



SPIRITS

Specification

Level 2 Award in Spirits

WSETGLOBAL.COM

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Introduction

This Specification contains necessary information for both candidates and Approved Programme Providers (APPs) about the WSET Level 2 Award in Spirits.

The main part of the document is a detailed statement of the learning outcomes of the Level 2 Award in Spirits. These outcomes should be used by APPs to prepare programmes of learning, and by candidates to plan their studies, because the examination is specifically set to test these outcomes.

The Specification also provides a list of recommended tasting samples, guidance concerning the examination and the examination regulations.

At the end of this document you will also find information on the other WSET qualifications.

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Introduction to the WSET Level 2 Award in Spirits

Qualification aims

The WSET Level 2 Award in Spirits is intended for people who have little or no prior knowledge of spirits. It is intended to provide a comprehensive level of focused product knowledge required to underpin job skills and competencies – for example, in bar service, and for staff requiring focused product knowledge in retail and wholesaling businesses.

Successful candidates will be able to give information on the characteristics of the principal spirits and aromatised wines as well as their methods of production. They will confidently provide guidance on the use and service of spirits and make informed recommendations to customers when selecting spirits and liqueurs to meet their taste and price requirements.

Qualification structure

Learning Outcomes

In order to meet the qualification aims there are four Learning Outcomes.

Learning Outcome 1	Understand the main production factors that affect a spirit's style.
Learning Outcome 2	Understand how the principal types of spirits are produced and labelled, and describe their key characteristics.
Learning Outcome 3	Understand how the principal types of flavoured spirits and aromatised wines are produced and labelled, and describe their key characteristics.
Learning Outcome 4	Know the principles used to create a balanced cocktail and name some core cocktail families.

Entry requirements

There are no restrictions on entry to the WSET Level 2 Award in Spirits.

Please refer to Section 1 in Chapter 5 for additional eligibility information.

Total Qualification Time (TQT) and Guided Learning Hours (GLH)

TQT is an estimate of the total amount of time, measured in hours, that a learner would reasonably need to be able to show the level of achievement necessary for the award of a qualification. It is made up of GLH and private study time. GLH include all tutor-supervised learning and supervised assessments.

The TQT for the Level 2 Award in Spirits is 26 hours. This is made up of 15 GLH (of which 1 hour is for the examination) and 11 hours of private study.

Recommended progression routes

The WSET Level 2 Award in Spirits, or an equivalent level of knowledge, is recommended for entry to the WSET Level 3 Award in Spirits.

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Learning Outcomes

Learning Outcome 1

Understand the main production factors that affect a spirit's style.

Assessment Criteria

1. List and state the purpose of the four key stages of spirits production.
2. State what raw materials provide for the distiller.
3. Outline the process involved in alcoholic fermentation.
4. Name and describe the common aspects of distillation.
5. Name and describe the parts of a pot still, a typical double pot still distillation and the styles of spirit produced.
6. Name and describe the parts of a column still, a typical continuous column still distillation and the styles of spirit produced.
7. Name and describe the principal post-distillation operations and their effect on the style of a spirit.

Ranges

Range 1: Four key stages of production

Key stages	<ol style="list-style-type: none"> 1. Processing the raw material to create a sugary liquid 2. Alcoholic fermentation to create ethanol and congeners 3. Distillation to select and concentrate ethanol and certain congeners 4. Post-distillation operations to adjust the colour, aroma, sweetness and alcoholic strength
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Range 2: Raw materials

Raw materials provide	Carbohydrates, congeners
Types of carbohydrates	<p>Fermentable sugars</p> <p>Complex carbohydrates that need to be converted to fermentable sugars – starch and fructans</p>

Range 3: Alcoholic fermentation

Creating ethanol	Fermentable sugar + yeast → ethanol + carbon dioxide (CO ₂) + heat
Congeners	Alcohols (methanol, fusel alcohols), esters
Measuring ethanol	Alcohol by volume (abv), US proof

