



Student Information

Exam Results and Re-sits

Results Timescales

All exams are handled by WSET Awards which is a separate body to The Pipe of Port Wine Academy.

The following outlines the waiting period for your results. If the time period below has passed and you have still not received your results please contact wineacademy@pipeofport.co.uk

Level 1 and Level 2

Results will take up to 4 weeks from the date you sat your exam

Level 3

Results will take up to 10 weeks from the date you sat your exam

Re-sit Examinations

Re-sits are open to students registered on a course with The Pipe of Port Wine Academy who have either failed an examination, or who have paid to transfer their examination date.

Students from other WSET course providers (APPs) can also attend re-sits at The Pipe of Port Wine Academy. These bookings must be made by the student's course provider on behalf of the student.

All students must be 18 years of age or over at the time of booking. Please note that all re-sit bookings are subject to availability.

To book a re-sit contact wineacademy@thepipeofport.co.uk

FAQs

Below we have compiled a list of frequently asked questions. If you cannot find an answer to your question please contact us at wineacademy@pipeofport.co.uk

Bookings

Will I get an invoice?

Yes, invoices are sent out with your receipt once the booking has been processed.

How do I know my course booking is confirmed?

A confirmation email will be sent within three working days of receiving the booking. This will be sent to the email provided at the time of booking.

What are the course entry requirements?

All classes are delivered in English, therefore a good level of English is essential.

Level 1 Award in Wines and Level 2 Award in Wines and Spirits, no prior course is required.

Level 3 Award in Wines, you must hold the WSET Level 2 Award in Wines and Spirits or successfully complete the WSET Level 3 in Wines Award Online Entry Test.

Exams

When will I receive my results?

Level 1 and Level 2 – Results will take up to 4 weeks from the date you sat your exam

Level 3 – Results will take up to 10 weeks from the date you sat your exam

What If I fail an exam?

You can re-sit any failed exam. Please email wineacademy@pipeofport.co.uk for resit dates.

Exam Re-sits

Can I sit my exam at a later date?

Yes, you can postpone your exam to a later date by completing a paid transfer examination booking form.

What happens if I'm ill on the day of my exam?

You can apply for a deferral under the extenuating circumstances policy. You will need to supply relevant documentation. Please contact wineacademy@pipeofport.co.uk as soon as possible.

Delivery of course materials

Level 1 course materials are provided to students on the first day of the course. They will not be posted in advance.

Levels 2-3 course materials will be posted to a student's home address on confirmation of payment of fees. The pack is bulky and requires a signature – please indicate an alternative delivery address if necessary. It is essential that a daytime telephone number is provided on your booking form. Please note that your email addresses will be sent to our distribution centre to enable your materials to be tracked by you to ensure delivery. If you do not wish your email to be sent, to this secure third party, please contact The Pipe of Port Wine Academy before booking to arrange another method of receiving materials. It is important for the student to provide a complete and accurate delivery address and make sure someone is available to receive the package, at that address, at the prescribed time. Any materials returned to our distribution centre, having not been successfully received by the student, will automatically result in an additional cost of return being charged.

Terms & Conditions

BOOKING CONDITIONS

1. Course enrolment will only take place once the correct fees are paid.
2. Full payment must accompany the booking form - we do not accept provisional bookings and places will only be confirmed once payment is received.
3. Bookings will only be accepted on this Course Booking Form or the Online Booking Form, which the student has signed the declaration below, or ticked the relevant box.
4. Cancellations of confirmed places are accepted up to ten working days prior to the start of the course. An administration fee of £25.00 plus the full cost of the study materials supplied will be deducted and the remainder of the course fee refunded to the payee.
5. If a confirmed course booking is cancelled during the ten working days prior to the start of the course, or at any time after the start of the course, no refund or transfer of the course fees will be made.
6. Transfers of a confirmed booking either to another course or applicant can be made up to ten working days before the course start date on payment of a £25.00 admin fee plus the cost of any additional study materials which may be applicable. This is valid from one calendar year of the original booking.
7. Examination dates are fixed to the course onto which you book and any transfer to an alternative date will incur an administration fee of £25.00. All transfer requests must be made in writing or by email at least ten working days before the original examination date.
8. Course fees will be refunded in full if The Pipe of Port Wine Academy changes a course date or cancels if enrolments do not reach the required minimum numbers - notification will be made in the ten working days prior to the planned start date of the course.
9. Failure to attend booked examinations will result in the student being liable to subsequent examination fees. Re-sit examinations are not included in the fee.
10. Students requiring special examination conditions must submit their request before starting the course. Such requests must be supported by a doctor's certificate or similar document.
11. By signing and emailing this form you are confirming that you have read and understand all of the above booking conditions.