

Diversity and Equality Policy

N & D Wine School 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 always treated fairly and equally.

N & D Wine School assures equality of opportunity for students by:

- Promoting open access to WSET qualifications (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards);
- Ensuring that the format and content of all specifications, examinations and other WSET materials do not discriminate unlawfully against anyone on the grounds of disability, age, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation;
- Allowing students with special educational needs, disabilities, or temporary injuries to access WSET assessments without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies;
- To have Diversity and Equality policy in place which promotes open access to our qualifications;
- Collating and Monitoring data on candidate age, gender, ethnicity and access arrangements which are reportable in a non- attributable formats;
- Inviting feed back on diversity issues from students and other stakeholders;
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose.

N & D Wine School assures quality of opportunity by considering applications from any organisation or individual who can demonstrate that they meet our approved criteria

Reasonable Adjustments Policy

Introduction

WSET and N & D Wine School seeks to assess all students in a way that puts them at no disadvantage, or advantage over other students.

A Reasonable Adjustment is any action that helps to reduce the effect of a disability or difficulties that places the student 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 student access to the qualification. The use of a reasonable adjustment is not taken into consideration during the assessment of a student's work.

Scope

Reasonable Adjustments must not give unfair advantage over students 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 students extra time to complete the assessment activity.
- Adapting materials, such as providing materials in large text format
- Re-organising the assessment room, such as removal of visual stimuli for an autistic student

Applying for a Reasonable Adjustment

N & d Wine School must identify at the time of a student's enrolment any special needs which may require a Reasonable Adjustment at the time of the examination. N & D Wine School must submit a Reasonable Adjustment Application Form to the WSET at least **5 weeks** before the examination date in the case of WSET qualifications at Levels 1 -3. Supporting evidence will be passed to WSET and handled in accordance with the data privacy policy.

The specific arrangements for the examination process itself or for marking, will be agreed in each case between N & D Wine School and WSET 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 the N & D Wine School can not offer reasonable adjustments where the student's difficulty affects performance in the attributes that are the focus of assessment.

N & D Wine School will keep records of all Reasonable adjustment applications.

For candidates to contact should they wish to submit a request to N & D Wine School.

nikkjarrett71@gmail.com

Conflict of Interest Policy

Introduction

WSET has approved N & D Wine School as an Approved Programme Provider (APP), it is essential to safeguard the integrity of WSET training, qualifications & processes. N & D Wine School will be required to identify, monitor and manage actual, potential and perceived conflicts of interest ('Conflicts of Interest').

N & D Wine School will ensure there are no conflict of interest in delivering WSET courses in reference to assessment of students, teaching of students and exam invigilation.

Definition of a Conflict of Interest

A Conflict of Interest exists where an individual (N & D Wine School) or an additional educator within N & D Wine School has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET when conducting activities associated with WSET qualifications.

Examples of Conflicts of Interests, in the context of an awarding organisation include :

- The undertaking of any moderation of assessment of student by an individual who has a personal interest in the result of the assessment for any or all individuals concerned.
- The tutoring of students by an individual involved in the assessment process.
- The undertaking of a WSET qualification by any individual employed by an Approved Program Provider

Some of these Conflicts of interest can be managed and are therefore acceptable. For example, the marking of WSET Level 3 tasting assessments by Internal Assessors is verified by WSET to mitigate the risk of a Conflict of Interest. Similarly, where an employee of the WSET or one of its APPs undertakes a WSET qualification, measures can be put into place to maintain the integrity of the assessment, provided this has been notified to WSET in advance.

