

Policy Documents for APP Oslo Wine School

Updated August 2024

This document contains information for students about our policies

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Policy 1: Terms & Conditions of Enrolment, Payments, Cancellations and refunds

Bookings: All bookings are binding once submitted to Oslo Wine School either via our website or email kurs@oslowineschool.no. Once your booking has been received, you will receive a confirmation email. Course payments must be paid in full prior to the payment deadline. The deadline for course bookings and course payments is usually 6 to 12 weeks prior to the course depending on the level of WSET course.

Payments: Payments can be made by online via Mystore, Vipps or by bank transfer to DNB account number 1506.10.78735 OSLO WINE SCHOOL AS.

Cancellations & refunds: After the individual course payment deadline, all cancellations regardless of cause will be subject to pay an administration fee, the costs of materials, and any additional costs related to exam registration and will receive a limited refund. Cancellations less than 14 days prior to the course start date are subject to pay course fees in full with no refund and without any exceptions. Any cancellations must be sent in writing to kurs@oslowineschool.no

Oslo Wine School reserves the right to cancel or change any planned course days in the event of insufficient participants. Under such circumstances students who have already paid their course fees in advance of the payment deadline will receive a full-refund or the option to participate on new course dates.

Allergies and medical conditions: If you suffer from any allergies (incl. nut allergies) or medical conditions that may affect your participation in our courses or examinations, this must be indicated on the booking form so we can accommodate any special requirements you may have.

Participating in our courses and tastings: Please refrain from wearing any strong-smelling perfume, aftershave, body creams or deodorants when participating on courses as this can affect the sensory experience of the wines for fellow course participants. It is prohibited to remove any sample bottles of wine from the course venue following the course. Our courses are educational therefore the use of spittoons during tastings is requirement. Any course participants who are deemed to be intoxicated and/or disruptive will be removed from the course premises.

Responsible Drinking: we strongly encourage all our course participants to adopt responsible drinking. More information is available in Norwegian from HelseNorge (<https://helsenorge.no/rus-og-avhengighet/alkohol>) or Drink Aware (www.drinkaware.co.uk) in English

Policy 2: Complaints Policy

Oslo Wine School aims to provide a consistently high level of service for its students. Whilst great care is taken to maintain our high standards, occasionally we may fall short. Oslo Wine School is committed to listening and responding to any complaints made by students with the aim to improve our services and prevent recurrent problems.

Oslo Wine School aims to provide a supportive environment in which students can feel confident in the knowledge that their feedback both positive and negative will be listened to and acknowledged and that we will make an appropriate response to resolve any problems. Dissatisfaction may be associated with the service provided, or the way an individual perceives they have been treated by Oslo Wine School member of staff or representative which may or may not be justified or associated with professional misconduct.

Making a complaint:

1. Students who wish to make an informal suggestion or small complaint in connections with our services are welcome to contact us directly by calling our office +47 95405092 or send an email to kurs@oslowineschool.no so that we can discuss further and quickly solve any issues.
2. For more serious matters and complaints related to standard of service, actions or lack of action taken by Oslo Wine School as a WSET course provider, conduct of a member of its staff, representative or WSET student, the following action is required:
 - i. Address an email to kurs@oslowineschool.no with the heading "COMPLAINT"
 - ii. Provide full name, address and contact information
 - iii. Fully outline the nature of the complaint and include any supporting documents
 - iv. Give details of any previous attempts to resolve the problem (if applicable)
3. Any students who have concerns about the complaints procedure or processing time can at any time contact Jane Nisbet Huseby, General Manager of Oslo Wine School by email jhuseby@oslowineschool.no

Response time:

All written complaints will be acknowledged by email – within 3 working days. A response to the complaint will be sent within 10 working days. Oslo Wine School will do everything possible to review the complaint with the aim to resolve the situation quickly taking corrective action locally.

Complaints related to WSET Award's decisions:

If the nature of the complaint is related to the WSET Award's decisions and cannot be resolved locally, Oslo Wine School will contact WSET Awards in London to discuss the cause of dissatisfaction with the aim to resolve the situation quickly.

- If the situation is still not resolved, Oslo Wine School will forward in writing the full complaint. WSET Awards has a policy of responding within 20 days of receiving a complaint.
- If the complaint is still not resolved, the complaint will be forwarded in writing to be reviewed by the Awards Management Team which has a policy of responding within 30 days of receiving a complaint.
- If the complaint has not been resolved by the Awards Management Team, a written complaint will be sent to the Centres Co-ordination and Quality Assurance Manager which has a policy of responding within 20 days.
- In the event that the complaint has not been resolved by the Centres Co-ordination and Quality Assurance Manager, a written complaint will be sent to the Director of Awards and the complaint will be reviewed by the CEO of WSET with a response time of 40 days.

Equality of access, treatment and confidentiality:

Oslo Wine School would like to emphasise that the act of filing a complaint will in no way prejudice the complainant or student, and that confidentiality will be guaranteed unless the student waives this right. However, students must be aware that while Oslo Wine School and WSET Awards will not divulge their name, the circumstances of the complaint could potentially make them identifiable to other parties involved in the investigation.

