

# **WSET**® Level 1 Award in Wines



# Specification

**WSET**® Level 1 Award in Wines

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### Introduction

This specification contains necessary information for both candidates and Approved Programme Providers (APPs) about the WSET Level 1 Award in Wines.

The main part of the document is a detailed statement of the learning outcomes for the Level 1 Award in Wines. 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 (including syllabus weighting), sample examination questions and the examination regulations.

At the end of this document you will find information on the other WSET qualifications and WSET's qualification division, WSET Awards.

### Introduction to the WSET Level 1 Award in Wines

#### **Qualification Aims**

The WSET Level 1 Award in Wines is intended for people who have little or no prior knowledge of wines. It is designed to provide a sound but simple introduction to wines. The qualification will assist those who need a basic familiarity with the main types and styles of wines, for example people who work with wines as part of a larger beverage portfolio in the retail and hospitality sectors.

Successful candidates will be able to know the key stages in grape growing and winemaking, list the principal types and styles of wine, state the key characteristics of wines made from the principal grape varieties as well as other examples of wines, and know the key principles involved in the storage and service of wine. They will consequently be in a position to answer customer queries and provide recommendations for the service of wine.

#### **Qualification Structure**

#### **Learning Outcomes**

In order to meet the qualification aims there are three learning outcomes.

Learning Outcome 1	Know the key stages in grape growing and winemaking.
Learning Outcome 2	Know the types, characteristics and styles of wines made from the principal grape varieties and other examples of wines.
Learning Outcome 3	Know the key principles and practices involved in the storage and service of wine.

#### **Enrolment**

There are no restrictions on entry to the WSET Level 1 Award in Wines. 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 for health or religious reasons, will not be allowed to sample any alcoholic beverage as part of their course, but this is not a barrier to successfully completing the qualification.

### 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 1 Award in Wines is 6 hours, all as GLH. This includes the 45 minutes for the examination.

### **Recommended Progression Routes**

The WSET Level 1 Award in Wines, or an equivalent level of experience, is recommended for entry to the WSET Level 2 Award in Wines and Spirits.

# WSET Level 1 Award in Wines: Learning Outcomes

#### **Learning Outcome 1**

Know the key stages in grape growing and winemaking.

#### **Assessment Criteria**

- 1 Name the main parts of a grape and what they contain.
- 2 Name the key stages in the annual cycle of grape growing and know what happens during ripening.
- 3 Name and define different grape-growing climates and state how they can affect the characteristics of grapes.
- **4** List the requirements for and the products of alcoholic fermentation.
- 5 Name and correctly order the key stages in the production of still white, red and rosé wines.

Range	1.	Parts	of a	arane
Railye		raits	UI a	grape

Parts of a grape **Skin** – colour, tannin

Pulp - water, sugar, acid

#### Range 2: Grape growing

Key stages in the annual cycle of grape growing

Flowering, grape ripening

#### Range 3: Climate

Effect of climate Cool climate, warm climate

#### Range 4: Alcoholic Fermentation

Requirements for alcoholic fermentation Sugar, yeast

Products of alcoholic fermentation

Alcohol, carbon dioxide

#### Range 5: Production of still white, red and rosé wines

Production of white

**Grapes** – white wines

**Stages** – crushing, pressing, fermentation, maturation, bottling

**Grapes** – black Production of red wines

**Stages** – crushing, fermentation, draining, pressing, maturation, bottling

Production of rosé

wines

**Grapes** – black

**Stages** – crushing, fermentation, draining, maturation, bottling

Know the types, characteristics and styles of wines from the principal grape varieties and other examples of wines.

- 1 Name and define the types of wine and the characteristics that contribute to their styles.
- 2 Name the principal grape varieties and identify the characteristics and styles of their wines.
- **3** Identify and relate examples of wines from principal grape varieties to the grape varieties, types, characteristics and styles of wines.
- 4 Identify and relate other examples of wines to the types, characteristics and styles of wines.

Range 1: Principal types and styles of wines	
Types of wines	Still, sparkling, fortified
Characteristics of wines	Colour – white, red, rosé
	<b>Notable structural characteristics</b> – sweetness, acidity, tannin, alcohol, body
	Typical aromas and flavours – fruit, oak, other
Styles of wines	A combination of the above characteristics

Range 2: Principal grape varieties	
White grape varieties	Chardonnay, Sauvignon Blanc, Pinot Grigio, Riesling
Black grape varieties	Cabernet Sauvignon, Merlot, Pinot Noir, Syrah/Shiraz

Range 3: Examples of wines from principal grape varieties	
White	Sancerre, Chablis, Burgundy (white)
Red	Burgundy (red), Bordeaux
Sparkling	Champagne

Range 4: Other examples of wines	
White	Sauternes
Rosé	White Zinfandel
Red	Beaujolais, Côtes du Rhône, Chianti, Rioja, Châteauneuf-du-Pape
Sparkling	Prosecco, Cava
Fortified	Sherry, Port

Know the key principles and practices involved in the storage and service of wine.

- 1 Identify and define the ideal conditions for storing and methods for preserving wine.
- 2 Identify the recommended service temperature description for the principal types and styles of wine.
- **3** State the correct procedures for opening and serving wine.
- **4** Identify the principal food and wine interactions and recognise the effect they typically have on a wine.

