Policies for APP: Willow Park Wines & Spirits

Complaints Policy

See below points for candidates that may have a complaint against the Willow Park Wines & Spirits APP, the aim of these points is to rectify a situation that can threaten the integrity of WSET Global and our APP. Willow Park Wines & Spirits must receive a formal written complaint and propose a resolution before complaint can be referred to WSET.

- The candidate must send their formal complaint immediately, this will allow the APP to rectify the situation as soon as possible.
- In their initial contact regarding an incident, candidates will include: Their full name, contact information, date of incident, and a detailed description of the incident.
- The contacts for sending complaints are; Nominated Educator and Primary Contact, Peter Smolarz at peters@willowpark.net or Willow Park Wines and Spirits WSET Coordinator, Stephen Turik at stephent@willowpark.net. Peter Smolarz and Stephen Turik reside in Calgary, Alberta Canada with business hours of Monday to Friday, 10:00a.m. 6:00p.m. MST.

Appeal Procedures:

- After the complaint is submitted to either Peter Smolarz or Stephen Turik from Willow Park Wines &
 Spirits APP, it will take two business days to be identified and processed. The candidate will hear
 back from them after two business days to work on rectifying the situation.
- Appeals can be made within the APP to the main contact, Peter Smolarz at <u>peters@willowpark.net</u> before being referred to Quality Assurance.
- Candidate must provide their phone number, email and best time and way to contact them.

Examples of complaints would be:

- Dissatisfaction with teaching, facilities or administration of WSET courses
- Allegations of discrimination or unfair treatment
- Falsifying results, assisting candidates with answers
- Allowing unauthorized material into the exam room e.g., phones, notes etc.
- Allowing candidates to copy from each other.
- Disruptive behaviours e.g., talking during the exam

Note to Candidates:

Please note: If a compliant regarding anything other than the above policies cannot be resolved through Willow Park Wines & Spirits the student may escalate to WSET at QA@wsetglobal.com.

Equal Opportunities Policy

The Willow Park Wines & Spirits APP fully supports any action or practice which helps the opportunities given to WSET courses. The APP undertakes to investigate all equal opportunities in a thorough and professional manner. This includes, but is not limited to:

- The APP will make every effort to ensure that there is equality of opportunity in its assessment process, regardless of the candidate's gender, age, racial origin, religious persuasion, sexual orientation or disability.
- The APP will to the best of their ability to avoid any documentation that may be perceived as offensive or stereotypical, and that they reflect the diversity of contemporary society.
- The APP will provide equal training to students having a second language in English.
- All staff members of the APP will comply with this policy.
- If candidates have questions or wish to request further information regarding the APP's Equal Opportunity Policy they may contact either Peter Smolarz at peters@willowpark.net or Stephen Turik at stephent@willowpark.net.

Conflict of Interest Policy

Conflict of interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to the WSET qualifications. Examples of Conflict of Interest are:

- An individual whose personal interests or loyalties conflict with the Willow Park Wines & Spirits APP.
- An individual who receives remuneration for services that conflict with the Willow Park Wines & Spirits APP.
- An individual whose actions put WSET and Willow Park Wines & Spirits in a position of non-compliance with its regulatory responsibilities.
- If people within the APP are taking a course, it is a Conflict of Interest that will be reported to QA.

Willow Park Wines & Spirits will manage all conflicts of interest which may have an adverse effect on the qualifications we offer and we must take all reasonable steps to mitigate such adverse effect where it exists. This policy is applicable to all staff members of the APP.

Note to Candidates:

There are conflicts of interest that can be managed. If a candidate feels there is a conflict or have inquiries, they may reach out to a representative from the APP. They may contact either Peter Smolarz at peters@willowpark.net or Stephen Turik at stephent@willowpark.net. Candidates may refer to the complaints policy for guidelines in reporting a Conflict of Interest to the APP. All conflicts of interest submitted will be declared to QA at QA@wsetglobal.com.

Malpractice and Maladministration Policy

Willow Park Wines and Spirits will comply with the rules, regulations and procedures set out in the WSET APP Operating Handbook. All WSET examinations run by this APP will be administered in-line with the Centre Agreement, Code of Practice and Invigilation Instructions provided in the Operating handbook, and Examination Regulations issued to the APP and Students in the Qualification Specifications. This APP understands, if there is failure to abide by the rules and regulations of WSET, procedures for dealing with instances of Malpractice and Maladministration should they arise.