Range 4: Distillation

Common aspects	Theory of distillation – heating, boiling, vaporising (liquid droplets, gas), condensing, selecting Reflux and rectification Link between rectification and aroma intensity
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Range 5: Pot stills

Parts	Heat source (steam, direct heat), pot, swan neck, still head, lyne arm, condenser (shell and tube, worm tub)
Typical double pot still distillation	1st distillation Aim – remove some of the water from the alcoholic liquid <ul style="list-style-type: none"> • Distil fermented alcoholic liquid (10% abv) • Collect low wines (25%–30% abv) • Discard liquid waste 2nd distillation Aim – select and concentrate the Group 2 fractions (ethanol and fractions with a similar boiling point) <ul style="list-style-type: none"> • Distil low wines with heads and tails from previous batch • Selection over time <ul style="list-style-type: none"> – heads first (concentrated Group 1 fractions) – heart second (75% abv, concentrated Group 2 fractions) – tails last (concentrated Group 3 fractions) • Discard liquid waste
Styles of spirit produced	Medium or pronounced aroma intensity

Range 6: Column stills

Parts	Heat source (steam), plates, downcomers, bubble cap
Typical continuous column still distillation	Plates Aim – maximise reflux <ul style="list-style-type: none"> • Vapour forced through bubble cap into liquid on the plate • Vapour rises from the plate with greater concentration of more volatile fractions • Liquid flows down from the plate with greater concentration of less volatile fractions Continuous distillation Aim – manage the flow of liquid and vapour in the still in order to continuously collect a spirit <ul style="list-style-type: none"> • Preheated fermented alcoholic liquid enters the still • Selection over space <ul style="list-style-type: none"> – heads from the top of the still (concentrated Group 1 fractions) – heart from a plate near the top of the still (concentrated Group 2 fractions) – tails from a plate lower down the still (concentrated Group 3 fractions) – liquid waste from the base of the still
Styles of spirit produced	Neutral to pronounced aroma intensity

Range 7: Post-distillation operations

Oak maturation	Fundamentals Colour and flavour, oxygen and time, evaporation and concentration, remove harshness
	Key choices Barrel age, previous contents (finishing), warehouse temperature
Inert vessels	Storage, maturation, preservation
Adding flavours	Natural flavouring (botanicals) Maceration (tincture), re-distillation (distillate), purchased natural flavours
	Other flavouring
Blending	Complexity and consistency
Finishing	Adding water, adding colour (caramel colour, natural colours, artificial colours), adding sugar, filtration (chill-filtration, activated charcoal filtration)

Learning Outcome 2

Understand how the principal types of spirits are produced and labelled, and describe their key characteristics.

Assessment Criteria

1. Identify the raw materials used to produce the principal types of spirits.
2. Where relevant, identify both the legal controls and the production options for the principal types of spirits.
3. State the meaning of the important labelling terms that are used with the principal types of spirits.
4. Describe the key characteristics of the principal types of spirits.

Ranges

Range 1: Fruit spirits

Processing the raw materials

Grapes, pomace, apples, pears
Risk of spoilage

Grapes, apples, pears – crush, press, ferment

White grape pomace – pomace separated from grape juice, pomace mixed with water, fermentation, distil

Black grape pomace – pomace separated from wine, alcohol in the pomace, distil immediately

France: Cognac

Legal controls and production options

Grapes grown in a specific area of France (Ugni Blanc)
Double pot still distillation (direct heat, worm tub condenser)
Minimum two years maturation in oak barrels
Blending options (different sub-regions, oak management, age)
Finishing options (sweetness, caramel colour)

Labelling terms

Grande Champagne, Petite Champagne, Fine Champagne, Borderies
VS, VSOP, XO, *Hors d'âge*

France: Armagnac

Legal controls and production options

Grapes grown in a specific area of France (Ugni Blanc, Baco Blanc, Folle Blanche)
Short continuous column still distillation, double pot still distillation (rare)
Minimum one year maturation in oak barrels or three months in inert vessels
Blending options (different sub-regions, oak management, age)
Finishing options (sweetness, caramel colour)