Range 1: Storage of wine	
Ideal storage conditions	Temperature, light, position of bottle
Preserving wine	Vacuum system, blanket system

Range 2: Service temperature description	
White and rosé wines	Sparkling wines – well chilled
	Sweet wines – well chilled
	Light- and medium-bodied white and rosé – chilled
	Full-bodied white – lightly chilled
Red wines	Medium- and full-bodied red — room temperature
	Light bodied red – lightly chilled

Range 3: Serving wine	
Opening	Still wine, sparkling wine
Serving wine	Glassware, checks on the appearance and nose of the wine

Range 4: Principal food and wine interactions	
Components in food that affect wine	Sweetness, umami, salt, acidity, flavour intensity, fat, chilli heat
Components in wine that are affected by food	Sweetness, acidity, bitterness (tannins, oak), fruitiness, alcohol

# Recommended Tasting Samples

It is recommended that candidates try the following selection of samples during the course of their studies. All samples should be benchmark expressions of their grape variety and style.

A minimum of 3 red wines and 2 white wines from the principal grape varieties which must display contrasting notable characteristics.

A minimum of 1 sweet wine that is named in Learning Outcome 2 or 1 rosé wine.

#### Example flight of wines:

- Light- or medium-bodied, high acid, unoaked, Sauvignon Blanc
- Full-bodied, medium acid, oaked Chardonnay
- Light-bodied, unoaked Pinot Noir
- Medium-bodied, oaked Merlot
- Full-bodied, highly oaked Cabernet Sauvignon
- Sauternes

### WSET Level 1 Systematic Approach to Tasting Wine®

APPEARANCE	
Colour	white – red – rosé
NOSE	
Aroma characteristics	e.g. aromas of fruit, oak, other
PALATE	
Notable structural characteristics	sweetness, acidity, tannin, alcohol, body
Flavour characteristics	e.g. flavours of fruit, oak, other

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### **Examination Guidance**

#### **Examination Administration**

Examinations are conducted by WSET Approved Programme Providers (APPs). Administratively, APPs must comply with the criteria and codes of practice set out in the Operating Handbook.

#### **Assessment Method**

The WSET Level 1 Award in Wines is assessed by a closed-book examination that consists of 30 multiple-choice questions, to be completed in 45 minutes.

All examination questions are based on the published learning outcomes and the recommended study materials contain the information required to answer these questions.

A candidate is required to pass with a minimum mark of 70 per cent.

#### **About the WSET Level 1 Award in Wines Examination**

The WSET Level 1 Award in Wines examination paper consists of 30 multiple-choice questions. Each question has only one correct answer, which should be indicated on a computer-readable answer sheet. The examination invigilator will give the full instructions on how to complete the answer sheet on the day of the examination. Each correctly answered multiple-choice question is worth one mark, and marks are NOT subtracted for incorrect answers.

All WSET Level 1 Award in Wines examination papers are carefully compiled to reflect the syllabus. A chart giving a detailed breakdown of the examination weighting is shown below.

Learning Outcome	Multiple-Choice Questions (1 mark per question)
1	6
2	18
3	6
	30 marks

#### **Issuing of Results**

Results of examinations are issued by WSET Awards as follows:

- WSET Awards issues an electronic all-candidate grade list to the APP so that they can communicate
  results to their candidates. This grade list will be issued within two weeks of the receipt of completed
  scripts by WSET Awards.
- Subsequently, WSET Awards posts candidates' letters and certificates to APPs, who are responsible for forwarding these documents to their candidates.

# Sample Examination Questions

The Wine & Spirit Education Trust does not release past papers for the WSET Level 1 Award in Wines. In order to give candidates an idea of the sort of questions that might be asked, this section includes five sample questions. The examination consists of 30 questions similar to these.

### 1 Which one of the following grape varieties produces red wine?

- a Cabernet Sauvignon
- **b** Sauvignon Blanc
- c Riesling
- **d** Chardonnay

#### 2 Chablis is

- a a dry white wine
- **b** a dry red wine
- c a sweet white wine
- **d** a sweet red wine

# 4 Umami makes wines seem more sweet and fruity.

- **a** True
- **b** False

### 5 Which one of the following is a fortified wine?

- a Cava
- **b** Beaujolais
- **c** Prosecco
- **d** Port
- 3 Red wines are best stored in direct sunlight.
  - **a** True
  - **b** False

# **Examination Regulations**

### 1 Entry Requirements

- **1.1** Eligibility
  - **1.1.1** Candidates applying to sit the 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 1 Award in Wines 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 for health or religious reasons, will not be allowed 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 The indicative levels of literacy and numeracy required for the examination are as follows:

**literacy**: Level 1 of the UK basic skills national standards, or equivalent level of literacy in the language used for the examination.

**numeracy**: Level 1 of the UK basic skills national standards, or equivalent.

#### 2 Format and Results

- **2.1** The WSET Level 1 Award in Wines assessment is a closed-book examination of 45 minutes' duration and consists of 30 multiple-choice questions worth one mark each.
- 2.2 Results for candidates will be issued to APPs within two weeks from receipt of completed scripts.
- 2.3 Results are graded as follows:

Mark of 70% and above	Pass
Mark of 69% and below	Fail

### 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 Awards as required.
- **3.2** It is the policy of WSET Awards that such candidates should not be placed at a disadvantage in the examinations. 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 are not permitted to retake to improve their grade.