Conflict of interest Policy

Purpose:

The purpose of this policy is to help Oslo Wine School staff members to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of Oslo Wine School and WSET Awards as a provider of WSET courses and manage risks

Objective

Oslo Wine School aims to ensure that all staff members incl. part-time and contracted members are aware of their obligations to disclose any conflicts of interest that they may have, and to comply with this policy to ensure that they effectively manage those conflicts of interest as representatives of Oslo Wine School.

Scope

This policy applies to all members of staff incl. part-time and casual contracted staff members and any other employees, or voluntary workers involved in any business or course activities of Oslo Wine School.

Definition of conflict of interests

A conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interest of Oslo Wine School or WSET Awards. Personal interests include direct interest of family, friends, other organisations that they may be involved in or have an interest in (for example, as a shareholder) and other duties or work for other companies or organisations. A conflict of interest may be actual, potential or perceived and may be financial or non-financial, and could adversely influence a person's judgement, objectivity or loyalty to act in the best interest of WSET Awards and Oslo Wine School when conducting activities associated with the WSET qualifications and must be managed accordingly

Policy

Oslo Wine School will manage conflicts of interest by requiring all members of staff to:

- Avoid conflicts of interest where possible
- Identify and disclose any conflicts of interest
- Carefully manage any conflicts of interest, follow this policy and respond to any breaches

Examples of conflicts of interest:

- The undertaking of any assessment or moderation of assessment of candidates by an individual who has a personal interest in the results of the assessment for any or all of the individual candidates concerned
- The tutoring of candidates by an individual involved in the assessment process (examinations)
- The undertaking of a WSET qualification by an individual employee by an APP
- The invigilation of a WSET assessment by an individual involved in the delivery of training leading to the assessment
- The coaching of candidates by an individual involved in the assessment of candidate scripts or the authoring of examination questions
- The employment of an individual engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP.

Action required for management of conflicts of interest

1. Whilst some conflicts of interest can be avoided or managed locally and are therefore acceptable, others such as an individual responsible for authoring examination questions also being involved in teaching or coaching students must be avoided at all costs.
2. Any individual involved with the delivery of WSET qualifications who becomes aware of a Conflict of Interest must notify the management team immediately by sending an email to Jane Nisbet Huseby, General Manager, Oslo Wine School AS jhuseby@oslowineschool.no
3. A Conflicts of Interest declaration form will then be sent immediately to Centres Co-ordination and Quality Assurance Manager (CCQAM) and is recorded by WSET Awards on the Conflicts of Interest Register. Any resulting recommendations by WSET Awards will be implemented immediately to avoid or manage any future conflicts of interests
4. Note: failure to declare a Conflict of Interest may be in breach of the terms of approval and sanctions may be applied in accordance to WSET Awards Malpractice and Maladministration Policy.

Compliance with this policy

On an on-going basis, all staff involved with the delivery of WSET courses are responsible for

- the identification, disclosure and management of conflicts of interest
- monitoring compliance with this policy

Oslo Wine School is committed to reviewing this policy with staff on an annual basis to ensure that the policy is operating effectively.

Any staff members who fails to disclose any conflicts of interest, will be subject to disciplinary action which may include termination of any contractual or employment agreements

Data protection Policy

Introduction

Oslo Wine School takes its responsibility with regard to Data protection and the General Data Protection Regulation (GDPR) very seriously. Oslo Wine School obtains, uses, stores and otherwise processes personal data related to potential students and staff, current students and staff as well as former students, contractors, website users and contacts, collectively referred to in this policy as data subjects. When processing personal data, Oslo Wine School is obliged to fulfil individual's reasonable expectations of privacy by complying with GDPR and other relevant data protection legislation and laws.

This policy therefore seeks to ensure that we are clear about how personal data must be processed, that Oslo Wine School complies with the data protection laws and with good practice, and that both the company and data subjects are protected as much as possible from risks of personal data breaches.

Scope:

This policy applies to all personal data we process on behalf of Oslo Wine School and WSET Awards regardless of where that personal data is stored (e.g. on company or employee's devices) and regardless of the data subject. All staff and others processing personal data on behalf of Oslo Wine School are obliged to read this policy and adhere to it entirely. All students are invited to read this policy to ensure they understand how their data will be managed.

