



WSET
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APP Wineserver Wine Academy Policy

Wineserver Tomi Naarvala was established in 2009 to organize wine tastings and wine education for groups of people and trips to wine regions. Wineserver ownership structure is private enterprise (single proprietorship), based in Helsinki area in Finland. Wineserver operates according to Finnish laws.

Wineserver holds Approved Programme Provider (APP) status and courses are marketed under Wineserver Wine Academy name.

Courses are open to all people over 18 years of age interested in wine or looking to work in restaurants or wine industry.

Complaints and Appeals

Complaints

Wineserver aims to provide a consistently excellent level of service to students and is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Complaints against any action or practice which threatens the integrity of our courses, either APP center staff or representative or student, should in the first instance be discussed with the APP center contact Tomi Naarvala, tomi.naarvala@wineserver.fi.

Complainant should include his/hers name, address and contact information; full details of the complaint with any supporting documents; and details of any previous attempts made to resolve the problem. If an anonymous complaint is received, APP will consider if there is enough information in the complaint to enable further investigation.



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Complaints are treated with confidentiality and the complaint will not prejudice the student in any way. Complainants will be guaranteed confidentiality unless they waive that right, but should be aware that while WSET Awards will not divulge their name, the circumstances of the complaint could potentially make them identifiable to other parties involved in the investigation. Complaints are documented and reviewed to improve our service. Wineserver undertakes to investigate all complaints in a thorough and professional manner. This includes, but is not limited to:

- Complaints will be acknowledged within three working days
- Informing the complainant of the outcome of the investigation in writing.
- Informing the complainant of the appropriate escalation of the complaint if the initial outcome is still unsatisfactory.

If the complainant is not satisfied with the outcome, they should submit an appeal to wset@wineserver.fi which will be reviewed within 20 working days.

Students/candidates wishing to raise dissatisfaction about services provided by a WSET Approved Programme Provider (APP) must address their concern directly with the APP. Only when the APP's full complaints procedure has been followed and the complainant continues to remain dissatisfied with the outcome should they contact WSET Awards. Complainants should send details of their complaint, including steps already taken with the APP to address the issue, to qa@wsetglobal.com.

If a candidate considers that an error may have been made in the grading of papers, they may ask to have an examination paper reviewed and re-marked. To do this they should contact Wineserver. The completed application form requesting a review of examination results must be received by WSET Awards within 6 weeks of the exam date for Level 1 and Level 2, and within 12 weeks of the exam date for Level 3.

Conflict of Interest

Wineserver, in its capacity as an Approved Program Provider (APP) for WSET Awards, will identify, report to WSET, monitor and manage all conflicts of interest which may have an adverse effect on the WSET programs and qualifications offered. Wineserver will take all reasonable steps to prevent and/or mitigate such adverse effect where it exists.

This policy is applicable to all members of Wineserver staff involved in delivery, administration and/or marketing of WSET programs of study leading to WSET qualification, or Wineserver staff acting in any other capacity on behalf of WSET Awards. This policy may also apply in particular to employees, or family members of employees, of Wineserver undertaking study of WSET programs delivered by Wineserver and leading to WSET qualification. Students should declare a conflict if they are aware of one for example if they are related to someone who works at the APP. This policy should be considered in instances of both actual and perceived Conflict of Interest.

Specific examples of conflict of interest include the following:



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- 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 any individual involved in the assessment process;
- The undertaking of a WSET regulated qualification by any individual employed by Wineserver.
- The employment by Wineserver (an APP) of individuals engaged in the delivery of taught programs or in the role of Internal Assessor in another APP

Some of these examples can be managed and are therefore acceptable. For example, the marking of tasting assessments by Level 3 Internal Assessors is always verified by WSET Awards as they clearly have an interest in the results of the assessments of learners they have taught and this constitutes a conflict of interest, and the WSET's verification process mitigates this possibility.