#### **5 Examination Conditions and Conduct**

- **5.1** It is a condition of entry that candidates agree to the following specific conditions for the closed-book examination.
  - At the start of the examination all candidates must supply the invigilator with proof of identity in the form of photographic ID.
  - The examination is to be completed in a maximum of 45 minutes.
  - No reference is to be made to any material, in whatever form, other than the examination question paper and answer sheet.
  - Once the invigilator has declared that examination conditions are in place, no communication
    of any kind between candidates is permitted until they have left the examination room or the
    invigilator has announced the end of the examination.
  - During the examination candidates are only permitted to have the following items with them; pens, pencils, erasers, drinking water and a small handbag or shoulder bag so long as it only contains personal items.
  - It is prohibited for candidates to take any photographs of the examination room or examination materials.
  - The use of electronic devices of any kind is prohibited.
  - Mobile phones must not be on the examination desk, they must be switched off and placed out of sight.
  - The use of dictionaries of any kind is prohibited.
  - The use of audible 'alarms' on any clock or watch is prohibited.
  - Candidates may not leave the room until the first 15 minutes of the examination time have elapsed.
  - Candidates who arrive after the published start time will NOT be allowed to sit the examination if any other candidate has already left the examination.
  - 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 examination 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 examination
    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 examination 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 examination question.
  - Any candidate who is suspected of misconduct will be advised to leave the examination room immediately and their examination paper will be submitted to the Examination Panel to determine its validity and any future ban on sitting papers.
  - No examination 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.
  - It is prohibited for candidates to reveal the content of examination papers to others, or reproduce it in any way.
- **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** Examination papers and answer sheets are the property of WSET Awards 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. The form must be completed and submitted to WSET Awards along with the appropriate fee within six weeks of the date of the examination. Any request received outside this time-frame will not be reviewed. Enquiries and feedback will be issued within two weeks of receipt by WSET Awards.
- **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 Awards, 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. Appeals will be issued within two weeks of receipt by WSET Awards.

#### 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 take this up with their APP. If this does not lead to a satisfactory resolution, candidates are asked to contact our Quality Assurance Team, qa@wsetglobal.com. Please note that all complaints will be dealt with confidentially, but WSET Awards cannot act on anonymous complaints.

#### 8 WSET Awards Regulations

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

## WSET Awards Qualifications

#### **WSET Awards Qualifications**

The WSET has a range of qualifications that cover wine and sake as well as spirits. These are developed and maintained by WSET Awards (see Chapter 8 for more information). In full, the qualifications are:

WSET Level 1 Award in Wines (600/1504/4)

WSET Level 1 Award in Spirits (600/1501/9)

WSET Level 1 Award in Sake (603/2051/5)

WSET Level 2 Award in Spirits (600/1507/X)

WSET Level 2 Award in Wines and Spirits (600/1508/1)

WSET Level 3 Award in Wines (601/6352/5)

WSET Level 3 Award in Sake (603/2066/7)

WSET Level 4 Diploma in Wines and Spirits

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

#### Who can offer a WSET Awards Qualification?

WSET Awards qualifications can only be offered by organisations approved by WSET Awards, known as Approved Programme Providers (APPs), and candidates wishing to study for a WSET qualification must enrol with an APP. The candidate's relationship is with their APP and the APP is responsible for the delivery of the course and administering the examination, which is set by WSET Awards.

Group study with an APP is the best way of learning how to taste, but some APPs also prepare candidates for our examinations by distance learning.

A list of Approved Programme Providers (APPs) is published on the WSET website wsetglobal.com. Please contact the APP directly to find out about their programmes.

If you are interested in becoming an APP please contact the Quality Assurance Team, qa@wsetglobal.com.

# WSET Awards

#### **About WSET Awards**

WSET Awards is the awarding body of the Wine & Spirit Education Trust, which provides quality-assured qualifications that help people to know more about alcoholic beverages and to develop their tasting skills. The development and awarding of WSET qualifications is the sole responsibility of WSET Awards.

The UK government established a regulatory authority, The Office of Qualifications and Examinations Regulation (Ofqual), which regulates awarding organisations that offer qualifications. Some WSET Awards qualifications are regulated by Ofqual. The qualification numbers are listed in Chapter 7.

WSET Awards 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 Awards 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, qa@wsetglobal.com.

#### **Customer Service Statement**

The quality and scope of service that customers can expect from WSET Awards is published in our Customer Service Statement. A copy can be obtained from the Quality Assurance Team, qa@wsetglobal.com.

In the unlikely event of any dissatisfaction with the service received, please contact the registered APP in the first instance. If the issue is not resolved, please contact the Quality Assurance Team, qa@wsetqlobal.com.

#### **WSET Prizes**

The WSET Prizes programme exists primarily to support the professional advancement of individuals working or seeking to work within the industry. Where suitable, Prizes are available to students not working in the trade, however this is not an active goal of the programme. Each academic year, 1st August to 31st July, the Prizes are presented for academic achievement, in accordance with the given Prize criteria. Students will be contacted by WSET Awards should they be eligible to for a Prize. A list of current Prizes can be found at the link below, although these are subject to change without notice. wsetglobal.com/about-us/awards-bursaries

Note that these prizes do not take the form of financial grants to fund studies, but are in recognition of examination performance.



## A world of knowledge



# **WSET**® Level 2 Award in Wines



# Specification

WSET® Level 2 Award in Wines

A world of knowledge

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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 Wines.

The main part of the document is a detailed statement of the learning outcomes for the Level 2 Award in Wines. 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 (including weight of the learning outcomes content), sample examination questions and the examination regulations.

