



SUITE OF POLICIES

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1) Refunds and cancellations Policy

- Cancellations notified in writing more than 14 days before the program begins are eligible for a full refund.
- Cancellations notified within 14 days of the program will not receive a refund; however, a substitute may attend in your place. An admin fee of \$50.00 AUD will be applied.
- If a program is cancelled, you are entitled to a full refund.
- Payment of any given module guarantees a place in the exam on the date stated for that module.
- If you register and pay within 14 days of the course commencement date you will not be eligible to a refund.

- Deferrals are possible. If you require to defer you can elect to re-enter the program within 3 years of your start date. All notices of deferrals of any given module must be given in writing 14 days before the module begins, to be eligible for a refund. Cancellations notified within 14 days of the program will not receive a refund; however, a substitute may attend in your place. An admin fee of \$50.00 AUD will be applied.
- Please be aware, when you re-enrol on the course you will be required to pay the most recent fees per module as of the year you re-enrol (not the original fees outlined in the year you originally booked).
- If you require to be re-registered on the course (*after over 3 years of inactivity*) the re-registration fee is \$300. If you wish to be transferred from another APP, the fee is \$300.

2) Complaints Policy

Wine inTuition aims to provide a consistently excellent level of service to students. Whilst every care is taken to ensure high quality standards, there may be occasions where we fall short. Where this is the case, we would like the opportunity to improve our service by listening and responding, taking whatever action is needed to put mistakes right and to prevent them from happening again.

Policy aim and purpose

Wine inTuition is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether standards have been met. Our students must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged.

The aim of this policy is to provide a clear and structured process which highlights who can make a complaint (the complainant), how they can make a complaint and what Wine inTuition will do to seek a resolution to the complainant's satisfaction.

Therefore, Wine inTuition aims to ensure that:

- Making a complaint is as easy as possible.
- An appropriate response is provided e.g. an explanation, apology or action taken
- Complaints are properly documented and reviewed to improve service.

Definition of a complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Wine inTuition or a member of its staff, affecting a stakeholder or group of stakeholders, especially WSET students/candidates.

Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by a Wine inTuition member of staff or representative, which may or may not be justified or associated with professional misconduct.

Equality of access and treatment

Through publication of this policy, individuals can access information about complaints procedures. We are committed to ensuring all individuals have equal access to this information. The act of filing a complaint will in no way prejudice the complainant. Complainants will be guaranteed confidentiality unless they waive that right but should be aware that while Wine inTuition will not divulge their name, the circumstances of the complaint could potentially make them identifiable to other parties involved in the investigation.

Who can make a complaint?

Complaints can be made by an individual stakeholder or group of stakeholders who have been adversely affected by or have witnessed the cause of dissatisfaction, or someone acting on behalf of the affected stakeholder (referred to as third parties).

Third parties submitting a complaint on behalf of the complainant may only do so with written permission to represent the complainant and their interests.

This must be presented to and accepted by Wine inTuition.

Students/candidates wishing to raise dissatisfaction about services provided by Wine inTuition must address their concern directly with Wine inTuition. Only when the Wine inTuition's full complaints procedure has been followed and the complainant continues to remain dissatisfied with the outcome should they contact WSET Awards.

Anonymous complaints

Receiving a complaint from an unidentified source potentially limits Wine inTuition's power to effectively investigate that complaint. However, if an anonymous complaint is received, Wine inTuition will consider if there is enough information in the complaint to enable further investigation. The decision on whether to pursue the complaint rests with Wine inTuition's Directors.

How to make a complaint

Informal process

We recognize that most individuals who are dissatisfied will want a problem to be addressed as quickly as possible; therefore, an informal approach may be appropriate. The informal approach aims to resolve the concern quickly, keep matters low key and enable mediation between the complainant and the individual to whom the complaint has been directed.

Therefore, the complainant should contact Wine inTuition for an informal discussion, in response to which we will aim to resolve the concern by providing an explanation, apology or another desirable outcome.

If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed. It might be necessary to provide further information to ensure the complaint is fully understood, thoroughly investigated and allow for a comprehensive response to be provided.

