

The logo consists of the lowercase letters 'mb' in a white, elegant, cursive script, set against a solid black square background.The logo features the word 'Vino' in a dark red, flowing script font, followed by the word 'STUDIO' in a black, uppercase, sans-serif font. The text is overlaid on a semi-transparent white rectangular banner.

CONFLICTS OF INTEREST POLICY

As an APP, Vino Studio is required to identify to WSET and assist in managing or monitoring actual, potential and perceived conflicts of interest ('Conflicts of Interest') involving both APP staff and students. This policy complements WSET's conflicts of interest policy and works to safeguard the integrity of WSET qualifications and promote confidence in WSET and Vino Studio processes and procedures.

This policy applies to all Vino Studio staff and students and to any individual acting on behalf of VinoStudio. A Conflict of Interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET or Vino Studio when conducting activities associated with WSET qualifications.

Examples of Conflicts of Interest include:

- The assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- The 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 undertaking of a WSET qualification by any individual employed by an APP;
- The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment;
- The coaching of candidates by any individual involved in the assessment of candidate scripts;
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal
- Assessor in another APP;
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Some of these Conflicts of Interest are manageable and therefore acceptable. For example, if family member of one of Vino Studio's educators or APP staff takes a qualification and exam through Vino Studio's, or when an

employee of Vino Studio's or of the WSET, takes a WSET qualification through Vino Studio's, we can notify WSET in advance and work with them to put in place measures to maintain the integrity of the exam.

Some Conflicts of Interest are not manageable and are not acceptable. For example, no mitigation efforts overcome the conflict created when an individual when a single individual serves as the educator and exam officer of an exam for a family member where an external invigilator is not available.

Any staff member or student of Vino Studio who becomes aware of a Conflict of Interest must inform Michelle Bouffard by email at michelle@michellebouffard.com as soon as possible. Vino Studio will inform the WSET of the possible conflict of interest and will work with WSET to put any protective or mitigating measures in place to manage the conflict on a case-by-case basis. If WSET and Vino Studio determine the conflict is not manageable, Vino Studio will inform any impacted APP staff or students.

Please note that the failure to declare a conflict of interest may have consequences for the student or Vino Studio because we are required to report conflicts to WSET.

REASONABLE ADJUSTMENTS POLICY

Both WSET and Vino Studio want to make WSET assessments accessible for all students, so none are at an advantage or disadvantage based on a disability or differing ability. This policy and the reasonable adjustment process allows us Vino Studio to work with you, our student, *before an assessment* to gather the information we need to submit a request to WSET and work with them to make arrangements that give students access to WSET qualifications.

A reasonable adjustment is any accommodation or arrangement that helps to reduce the effect of a known disability or difficulty that substantially disadvantages a student's assessment. Using a reasonable adjustment does not impact how WSET grades your exam, or your result, but WSET cannot agree to reasonable adjustments where your particular difficulty directly affects performance necessary to complete the assessment outcomes (e.g. inability to smell or taste for a Level 3 Exam). The goal of a reasonable adjustment is to give you equal access to a WSET qualification, not to give unfair advantages over other students who take an assessment without the same adjustment, or to affect the overall reliability of the assessment outcomes that are explained in the course Specification.

Examples of reasonable adjustments may be:

- 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.

Vino Studio will gather the information we need from you to submit a Reasonable Adjustment Application form to WSET. WSET must approve and arrange reasonable adjustments before the assessment activity takes place. Before completing enrolment with Vino Studio we will give all students access to this policy and the chance to identify any special needs that could require a reasonable adjustment. If a student identifies a special need, Vino Studio will give the student the Reasonable Adjustment Application form as soon as possible and work with the student to gather the necessary information.

For any student seeking a reasonable adjustment, please contact Michelle Bouffard by email at michelle@michellebouffard.com with:

- Your full name;
- contact information;
- description of the special need, disability or differing ability that requires an adjustment;
- and supporting documentation.

You must submit this information at least 40 working days before the exam date for Levels 1-3 qualifications. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy. Vino Studio will keep records of all reasonable adjustment applications.

MALPRACTICE AND MALADMINISTRATION POLICY

Both Vino Studio and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. Vino Studio ensures compliance with Vino Studio and WSET's policies through this Malpractice and Maladministration Policy, which gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.

Non-compliance with Vino Studio or WSET Policies and Procedures can fall into two distinct, but related, categories:

Maladministration, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience or poor processes; and

Malpractice where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action.

Context is important and the line between maladministration or malpractice is not always clear: for example, maladministration incidents may become malpractice (e.g. if you fail to implement corrective measures, repeat the same or similar incident, or attempt to misrepresent or hide information during an investigation); or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context and fact specific. Both APPs and students can commit malpractice and maladministration.

