

House of Wine

WSET APP Policies



Admission Policy

Students must be at least 21 years of age at the time of course enrollment and present a government-issued identification at the initial course day and on exam days.

Attendance Policy

Course attendance is closely related to student, and exam, success. As such, students are responsible for attending each class, arriving in a timely manner, completing suggested homework assignments, and taking exams on time. Students are advised to notify instructors of expected absences and request assistance when needed.

An attendance roster will be held for all WSET courses. Should a student miss more than 25% of the sessions presented, this will be noted in the attendance record and the student informed via email of the missed courses and options for postponing the course examination. The student's response will be recorded. The student will have until three weeks before the exam date to postpone the exam or s/he will be automatically enrolled in the exam.

Complaints

House of Wine makes every effort to provide exceptional wine education classes and values student feedback. Whenever necessary, students are requested to discuss concerns or give feedback directly to the instructor or House of Wine staff member. However, should a student have a complaint about the school or instructors, a written complaint should be sent or emailed to the school administrator at info@thehowofwine.com. House of Wine will respond in a timely manner to formal complaints with the aim of resolution taking 30 days or less.

Any complaints or concerns in regard to grading of WSET exams (which are completed by WSET directly) must be submitted directly to the WSET examination authority via email: QA@wsetglobal.com

Conflicts of Interest

A conflict of interest may exist wherein a student which is closely affiliated to an instructor or employee of House of Wine is enrolled in a WSET class administered by the school. It is the intent of House of wine to treat all students equally and minimize practices which may be deemed unfair. As such, registration of any students which may be deemed to be at risk for being a conflict of interest will be noted by the school director and forwarded to the Head of Quality and Compliance (HOQC) of WSET Awards. House of Wine will not engage in student preference, even for those closely affiliated with the school such as extra tutoring, pre or post exam access, or other potentially unfair practices. Given that all exams are graded offsite by WSET, House of Wine agrees to securing all exams prior to completion and post completion per WSET guidelines without student assistance.

Malpractice and Maladministration

The goal of the House of Wine Malpractice and Maladministration policy is to protect both the interests of students and the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures. This policy provides a framework for the identification, reporting, and management of potential malpractice or maladministration and an overview for the potential sanctions.

There are two general categories of non-compliance with WSET Policies and Procedures:

1. Maladministration- non-compliance is not intentional but rather, accidental; and
2. Malpractice wherein non-compliance is either intentional or occurs as the result of negligence.

Often the boundaries between these issues are not clearly defined and as such, some incidents may fall into either group depending upon the broader context. For example, a maladministration issue may in fact become a malpractice one via failure of implementation of corrective measures, incident repetition, or additional non-disclosure or misrepresentation attempts. Furthermore, an incident of malpractice may be deemed to be maladministration if there are additional extenuating circumstances. Determination of whether a situation is deemed maladministration or malpractice is completed by WSET Awards following an investigation.

Examples of Maladministration or Malpractice by students may include:

- *Failure to submit forms in a timely manner, withholding information or providing information for Special Accommodations or Reasonable adjustment forms
- *Cheating which may include the use of unauthorized materials or devices
- *Use of social media platforms to post copyrighted content or exam information
- *Disruptive behavior during an exam
- *Plagiarism by students
- *Impersonation (including signature forgery)
- *False or inaccurate submission of information in order to gain a qualification
- *Failure to comply with the House of Wine School Policies
- *Dissemination of misinformation and/or slandering of WSET or House of Wine via social media platforms and/or written communication
- *Failure to comply with WSET Policies and Procedures

Examples of maladministration or Malpractice by this school could include:

- * Lack of adherence to WSET Policies and Procedures or Centre Agreement
- *Inadequate adherence to WSET Awards' registration and certification procedures including late student registrations
- *Unqualified and/or unregistered educators or assessors

* Failure in assessment

*Forgery or reproduction of certificates, fraudulent claim and/or use of certificates

*Improper business practices

House of Wine Malpractice or Maladministration Procedures

Non-compliance in an Assessment (Examination) Non-compliance:

House of Wine is committed to ensuring compliance with WSET Policies and Procedures. During an examination, should an invigilator note non-compliance, they will record the situation and notify the Examinations Officer directly. WSET Awards will be immediately notified by written note send directly to Quality Assurance by the House of Wine Examinations Officer.

Non-compliance by a school staff member or Educator:

Should a school staff member or Educator be suspected of non-compliance of WSET and/or House of Wine Policies or Procedures, the WSET Main Contact will record and submit a detailed report to WSET Quality Assurance.

Observed or suspected Malpractice or Maladministration by Candidates:

Should a WSET Candidate observe or suspect Malpractice or Maladministration at House of Wine, they are directed to contact WSET Awards Quality Assurance directly at qa@wsetglobal.com

Diversity and Equality

House of Wine believes that all people deserve the right to fair, and equitable, wine education. As such, we do not discriminate in the provision of education or examinations on the grounds of race, religion or beliefs, sex or sexual orientation, disability, pregnancy or age (provided the legal minimum age for consumption of 21 is met). We work to ensure that we promote equality by:

1. Ensuring equal registration opportunities for all students
2. Working with students with documented special needs to ensure education and examinations are through our reasonable accommodation policy
3. Inviting feedback from students in regard to the nature of their educational experience
4. Reviewing policies as needed to continually meet local and national requirements

Students who believe they have been unfairly discriminated against should contact the education director promptly to resolve the issue.

