

D-Vine Academy Policies

Complaints and Appeals

D-Vine Academy aims to give high quality WSET courses to professionals as well as private individuals. Knowledge is the most important u.s.p. of D-Vine. We always strive for high standards in our organisation and delivering of courses.

Should the standard fall, the procedure is as follows:

- Contact D-Vine Academy;
- This should be made by email to our confidant Carla van der Werf: office.academy@d-vine.nl;
- This must be made within forty-eight hours of the occurrence;
- Confidentiality is guaranteed and will not prejudice the student;
- The complainant should provide full name, address and contact information. Full details of the complaint, when need with supporting documents and details of any previous attempts made to resolve the problem;
- The student can expect an acknowledgement within three working days and a response within twenty working days from the date of the complaint.

Once a decision has been made, the appeals process is as follows:

Contact D-Vine Academy for appeals within twenty working days by sending an email to academy@d-vine.nl

If the student remains dissatisfied and all option are exhausted, the student can refer a complaint to the WSET by submitting an email to qa@wsetglobal.com.

Underage student and Other Non-drinkers

In order to taste alcoholic beverages, students must be over the legal minimum age for the retail purchase of alcoholic beverages, which is the age of eighteen in the Netherlands. Students who do not meet these criteria will not be allowed to sample any alcoholic beverage as part of their course, but this is not a barrier for successfully completing WSET Level 1 or 2.

Similarly, students who choose not to consume alcohol for other personal reasons (e.g. religious belief or health requirements) are put at no disadvantage in the Level 1 or Level 2 examinations. However, students who do not consume alcohol will not be able to complete the full assessment for the Level 3 and will not be awarded the qualification.

Conflict of Interest

A conflict of interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to D-Vine Academy when taking the course.

It is essential that these are identified, monitored and managed to safeguard the integrity of WSET qualifications and promote confidence in WSET processes.

Examples of conflicts of interest in the context of an awarding organisation include:

- The undertaking of any 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 any 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 tutoring of candidates by an individual involved in the assessment process;
- The coaching of candidates by any individual involved in the assessment of candidate scripts or the authoring of examination questions.

Some examples are acceptable and can be managed.

Students are expected to report any conflicts that they become aware of. They can send an email to office.academy@d-vine.nl

Any conflict of interest that is identified will be declared to WSET and the APP will follow required actions to manage or avoid them.

Data Protection & Privacy

Definition of Data

Data refers to information about an individual that may be processed by D-Vine Academy in order for it to carry out its function as an educational organisation. This includes data relating to a living individual who can be identified from that data.

A candidate's personal data will only be collected from D-Vine Academy in the context of examination registrations and/or certification claims. It will not be used other than for the administration of the examinations process, conducting assessments and certifying results. We will pass these data to WSET for exam processing. For marketing purposes candidates have to give explicit approval. Personal data within candidate's work will be collected and processed by WSET for the purposes of marking and issuing examination results and providing candidates with post-results services only. The students data passed to the WSET will be handled per WSET's Data Protection Policy.

Personal data will be stored in Exact, which is an administration system that requires authentication codes to access other data will be stored in a digital protected data map (for which you need a password). Hard copy data will be stored in a safe.

If in any case, there will be an event of data loss (such an event is eliminated by using a protected file in the cloud & Exact), we will ask students to provide new data if necessary. If in any case exam information

is lost (which due to our procedure by using the cloud & a hard copy safe is very little) we will make sure that students can take new exams without any cost.

In case of questions, please contact the Data Protection Officer; office.academy@d-vine.nl

Reasonable Adjustments Policy

D-Vine Academy seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation. Reasonable adjustments need to be approved by WSET and needs to be notified at least 4 weeks ahead of the exam date; they constitute an arrangement to give the candidate access to the qualification. The use of a reasonable adjustment is not taken into consideration during the assessment of a candidate's work.

Reasonable adjustments will not give unfair advantage over candidates for whom reasonable adjustments are not being made or affect the reliability and validity of the assessment outcomes.

