

# Vinum Vitae Approved Programme Provider Policies

Introduction:

This document contains the policies used by the Vinum Vitae Approved Programme Provider.

## Contents

- 1) Data Protection Policy ..... 2
- 2) Complaints Policy ..... 3
- 3) Special Consideration Policy..... 4
- 4) Reasonable Adjustments Policy ..... 5
- 5) Maladministration and Malpractice Policy ..... 6
- 6) Diversity and Equality Policy ..... 7
- 7) Conflicts of Interest Policy..... 8
- 8) Outstanding Accounts Policy..... 9

## 1) Data Protection Policy

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has a Data Protection Policy as follows:

VVAPP will hold student details for internal marketing purposes only. VVAPP will pass necessary student information to WSET Awards for course and exam registrations.

VVAPP 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 VVAPP, individuals authorise VVAPP to process data in accordance with this policy.

### Definition of Data

Data refers to information held about an individual that may be processed by VVAPP in order for it to carry out its function as an education organisation. 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 VVAPP). It may also include certain categories of sensitive personal data, e.g. information about an individual's condition which we may be required by the Regulator to collect in connection with the delivery of WSET qualifications.

### How VVAPP processes candidate data

VVAPP has a legitimate interest in collecting and processing personal data including a candidate's name(s), date of birth and email address for the purpose of forwarding on to WSET Awards for 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 from VVAPP in the context of examination WSET registrations and VVAPP marketing. Personal data within candidate's work will be collected and processed by WSET Awards for the purposes of marking and issuing examination results and providing candidates with post-results services.

At any time, a student can request to see what information is held about them and can request for the information to be updated or removed from the VVAPP database (after examination and assessment).

### Storage

Personal customer data will be held on an encrypted database within VVAPP.

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)

## **2) Complaints Policy**

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has a Complaints Policy in place as follows:

VVAPP 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**

VVAPP is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our customers 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 VVAPP will do to seek a resolution to the complainant's satisfaction.

### **Making an official complaint**

- An official complaint must be made by the student enrolled in the course within 7 days of the incident, stating the date of incident, venue where incident took place and the course educator's name as well as the nature of complaint
- The official complaint must be made in writing (letter or email) and sent to the VVAPP registered address or email contact
- An acknowledgement will be sent within 7 days of the receipt of an official complaint
- A response will be sent within 4 weeks of the receipt of an official complaint
- If the complainant is not satisfied with the resolution, the complainant can escalate the complaint to WSET Awards (appadmin@wset.co.uk)

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)

### **3) Special Consideration Policy**

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has Special Consideration Policy in place as follows:

**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.

Special consideration will not give unfair advantage over candidates for whom special consideration is not being applied, or alter the assessment demands of the qualification as detailed in the applicable Specification.

A candidate may be eligible for special consideration if:

- Performance in an assessment 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;

#### **Applying for special consideration:**

Students must submit a **Special Consideration Application Form** to the VVAPP within **10 working days** of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation. **Special Consideration Application Forms** will be supplied upon request from VVAPP.

In cases of serious disruption during the examination, the VVAPP Examinations Officer will submit a detailed report of the circumstances and candidates affected to WSET Awards.

WSET Awards seeks to assess all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

VVAPP will keep records of all applications for special consideration.

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)

## **4) Reasonable Adjustments Policy**

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has a Reasonable Adjustments Policy in place as follows:

**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 are approved by WSET Awards and put in place before the assessment activity takes place; 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 must not give unfair advantage over candidates for whom reasonable adjustments are not being made, or affect the reliability and validity of the assessment outcomes as detailed in the applicable Specification.

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;
- 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.

### **Applying for a Reasonable Adjustment:**

VVAPP Students must identify at the time of enrolment any special needs which may require a reasonable adjustment at the time of the examination. Enrolment must be at least five weeks prior to the exam.

VVAPP will then submit a **Reasonable Adjustment Application Form** to the WSET Assessments Manager.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between the VVAPP Examinations Officer and the WSET Awards Assessments Manager, and will vary according to individual circumstances. WSET Awards reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements.

Please note that VVAPP cannot offer reasonable adjustments to any student until this has been agreed with WSET Awards.

Students and their advisors should be aware that it is not appropriate to make requests for reasonable adjustments where the candidate's particular difficulty directly affects performance in the attributes that are the focus of the assessment.

VVAPP will keep records of all reasonable adjustment applications.

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)

## 5) Maladministration and Malpractice Policy

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has Maladministration and Malpractice Policies in place as follows:

The aim of these policies is to protect the interests of VVAPP students and safeguard the integrity of WSET qualifications by ensuring compliance with VVAPP Policies and Procedures. It provides a framework for the identification, reporting and management of any potential malpractice or maladministration and for the application of sanctions.

Non-compliance with VVAPP Policies and Procedures generally falls into one of two categories:

1. **Maladministration**, where non-compliance is accidental rather than intentional; and
2. **Malpractice** where non-compliance is intentional or the result of negligence.

The boundaries between maladministration and malpractice are not clear-cut. Some incidents may fall into either category depending on the wider context. Some maladministration incidents may become malpractice e.g. through failure to implement corrective measures, repetition of the incident, or subsequent attempt at non-disclosure or misrepresentation. A malpractice incident may be deemed to be maladministration if there are extenuating circumstances. Whether a situation is maladministration or malpractice will be determined by VVAPP following an investigation.

Malpractice or maladministration may include:

- Cheating, including the use of unauthorised devices or materials
- Disruptive behaviour in an examination;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)

## **6) Diversity and Equality Policy**

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has Diversity and Equality Policies in place as follows:

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

This policy applies to all VVAPP staff and to any individual acting on behalf of VVAPP.

VVAPP 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);

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)

## **7) Conflicts of Interest Policy**

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has a Conflicts of Interest Policy in place as follows:

No member of staff of VVAPP will be allowed to sit a WSET course and/or exam run by VVAPP, unless previously authorised by WSET awards.

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)



## 8) Outstanding Accounts Policy

Vinum Vitae Approved Programme Provider (hereinafter VVAPP) has an Outstanding Accounts Policy in place as follows:

### WSET Level 2 in Wines or Spirits

If the final payment is not received by the VVAPP by the Enrolment Closes / Final payment date, the student will not be registered for their selected course. Students can if agreed with the VVAPP re-schedule for another course in the same WSET Academic year (if available). A re-schedule fee may be applied.

### WSET Level 3 in Wines or Spirits

If the final payment / instalment is not received by the VVAPP by the Final payment date or an agreed future date, the student will not be registered for their selected exam. Students can (if agreed with the VVAPP) re-schedule for another exam in the same WSET Academic year (if available). A re-scheduling fee will be applied (please contact VVAPP for current prices). If after three months from the Final payment date, the full course fees have not been received by the VVAPP, debt collection procedures will be started which may include selling the debt to an external debt collection agency.

Please visit WSET Awards for their policies (<https://www.wsetglobal.com/>)