Labelling terms

Bas-Armagnac, Ténarèze
Blanche, VS, VSOP, XO, *Hors d'âge*, vintage

France: Calvados

Legal controls and production options

Apples and pears grown in a specific area of France
Pot stills or short continuous column stills
Large old oak vessels

Chile and Peru: Pisco

Legal controls and production options Aromatic grape varieties
Typically unaged

Italy: Grappa

Legal controls and production options White or black grape pomace from Italy
Unaged, matured in inert vessels or wood barrels

Range 2: Whisky/whiskey

Processing the raw materials Barley (unmalted/malted), rye, wheat, corn

Starch to sugar

Starch granules, unpacked (malting or cooking), unrolled and dissolved in water (heat and water), converted to glucose (enzymes)

Processes used to convert starch to sugar

Barley – malt, crush, mix with warm water, ferment

Other grains – crush, mix with water, cook, mix with malted barley and/or bought-in enzymes, ferment

USA

Legal controls and production options

Bourbon

Made throughout the USA, Kentucky main centre of production

Minimum 51% corn, barley, wheat, rye (mash bill)

Selected yeast

Low distillation strength

Matured in new charred oak barrels

Blending options (mash bill, warehouse floor, age)

Finishing options (sugar and caramel colour not permitted)

Tennessee Whiskey

Made in Tennessee

Minimum 51% corn, barley, wheat, rye (mash bill)

Selected yeast

Low distillation strength

Lincoln County Process

Matured in new charred oak barrels

Rye whiskey

Made throughout the USA

Minimum 51% rye, barley, corn, wheat (mash bill)

Selected yeast

Low distillation strength

Matured in new charred oak barrels

Common labelling terms

Straight, age statement, proof, bottled in bond

Sour mash, single barrel, small batch

Scotland	
Legal controls and production options	<p>Common production processes Must be distilled and matured in Scotland Minimum three years maturation in oak barrels Caramel colour can be added Sugar may not be added</p> <hr/> <p>Single Malt Whisky Fermented and distilled in one distillery 100% malted barley (peat optional) Pot still distillation (still design and reflux) Ex-American barrels, ex-sherry barrels, wood finishing</p> <hr/> <p>Blended Scotch Whisky Blend of at least one Single Malt Whisky and at least one Single Grain Whisky Single Grain Whisky – fermented and distilled in one distillery, malted barley with either corn or wheat, column distilled to a high strength</p>
Common labelling terms	Single, age statement, non-chill-filtered, cask strength Islay, Campbeltown, Highland, Speyside, Lowland
Other countries	
Canada	Rye, corn Base whisky (corn), flavouring whisky (rye)
Ireland	Unmalted barley Irish Blended Whiskey, Irish Malt Whiskey, Irish Pot Still Whiskey
Japan	
Range 3: Sugar cane spirits	
Processing the raw material	<p>Sugar cane</p> <hr/> <p>Sugar cane juice – crush sugar cane, ferment Cane syrup – evaporate water from sugar cane juice, add water, ferment Molasses – evaporate water from cane syrup, add water, ferment</p>
Production options	<p>High ester production during fermentation Column still distillation, pot still distillation, light marks, heavy marks Unaged, maturation in oak (tropical ageing, continental ageing) Blending options (marks, age) Finishing options (caramel colour, activated charcoal filtration, sugar)</p>
Caribbean and Brazil	<p>Caribbean Regions and countries – Martinique and Guadeloupe (<i>rhum agricole</i>), Cuba, Puerto Rico, Jamaica, Barbados, Guyana, Venezuela, Colombia, Panama, Nicaragua, Guatemala Blended rums Non-distillery bottlings</p> <hr/> <p>Brazil <i>Cachaça</i></p>
Labelling terms	<i>Rhum agricole, cachaça</i> Overproof