At the end of this document you will find information on the other WSET qualifications and WSET's qualification division, WSET Awards.

### Introduction to the WSET Level 2 Award in Wines

#### **Qualification Aims**

The WSET Level 2 Award in Wines is intended for people who have little or no prior knowledge. It is suitable wherever a good level of wine knowledge is required to underpin job skills and competencies, for example in the customer service and sales functions of hospitality, retailing and wholesaling industries. It is also useful for those who have a general interest in wine and wish to broaden their knowledge.

Successful candidates will be able to describe and compare the styles of wines produced from internationally and regionally important grape varieties, interpret wine labels from the main wine-producing regions of the world and give basic guidance on appropriate selection and service, as well as understand the principles of wine tasting and evaluation.

#### **Qualification Structure**

#### **Learning Outcomes**

In order to meet the qualification aims there are six learning outcomes.

Learning Outcome 1	Understand the environmental influences and grape-growing options in the vineyard and how these will impact the style and quality of wine.
Learning Outcome 2	Understand how winemaking and bottle ageing influence the style and quality of wine.
Learning Outcome 3	Understand how environmental influences, grape-growing options, winemaking and bottle ageing influence the style and quality of wines made from the principal grape varieties.
Learning Outcome 4	Know the style and quality of wines produced from regionally important black and white grape varieties.
Learning Outcome 5	Understand how the production process can influence the styles of sparkling and fortified wines.
Learning Outcome 6	Understand the key principles and processes involved in the storage and

service of wine, and in the pairing of food and wine.

#### **Enrolment**

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

Please refer to 'Examination Regulations Entry Requirements' 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 Wines is 28 hours. This is made up of 17 GLH (of which 1 hour is for the examination) and 11 hours' private study.

#### **Recommended Progression Routes**

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

#### **Learning Outcome 1**

Understand the environmental influences and grape-growing options in the vineyard and how these will impact the style and quality of wine.

- 1. Identify what each **part of a grape** provides to the winemaker.
- 2. Identify what a vine requires to grow grapes.
- 3. Identify the **key stages of grape formation and ripening**.
- 4. Describe how the **grape's components**, **aromas and flavours** change as the grape ripens.
- 5. Describe how the **environmental influences** in the vineyard impact on grape ripeness and quality.
- 6. Describe how grape ripeness impacts on wine style and quality.
- 7. Identify the **grape-growing options** in the vineyard.
- 8. State the meaning of the most important **labelling terms used to indicate origin and regulation**.
- 9. State the meaning of the **labelling terms relating to vine age and grape-growing options**.

Parts of a grape	Skin: Pulp:	Colour, tannins, flavours Sugar, acids, water, flavours	
	Seeds and stems:	Tannins	
Vine requirements		Warmth, sunlight, water, nutrients, carbon dioxide (CO <sub>2</sub> )	
Stages of grape	Grape formation:	Flowering, fruit set, <i>véraison</i>	
formation and ripeness	Ripeness:	Unripe grapes, ripe grapes, extra-ripe grapes (late harvest, raisined)	
Changes as grapes ripen	General component		
	changes:	Colour, sugar, acid, tannins	
	General aroma and		
	flavour changes:	For white grapes, for black grapes	
Environmental	General climatic		
influences in the	influences:	Cool, moderate, warm	
vineyard	Other climatic		
	influences:	Latitude, altitude, mountains, slope, aspect, soils, seas, rivers, air, fog, cloud, mist	
	Weather influences:	Drought, frost, hail, rain, sunlight, temperature	
Grape-growing options	Vineyard options:	Training, pruning, irrigation, spraying, organic production, yield, harvest	
	Concentration of		
	grape sugars:	Extra-ripe grapes, botrytis/noble rot grapes, frozen grapes	
Labelling terms used	Geographical indica		
to indicate origin	European Union:	Protected Designation of Origin (PDO), Protected Geographical Indication (PGI)	
and regulation	France:	Appellation d'Origine Contrôlée (AOC), Appellation d'Origine Protégée (AOP),	
		Vin de Pays (VdP), Indication Géographique Protégée (IGP)	
	Italy:	Denominazione di Origine Controllata e Garantita (DOCG),	
	Spain:	Denominazione di Origine Controllata (DOC), Indicazione Geografica Tipica (IGT) Denominación de Origen Calificada (DOCa), Denominación de Origen (DO), Vino de la Tierra	
	Germany:	Qualitätswein, Prädikatswein, Landwein	
	Outside the	Quantatswelli, i Tudikatswelli, Edilawelli	
	European Union:	Gls	
Labelling terms relating	Vine age:	Old Vine/Vieilles vignes	
to vine age and grape-growing options	Grape-growing options:	Vintage, Late Harvest/ <i>Vendanges tardives</i> , Botrytis/Noble Rot, Icewine/Eiswein	

Understand how winemaking and bottle ageing influence the style and quality of wine.

- 1. State the key stages of the **alcoholic fermentation process**.
- 2. Identify the key stages of the **winemaking processes** used for red, rosé and white wines.
- 3. Describe how **winemaking options** can influence the style and quality of wine produced.
- 4. Identify the key changes that occur to a wine during **bottle ageing**.