Reasonable Accommodation in the Classroom

House of Wine seeks to make wine education accessible to all students regardless of special needs or disabilities. A reasonable adjustment is any action employed to minimize the effect of a difficulty or disability that significantly challenges a candidate's success during instruction and assessment. We strive to make reasonable accommodations to students with documented disabilities or special needs. In order to achieve this, upon enrollment students should utilize the appropriate section on the enrollment form to denote special education needs and disabilities or communicate via email with the education director at: info@thehowofwine.com. The education director will discuss potential accommodations with the student and together assess which education accommodations can be made to enable more equitable learning. Some examples of reasonable adjustments to enhance education access include:

Classroom location on the main floor and as such, has sufficient access for those with mobility issues. Certified assistance animals are allowed on premise.

For those with visual impairments, students can be placed in the front of the room and all electronic visual aids available on an additional laptop for viewing.

For those with auditory impairments, students can be placed in the front of the room and recording and/or amplification devices may be utilized to assist with material delivery.

For those with learning disabilities, the main contact and educator will meet with the student to determine what modifications can be employed to address these needs.

Reasonable Accommodation in Examinations

All students seeking assistance in learning due to special needs or disabilities will be accommodated to the best of our abilities.

Reasonable adjustments must be approved by WSET Awards prior to an assessment in order to facilitate candidate access for the assessment. Should issues with the examination be anticipated due to the student's special need, the candidate must complete a Reasonable Adjustment Application Form for submission to House of Wine at least one calendar month prior to the assessment. Upon receipt of the request, the Education Director will submit a Reasonable adjustment Application Form to the WSET Assessments Manager for specific arrangements to be made by WSET Awards in conjunction with House of Wine.

Special Considerations

A special consideration is an action taken by a student who has been at a disadvantage during an assessment due to adverse circumstances, injury or temporary illness to request review by WSET. Students may be eligible for special consideration if:

1. Were affected by circumstances beyond their control including bereavement, accident, personal illness, or examination room conditions;
2. The alternative assessment arrangements agreed to prior to the assessment were found to be inadequate or not appropriate;
3. The application of special consideration would not mislead the use of the certificate as to the candidate's attainment.

WSET Awards does not offer Aegrotat awards and thus, all assessment requirements of the WSET qualifications must be met.

Applying for Special Consideration

Students must submit a Special Consideration Application Form to the House of Wine Program Director within 5 working days of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation.

Cancellations and Refund Policies

All course and examination fees must be paid in full upon signing the enrollment agreement by check, cash, or credit card.

Course transfers of a confirmed booking either to another course or applicant can be made up to 14 days before the course start date on payment of a \$50.00 administrative fee plus the cost of any additional study materials which may be applicable. Course transfers cannot be carried forward to a subsequent academic year. Any requests for transfers must be sent in writing via email to: kat@thehowofwine.com or via mail: House of Wine 1409 W. Main Street, Suite 110, Boise, Idaho 83702

Examination dates are connected to the course onto which you book and any transfer to an alternative date will incur an administration fee of \$50.00. All examination transfer requests must be made at least 14 days prior to the original examination. Any requests for examination transfers must be sent in writing via email to: kat@thehowofwine.com or via mail: House of Wine 1409 W. Main Street, Suite 110, Boise, Idaho 83702

Students who cancel within 14 days of registration and at least 14 days prior to the start of the course will receive a full refund of payment minus a \$50 non-refundable registration fee. Cancellations after this time will forfeit all payments. Any requests for cancellation must be sent in writing via email to: kat@thehowofwine.com or via mail: House of Wine 1409 W. Main Street, Suite 110, Boise, Idaho 83702

Data Collection and Protection

House of Wine is committed to protecting the privacy of our students and teachers. As such, we aim to respect and keep safe any personal data shared with House of Wine.

House of Wine Candidate Data Processing

Due to the nature of the WSET programs, House of Wine may be required to obtain and store certain candidate personal data (eg. Name, individual demographic information, physical or mental health conditions, age, birth date, address, billing information, etc.) about students. Furthermore, results of assessments and examinations taken by candidates may also be obtained and stored at House of Wine.

Candidate's personal data may be shared with WSET Awards for assessment and examination processing and result certification.

Data Protection

In order to ensure candidate privacy and data collection safety, House of Wine follows the following procedures:

- All House of Wine staff and students have access to Data Collection policies;
- All pertinent candidate data that is collected will be stored in an electronic database accessed by a secure password known only to the Main APP Contact;
- Any paper documents with confidential information including exams, candidate numbers, course records, etc. will be held in a locked cabinet which is accessible only by authorized staff;
- All data collected by House of Wine is not sold or shared with third parties for marketing purposes.

Should candidates or staff have any questions about this policy or information, they may contact us at info@thehowofwine.com. This policy may be updated and as such, candidates are encouraged to visit the website for the most up to date policy.