Range 4: Agave spirits

Processing the raw material	<p>Agave</p> <hr/> <p>Methods to convert fructans to sugar Cook and crush – harvest, cut up <i>piña</i>, cook (steam, roast), crush, flush with water, ferment Diffuser – harvest, whole <i>piña</i> enters diffuser, fructan liquid exits diffuser, cook, ferment</p>
Legal controls and production options	<p>Tequila <i>Agave tequilana Weber</i> (var. <i>azul</i>), blue agave Agave grown in specified area, Jalisco</p> <hr/> <p>Mezcal Any agave species can be used, <i>Agave angustifolia Haw</i> (var. <i>espadín</i>), <i>Agave espadín</i> Agave grown in specified area, Oaxaca</p>
Common labelling terms	<p>Tequila Tequila, Tequila 100% agave <i>Blanco, Plata, Silver, Joven, Oro, Gold, Reposado, Añejo, Extra Añejo</i></p> <hr/> <p>Mezcal Mezcal, Artesanal Mezcal, Ancestral Mezcal <i>Blanco, Joven, Reposado, Añejo</i></p>

Range 5: Vodka

Processing the raw material	<p>Any raw material of agricultural origin Traditional raw materials: barley, wheat, rye and potatoes</p> <hr/> <p>Methods used to convert starch to sugar Grains – crush, mix with water, cook, mix with bought-in enzymes or malted barley, ferment Potatoes – crush, cook, mix with bought-in enzymes, ferment</p>
Legal controls and production options	<p>Spirit distilled to at least 95% abv (USA) or 96% abv (EU) in column stills (neutral spirit) Finishing options (activated charcoal filtration, vodka additives)</p>
Key styles	<p>Neutral, characterful</p>
Traditional vodka-producing countries	<p>Poland, Russia, Sweden, Finland</p>

Learning Outcome 3

Understand how the principal types of flavoured spirits and aromatised wines are produced and labelled, and describe their key characteristics.

Assessment Criteria

1. Identify the principal types of flavoured spirits and aromatised wines and describe their key characteristics.
2. Describe the production processes used to make the principal types of flavoured spirits and aromatised wines.
3. State the meaning of the most important gin labelling terms.

Ranges

Range 1: Flavouring and colouring spirits

Production options

Flavouring

Natural/botanicals – recipe, maceration/tincture (time, temperature), re-distillation/distillate (botanicals distilled together/individually, macerate, vapour infusion, cuts, vacuum), add purchased natural flavourings

Other – add to spirit (cold compounding)

Colouring

Natural colours – maceration in spirit

Artificial colours – add to spirit

Range 2: Flavoured spirits

Spiced rum

Base spirit – sugar cane spirit

Production options – maceration, add purchased natural flavouring or other flavourings, caramel colour, sugar

Flavoured vodka

Base spirit – neutral spirit

Production options – maceration, re-distillation, add purchased natural flavouring or other flavourings

Styles

Traditional, modern

Gin

Base spirit – EU (neutral spirit), USA (any spirit)

Common botanicals – juniper (predominant flavour), coriander seeds, citrus peel, angelica root, orris root

Production options – re-distillation, add purchased natural flavouring or other flavourings

Styles

Juniper-forward, contemporary

Labelling Terms

EU – London Dry Gin, Distilled Gin

USA – Distilled Gin

Other – Old Tom

<p>Aniseed spirits</p>	<p>Base spirit – neutral spirit Key botanicals containing anethole – aniseed, star anise, fennel Other botanicals – liquorice, wormwood Production options – maceration, re-distillation, colouring (natural, artificial), sugar (option depending on law)</p> <hr/> <p>Styles Pastis, absinthe</p>
<p>Bitter spirits (<i>amaro</i>)</p>	<p>Base spirit – neutral spirit Key bitter botanicals – quinine, gentian, bitter orange, artichoke Production options – maceration (required to extract bitterness), re-distillation, colouring (natural, artificial), sugar</p>
<p>Cocktail bitters</p>	<p>High-strength, high-concentrated, intensely bitter spirit Exclusively used in cocktails</p>
<p>Liqueurs</p>	<p>Base spirit – neutral or characterful Flavourings – natural or other, cream Production options – maceration, re-distillation, add purchased natural flavouring or other flavourings, colouring (optional), sugar (legal minimum levels)</p>
<p>Range 3: Aromatised wines</p>	
<p>Production options</p>	<p>Base wine – no limits Flavourings – no limits, specific bitter botanicals (quinine, wormwood or gentian) required for some types of aromatised wines, added directly to wine, distillates, tinctures Sweetness – typically added (sugar, mistelle) Distilled alcohol – required (fortification), typically neutral spirit Blending</p>
<p>Types of aromatised wines</p>	<p>Vermouth Wormwood required Red vermouth colour comes from caramel colour</p> <hr/> <p>Quinquina/Chinato Quinine required</p> <hr/> <p>Americano Wormwood and gentian required</p>