Some Conflicts of Interest cannot be managed and are not acceptable. For example, it would be inappropriate for an individual involved in the authoring of examination questions or the compilation of examination papers to teach or coach students

Identification of Conflicts of Interest

An Overview of Procedures for Student with a Conflict of Interest

N & D Wine School- Written complaints Policy

Informal Process

- In the first instance of a Conflict of Interest (Informally), N & D Wine School needs to be notified internally (e.g. the main contact) in writing as soon as possible via email with a guarantee of confidentiality and that the complaint will not prejudice the student.
 - Conflict of Interest declarations will be recorded by N & D Wine School on a Conflict of Interest Register. N & D Wine School address the issue by providing a solution explanation, or another acceptable outcome.
 - Contact: N & D School, Nikki Jarrett – nikkjarrett71@gmail.com

Formal complaints

The complaint cannot be resolved informally & the next stage to submit a Formal complaint. All formal complaints must be submitted to in writing, via email or written correspondence to N& D Wine School. All formal complaints will receive a written response of the outcome of the complaint, following appropriate investigation of the circumstances.

- Contact details: N & D Wine School: nikkjarrett71@gmail.com
- Little Swincombe Farmhouse, Challacombe, Devon, EX31 4TU.

The complainant's will need to include the following :

- Name, address & contact information
- Full details of the complaint (with any supporting documents)
- Details of any previous attempts made to resolve the problem.
- What outcome you hope to achieve

The complainant will have an acknowledgement by N & D Wine School (main contact) within 7 working days. A further response from the acknowledgement within 21 days.

- If however the complainant having received a response and is still not satisfied & as a final step the next step will be a referral to WSET Quality Assurance Team: QA@wsetglobal.com .

The Malpractice & Maladministration Policy together with Complaints & Appeals Policies further explains & identifies the procedures.

Management of Conflicts of Interest

N & D Wine School has procedures in place to manage specific conflicts of interest. These include the exclusive involvement of WSET staff in the creation of all assessment materials, moderation of all internal assessments conducted by APPS and moderation of all written exams not marked by optical mark readers. Other Conflicts of Interest will be managed on a case by case basis.

Malpractice and Maladministration Policy

N & D Wine School protects the interests of our WSET students and safeguards the integrity of WSET qualifications by ensuring compliance with WSET policies and procedures. Non-compliance with N & D Wine School and WSET 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 deliberate or the result of negligence .

Whether a situation is maladministration or malpractice will be determined by N & D Wine School and WSET following investigation . If you think an incident has occurred , please email us immediately at nikkjarrett71@gmail.com . Please include a detailed account of the circumstances surrounding the suspicions and allegations .

Malpractice or maladministration may include:

- Submission of false or inaccurate information to gain a qualification;
- Cheating including the use of unauthorised devices or materials;
- Failure to disclose Conflict of Interest;
- Disruptive behaviour in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Unauthorised reading /amendments/copying/distribution of exam papers;
- Late student registrations.

Special Consideration

Introduction

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

Scope of Policy

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

A student may be eligible 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.
- The application of Special Consideration would not mislead the used of the certificate as the the student's attainment.

Please note that the WSET do not offer Aegrotat awards and that all assessment requirements must be met.

Applying for Special Consideration

N & D Wine School must submit a Special Consideration Application Form to WSET within **5 working days or less** of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation. In cases of serious disruption during the examination, the Examinations Officer must submit a detailed report of the circumstances and students affected to WSET. This must be returned with the completed examination papers.

N & D Wine School will keep records of all applications for special considerations.

Data Protection & Privacy Policy

Introduction

N & D Wine School are committed to protecting and respecting your personal data and privacy. This privacy policy relates to our use of any personal data we collect from you from any of our services. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the personal data; including the Data Protection Act 1998 (DPA) and the The General Data Protection Regulation of 2016 (GDPR) together and with other subsequent laws “ Data Protection Laws”.