Alcoholic fermentation process	Yeast converts sugar into alcohol and carbon dioxide.		
Winemaking process	Stages in the winemaking process:	Crushing, fermentation, pressing, storage and/or maturation, blending, packaging	
Winemaking options	Adjustments: Fermentation	Addition of sugar, adjustment to acidity	
	temperatures:	Cool, warm	
	Red wine:	Extraction	
	Rosé wine:	Short maceration, blending	
	Sweet wine:	Fermentation stopped, sweetness added	
	Vessel types:	Stainless steel, concrete, oak	
	Oak vessel types:	Small, large, new, old, level of toast	
	Malolactic conversion		
	Lees		
	Blending:	Consistency, complexity, style	
Bottle ageing	Red wine: White wine:	Colour, tannin, aromas and flavours Colour, aromas and flavours	

 $\Rightarrow$ 

#### **Learning Outcome 3**

Understand how environmental influences, grape-growing options, winemaking and bottle ageing influence the style and quality of wines made from the principal grape varieties.

- 1. Describe the **characteristics** of the **principal grape varieties**.
- 2. Describe how **environmental influences** and **grape-growing options** impact on the characteristics of the principal grape varieties.
- 3. Describe how **winemaking options** impact on the styles of wine produced from the principal grape varieties.
- 4. Describe how **bottle ageing** impacts on the style of wines produced from the principal grape varieties.
- 5. Describe the styles and quality of wines produced from the **principal grape varieties** in the specified **GIs**.
- 6. Compare the styles and quality of wines from the **principal grape varieties** within and between specified regions.
- State the meaning of regionally important labelling terms indicating style and quality of wines made from the principal grape varieties

Principal grape varieties	Black grapes	Maria de la companya
	Varieties: Characteristics:	Merlot, Cabernet Sauvignon, Syrah/Shiraz, Pinot Noir Colour, tannin level, sugar (potential alcohol), acidity, aromas and flavours
	White grapes	Colour, tarrilli lever, sugar (poteritial alcohor), actuity, arollias and havours
	Varieties:	Chardonnay, Pinot Grigio/Pinot Gris, Riesling, Sauvignon Blanc
	Characteristics:	Colour, sugar (potential alcohol), acidity, aromas and flavours
Environmental influences	Climate:	
and grape-growing	Harvest:	Cool, moderate, warm Early-picked grapes, ripe grapes, extra-ripe grapes
options	Concentration of grape su	
Winemaking options	Vessel types: Oak barrel types:	Stainless steel, concrete, oak Small, large, new, old, level of toast
	Malolactic conversion	Siliali, large, flew, old, level of toast
	Lees	
	Blending:	Consistency, complexity, style
Bottle ageing	Red wine:	Colour, tannin, aromas and flavours
	White wine:	Colour, aromas and flavours
Geographical indications	MERLOT	
for black grape varieties	Gls within the EU: PGI production	
		outh of France
		DOs
	Fr —	rance: Bordeaux, Saint-Émilion, Pomerol
		SA: California, Napa Valley, Sonoma
		hile: Central Valley
		outh Africa: Stellenbosch
		ustralia: Margaret River
	N	ew Zealand: Hawke's Bay
	CABERNET SAUVIGNON	
		GI production
		outh of France
	= = =	DOS
	<del>-</del>	rance: Bordeaux, Médoc, Haut-Médoc, Pauillac, Margaux, Graves, Pessac-Léognan
		SA: California, Napa Valley (Oakville, Rutherford, Calistoga), Sonoma
	producing countries: Cl	hile: Central Valley, Maipo Valley, Colchagua Valley
		IL ACC. CLUL L. I.
	Sc	outh Africa: Stellenbosch
	So At	outh Africa: Stellenbosch ustralia: Coonawarra, Margaret River ew Zealand: Hawke's Bay

SYRAH/SHIRAZ

GIs within the EU: **PGI** production

> South of France **PDOs** France:

> > Northern Rhône: Crozes-Hermitage, Hermitage, Côte Rôtie

GIs from other wine-

producing countries: Australia: South Eastern Australia, Barossa Valley, Hunter Valley

**PINOT NOIR** 

GIs within the EU:

France: Bourgogne/Burgundy, Gevrey-Chambertin, Nuits-Saint-Georges, Beaune,

Pommard

GIs from other wine-

USA: Sonoma, Carneros, Santa Barbara County, Oregon

producing countries: Chile: Casablanca Valley

South Africa: Walker Bay

Australia: Yarra Valley, Mornington Peninsula

New Zealand: Martinborough, Marlborough, Central Otago

**Geographical indications** for white grape varieties

**CHARDONNAY** 

GIs within the EU: **PGI** production

South of France

**PDOs** 

France: Bourgogne/Burgundy, Chablis, Puligny-Montrachet, Meursault, Mâcon,

Pouilly-Fuissé

GIs from other wineproducing countries:

USA: California, Sonoma, Carneros, Napa Valley, Santa Barbara County, Oregon

Chile: Central Valley, Casablanca Valley

South Africa: Western Cape, Walker Bay

Australia: South Eastern Australia, Yarra Valley, Adelaide Hills, Margaret River

New Zealand: Marlborough, Hawke's Bay

RIESLING

GIs within the EU: **PDOs** 

France: Alsace

Germany: Mosel, Rheingau, Pfalz

GIs from other wine-

Australia: Clare Valley, Eden Valley producing countries:

**SAUVIGNON BLANC** 

GIs within the EU: **PGI** production

> South of France **PDOs** France:

> > Loire: Sancerre, Pouilly-Fumé, Touraine Bordeaux: Bordeaux, Graves, Pessac-Léognan

GIs from other wine-

**USA:** Napa Valley

producing countries:

Chile: Central Valley, Casablanca Valley

South Africa: Elgin, Constantia Australia: Adelaide Hills, Margaret River

New Zealand: Marlborough

**PINOT GRIS/PINOT GRIGIO** 

GIs within the EU: **PGI** production

Italy: Veneto **PDOs** France: Alsace

Italy: Delle Venezie, Friuli-Venezia Giulia

Regionally important

France:

Burgundy: Premier Cru, Grand Cru

Bordeaux: Bordeaux, Bordeaux Supérieur, Cru Bourgeois, Grand Cru Classé

Alsace: Grand Cru

Germany:

Prädikatswein, Kabinett, Spätlese, Auslese, Beerenauslese (BA),

Trockenbeerenauslese (TBA), Eiswein

Trocken, Halbtrocken

labelling terms indicating style and quality of wines made from the principal

grape varieties

Know the style and quality of wines produced from regionally important black and white grape

- 1. Describe the **characteristics** of the regionally important black and white grape varieties.
- 2. Describe the styles and quality of wines from the regionally important black and white grape varieties from specified **GIs**.
- 3. State the meaning of the **labelling terms** indicating style and quality of wines produced from regionally important black and white grape varieties.

BLACK GRAPE VARIETII	ES .
Characteristics	Colour, tannin level, sugar (potential alcohol), acidity, aromas and flavours
GAMAY	
Gls	France: Beaujolais, Beaujolais Villages, Beaujolais Cru (Fleurie)
GRENACHE/GARNACHA	
Gls	France:
	Southern Rhône: Côtes du Rhône, Côtes du Rhône Villages, Châteauneuf-du-Pape
	South of France: Minervois
	Spain: Rioja, Navarra, Priorat
	Australia: Barossa Valley, McLaren Vale
TEMPRANILLO	
Gls	Spain: Rioja, Ribera del Duero, Catalunya
Labelling terms	Joven, Crianza, Reserva, Gran Reserva
NEBBIOLO	
Gls	Italy: Barolo, Barbaresco
BARBERA	
GI	Italy: Barbera d'Asti
SANGIOVESE	
Gls	Italy: Chianti, Chianti Classico, Brunello di Montalcino
Labelling terms	Classico, Riserva
CORVINA	
Gls	Italy: Valpolicella, Valpolicella Classico
Labelling terms	Classico, Amarone, Recioto
MONTEPULCIANO	
GI	Italy: Montepulciano d'Abruzzo
ZINFANDEL/PRIMITIVO	
Gls	USA: California
	Italy: Puglia
PINOTAGE	
GI	South Africa: Western Cape
Labelling term	Cape Blend
CARMENÈRE	
GI	Chile: Central Valley
MALBEC	
GI	Argentina: Mendoza

WHITE GRAPE VARIE	TIES			
Characteristics	Colour, sugar (potential alcohol), acidity, aromas and flavours			
CHENIN BLANC				
Gls	France:			
	Loire: Vouvray			
	South Africa			
SÉMILLON/SEMILLON	l			
Gls	France: Bordeaux, Sauternes			
	Australia: Hunter Valley, Barossa Valley			
VIOGNIER				
GI	France:			
	Northern Rhône: Condrieu			
GEWURZTRAMINER				
Gls	France: Alsace, Alsace Grand Cru			
VERDICCHIO				
GI	Italy: Verdicchio dei Castelli di Jesi			
CORTESE				
GI	Italy: Gavi			
GARGANEGA				
Gls	Italy: Soave, Soave Classico			
Labelling terms	Classico, Recioto			
FIANO				
GI	Italy: Fiano di Avellino			
ALBARIÑO				
GI	Spain: Rías Baixas			
FURMINT				
GI	Hungary: Tokaj			
Labelling term	Aszú			

Understand how the production process can influence the styles of sparkling and fortified wines.

- 1. Identify the key **grape varieties** used to produce the principal styles of sparkling wines.
- 2. Identify the key stages of the **winemaking processes** used to make sparkling and fortified wines
- 3. Identify the key **GIs** for sparkling and fortified wines.
- 4. Describe the **styles** of specified sparkling and fortified wines.
- 5. State the meaning of the labelling terms associated with sparkling and fortified wines indicating style and quality.

Grape varieties	Sparkling wines:	: Chardonnay, Pinot Noir, Meunier, Moscato (Muscat), Glera		
Winemaking	Sparkling wines:			
orocesses	Bottle			
	fermentation			
	method:	Traditional method		
	Tank method:	Dry styles, sweet styles		
	Fortified wines:			
	Sherry:	Fortification after fermentation, ageing in contact with flor, ageing in contact with oxygen		
	Port:	Fortification to interrupt fermentation, ageing		
Gls	Sparkling wines:			
	France:	Champagne		
	Italy:	Asti, Prosecco		
	Spain:	Cava		
	Other countries:	South Africa, USA, Australia, New Zealand		
	Fortified wines:			
	Spain:	Sherry		
	Portugal:	Port		
Labelling terms associated	Sparkling wines:	Brut, Demi-Sec, Vintage/Non-Vintage, Traditional Method, Méthode Cap Classique		
with sparkling and fortified wines indicating style and quality	Fortified wines: Sherry: Port:	Fino, Amontillado, Oloroso, Pale Cream, Medium, Cream, PX (Pedro Ximénez) Ruby, Reserve Ruby, Late Bottled Vintage (LBV), Vintage, Tawny		

Understand the key principles and processes involved in the storage and service of wine, and in the pairing of food and wine.