Learning Outcome 4

Know the principles used to create a balanced cocktail and name some core cocktail families.

Assessment Criteria

1. State the two sets of scales used to create a balanced cocktail.
2. Name four core cocktail families and some examples from each family.

Ranges

Range 1: Balance

The two sets of scales	Strong vs weak Bitter and/or sour vs sweet
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Range 2: Cocktail families

The spirit-forward cocktail	Old Fashioned, Sazerac, Rusty Nail, Manhattan, Martini, Negroni
The short sour	Pisco Sour, Whiskey Sour, Daiquiri, Sidecar, Margarita, Clover Club
The highball	Cuba Libre, Greyhound, Horse's Neck
The long sour	Tom Collins, Paloma, French 75, Mojito

3

Recommended Tasting Samples

Fruit spirits

Three Cognacs (ideally from the same producer)

- VS
- VSOP
- XO

A choice of at least two from:

- Armagnac
- Grappa
- Pisco

Whisky/whiskey

USA

- Tennessee Whiskey
- Bourbon
- Rye whiskey

Scotland

- Two Single Malt Whiskies
- Blended Scotch Whisky

At least one from:

- A second Bourbon
- A third Single Malt Scotch Whisky
- Irish whiskey
- Canadian whisky
- Japanese whisky

Sugar cane spirits

- A light style of colourless molasses rum (e.g. from Puerto Rico or Cuba)
- Characterful style of colourless rum (e.g. from Jamaica, Martinique or Guadeloupe)
- Two oak-aged rums showing different characteristics (one of these samples must show rancio)
- Inexpensive, heavily coloured rum (e.g. a buyer's own brand)

Tequila and Mezcal

Two Tequilas 100% agave:

- *Blanco*
- *Reposado or añejo*

Mezcal:

- *Blanco Artesanal Mezcal*

Vodka

- Neutral style of vodka
- Two characterful vodkas

Flavoured spirits and vermouth

- Classic London Dry Gin
- Contemporary style of gin or Old Tom
- Two liqueurs (e.g. a comparison of a simple and a complex liqueur with a common ingredient)

A choice of two from:

- A third gin
- Aniseed flavoured spirit
- Bitter spirit

A choice of one from:

- Vermouth
- Quinquina/Chinato
- Americano

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Examination Guidance

Examination administration

Examinations are conducted by WSET Approved Programme Providers (APPs). APPs must comply with WSET policies and procedures set out in the APP Handbook.

Assessment method

The WSET Level 2 Award in Spirits is assessed by a closed-book theory examination of 50 multiple-choice questions, to be completed in 60 minutes. Each question has only one correct answer, which should be indicated on either (a) a computer-readable answer sheet, or (b) a computer/other device, depending on the mode of assessment delivery. Full instructions on how to complete the test will be given on the day of the examination.

Each correctly answered multiple-choice question is worth one mark, and marks are NOT subtracted for incorrect answers. A candidate is required to pass with a minimum mark of 55 per cent.

About the WSET Level 2 Award in Spirits examination

All examination questions are based on the published Learning Outcomes and examination papers are carefully compiled to reflect this content. The recommended study materials (*Spirits: looking behind the label*) contain the information required to answer these questions.

A chart giving a detailed breakdown of the examination weighting is shown below.

