



Vinum Vitae Approved Programme Provider Policies

Introduction:

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

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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 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 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 be collected from VVAPP and can be used by for various purposes such as WSET Examination Registrations and marking, Reasonable Adjustments, Special Consideration, Appeals and also used by VVAPP for marketing purposes. Candidate Personal Information will be transferred to and shared with WSET and its authorised third parties (including regulatory body).

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 Privacy Policy <https://www.wsetglobal.com/privacy-and-cookie-policy/>

If you have any questions, please email us at wset@vinum-vitae.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 enrolled/potential student in the course as soon as the incident occurs, 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 wset@vinum-vitae.com
- 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 Quality Assurance at QA@wsetglobal.com.

If you have any questions, please email us at wset@vinum-vitae.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 (wset@vinum-vitae.com) within **5 working days after the assessment (exam) 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.

WSET 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.

If you have any questions, please email us at wset@vinum-vitae.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 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:

Application of Reasonable Adjustment must be submitted to VVAPP **at least 5 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 Assessments Manager, 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 VVAPP cannot offer reasonable adjustments to any student until this has been agreed with WSET.

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.

If you have any questions, please email us at wset@vinum-vitae.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);
- 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 VVAPP 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 VVAPP 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 VVAPP as soon as possible by following the process outlined in our Complaints policy.

During WSET's investigation, they may reach out to VVAPP 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:

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 Disqualification from a Qualification 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.

If you have any questions, please email us at wset@vinum-vitae.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 regardless the race, colour, national origin, religion, sex, disability and age (having regard to the legal minimum age for the consumption of alcohol and assessment competence standards).

If you have any questions, please email us at wset@vinum-vitae.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 QA.

If you have any questions, please email us at wset@vinum-vitae.com