Privacy and Data Protection

Privacy Policy

Wineserver 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 Wineserver and WSET Awards, individuals authorize Wineserver and WSET Awards to process data in accordance with this policy.

Key Principles

Personal data is important and there are a range of laws in place to safeguard it (the most important of which is the General Data Protection Regulation or "GDPR"). Wineserver is committed to doing its part to protect your personal data and comply with those laws.

In practice, this means that all personal data which we hold about you will be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about
- Accurate and kept up to date
- Kept securely

This Privacy Policy sets out how Wineserver uses and protects any information that you give us when you use this website, sign-up for courses and trips, or subscribe our newsletter.

What Information we collect about you and how it is used



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You may give us personal data by filling in forms or by corresponding with us by post, phone, e-mail or otherwise. This includes:

- Information that you provide by filling in forms on our Site / App: When contacting us we request your name, telephone and email address - this information is used to respond to your request for further information on our services
- Social Media: Information that you provide to us on our Social Media pages, such as Facebook, Twitter, Instagram and LinkedIn.
- Order details: Information that you provide in relation to an order or a product you have purchased.
- Transaction details: Details of transactions which you carry out with us (whether through our Site / App or otherwise) and of the fulfilment of your orders (such as your intended delivery address and financial details).
- WSET (Wines Sprits Education Trust): require information for you to sit their exams and courses, we collect this information and pass it to them – here is a link to their privacy policy.

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

Third parties or publicly available sources

We may receive Anonymized Data and/or Aggregated Data from various third-parties and public sources such as those set out below:

- Data from analytics providers, advertising networks (such as Google AdWords / Google Shopping) and search information providers (all of which may be based outside the EU); and
- Contact, Financial and Transaction Data from providers of technical, payment and delivery services, such as PayPal and iZettle (which may be based outside the EU).

Your Rights

You have a number of individual rights relating to the processing and storage of your personal data. Please email us at info@wineserver.fi if you wish to do any of the following:

- To withdraw your consent for activities for which you have previously consented.
- To request a copy of the information that we hold on you.
- To request the deletion of information that we hold on you.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit to identify you. They are widely used in order to make websites work, or work more efficiently, as well as to provide you with a faster, more efficient, and enhanced service.

We use Google Analytics cookies to collect information about how our visitors use our site. This software provides us with information regarding your engagement and usage of the website, but will not store, save or collect any personal information.

Changes to this privacy policy



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This privacy policy is reviewed and updated periodically and was last updated in 2018.

Definition of Data

Data refers to information held about an individual that may be processed by WSET Awards in order for it to carry out its function as an awarding organization. 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 WSET Awards). It may also include certain categories of sensitive personal data, e.g. information about an individual's racial or ethnic origin or their physical or mental health or condition which we may be required by the Regulator to collect in connection with the delivery of WSET qualifications.

How WSET Awards processes candidate data

WSET Awards has a legitimate interest in collecting and processing personal data including a candidate's name(s), date of birth, gender and email address for the purposes of 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 APPs in the context of examination registrations and/or certification claims. It will not be used by WSET Awards other than for the administration of the examinations process, conducting assessments and certifying results. 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. In order to achieve this, some personal information may be transferred to third parties such as examiners outside of the European Economic Area.

Data protection arrangements

WSET Awards has the following procedures in place to safeguard data collected by it as an awarding organization:

- All WSET Awards staff, students, APPs and educators have access to this policy;
- All APPs are required to inform students of how their data will be processed for the purposes of registration and certification of a WSET qualification;
- Forms which require the collection of personal or sensitive personal data include a data protection statement informing individuals about how their data will be processed;
- Data collected by WSET Awards is not used for marketing purposes or shared with third parties;
- No personal data is disclosed to anyone outside of WSET without the prior written consent of the individual;
- Access to personal information on the WSET Awards database is restricted to authorized users;



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- All records are kept accurate and up-to-date as far as practicable; WSET Awards relies on individuals and APPs to communicate any changes; and
- Where WSET Awards sends email correspondence to multiple recipients, recipients will be blind-copied.