Learning Outcome	Multiple-choice questions (1 mark per question)
1	15
2	23
3	8
4	4
Total	50 marks

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Examination Regulations

1 Entry requirements

1.1 Eligibility

1.1.1 Candidates applying to sit the WSET Level 2 Award in Spirits examination must be over the legal minimum age for the retail purchase of alcoholic beverages in the country where the examination is being held, or be preparing for the examination as part of a recognised full-time programme of study, or have obtained consent from their parents or legal guardians.

1.1.2 There are no restrictions on entry to the WSET Level 2 Award in Spirits through overlaps with other qualifications or parts of qualifications.

1.1.3 Candidates who are under the legal minimum age for the retail purchase of alcoholic beverages in the country where the examination is being held, or those who choose not to taste alcohol (e.g. for health or religious reasons) will not be allowed/required to sample any alcoholic beverage as part of their course, but this is not a barrier to successfully completing the qualification.

1.2 Recommended prior learning

1.2.1 There are no requirements for candidates to have previous knowledge or previous experience of alcoholic beverages.

1.2.2 Candidates sitting in English where it is not their first language are strongly recommended to have IELTS at 6 or above or be able to demonstrate an equivalent ability level.

1.2.3 Candidates sitting in other languages should have an equivalent level of literacy in the language used for the examination.

2 Format and results

2.1 The WSET Level 2 Award in Spirits assessment is a closed-book theory examination of 60 minutes duration and consists of 50 multiple-choice questions worth one mark each.

2.2 Examination results are issued by WSET as follows:

- WSET will issue an all-candidate grade list to the APP so that they can communicate results to their candidates.
- Subsequently, WSET posts candidates' record of achievement letters and certificates to APPs, who are responsible for forwarding these documents to their candidates.

2.3 Results are graded as follows:

Grade band	Required percentage
Fail unclassified	Mark of 44% or below
Fail	Mark of between 45% and 54%
Pass	Mark of between 55% and 69%
Pass with merit	Mark of between 70% and 84%
Pass with distinction	Mark of 85% or more

WSET reserves the right to make changes to the grading algorithms and grade thresholds published above.

2.4 While WSET would not normally make changes to grade algorithms or thresholds there may be circumstances in which it is necessary to do so to secure the maintenance of standards over time.

3 Reasonable adjustments

3.1 Examination candidates who have special examination requirements, which are supported by independent written assessment, are requested to notify the examinations officer at their APP of any such requirement at the time of enrolment. Further guidance for examination officers and candidates is available from WSET as required.

3.2 It is the policy of WSET that such candidates should not be placed at a disadvantage in the examination. Candidates are responsible for informing their APP of any such requirement at the time of enrolment.

4 Resits

4.1 Candidates may apply to resit the examination if they are unsuccessful. There is no limit on the number of attempts that may be made.

4.2 Candidates who have passed an examination are not permitted to retake it to improve their grade.

5 Examination conditions and conduct

5.1 By registering for a WSET exam, candidates agree to the following conditions:

- Candidates must not be involved in any unfair or dishonest practice in any part of the examination. Malpractice or misconduct will be investigated in line with published WSET policy and may lead to sanctions including disqualification from the exam.
- Before the exam all candidates must supply proof of identity in the form of photographic ID.
- The exam is to be completed in the time specified.
- Possession of reference material of any kind is prohibited.
- Once exam conditions are in place, no communication of any kind between candidates is permitted until they have left the examination room or the end of the exam has been announced.
- During the exam candidates are only permitted to have the following items with them: pens, pencils, erasers and drinking water.
- It is prohibited for candidates to photograph exam materials, reveal the content of exam papers to others, or to reproduce it in any way. The use of electronic devices of any kind, other than a computer or mobile device which is being used to sit an exam, is prohibited.
- Mobile phones (which are not being used in a remote invigilation context) must be switched off and placed out of sight, away from the examination desk.
- The use of audible 'alarms' on any clock or watch is prohibited.

