

Terms and Conditions Wine School Italia - Gabriele Alessandrone

Complaints and appeals

We operate a complaints procedure through which it aims to resolve concerns as quickly as possible. Any individual who is directly affected by our services can contact us with feedback.

Our aim is to settle a formal complaint within 20 days. On occasion, the process may take longer, depending on the complexity of the subject. Records of students' complaints will be retained for 2 years. No student will be penalised or retaliated against for using this procedure in a co-operative manner.

If you have a complaint or concern that you wish to raise, please contact WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone.

Our complaints procedure

1. Your complaint should be in writing or by email to info@wineschoolitalia.com
2. Please provide us with your contact details (address, email address, telephone number), specific details of the complaint and any supporting evidence you may have or details of any previous attempts you have made to resolve your complaint.
3. We will acknowledge your complaint within 7 days and will do our best to send a final response to you within 20 working days of the date you raised it with us. If we are unable to provide you with a final response within this time frame, we will send you an update explaining why and advise as to when you can expect a final response.
4. If the response you received is not satisfactory, you may file a complaint with the WSET APP Quality Assurance via email at qa@wsetglobal.com and WSET will then follow with their own policy for complaints.

Conflict of interest

We are required to identify, monitor and manage actual, potential and perceived conflicts of interest. This is essential to safeguard the integrity of wine certification qualifications and promote confidence in our processes.

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

A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to us when conducting activities associated with wine and spirits certification qualifications. Some conflicts of interest can be managed, while others cannot be managed and are therefore not acceptable. If you have

a concern that you wish to raise, please contact WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone.

Please note that we will inform WSET about all Conflicts of Interests and will seek their advice on how to solve the situation.

Privacy and Data Protection

While using WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone Service, we may require you to provide us with certain personally identifiable information, including but not limited to full name, email address, age, WSET qualifications. The information that we request will be retained by WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone and used as described in this privacy policy. The data collected will be stored by WSET for registering and generating candidate number, and WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone is required to keep student records for 3 years minimum.

The APP does not use third party services that may collect information used to identify you.

Security

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone values your trust in providing us your Personal Information, thus WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone is striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

In addition, you are responsible for protecting your device from malware, bugs or viruses and you should use your own virus protection software.

Links to Other Sites

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone may use links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

While no content in this application is of a sensitive nature, it is not intended for the use of those under the local legal drinking age. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone and we will take any necessary steps to delete their personal data from our servers. For the purposes of this policy a child is defined as any individual under the age of 16.

Diversity and Equality Policy

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandroni is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandroni - in providing services - is also committed against unlawful discrimination of customers or the public.

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
- not unlawfully discriminate because of the 'DL 11 April 2006, n°198' protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandroni commits to:

- Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.
Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal

without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the 'DL n° 5 from 25 January 2010' – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

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.

WSET® seeks to conduct the assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. 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

- Providing accessible course material, as WSET® can produce accessible course materials for individuals on a per-request basis and making the necessary adjustments for special needs.
- Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

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. It is our responsibility to identify at the time of candidate registration any special assessment needs which require reasonable adjustments to be made for examination purposes.

We will inform WSET® at the earliest opportunity using Request for Reasonable Adjustment Form so that appropriate arrangements can be made. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced. The specific arrangements for the examination process itself, or for marking, will be agreed in each case between the Programme Provider's Examinations Officer and the Examinations Administrator at 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 that we may not offer Reasonable Adjustments to any candidate until this has been agreed with WSET®.

Due notice is required in order for appropriate arrangements to be agreed and put into place. The period of notice required is at least six weeks prior to the examination date. Candidates wishing to ask for a reasonable adjustment can do this by contacting us on info@wineschoolitalia.com, specifying the requested adjustment and contact details (name / address / email address / phone number). Please note that we are required to keep records of all reasonable adjustment applications. Proof must be provided with the reasonable adjustment.

Special Consideration Policy

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 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 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;
- The application of special consideration would not mislead the user of the certificate as to the student's attainment.

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

Applying for special consideration

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandroni must submit a Special Consideration Application Form to WSET within **7 working days** 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.

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandroni will keep records of all applications for special consideration sent via email at info@wineschoolitalia.com.

Malpractice and maladministration

The aim of this policy is to protect the interests of WSET students and WSET Approved Programme Provider Wine School Italia - Gabriele Alessandroni and safeguard the integrity of WSET qualifications by ensuring compliance with WSET 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 WSET Approved Programme Provider Wine School Italia - Gabriele Alessandroni 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.

Malpractice or maladministration conducted by students may include, amongst other things:

- 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)

Sanctions applicable to students may be the following:

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. WSET have their own procedures for a written warning and WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone will operate within the guidelines of the APP handbook and specifications set by WSET.

Exam Result Declared Null and Void

A student's exam result is disallowed. This may include invalidation and 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 is a WSET® decision and not made by WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone.

Student Disqualification

The learner is disqualified from participating in any courses or assessments leading to WSET qualifications.

We assure to do our utmost not to engage in any malpractice or maladministration as a WSET APP. In case this does, and it has negative consequences for students, students are invited to file a complaint (see complaints policy).

CANCELLATION AND REFUND

Since the prices are based on pre-booked courses, the student is asked to carefully read the following cancellation conditions (rules apply also for resit exams):

WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone must be informed in writing of total or partial cancellations of the course booked by the student. It is the student's responsibility to verify that WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone has received his or her communication.

In the case of partial cancellation, the pro rata rule applies to the cancellation conditions below.

In the case of total cancellation by the student, WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone's refund of payments is subject to cancellation fees as indicated below.

If the student needs to cancel, these are the fees retained by WSET Approved Programme Provider Wine School Italia - Gabriele Alessandrone (the client is refunded the rest):

Up to 30 days before the course (or resit exam) start date: 10% of the total amount paid.

Between 30 and 15 days: 50% of the total amount paid.

Less than 15 days or no-show: 100% NO REFUND.

*** Due to the current Covid-19 situation or the minimum number of students is not achieved, if a course is cancelled, all students can choose to have a refund or have their places secured for future courses without any expiration date. Additional info can be requested by email to info@wineschoolitalia.com. ***

Accepted by

FULL NAME: _____

SIGNATURE: _____