Formal process

Stage 1

Formal complaints are submitted in writing and marked for the attention of Wine inTuition's Education Officer John Tomlinson (john@wineintuition.com) who will be responsible for the initial investigation. When submitting a complaint, the complainant must provide the following:

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

Wine inTuition will log the complaint and will acknowledge the complaint in writing within **3 working days** of receipt.

Complaints will be investigated by the Education Officer who may contact the complainant or any other named parties for further information as required. The complainant's name will not be mentioned to third parties, or their identity otherwise revealed unless permission to do so has been obtained in advance.

A response, including explanation and resolution, will be provided within **20 working days** of the date of the initial acknowledgement. However, where the complainant wishes their name to be withheld from an investigation, Wine inTuition will not be able to provide information on the outcome other than to inform the complainant that it has been completed. Exceptionally (e.g. in especially complex or serious complaints, or where a key party is out of contact for a period of time) it may be necessary to extend the duration of the investigation. In that case, the complainant will be notified and given a revised timescale. The outcome will be recorded and incorporated into Wine inTuition's Continual Improvement Plan.

Stage 2

Following Stage 1, if a complaint remains unresolved, the complainant should notify Wine inTuition's Education Officer in writing that they wish to pursue the complaint to the next stage.

The complaint will be referred to Wine inTuition's Director Andrea Pritzker MW (andrea@wineintuition.com) for further investigation. Acknowledgement of further investigation will be provided to the complainant in writing within 3 working days and the complainant will be notified of the individual responsible for the investigation. Wine inTuition will log the further complaint.

Wine inTuition's Director will conduct a further investigation into the cause of dissatisfaction, after which they will communicate directly with the complainant and provide an explanation and resolution. This will be communicated to the complainant within 30 working days of the Stage 2 acknowledgement email. The duration of further investigation will depend on the nature and severity of the complaint and the complexity of the response required. In some cases, the investigation may take longer and in such instances the complainant will be notified of the revised timescale. The outcome will be recorded and incorporated into Wine inTuition's Continual Improvement Plan.

Appeals

If the complainant continues to remain dissatisfied with the response provided by Wine InTuition and its Director, the next step will be to submit an appeal to WSET Global, in line with WSET Global's **Policy on Appeals against WSET Awards' Decisions**. Appeals can be sent to QA@wsetglobal.com. All appeals must be received within 10 working days of receipt of the complaint outcome from Wine inTuition. [More information about the appeals process can be found here.](#)

Disciplinary Action

Wine inTuition retains the right to suspend a student while investigations into a complaint against them are ongoing.

3) Conflict of Interest Policy

As an APP **Wine inTuition** is required to identify to WSET and assist in managing or monitoring actual, potential and perceived conflicts of interest ('Conflicts of Interest') involving both APP staff and students. This policy complements WSET's conflicts of interest policy and works to safeguard the integrity of WSET qualifications and promote confidence in **WSET and Wine inTuition** processes and procedures.

This policy applies to all **Wine inTuition** staff and students and to any individual acting on behalf of **Wine inTuition**.

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

Examples of Conflicts of Interest include:

- The assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The moderation of assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The undertaking of a WSET qualification by any individual employed by an APP;
- The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment;
- The coaching of candidates by any individual involved in the assessment of candidate scripts;
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP;
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Some of these Conflicts of Interest are manageable and therefore acceptable. For example, if family member of one of **Wine inTuition's** educators or APP staff takes a qualification and exam through **Wine inTuition** or when an employee of **Wine inTuition**, or of the WSET, takes a WSET qualification through **Wine inTuition**], we can notify WSET in advance

and work with them to put in place measures to maintain the integrity of the exam.

Some Conflicts of Interest are not manageable and are not acceptable. For example, no mitigation efforts overcome the conflict created when an individual when a single individual serves as the educator and exam officer of an exam for a family member where an external invigilator is not available.

Identification and management of Conflicts of Interest

Any staff member or student of **Wine inTuition** who becomes aware of a Conflict of Interest must inform **Andrea Pritzker or John Tomlinson** as soon as possible. **Wine inTuition** will immediately inform Quality Assurance (QA) at WSET of the possible conflict of interest in writing and will work with WSET to put any protective or mitigating measures in place to manage the conflict on a case-by-case basis.