In-person examinations

- Candidates may not leave the room until the first 15 minutes of the exam time have elapsed.
- Candidates who arrive after the published start time will NOT be allowed to sit the exam if any other candidate has already left the exam.
- Candidates who arrive late may be allowed to enter the room at the discretion of the invigilator and only if other candidates are not compromised. Under normal circumstances we would not expect any candidate to be allowed to start the exam if they arrive more than 30 minutes after the published start time.
- Candidates may not leave, and then return to, the examination room once the exam has started unless they can be accompanied by an invigilator at all times while they are out of the examination room.
- Candidates who complete the exam early may leave the examination room up until the last 10 minutes providing they do not disturb other candidates; no re-admission is permitted.
- Invigilators have no authority to comment upon, interpret, or express an opinion on any exam question.
- Any candidate who is suspected of misconduct will be advised to leave the examination room immediately.
- No exam question papers are to be removed from the examination room; candidates who fail to submit the question paper with their answer sheet will be deemed guilty of misconduct.

Remote invigilation examinations

- Clear guidance on how to administrate remotely invigilated exams and associated regulations will be given to applicable candidates in advance of their examination.

5.2 Candidates also agree to abide by the invigilator's instructions. Failure to do so may render a candidate's results invalid.

5.3 WSET reserves the right to permanently exclude candidates found guilty of misconduct from WSET qualifications.

5.4 Examination papers and answer sheets are the property of WSET and will not be returned to candidates.

6 Examination feedback, enquiries and appeals

6.1 Candidates requiring enquiry (re-mark) and/or feedback on their examination paper should contact their APP and request an Enquiry and Feedback Form.

6.2 Any candidate dissatisfied with the result of an enquiry of an examination paper should contact the APP and request an Appeal Against Enquiry Application Form, which must be completed and returned to WSET, together with the appropriate fee, no more than 10 working days following notification of the enquiry decision. Appeals received outside this time-frame will not be reviewed.

7 Candidate satisfaction

7.1 Should any candidate have concerns that their APP is not providing the service that they expect, or is behaving in a way that is inconsistent with the standards required in terms of administration, tuition or examinations, they should first make a complaint to their APP. If this does not lead to a satisfactory resolution, candidates are asked to contact our Quality Assurance Team by emailing qa@wsetglobal.com. Please note that all complaints will be dealt with confidentially, but WSET cannot act on anonymous complaints.

8 General conduct

8.1 WSET has a reasonable expectation that its staff and those representing WSET at our APPs will be treated professionally and respectfully as they carry out their jobs. Inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff will be viewed as misconduct and may lead to permanent exclusion from WSET qualifications.

9 Examination regulations

9.1 WSET reserves the right to add to or alter any of these regulations as it thinks fit.

6

WSET Qualifications

WSET has a range of qualifications that cover wine and spirits as well as sake. In full, the qualifications are:

WSET® Level 1 Award in Wines (600/1504/4)
WSET® Level 2 Award in Wines (603/4432/5)
WSET® Level 3 Award in Wines (601/6352/5)
WSET® Level 4 Diploma in Wines

WSET® Level 1 Award in Spirits (600/1501/9)
WSET® Level 2 Award in Spirits (600/1507/X)
WSET® Level 3 Award in Spirits

WSET® Level 1 Award in Sake (603/2051/5)
WSET® Level 3 Award in Sake (603/2066/7)

More information about all of these qualifications can be found on the WSET website wsetglobal.com.

Regulation

WSET is recognised as an awarding organisation by Ofqual, the English regulator for qualifications and examinations. Where applicable, the Ofqual accreditation numbers are listed next to the Qualification title above.

WSET operates a Quality Management System that complies with the requirements of **BS EN ISO 9001** for the management of awards for qualifications and examinations in the product knowledge and tasting competence of alcoholic beverages.



Diversity and equality policy

WSET fully supports the principle of diversity and equality and is responsible for ensuring that all candidates for its qualifications are treated fairly and on an equal basis. A copy of our diversity and equality policy can be obtained from the Quality Assurance Team by emailing qa@wsetglobal.com.

WSET prizes

Candidates who have achieved outstanding marks in their examinations may be eligible for a prize and will be contacted by WSET should this apply. For more details on the prizes available, please go to:

<https://www.wsetglobal.com/about-us/awards-bursaries/>



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Education

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