Data security arrangements

WSET Awards has appropriate measures in place to ensure the data held on our systems is secure. In the event of an unauthorized use of data or data loss, the individuals concerned will be notified and a recovery plan implemented. This will include a risk assessment and review of operating procedures.

Reasonable Adjustments

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. Wineserver Wine Academy seek to conduct the assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. Reasonable adjustments will be made on a case-by-case basis, well in advance of the assessment. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but 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-organizing the assessment room, such as removal of visual stimuli for an autistic candidate.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. A reasonable adjustment should not cause undue hardship to the education provider

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.



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Wineserver Wine Academy will:

- Identify any special assessment needs at the time of candidate registration.
- Inform WSET Awards at the earliest opportunity so that appropriate arrangements can be made.
- Agree the specific arrangements for the examination, or for marking with WSET Awards, which 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 and must agree before any reasonable adjustments are offered by Wineserver to its students.

Please submit any Requests for Reasonable Adjustments at least 5 weeks before the date of the examination. Wineserver will forward any Requests for Reasonable Adjustments to WSET Awards within 5 working days of receipt and WSET Awards will respond after 4 working weeks after giving the request due consideration.

It is the responsibility of students with a disability to:

- a. Identify as a student with a disability and request information on support arrangements at the time of application.
- b. Provide a verification statement of disability from an authorized assessing professional.
- c. Students are advised to consult Wineserver staff well in advance to discuss issues/concerns and possibly negotiate Reasonable Adjustments.

Candidates and their advisors should also be aware:

– That it is not appropriate to make requests for special arrangements where the candidate's particular difficulty directly affects performance in the actual attributes that are the focus of the assessment.

– Reasonable adjustments will not give unfair advantage over candidates for whom reasonable adjustments are not being made, or alter the assessment demands of the qualification as detailed in the qualification specification.

Special Consideration

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;



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- The application of special consideration would not mislead the end-user of the certificate.

Note that failure to attend an exam due to a work commitment is not sufficient for special consideration

Wineserver Wine Academy must be notified in writing (email is sufficient) within five days of the examination date where special consideration is being requested. Eligibility will only be considered if accompanied by supporting independent documentation. Your request is then forwarded to WSET Awards.

In cases of serious disruption during the examination, the Examinations Officer of Wineserver must submit a detailed report of the circumstances and candidates affected to the Examinations Administrator at WSET Awards, in addition to the Examination Papers.

It should be noted that WSET Awards does not offer aegrotat awards and that all assessment requirements of WSET qualifications must be met. It is also policy that special considerations will not give unfair advantage over candidates for whom special considerations are not being applied, or alter the assessment demands of the qualification as detailed in the qualification specification.

If a candidate is unable to attend an examination for which they have been registered due to circumstances outside their direct control, they should notify this APP as soon as possible, and send a doctor's note or similar evidence. Wineserver Wine Academy will not charge an unused paper fee for applications where approval from WSET Awards is granted.

Failure to attend due to work commitments does not qualify for "special consideration".

Diversity and Equality

Equal Opportunities Policy

Wineserver, as an Approved Program Provider (APP) for WSET Awards, fully supports the principles of Equal Opportunities. We strive to ensure that all candidates for our qualifications are treated fairly and on an equal basis.

Equal Opportunities are assured by Wineserver via the following commitments:

- The selection, recruitment and training of teaching and administrative staff.
- Ensuring that the format and content of all syllabi, examinations and other materials meet the awarding body requirements and do not discriminate against anyone.
- With the support of the WSET: Ensuring there are no barriers to entry to the WSET units and qualifications for disabled people, women or men, or people from different racial groups, other than those directly related to the integrity of the units or qualifications. The nature of any barriers will be stated and the inclusion of the requirements that create the barrier justified only and explicitly in terms of the integrity of the unit or the qualification. Details of how the effect of any barriers will be



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mitigated will be recorded, including using access arrangements or including Reasonable Adjustments.