If WSET and **Wine inTuition** determine the conflict is not manageable, **Andrea Pritzker MW or John Tomlinson** will inform any impacted APP staff or students. Andrea Pritzker can be contacted preferably via email andrea@wineinTuition.com or mobile +61 (0)409955726 John Tomlinson preferably via email john@wineinTuition.com or mobile +61 (0)403290433.

Please note that the failure to declare a conflict of interest may have consequences for the student or **Wine inTuition** because we are immediately required to report conflicts to Quality Assurance at WSET.

4) Malpractice and Maladministration Policy

Both Wine inTuition and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications.

Wine inTuition ensures compliance with Wine inTuition's and WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.

Non-compliance with Wine inTuition or WSET Policies and Procedures can fall into two distinct, but related, categories:

1. Maladministration, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience or poor processes; and
2. Malpractice where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action.

Context is important and the line between maladministration or malpractice is not always clear: for example, maladministration incidents may become malpractice (e.g. if you fail to implement corrective measures, repeat the same or similar incident, or attempt to misrepresent or hide information during an investigation); or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context and fact specific. Both APPs and students can commit malpractice and maladministration. There are many ways that malpractice or maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include:

For APPs:

- Failure to adhere to WSET Policies and Procedures
- Failure to follow WSET requirements for course delivery or exam regulations;
- Failure to follow WSET's candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding critical information from WSET quality assurance;
- Insecure storage of exam materials;

- Revealing or sharing confidential exam materials with candidates ahead of an exam;
- Intentional attempts to manipulate exam results so that they do not reflect the candidate's actual exam performance;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Failure to timely respond to WSET;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in APP ownership/personnel/location/facilities;
- Denying WSET access to information, documentation, workforce, facilities;
- Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringements of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Breach of confidentiality
- Misleading advertising/publicity;
- Any action likely to lead to an adverse effect.
- Failure to disclose a Conflict of Interest;

For students:

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Any action likely to lead to an adverse effect;
- Breach of confidentiality.

In general, we also expect that both Wine inTuition staff and our students should treat others and be always treated professionally and respectfully. We will treat inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff as misconduct and may report student misconduct to WSET as necessary.

Reporting and Investigation of Malpractice or Maladministration

As an APP, we aim to ensure compliance with WSET Policies and Wine inTuition policies and will keep records of potential or actual malpractice or maladministration by you, our students, or our staff.

We are required to notify WSET immediately of any non-compliance issues that could be malpractice or maladministration, so that WSET can investigate the non-compliance under their own Malpractice and Maladministration Policy.

We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with Wine inTuition soon as possible by following the process outlined in our Complaints policy. Concerns or non-compliance issues can be raised directly with our Director Andrea Pritzker MW andrea@wineinTuition.com

During WSET's investigation, they may reach out to Wine inTuition or to you directly to request further information or conduct an interview. Please respond to any requests promptly and honestly.

Managing Non-Compliance

If WSET identifies malpractice or maladministration, they will consider its impact and may apply sanctions. WSET will take all reasonable steps to ensure the sanctions do not disadvantage uninvolved students affected by malpractice or maladministration. However, in some cases, they may need to disallow or withhold results and/or certificates.

Potential sanctions may include:

Sanctions Applicable to Students/Candidates

Written Warning

The student is issued with a written warning that if the offence is repeated within a set period of time then further specified sanctions will be applied.

Exam Result Declared Null and Void

A student's exam result is disallowed. This may include invalidation and recall of a certificate already issued.

Disqualification from a Qualification

The student is disqualified from participating in the concerned qualification with immediate effect and further excluded from participating in any further

WSET qualifications for a period of 12 months. This includes access to WSET materials.

Student Disqualification

The learner is disqualified from participating in any courses or assessments leading to WSET qualifications. This includes access to WSET materials.

Disqualification from use of WSET certified logos and postnominals

Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos.

Appeals

If you wish to appeal penalties or sanctions WSET has imposed due to Malpractice or Maladministration, please follow the procedures laid out in [WSET's Complaints Policy](#).

5) Reasonable Adjustments Policy

Both WSET and Wine inTuition want to make WSET assessments accessible for all students, so none are at an advantage or disadvantage based on a disability or differing ability. This policy and the reasonable adjustment process allows us Wine inTuition to work with you, our student, before an assessment to gather the information we need to submit a request to WSET and work with them to make arrangements that give students access to WSET qualifications.