- 1. Identify the ideal conditions for **storing** and methods for **preserving** wine.
- 2. State the recommended **service temperature** for types and styles of wine.
- 3. State the correct procedures for **opening and serving wine**.
- 4. Identify how **common faults** affect the aroma and flavours of wine.
- 5. Identify the principal **food and wine interactions**.

Ideal storage conditions	Temperature, light, position of bottle				
Preserving wine	Vacuum system, blanket system				
Service temperature	White and rosé wines:	Sparkling wines – well chilled Sweet wines – well chilled Light- and medium-bodied white and rosé wines – chilled Full-bodied white wines – lightly chilled			
	Red wines:	Medium- and full-bodied red wines – room temperature Light-bodied red wines – room temperature or lightly chilled			
Serving wine	Opening: Decanting	Still wine, sparkling wine			
	Serving wine:	Glassware, checks on the appearance and nose of the wine			
Common faults	Cork taint, failure of closure, heat damage				
Principal food and wine interactions	Components in food that affect wine:	Sweetness, umami, acid, salt, flavour intensity, fat, chilli heat			
	Components in wine that are affected by food:	Sweetness, acidity, bitterness (from tannins, oak), fruitiness, alcohol			

### **Recommended Tasting Samples**

It is recommended that candidates try a minimum of 43 samples during the course of their studies. The following list has been arranged by classroom session.

#### Session 1

Pinot Grigio
Oaked Chenin Blanc *or* oaked Semillon *or* oaked Chardonnay
Gewurztraminer Alsace Grand Cru
Beaujolais Villages
Barolo

#### Session 2

Gevrey-Chambertin *or* Nuits-Saint-Georges *or* Beaune *or* Pommard Pinot Noir (New World region) Red Zinfandel

#### Session 3

White Zinfandel
Dry Australian Riesling
German Spätlese Riesling
Dry or demi-sec Chenin Blanc or dry Semillon
Tokaji or Sauternes

#### Session 4

Chablis Premier Cru
Puligny-Montrachet *or* Meursault *or* Pouilly-Fuissé
Chardonnay (New World region)
Sancerre *or* Pouilly-Fumé
Marlborough Sauvignon Blanc
Albariño *or* Pinot Gris *or* Viognier

#### Session 5

Merlot (IGP *or* high-volume brand) Saint-Émilion Grand Cru Haut-Médoc Cru Classé Cabernet Sauvignon (New World region) Northern Rhône Syrah Barossa Valley Shiraz

#### Session 6

Generic Côtes du Rhône Châteauneuf-du-Pape French *or* Spanish rosé *or* Rioja Joven Rioja Reserva Mendoza Malbec *or* Chilean Carmenère South African Pinotage

#### Session 7

Gavi *or* Soave *or* Verdicchio
Fiano *or* Soave *or* Verdicchio
Barbera d'Asti
Valpolicella Classico
Chianti Classico Riserva
Sauternes *or* Tokaji (selection to be the alternative to the wine shown in Session 3)

#### Session 8

Prosecco
Cava
Champagne
Asti
Fino or Oloroso Sherry
LBV or Tawny Port

### **Examination Guidance**

#### **Examination Administration**

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

#### **Assessment Method**

The WSET Level 2 Award in Wines is assessed by a closed-book examination that consists of 50 multiple-choice questions, to be completed in 60 minutes.

All examination questions are based on the published learning outcomes, and the recommended study materials (*Wines: Looking Behind the Label*) contain the information required to answer these questions.

A candidate is required to pass with a minimum mark of 55 per cent.

#### About the WSET Level 2 Award in Wines Examination

The WSET Level 2 Award in Wines examination paper consists of 50 multiple-choice questions. Each question has only one correct answer, which should be indicated on a computer-readable answer sheet. The examination invigilator will give the full instructions on how to complete the answer sheet on the day of the examination. Each correctly answered multiple-choice question is worth one mark, and marks are NOT subtracted for incorrect answers.

All WSET Level 2 Award in Wines examination papers are carefully compiled to reflect the Learning Outcomes content. A chart giving a detailed breakdown of the examination weighting is shown below.

Learning Outcome	Multiple-Choice Questions (1 mark per question)		
1	5		
2	4		
3	19		
4	12		
5	6		
6	4		
	50		

### **Sample Examination Questions**

The Wine & Spirit Education Trust does not release past papers for the WSET Level 2 Award in Wines. In order to give candidates an idea of the sort of questions that might be asked, this section includes five sample examination questions. The examination consists of 50 questions similar to these.

#### 1. Compared with red wines, white wines are generally fermented at

- a. either higher or lower temperatures
- b. the same temperature
- c. higher temperatures
- d. lower temperatures

# 2. Which grape variety is considered to produce outstanding quality white wines in both Germany and Australia?

- a. Merlot
- b. Semillon
- c. Shiraz
- d. Riesling

#### 3. In which one of the following wine regions could a wine be labelled Grand Cru?

- a. Chablis
- b. Vouvray
- c. Minervois
- d. Hermitage

#### 4. What is the ideal service temperature for a sweet wine?

- a. Room temperature
- b. Lightly chilled
- c. Chilled
- d. Well chilled

#### 5. Which one of the following best describe a Tawny Port?

- a. Golden in colour, with yeasty flavours
- b. High in tannins and acidity
- c. Sweet, with dried fruit and nutty aromas
- d. Sparkling and dry in style

#### **Answers**

1d, 2d, 3a, 4d, 5c

### **Examination Regulations**

#### **1 Entry Requirements**

#### 1.1 Eligibility

**1.1.1** Candidates applying to sit the WSET Level 2 Award in Wines 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 Wines 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 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 Wines assessment is a closed-book examination of 60 minutes' duration and consists of 50 multiple-choice questions worth one mark each.