Reasonable adjustments may involve:

- 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;
- Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Applying for a reasonable adjustment

The candidate must request reasonable adjustment at the time of enrolment and must provide supporting evidence with the enrolment form.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between D-Vine Academy Examinations Officer and the Assessments Manager, WSET, and will vary according to individual circumstances. WSET reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements. Please note that D-Vine Academy may not offer reasonable adjustments to any candidate until this has been agreed with WSET. Please refer to the Data Protection Policy for details of how this personal data will be stored.

Special Consideration

Special consideration is an action taken after an exam to allow candidates who have been disadvantaged to show their performance by temporary illness, injury, indisposition or adverse circumstances at the time of the exam. Special consideration will not give the candidate unfair advantage over a candidate for whom special consideration has not been applied.

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 Karin van der Meijden | academy@d-vine.nl as soon as possible. D-Vine Academy 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, D-Vine Academy will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration. D-Vine Academy will keep records of all applications for special consideration.

Diversity and Equality

D-Vine Academy is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all candidates are treated fairly and equally at all times.

D-Vine Academy assures equality of opportunity for candidates by:

- Promoting open access to WSET qualifications;
- Allowing candidates with special educational needs, disabilities or temporary injuries to access WSET assessments without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies;
- Inviting feedback on diversity issues from candidates;
- Working with relevant organisations as appropriate to develop measures to identify and prevent inequality of opportunity;
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose;
- Candidates who believe they may have been unfairly discriminated against should raise this with the APP by emailing academy@d-vine.nl

Malpractice and maladministration

Both D-Vine Academy and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. D-Vine Academy ensures compliance with D-Vine Academy 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 D-Vine Academy 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;
- Failure to disclose a Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in APP ownership/personnel/location/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.

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 D-Vine Academy staff and our students should treat others and be treated professionally and respectfully at all times. 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 D-Vine Academy 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 D-Vine Academy as soon as possible by following the process outlined in our Complaints policy. During WSET's investigation, they may reach out to D-Vine Academy 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.

WSET will consider all relevant information on a case-by-case basis, balancing the facts with potential or actual effects, and against the seriousness of the sanctions against those effects. WSET records all malpractice and maladministration incidents for both APPs and students.

If WSET determines that a student has committed malpractice or maladministration, they may apply one or any of the following sanctions:

Sanctions Applicable to Students/Candidates	
Sanction	Description
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.

<p>Student Disqualification</p>	<p>The learner is disqualified from participating in any courses or assessments leading to WSET qualifications. This includes access to WSET materials.</p>
<p>Disqualification from use of WSET certified logos and postnominals</p>	<p>Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos.</p>

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.

Quality management and reporting system

D-Vine Academy wants to make sure that there is a culture of transparency and that it is accessible for students, employees and stakeholders to raise any issues about compliance at any time. Therefore D-Vine Academy will make public (on the website, via confirmation of registration e.a.) that any issues regarding compliance can be raised by e-mail or I writing to the Data Protection Officer (see section 'data protection'). In case of any non-compliance issues, D-Vine Academy will notify WSET at any time.

Every six months D-Vine Academy will discuss internally if and in what way the management of quality and reporting system can be improved.

Cancellations and Refunds

Payment must be received with the enrolment form at least four weeks before the start date of the course. If students have made prior arrangements, then those will be taken into consideration. If the student has not paid fees, they will not be allowed to participate in classes.

In the event of cancellation more than four weeks before the start date, a full refund is given minus expenses being made. 75% refund minus expenses being made, is given if the candidate cancels less than four weeks before the start date. Students will be offered to participate in the next class. In case of a special event exceptions can be made.

If D-Vine Academy has to cancel the course before the start date, a full refund will be given within a week of the start date.

If, due to force majeure, the course must be aborted by D-Vine Academy, the paid course fee for the remaining course sessions will be refunded, minus the expenses being made. The value of the remaining course sessions shall be determined based on the course fee at that time. Other costs of participants such as reserved days off or other intangible losses are not compensated.

Costs of expenses including study pack (incl VAT)

WSET Level 1	€25,-
WSET Level 2	€ 75,-
WSET Level 3	€ 110.-

In the case of failure to attend a course by illness or force majeure there will be no refund of payment or down payment if the participant is unable to attend (a part of) the course, or an exam.