Malpractice and Maladministration is when an individual interferes with regulations and protocols to compromise the integrity of the organization. Examples of Malpractice and Maladministration within the APP and students are:

Examples of APP Malpractice will include, but is not limited to:

- a) Use or attempted use of any reference material or electronic device during a closed book examination.
- b) Disruptive behavior to candidates in the examination
- c) Fraudulent use of WSET certificates
- d) A deliberate attempt to discredit WSET, or to bring WSET into disrepute in any way
- e) Insecure storage of examination papers
- f) Unauthorized amendment, copying or distribution of examination papers
- g) Use of unapproved or ineligible educators to deliver a qualification course, or use of unauthorized internal assessors
- h) Change of examination location or altered facilities so they no longer meet the required standards
- i) Failure to administer examination in line with the assessment requirements
- j) Denial of access to resources (premises, records, information, candidates and staff) by authorized WSET representatives and/or the Regulatory Authorities

Examples of APP Maladministration will include, but are not limited to:

- a) Failure to follow procedures or adhere to regulations as laid out in the APP Operating Handbook
- b) Failure to return examination papers within the required timeframe
- c) Returning exam papers by regular post and not recorded delivery or trackable courier
- d) Failure to issue results to candidates in a timely manner
- e) Breach or infringement of WSET copyright and trademarks
- f) Non-payment of fees from WSET services or examinations
- g) Breach of the Conflicts of Interest Policy
- h) Breach of the Centre Agreement or APP Code of Conduct
- i) A change in control of the APP that results in new management being unable to meet WSET criteria

Examples of student Malpractice:

- Fraudulent Acts; misusing WSET certificates and study materials
- Malicious intent to other candidates and APP
- Disruptive behavior
- Actual or attempted Plagiarism, or cheating, of any nature by candidates

Potential sanctions for students showcasing malpractice include:

The APP will inform WSET of the malpractice and the candidate's exam will be void.

Note to Candidates:

Refer to the complaints policy above if you witness an incident of malpractice or maladministration by APP, Willow Park Wines & Spirits.

All instances of Malpractice and Maladministration will be submitted to WSET at QA@WSETGlobal.com.

Reasonable Adjustment Policy

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.

APP, Willow Park Wines & Spirits, will:

- Identify any special assessment needs at the time of candidate registration.
- Inform WSET 5 weeks before the date of the examination so that appropriate arrangements can be made.
- Agree the specific arrangements for the examination, or for marking with WSET, which will vary according to individual circumstances.

Note to Candidates:

Candidate requests for Reasonable Adjustments must be made at least 5 weeks before the date of
the examination. This APP will forward any Requests for Reasonable Adjustments to WSET within 5
working days of receipt and WSET will respond after 4 working weeks after giving the request due
consideration. Supporting documentation is required when making a reasonable adjustment. This
information will be covered in the WSET Data Privacy Policy.

Special Consideration Policy

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

A candidate may be eligible for special considerations if:

- Performance in an examination is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement or examination room conditions;
- Alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate;
- The application of special consideration would not mislead the end-user of the certificate.

Willow Park Wines & Spirits will inform WSET within seven days of the examination date where special consideration is being requested using the Request for Special Consideration Form. Eligibility will only be considered if accompanied by supporting independent documentation. Candidate special Consideration applications must be submitted to a representative from Willow Park Wines & Spirits within 5 days of examination date.

Data Protection Policy

Purchasing and data protection will be administered by a Willow Park Wines & Spirits staff member.

The APP will communicate with the candidates the following information that WSET requires to provide better service, security purposes, and internal recording keeping:

- Name, contact information including email address, demographic information such as postal code, preferences and interests and other information relevant to customer surveys and/or offers.
- When purchasing online, you have the option to pay via PayPal, a third-party provider meaning your data will be shared.

All documentation of candidate registration and payment will be stored in the office of the APP's main address at 10801 Bonaventure Drive SE, Calgary AB, Canada. It will be received by Stephen Turik, Willow Park Wines and Spirits WSET Coordinator.

If needed, data passed to WSET will be handled in accordance with WSET Data Protection Policy.

Cancellations and Refunds:

- Students must notify the Main Contact or Exams Officer for any cancellation at least 14 business days prior to the start of class to receive a full refund. If the notification is received after 14 business days, the student will pay a fee for the unused exam and/or reattempt. Refunds will be made 2 business days after cancellation is submitted and approved by APP.
- Willow Park Wines and Spirits cancellation and refund policy is available to students prior to enrolling. Policies are included within the APPs terms and conditions found on their website and registration package.
- In the circumstance of the APP cancelling the course students will receive a full refund and the APP will suggest more opportunities to enroll in future dates.