- Anonymous assessment of examination candidates wherever possible.
- Promoting practices and procedures in that give equal opportunities to everyone.
- The variation of any conventional rules and regulations for the conduct of examinations which might inhibit the performance of candidates with specific needs, provided that the standard, quality and integrity of the assessment is not compromised.
- The consideration of all aspects of this policy from the earliest stages in our operation as an APP for WSET Awards.
- Working as appropriate with the WSET to develop measures to identify and prevent inequality of opportunity for candidate.
- Making every effort to ensure that there is equality of opportunity in the assessment process, regardless of the candidate's gender, age, racial origin, religious persuasion, sexual orientation or disability.
- Ensuring, to the best of our ability, that any documentation produced does not contain language or images which may be regarded as offensive or stereotypical, and reflects the diversity of contemporary society.

Further Information

Candidates may also refer the WSET's own Equal Opportunity Policy as published in the APP Handbook – this is available to candidates on request.

Candidates who believe they have been discriminated against should contact Wineserver via e-mail info@wineserver.fi for further advice.

Cancellations and Refunds

For a course to take place, minimum of 10 students need to be enrolled. Course fees will be refunded in full if Wineserver changes a course date or cancels a course. If enrolments do not reach the required minimum numbers – notification will be made in the 30 working days prior to the planned start date of the course.

If you are not able to attend a course you may reschedule for future dates with the approval of the APP or transfer your registration to another person; please contact us to make arrangements. Please note all transfers are subject to availability on alternative course/examination dates.

Cancellations of all confirmed certification courses are accepted up to 20 business days before the start of the course. A cancellation fee of 50 € plus the cost of study and exam materials supplied will be deducted from all the refunds to cover administrative and the remainder of the course fee



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returned. If a confirmed certification course booking is canceled, for whatever reason, with less than 20 business days' notice before the start of the course, or at any time after the start of the course, no refund or transfer of the course fees will be possible.

Malpractice and Maladministration

Wineserver Wine Academy, as an Approved Program Provider (APP) for WSET, will ensure that their delivery and administration of any WSET coursework and qualification complies in all respects with the rules, regulations and procedures set out in the WSET APP Operating Handbook. All WSET Examinations run by Wineserver 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 all APPs and Students in the Qualification Specifications.

Malpractice and Maladministration policy applies to all Wineserver staff involved in administering and delivering WSET coursework and examinations, as well as candidates /students undertaking WSET study and qualification.

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the learning and assessment process and/or the validity of qualifications. Malpractice will include, but is not limited to:

- Actual or attempted plagiarism, or cheating, of any nature by candidates;
- Use or attempted use of any reference material or electronic device during a closed book examination
- Disruptive behaviour by candidates in the examination;
- Candidates in breach of published Examination Regulations and APP in breach of invigilation rules or the Code of Conduct;
- Fraudulent use of WSET certificates;
- A deliberate attempt to discredit the WSET, or to bring the WSET into disrepute in any way;
- Unauthorised amendment, copying or distribution of examination papers;
- For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

Major Malpractice is serious and/or deliberate breaches of conduct, or serious neglect of professional duty which represents a high risk to the integrity of the qualification. Major Malpractice could result in the invalidation or revocation of examination results to a student.

Minor Malpractice is minor and/or accidental breach of conduct that represent a lower risk to the integrity of the qualification and would not affect examination results or certification.

Maladministration relates to a failure by Wineserver to offer WSET Qualifications in accordance with the rules, regulations and operating procedures set out in the WSET Operating Handbook and may affect Wineserver's ability to continue teaching WSET qualifications.

Maladministration will include, but is not limited to:



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- Failure to follow procedures or adhere to regulations as laid out in the APP Operating Handbook;
- Failure to return examination papers within the required timeframe;
- Failure to issue results to candidates in a timely manner
- Breach of the Conflicts of Interest Policy, the Centre Agreement or APP Code of Conduct;
- A change in personnel being unable to meet WSET Awards criteria.