- **Who We Are and How To Contact Us**

For the purpose of the Data Protection Laws, the data controller is N & D Wine School. If you want to request more information about our privacy policy or information regarding data protection you should contact us using the details provided:

Email: nikkjarrett71@gmail.com

Call: 07889364752

Write: Little Swimcombe Farmhouse, Challacombe, Nr Barnstaple, Devon,EX31 4TU

- **Your Rights**

Under the Data Protection Laws your rights are:

1. **To Be Informed** – We must make available this privacy notice with the emphasis on transparency over how we process your data
2. **Access** – You are entitled to find out what details we may hold about and why.
3. **Rectification** – We are obliged to correct or update your details.
4. **Erasure** – This is also know as the request to be forgotten
5. **Restrict processing** – You have the right to ‘block’ or suppress the processing by us of your personal data.
6. **Data Portability** – You have the right to obtain and reuse your personal data that you have provided to us.
7. **Object** – You have the right to object to us processing your data in relation to direct marketing and or profiling.
8. **Rights In Relation To Automated Decision Making And Profiling** – We do not use automatic decision making or processing.

The Data We Collect About You

1. We collect and process Personal Data. Typically the Personal Data we collect and process will include name , address and email address but we may collect and / or process other Personal Data from time to time. It also may include IP address and cookies of your visit to websites;
2. In certain situations, information relating to health which may be required to support applications for reasonable adjustment and /or special consideration in the context of exams for WSET qualifications;
3. We only collect data from you directly or via Third Parties (see third parties below).

How Your Data Will Be Used

We use information held about you to:

1. Ensure that content from our site is presented in the most effective manner for you and for your devices;
2. Provide you with information, product or services that you request from us or which we feel may interest you (where you have consented to be contacted for such purposes or by Legitimate Interest);
3. Carry our obligations arising from any contacts entered into between you and us;
4. Carry out necessary maintenance to our infrastructure and notify you about changes to our services;
5. We also embrace the use of Social Media and may wish to process any comments made public by you.

Third Parties

1. We will keep your information within the organisation except where disclosure is required or permitted by law or when we use third party service providers (data processors) to supply and support our services to you. We have contacts in place with our data processors. This means that they cannot do anything with your personal data unless we have instructed them to do so. They will not share your personal data with any organisation apart from us. They will hold it securely and retain it for the period we instruct.
2. Please see below the list which sets out the categories of recipients of personal data:

Service Provided

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers.
- Examination bodies that accredit qualifications, such as WSET Wine and Spirit Education Trust
- Government bodies that require us to report processing activities.
- Third parties to whom we sell, transfer or merge parts of our business or our assets.

3. In addition third parties may provide us with Personal Data and they should only do so where the law allows them to.

Where Your Data Is Held

Any digital data that contains your Personal data is stored within the UK.

Legitimate Interests & Marketing

1. If you are an existing contact or customer we will only contact you by postal and electronic means (e-mail) with information about services or goods which you have previously purchased from us or enquired about. If you are new customer and where we permit selected third parties to use your data ie WSET (which will be handled in accordance with WSET's Data Protection Policy), we (or they) will contact you by post or electronic means only if you have consented to this. You can choose to not receive these types of communication by contacting us.

Data Retention

- Our Data Retention policy is dictated by the Data Protection Laws and is available for inspection by submitting a written request using details provided in this policy.

Data Deletion

1. Under Data Protection Laws you have the right to erasure under specific circumstances. A request for your personal data to be deleted will be decided on a case by case basis and must be submitted in writing to the contact details provided in this policy.

Data Correction

2. We will correct or update your data without delay provided you make the request in writing to the contact details provided in this policy, clearly specifying which data is incorrect or out of date.

Data Inspection

3. We strive to be as open as we can be in terms of giving people access to their personal data. Individuals can find out if we hold any of their personal data by making a formal request under the Data Protection Laws. Such request must be in writing to the contact details provided in this policy. If we do hold your personal data we will respond in writing within one calendar month of your request (where that request was submitted in accordance with this policy).

The information we supply :

- Confirm that your data is being processed
- Verify the lawfulness and purpose of the processing
- Confirm the categories of personal data being processed
- Confirm the type of recipient to whom the personal data have been or will be disclosed.
- Let you have a copy of the data in an intelligible form.
- Please note that you may need to provide identification in order to prove who you are to access your data.
- If you agree, we will try deal with your request informally, for example by providing you with the specific information you need over the telephone.
- In the instance that we do not hold information about you we will confirm this in writing at the earliest possible opportunity.

