

WSET Remotely Invigilated Exams – Information for APPs on Candidate 'Appeals'

Computer-Based Testing with Remote Invigilation (RI) is a tried-and-tested method of delivering exams to candidates at locations other than their schools or test centres, often in their own homes. However, it is new to WSET, our APPs, and our candidates. Occasionally the outcome is not what was hoped for, for different reasons, and you will have a candidate express their dissatisfaction with their RI exam. This guide is intended to help you and your candidates understand what options are available if that happens.

Candidate complains to APP about RI "results"

Have they been issued with a grade?

NO.

The candidate's exam has been disallowed e.g. because a technical failure means the exam recording is incomplete or because the candidate has failed to follow exam regulations and has therefore invalidated their exam.

STEP 1: Candidate follows APP's Complaints Policy

Communication is with the APP, not directly with WSET. WSET will have provided information about why the exam was disallowed, and this should be explained to the candidate. If the APP would like more detailed information about why the exam has been disallowed, to help deal with the complaint they should email exams@wsetglobal.com. They should not refer the candidate directly to WSET.

STEP 2: Candidate remains dissatisfied

If the candidate is still not happy with the explanation provided by their APP, and has exhausted the APP's complaints and appeals procedure, they can file a complaint with WSET by emailing qa@wsetglobal.com. Please refer to the WSET Complaints Policy (Appendix B of the APP Handbook).

Please note that WSET cannot validate exams where there is no continuous video feed, even if this occurred for reasons beyond a candidate's control, such as a fluctation in local internet access. This is made clear in the Candidate Guidance and does not represent grounds for complaint or for a special consideration request.

YES.

The candidate has received a grade, but they have failed, or think they should have got a higher grade and they want to query it.

APP follows

Enquiry, Feedback, and Appeals against Exam Results

procedures (see APP Handbook)

Please remember resit candidates should be offered the option to wait until a paper-based exam is available if they prefer not to take another RI exam.

QUESTIONS

Can Reasonable Adjustments be applied to an RI exam?

Yes – for candidates with special educational needs or disabilities please submit a Reasonable Adjustment request to the Exams team as usual.

Can Special Consideration be applied to an RI exam?

Yes – please submit a Special Consideration request to the Exams team for any candidate who was disadvantaged by temporary illness, injury, indisposition or adverse circumstances* at the time of their exam.

(*does not include internet failure)