A reasonable adjustment is any accommodation or arrangement that helps to reduce the effect of a known disability or difficulty that substantially disadvantages a student's assessment. Using a reasonable adjustment does not impact how WSET grades your exam, or your result, but WSET cannot agree to reasonable adjustments where your particular difficulty directly affects performance necessary to complete the assessment outcomes (e.g. inability to smell or taste for a Level 3 Exam). The goal of a reasonable adjustment is to give you equal access to a WSET qualification, not to give unfair advantages over other students who take an assessment without the same adjustment, or to affect the overall reliability of the assessment outcomes that are explained in the course Specification.

Examples of reasonable adjustments may be:

- Changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity.
- Adapting assessment materials, such as providing materials in large text format.
- Providing access facilitators during assessment, such as a sign language interpreter or reader.
- Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Wine inTuition will gather the information we need from you to submit a Reasonable Adjustment Application form to WSET. WSET must approve and arrange reasonable adjustments before the assessment activity takes place. Before completing enrolment with Wine inTuition, we will give all students access to this policy and the chance to identify any special needs that could require a reasonable adjustment. If a student identifies a special need, Wine inTuition will give the student the Reasonable Adjustment Application form as soon as possible and work with the student to gather the necessary information.

For any student seeking a reasonable adjustment, please contact Andrea Pritzker (andrea@wineintuition.com) with:

- Your full name.
- contact information.
- description of the special need, disability or differing ability that requires an adjustment; and
- supporting documentation.

You must submit this information at least 20 working days before the exam date for Levels 1-3 qualifications and 40 working days for Level 4 Diploma. The information you submit will be shared with WSET and will be handled under [WSET's Privacy and Data Protection Policy](#).

Wine inTuition will keep records of all reasonable adjustment applications.

6) Special Consideration Policy

Special consideration is any adjustment given to a student who has temporarily experienced an illness or injury, or other event outside of their control at the time of the exam that significantly affects their ability to take the exam or their ability to show their knowledge and understanding in the assessment. Special consideration is only for things that happen *immediately before or during* an exam that have a material impact on your, the student's, ability to take the exam or on your performance. To be eligible for special consideration, you must have completed the whole course and would have been fully prepared if not for the temporary illness, injury or other uncontrollable event. A special consideration may be for an individual (e.g. a student becomes ill the day of the exam) or a group of students (e.g. an exam is interrupted by a natural disaster).

You may be eligible for special consideration if:

- Your performance on the exam is adversely affected by an event outside of your control. This may include temporary illness, temporary injury, bereavement or exam room conditions;
- Reasonable adjustments which were agreed in advance of the exam proved inappropriate or inadequate;
- The application of special consideration would not make a passing result and certificate misleading about the student's ability to satisfy the qualification's assessment criteria.

Applying for special consideration

If you have taken an exam, or your exam is immediately approaching, and you feel that you have a temporary injury or illness, or other uncontrollable event that has interfered with your ability to complete your exam, please contact **Andrea Pritzker** (andrea@wineintuition.com) as soon as possible. **Wine inTuition** will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within **5 working days** after the effected exam. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

If there has been serious disruption during an exam affecting a group of students, **Wine inTuition** will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

Wine inTuition will keep records of all applications for special consideration.

7) Diversity and Equality Policy

Wine inTuition is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all candidates and other stakeholders are treated fairly and equally at all times.

This policy applies to all Wine inTuition staff and to any individual acting on behalf of Wine InTuition.

Wine inTuition assures equality of opportunity for candidates by:

- Promoting open access to WSET qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
- Ensuring that the format and content of all WSET specifications, examinations and other WSET Awards materials do not discriminate unlawfully against anyone on the grounds of disability, age, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
- Allowing candidates with special educational needs, disabilities or temporary injuries to access WSET assessments without changing the demands of the assessment in line with Wine inTuition's Reasonable Adjustment and Special Consideration policies;
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose.

Wine inTuition assures equality of opportunity for candidates by considering applications from any organisation or individual who can demonstrate that they meet our enrollment criteria.

Candidates who believe they may have been unfairly discriminated against by Wine inTuition should raise this directly with Wine inTuition in the first instance according to procedures outlined by Wine inTuition's complaints policy.

This policy is available to candidates upon [request](#).