Wineserver will treat all allegations or reports of suspected malpractice and/or maladministration seriously and conduct a full investigation into such allegations. In addition, Wineserver will report any potential case of Malpractice by Candidates, Educators, Invigilators or Centre Staff to the Centres Co-ordinator and Quality Assurance Manager at WSET immediately.

Anybody who identifies, or is made aware of suspected or actual cases of malpractice or maladministration at any time, must immediately notify the Main Contact Tomi Naarvala, tomi.naarvala@wineserver.fi. The notification should be in writing/email and enclose appropriate supporting evidence.

All allegations must include (where applicable):

- Candidate's name (where a candidate is involved);
- Wineserver's staff member(s)' name and job role (where staff are involved);
- Nature of the suspected or actual malpractice or maladministration, and associated dates and details;

Candidates making an allegation directly against Wineserver's staff also have the avenue to notify WSET directly if they so choose. After investigation WSET will determine whether any sanctions or corrective action should be applied to Wineserver or the candidate concerned.

Possible sanctions to Wineserver:

- Letter of warning;
- Application of administration charges;
- Withdrawal or temporary suspension of approval to offer WSET qualifications.

Possible sanctions to Students:

- Letter of warning;
- The disallowing of an examination result;
- The invalidation of a certificate and/or unit certificate and recall of certification already issued;
- Refusal of entry to future WSET qualifications.

In cases of allegations of malpractice and/or maladministration, Wineserver will cooperate fully with WSET in any investigation. As an outcome Wineserver will take all reasonable steps to prevent any further adverse effect from occurring as a result of malpractice and/or maladministration.

All decisions with regard to malpractice will be communicated in writing within 20 working days following receipt of supporting documentation. Where it is not possible to respond within this



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timeframe, a written response will be given providing a date for completion. Any candidate, educator, invigilator or APP has the right to appeal any decision made against them as detailed in the WSET Customer Service Statement.

Enrolment Terms and Conditions

WSET Levels 1 to 3 bookings will only be accepted via our website wineserver.fi/wset.

We reserve the right to cancel courses for any reason. In the event that we cancel a course prior to the date starting, we will notify all concerned parties as soon as possible and refund any monies that have been paid to us in respect of said cancelled goods and/or services. We cannot be held liable for any interest that may have been payable on said monies in the interim period nor can we be held liable for any loss or compensation resulting from the cancellation of said goods and/or services.

For a course to take place, minimum of 10 students need to be enrolled. No invoice will be sent before we can confirm the start of the course.

To confirm your place in the course, the payment need to be paid in full by invoice due date.

Cancellations of confirmed places on WSET Levels 1 to 3 are accepted up to 20 working days prior to the start of the course.

Transfers of a confirmed booking either to another course or applicant can be made up to 20 working days before the course start date on payment of the cost of any additional study materials which may be applicable. Transfers are subject to availability.

Course fees will be refunded in full if Wineserver Wine Academy changes a course date or cancels a course if enrolments do not reach the required minimum numbers – notification will be made in the 30 working days prior to the planned start date of the course. Please note all transfers are subject to availability on alternative course/examination dates.

If you believe that you have grounds for requesting a reasonable adjustment of exam conditions due to any disability or difficulty which may place you at a disadvantage, it is your responsibility to inform us in writing at least 5 weeks prior to taking the exam so we can liaise with WSET and try to accommodate your needs.

Re-sit examinations costs are not included in the initial course cost. Please contact us for details.

- We do not serve alcohol to guests under the age of 18.
- We reserve the right to request identification

Delivery of course materials



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Level 1 course materials are provided to students on the first day of the course. They will not be posted in advance.

Levels 2-3 course materials can be picked up from Wineserver or will be posted to a student's home address on confirmation of payment of fees before the beginning of the course. Wineserver will notify when material has arrived and agree with pick-up or delivery.