There are many ways that malpractice or maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include:

For APPs:

- Failure to adhere to WSET Policies and Procedures;
- Failure to follow WSET requirements for course delivery or exam regulations;
- Failure to follow WSET's candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding critical information from WSET quality assurance;
- Insecure storage of exam materials;
- Revealing or sharing confidential exam materials with candidates ahead of an exam;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Failure to timely respond to WSET;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Failure to report changes in APP ownership/personnel/location/facilities;
- Denying WSET access to information, documentation, workforce, facilities;
- Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringements of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Breach of confidentiality
- Any action likely to lead to an adverse effect.

- Failure to disclose a Conflict of Interest;

For students:

- Cheating, or facilitating cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an exam;
- 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.

Reporting and Investigation of Malpractice or Maladministration

As an APP, we aim to ensure compliance with WSET Policies and Vino Studio 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 Vino Studio by email at michelle@michellebouffard.com as soon as possible by following the process outlined in our Complaints policy.

During WSET's investigation, they may reach out to Vino Studio 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	
Sanction	Description
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 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.

EQUAL OPPORTUNITIES POLICY STATEMENT

As an awarding body, Vino Studio 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:

- ensuring that the format and content of all syllabi, examinations and other materials meet the awarding body requirements and do not discriminate against anyone;
- anonymous assessment of examination candidates wherever possible;
- 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.
- making every effort to ensure that there is equality of opportunity in its 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 that they reflect the diversity of contemporary society;

The WSET is an equal opportunities organisation and will consider applications from any organisation or individual who can demonstrate that they meet our approval criteria. We do not give any one provider exclusivity to offer our qualifications in a defined territory or region.

This policy is published in the WSET® Approved Programme Providers Operating Handbook and should be made available to candidates upon request.

NOTE TO CANDIDATES

Candidates who believe they have been discriminated against should contact Vino Studio by email: michelle@michellebouffard.com

References and Definitions

[Race Relations Act 1976](#). This makes discrimination on the grounds of race, colour, nationality (including citizenship), and ethnic

or national origin unlawful. The law covers people from all racial groups, including white people.

[Sex Discrimination Act 1975](#). This deals with discrimination on grounds of sex or marriage and applies to men and women.

[Disability Discrimination Act 1995](#). This deals with discrimination against disabled people – that is, when someone treats a disabled person less favourably than someone else, without justification, for a reason related to their disability. Discrimination

also occurs if, without justification, a 'reasonable adjustment' is not made.

DDA. The Act applies to all those who provide goods

PRIVACY / DATA PROTECTION

Vino Studio collects students' personal information with their express consent for the sole purposes of providing courses and certification in wine and spirits education.

All student data shared with WSET will be handled under WSET's Privacy & Data Protection policy

Personal information Vino Studio collects:

- Name
- Address
- Postal code
- Phone number
- Email address
- Date of birth

How does Vino Studio protect the data that we collect?

Vino Studio is committed to the principles of data protection. We adhere to the ten principles established in the Personal Information [Protection and Electronic Documents Act](#) (PIPEDA) in conducting our business.

The ten principles of PIPEDA that Vino Studio follows are:

- Accountability
- Identifying purposes
- Consent
- Limiting collection
- Limiting use disclosure and retention
- Accuracy
- Safeguards
- Openness
- Individual access
- Challenging compliance

Vino Studio has implemented commercially reasonable, technical, and organizational measures to protect against risks such as loss or unauthorized access, destruction, use, modification or disclosure of data.

Vino Studio restricts employee access to students' personal information.

Vino Studio never sells, trades, or lends students' personal information to any other organization

What does Vino Studio need this information for?

To complete student registration for wine or spirits courses and examinations

To provide delivery and courier services with name, address and contact information to send students textbooks, study packs and certificates for enrolled courses.

Share Michelle Bouffard's and Tasting Climate Change newsletters with those students who have given us their express consent to do so.

Vino Studio may also use your personal information for other secondary reasons including:

To complete a sale or transaction for a wine or spirits course:

- Name
- Address
- Postal code
- Phone number
- Email address
- Date of birth

To disclose contact information with delivery services:

- Name
- Address
- Postal code
- Phone number
- Email address

Does Vino Studio share students' personal information with third parties?

Vino Studio shares students' personal information with The Wine & Spirit Education Trust (WSET Global) in London, U.K., for the express purposes of registering students for exams administered by WSET Global.

