Jus Education will propose alternative course dates. If these proposals do not suit you, you may be entitled to a full refund of your enrolment fee less the costs incurred in enrolling (study material, shipping fee, etc...).