8) Data Protection Policy

Wine inTuition together with WSET Awards is required to comply with privacy and data protection laws. This policy sets out principles we will apply when handling individuals' personal information. By submitting data to Wine inTuition, individuals authorise Wine inTuition to process data in accordance with this policy.

Definition of Data

Data refers to information held about an individual that may be processed by Wine inTuition in order for it to carry out its function as an approved provider for WSET Awards. This includes data relating to a living individual who can be identified from that data (or from that data and other information in the possession of Wine inTuition). It may also include certain categories of sensitive personal data, e.g. information about an individual's racial or ethnic origin or their physical or mental health or condition which we may be required by the Regulator to collect in connection with the delivery of WSET qualifications.

How Wine inTuition processes candidate data

Wine inTuition together with WSET Awards has a legitimate interest in collecting and processing personal data including a candidate's name(s), date of birth, gender and email address for the purposes of examining and awarding WSET qualifications and collecting feedback from candidates. In some cases, additional information (which may include sensitive personal data relating to health) will be collected to support requests for reasonable adjustments and special consideration. Such personal data will be supplemented by the results of examinations and assessments undertaken by the candidate.

A candidate's personal data will only be collected by Wine inTuition in the context of examination registrations and/or certification claims. It will not be used by Wine inTuition other than for the administration of the examinations process, conducting assessments and certifying results. Personal data within candidate's work will be collected and processed by Wine inTuition for the purposes of marking and issuing examination results and providing candidates with post-results services. In order to achieve this, some personal information may be transferred to third parties such as examiners outside of the European Economic Area.

Data protection arrangements

- Wine inTuition has the following procedures in place to safeguard data collected by it as an approved provider of WSET awards: All Wine inTuition staff, students, APPs and educators have access to this policy;
- All Wine inTuition staff members are required to inform students of how their data will be processed for the purposes of registration and certification of a WSET qualification;
- Forms which require the collection of personal or sensitive personal data include a data protection statement from Wine inTuition informing individuals about how their data will be processed;
- Data collected by Wine InTuition is not used for marketing purposes or shared with third parties;
- No personal data is disclosed to anyone outside of Wine InTuition and WSET Awards
- Access to personal information on the Wine inTuition and WSET Awards database is restricted to authorised users;
- All records are kept accurate and up to date as far as practicable; Wine inTuition relies on individuals and APPs to communicate any changes; and
- Where Wine inTuition sends email correspondence to multiple recipients, recipients will be blind copied.

Data security arrangements

Wine inTuition together with WSET Awards has appropriate measures in place to ensure the data held on our systems is secure. In the event of an unauthorised use of data or data loss, the individuals concerned will be notified and a recovery plan implemented. This will include a risk assessment and review of operating procedures.

This policy must be made available to candidates upon request. For further information, including data subject access requests, please contact the Director of Wine inTuition, John Tomlinson john@wineintuition.com

9) Wine inTuition Zero Tolerance Statement

The following Zero Tolerance Statement is found on our public website and applies to all students and those doing business with us:

We expect that all Wine inTuition staff and students will treat others and be treated professionally and respectfully at all times. Inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats to Wine inTuition staff, suppliers or students will be viewed as misconduct and we will take any appropriate action that is available to us, including permanent exclusion from Wine inTuition's WSET Qualifications.

10) Wine inTuition Student Code of Conduct

Upon becoming a Wine inTuition student, you agree to meet and maintain the standards of behaviour outlined below. This code also applies to the Wine inTuition team, and we know that you stand with us in upholding the quality and integrity of our business.

By enrolling on one of our courses you agree to:

- Uphold the reputation of Wine inTuition, WSET and its qualifications, doing nothing to bring Wine inTuition or WSET into disrepute.
- Comply with the terms and conditions of Wine inTuition's Suite of Policies.
- Treat all members of Wine inTuition and the broader WSET community including students and suppliers professionally and respectfully.
- Not engage in any discrimination (including but not limited to gender, race, religious belief, sexual identity, and physical or mental disability), harassment or intimidation (including but not limited to verbal, physical, sexual, or bullying) or coercion (whether explicit or implied). This applies to dealings with Wine inTuition staff, other students or suppliers of Wine inTuition.
- Adhere to the responsible consumption of wine, beer, spirits and sake.