For further information please contact:

Vino Studio
5119 avenue Papineau
Montréal, Québec
Email: michelle@michellebouffard.com
Website: www.michellebouffard.com

Office of the Privacy Commissioner of Canada
30 Victoria Street
Gatineau, Quebec K1A 1H3
Phone: (819) 994-5444
Toll-free: 1-800-282-1376
Website: priv.gc.ca

COMPLAINTS POLICIES

Vino Studio aims to provide a consistently excellent level of service to students. We believe we achieve this most of the time: if we are not getting it right, please let us know.

We assist students in resolving issues regarding registering for courses or non-exam related concerns and promote a positive experience.

The school operates a complaints procedure for Wine & Spirit Education Trust (WSET) qualifications. Once we are in receipt of your formal complaint, we will deal with it promptly, effectively and in a positive manner. Vino Studio will do its best to resolve formal student complaints relating to WSET academic and non-academic issues within 30 working days. On occasion, the process may take longer.

No student will be treated unfairly, criticized or retaliated against for using this procedure in a cooperative manner.

Who can make a complaint?

Anyone who has been adversely affected by or has witnessed the cause of dissatisfaction, may make a complaint. Third parties (anyone acting on behalf of the affected person) submitting a complaint may only do so with written permission to represent the complainant and their interests, which the complainant must present to Vino Studio.

How to make a complaint

You must make your complaint no later than six months after the cause for complaint has occurred, but we encourage you to raise complaints as soon as possible because delays make it more difficult to

investigate effectively. We will not accept complaints made six months or more after incident unless there are exceptional circumstances.

Step 1: Informal process

Vino Studio encourages you to contact us by email at michelle@michellebouffard.com to explain your problem. We may be able to resolve your concern quickly and easily through an informal approach where we aim to address the issue by providing a solution, explanation, or another acceptable outcome. If your concern cannot be resolved informally, please submit a Formal Complaint.

Step 2 – Formal complaint

If you complaint cannot be resolved informally, please submit a Formal Complaint. Write an email to Vino Studio via michelle@michellebouffard.com including your full name, email, description of the issue and the resolution you are looking for. Vino Studio will respond within three weeks and provide a resolution.

Step 3: Formal complaint to WSET

If the response you received from Vino studio is still not satisfactory and you have exhausted all possibilities with Vino Studio, you may file a complaint with WSET's quality assurance team about Vino Studio by emailing qa@wsetglobal.com.

Standards of behaviour

No member of staff will be assigned to investigate a case if they have been involved in the situation or event giving rise to the complaint. We will treat you with courtesy, respect, and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness. We will not tolerate threatening, abusive or unreasonable behaviour by any complainant and will cease communication immediately if this occurs.

PAYMENT, REFUNDS & CANCELLATIONS

Payments

All bookings made prior to the event must be paid in full to guarantee registration. Once payment has been received, an email confirmation and a receipted invoice will be sent.

Substitutions, Cancellations & Refund

If a participant cancels, he may nominate an alternative person to attend up to 24 hours prior to the start of the event, at no extra charge. Should substitution not be possible, cancellation charges apply as follows:

8 weeks or more prior to start of event: 10% of the participants fee.

4 to 8 weeks prior to start of event: 50% of the participants fee.

3 weeks or less prior to start of event: 100% of the participants fee.

All substitutions and cancellations must be received in writing at michelle@michellebouffard.com

SPECIAL CONSIDERATION POLICY

Special consideration is any adjustment given to a student who has temporarily experienced an illness or injury, or other event outside of their control at the time of the exam that significantly affects their ability to take the exam or their ability to show their knowledge and understanding in the assessment. Special consideration is only for things that happen immediately before or during an exam that have a material impact on your, the student's, ability to take the exam or on your performance.

To be eligible for special consideration, you must have completed the whole course and would have been fully prepared if not for the temporary illness, injury or other uncontrollable event. A special consideration may be for an individual (e.g. a student becomes ill the day of the exam) or a group of students (e.g. an exam is interrupted by a natural disaster).

You may be eligible for special consideration if:

- Your performance on the exam is adversely affected by an event outside of your control. This may include temporary illness, temporary injury, bereavement or exam room conditions;
- Reasonable adjustments which were agreed in advance of the exam proved inappropriate or inadequate;
- The application of special consideration would not make a passing result and certificate misleading about the student's ability to satisfy the qualification's assessment criteria.

Applying for special consideration

If you have taken an exam, or your exam is immediately approaching, and you feel that you have a temporary injury or illness, or other uncontrollable event that has interfered with your ability to complete your exam, please contact Vino Studio via email at michelle@michellebouffard.com as soon as possible. Vino Studio will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 5 working days or less after the effected exam. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

If there has been serious disruption during an exam affecting a group of students, Vino Studio will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration. Vino Studio will keep records of all applications for special consideration.