2.2 Results of examinations are issued by WSET Awards as follows:

- WSET Awards issues an electronic all-candidate grade list to the APP so that they can
  communicate results to their candidates. This grade list will be issued within two weeks of the
  receipt of completed scripts by WSET Awards.
- Subsequently, WSET Awards posts candidates' letters and certificates to APPs, who are responsible for forwarding these documents to their candidates.
- 2.3 Results are graded as follows:

Pass with distinction
Pass with merit
Pass
Fail
Fail unclassified

#### **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 Awards as required.
- **3.2** It is the policy of WSET Awards that such candidates should not be placed at a disadvantage in the examinations. 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 are not permitted to retake to improve their grade.

#### **5 Examination Conditions and Conduct**

**5.1** Upon registration for an examination candidates are deemed to acknowledge and agree to the following specific conditions:

- At the start of the examination all candidates must supply the invigilator with proof of identity in the form of photographic ID.
- The examination is to be completed in a maximum of 60 minutes.
- No reference is to be made to any material, in whatever form, other than the examination question paper and answer sheet.
- Once the invigilator has declared that examination conditions are in place, no communication of any kind between candidates is permitted until they have left the examination room or the invigilator has announced the end of the examination.
- During the examination candidates are only permitted to have the following items with them: pens, pencils, erasers and drinking water.
- It is prohibited for candidates to take any photographs of the examination room or examination materials.
- The use of electronic devices of any kind is prohibited.
- Mobile phones must not be on the examination desk. They must be switched off and placed out of sight.
- The use of dictionaries of any kind is prohibited.
- The use of audible 'alarms' on any clock or watch is prohibited.
- Candidates may not leave the room until the first 15 minutes of the examination time have elapsed.
- Candidates who arrive after the published start time will NOT be allowed to sit the examination if any other candidate has already left the examination.
- 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 examination 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 examination 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 examination 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 examination question.
- Any candidate who is suspected of misconduct will be advised to leave the examination room immediately and their examination paper will be submitted to the Examination Panel to determine its validity.
- No examination 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.
- It is prohibited for candidates to reveal the content of examination papers to others, or reproduce it in any way.
- **5.2** Candidates 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 Awards 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. The form must be completed and submitted to WSET Awards along with the appropriate fee within six weeks of the date of the examination. Any request received outside this time frame will not be reviewed. Enquiries and feedback will be issued within two weeks of receipt by WSET Awards.
- **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 Awards, 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. Appeals will be issued within two weeks of receipt by WSET Awards.

#### 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 with 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 Awards cannot act on anonymous complaints.

#### 8 Examination Regulations

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

### **WSET Qualifications**

#### **WSET Qualifications**

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

WSET® Level 1 Award in Wines (600/1504/4)
WSET® Level 1 Award in Spirits (600/1501/9)
WSET® Level 1 Award in Sake (603/2051/5)

WSET® Level 2 Award in Wines (603/4432/5)
WSET® Level 2 Award in Spirits (600/1507/X)

WSET® Level 3 Award in Wines (601/6352/5)
WSET® Level 3 Award in Spirits
WSET® Level 3 Award in Spirits

WSET® Level 4 Diploma in Wines

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

#### Who can offer a WSET Qualification?

WSET qualifications can only be offered by APPs, and students wishing to study for a WSET qualification must enrol with an APP. A student's primary relationship is with their APP and the APP is responsible for the delivery of the course and administering the examination, which is set by WSET Awards.

Group study with an APP is the best way of learning how to taste, but some APPs also prepare candidates for our examinations by distance learning.

A list of APPs is published on the WSET website wsetglobal.com. Please contact the APP directly to find out about their programmes.

If you are interested in becoming an APP please contact the Quality Assurance Team, by emailing qa@wsetglobal.com

### **WSET Awards**

#### **About WSET Awards**

WSET Awards is the division of the Wine & Spirit Education Trust responsible for the creation, processing and quality assurance of assessments leading to WSET qualifications. It is recognised as an awarding organisation by Ofqual, the English regulator for qualifications and examinations.

WSET Awards 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 Awards 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

#### **Customer Service Statement**

The quality and scope of service that customers can expect from WSET Awards is published in our Customer Service Statement. A copy can be obtained from the Quality Assurance Team by emailing qa@wsetqlobal.com

In the unlikely event of any dissatisfaction with the service received, please contact the registered APP in the first instance. If the issue is not resolved, please contact the Quality Assurance Team by emailing qa@wsetglobal.com

#### **WSET Prizes**

Prizes are awarded each academic year, 1 August to 31 July, in recognition of academic achievement. Candidates who have achieved outstanding marks in their examinations may be eligible for a prize, in accordance with the prize criteria. Candidates will be contacted by WSET Awards in October or November each year should they be eligible for a prize. For more details on the prizes available, please go to: https://www.wsetglobal.com/about-us/awards-bursaries/

Note that these prizes do not take the form of financial grants to fund studies, but are in recognition of examination performance.



# A world of knowledge