Changes

We keep our privacy policy under regular review and you should check back regularly to ensure you are aware of changes to it. We may display this notice to you from time to time to help ensure you are aware of its contents.

Complaints

You have the right to complain about the processing of your personal data. Please contact us using the details provided about. If you are still unsatisfied you have the right to complain to the Information Commissioners Office. <https://ico.org.uk/>

Photos & Video

We often take candid and group photos and videos of classes and events and use them to publicly recap or promote future classes and events. By attending a class or event hosted by us, in person you agree to allow us to use any photos or videos that contain your image or likeness on our website, email communications, social media channels or 3rd party advertisements without obtaining permission from you individual.

Complaint & Appeals

Complaint Process

Introduction

N & D Wine School is committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress to all parties. N & D Wine School is committed to a visible accessible and fair complaints process. N & D Wine School views student complaints as providing an opportunity to review and improve its policies and practices and also to gain insight into student levels of satisfaction.

Scope of Policy

This policy applies to student complaints made in the context of N & D Wine School's provision of WSET Courses and Examinations as a WSET Applied Program Provider.

Definitions

What is a complaint?

A complaint is a formal statement expressing dissatisfaction that requires action or response. The complaint may be in relation to any aspect of the course delivery, conduct or teaching of staff or management or matters pertaining to the examination process or content. Where the complaint is regarding a possible incorrect examination result. N & D Wine School will provide students with appropriate information regarding the WSETs Enquiry and Appeals Process.

Policy – Informal Complaints

N & D Wine School procedures for handling student complaints are based on confidently, impartiality, procedural fairness and prompt resolution. Where complaints are of a minor nature, they may be resolved informally. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed .

Formal Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly and consistently. All formal complaints must be submitted in writing, via email, or written correspondence. All formal complaints will receive a written response of the outcome of the complaint, following appropriate investigation of the circumstances.

Contact Details

N & D Wine School:

nikkjarrett71@gmail.com

Little Swincombe Farmhouse , Challacombe, Barnstaple, Devon, EX31 4TU.

www.ndwineschool.com

Responsibilities

- 1) N & D Wine School responsibilities will be to:

- Acknowledge any form complaint received in writing within **7 working days**
- Respond within a stated period of time of **21 working days** with either a conclusion or a further update depending on the severity of the complaint.
- Deal reasonably and sensitively with the complaint.
- Co-operate fully in any investigation process.
- Take action where appropriate , including any corrective action necessary to prevent recurrence. If the complaint relates to the examination content or results provide the student with the relevant WSET guidance notes and forms to allow the student to utilise the **WSET Enquiries and Appeals Process**.

2) A complainant's responsibility is to:

- Bring their complaint in writing to N & D Wine School attention within 7 working days of the issue arising or within 7 days of completion of the course or examination;
- Explain the problem as clearly and as fully as possible with your expected outcome.
- Allow N & D Wine School a reasonable time to deal matter.
- Recognise that some circumstances may be beyond N & D Wine School's

Outcomes

Students will receive written advice on the outcome of their complaints . Some of the possible outcomes of a student complaint include:

- Through the resolution process, the student gains a better understanding of the situation so that their concerns are addressed.
- A mutually acceptable resolution is reached through conciliation or mediation
- The student receives an apology, and /or the issue of behaviour that was the basis of their complaint is modified in some cases the complaint cannot be substantiated and no further action will result.

Referral to WSET

If the above steps have all been completed and the student is still dissatisfied they can file a complaint with the WSET. Please note that the WSET can only take action on complaints from students if they followed the above procedures first email QA@wsetglobal.com

Confidentiality & Documentation

All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint. Any material about the outcome of the complaint will be placed on the appropriate student file. A register of complaints made (anonymous of names), along with their outcomes, will be maintained to continuously improve policies and practices.