Data refers to the information held about an individual that may be processed by Oslo Wine School and forwarded to WSET Awards in order for it to carry out its function as an awarding organisation. Data may include certain categories of sensitive data such as individual racial or ethnic origin, physical or mental health condition which is required by the Regulator of WSET Awards in connection with the delivery of WSET Awards

Personal data protection principles:

1. Data will be processed lawfully, fairly and in a transparent manner.
2. Data is collected only for specified, explicit and legitimate purposes for the correct management, processing and running of WSET wine courses, other wine courses and events.
3. WSET Awards requires the collection and processing of personal data including the candidate's name(s), date of birth, gender and email for the purposes and awarding of WSET qualifications and collecting feedback from candidates. In some cases, additional information (including sensitive personal data related to health) will be collected to support requests for Reasonable Adjustments and Special Considerations during assessments and examinations. Personal data required by and processed by WSET Awards will only be collected in the context of examination registrations, certification claims, issuing examination results and providing post-results services. As required, on occasions, some personal information may be transferred to third parties such as examiners outside the European Economic Area.
4. Data collected by Oslo Wine School and transferred to WSET Awards will not be shared or disclosed to any third parties. Data cannot be disclosed to anyone outside of Oslo Wine School and WSET Awards without prior written consent of the individual
5. All records are kept up-to-date and accurate as possible, and Oslo Wine School relies on individuals to communicate any changes so that records can be updated and sent to WSET Awards
6. Emails for multiple recipients will be sent as blind-copied to avoid sharing of emails amongst a larger group.

Data Subject's Rights

Data subjects have the rights to access the personal data we hold, withdraw consent of processing data and prevent our use of the personal data for direct marketing purposes at any time. Additionally, data subjects can object to our processing of personal data in limited circumstances, or ask us to erase personal data in situations where data collection is no longer necessary for the purpose for which it was collected, the data is incorrect or incomplete, to prevent processing that is likely to cause damage or distress to the data subject or anyone else, or may result in a high risk to their rights and freedoms.

Requests for information about any data held on a data subject or any further enquiries about our Data Protection policy can be sent to kurs@oslowineschool.no with the heading "Data Protection". Email requests will be acknowledged within 3 working days and a full answer will be sent within 10 working days.

Data Security Arrangements

Oslo Wine School and WSET Awards ensures that appropriate measures are in place to protect data systems securely. In the event of an unauthorised use of data or data loss, the individual will be notified and a recovery plan implemented. In addition, we will review our operating procedures and risk assessments to further tighten security if necessary. Further information on the Data Security Policy of WSET Awards can be obtained on request.

Reasonable Adjustments

Introduction

A reasonable adjustment is defined as any action that helps reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation. Actions include allowing extra time to complete an assessment activity, providing large text materials, a language interpreter or reader, or re-organising the room to adapt to any disabilities. The use of reasonable adjustment is not taken into account during the assessment of a candidate's actual work.

Scope:

The Reasonable Adjustments Policy can be applied to all candidates who can provide supporting evidence of any special education needs or disabilities.

Procedure for application for Reasonable Adjustments consideration:

1. When enrolling on a WSET course with Oslo Wine School, any candidate who wishes to apply for Reasonable Adjustments must indicate their interest by email when they send in their course enrolment booking form to kurs@oslowineschool.no
2. On receipt of the booking form, within 3 working days, Oslo Wine School will send the official Reasonable Adjustments Application Form to the candidate for completion. The application form must be returned completed to Oslo Wine School minimum **8 weeks** prior to the examination date. Note: late submission of the Reasonable Adjustments Application Form may result in rejection of the request.
3. On receipt of the Reasonable Adjustments Form, Oslo Wine School will immediately send the application form to WSET Awards Assessment Manager. As soon as a reply has been received, the candidate will be informed of the outcome.
4. Data Protection: sensitive personal data related to health will be collected to support requests for Reasonable Adjustments and Special Considerations during assessments and examinations and will be sent to WSET Awards. All information will be treated as strictly confidential. For further information, please read our Data Protection Policy.

Special Considerations

Special Consideration is an action taken after the 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. Special consideration will not give unfair advantage over candidates for whom special consideration is not being applied, or alter the assessment demands of the qualification.

Scope:

Candidates can be eligible for Special considerations under the following circumstances:

1. Performance in an assessment is affected by circumstances beyond the control of the candidate, including recent personal illness, accident, bereavement or examination room conditions
2. Alternative assessment arrangements which were agreed in advance of the assessment proved to be inadequate or inappropriate
3. The application of special consideration would not mislead the user of the certificate as to the candidate's attainment.
4. WSET does not award aegrotat certificates in the case that the candidate was too ill to take the exam. All assessment requirements of a WSET qualification must be met.

Procedure for applying for Special Considerations:

1. Students who wish to apply for Special Consideration must send an email to kurs@oslowineschool.no marking "SPECIAL CONSIDERATIONS REQUEST" in the heading of the email and provide independent documentation to support the request within **3 working days** following the actual examination date.
2. The request will then be forwarded to WSET Awards for assessment using the Special Considerations Application Form within 7 working days. As soon as a reply has been received from WSET Awards, the candidate will be informed of the outcome.
3. In the case of serious disruption during the examination, the Examination Officer in Oslo Wine School will immediately send a detailed report of the circumstances and candidates affected to WSET Awards together with the completed examination papers.

Data Protection: any sensitive personal data collected to support requests for Special Considerations during assessments and examinations and will be sent to WSET Awards. All information will be treated as strictly confidential. For further information, please read our Data Protection Policy.

Diversity and equality Policy

Oslo Wine School is committed to upholding the principles of diversity and equality in all areas of its work to ensure that all staff members, students and other stakeholders are treated fairly and equally at all times. The Diversity and equality policy must be read by all Oslo Wine School staff and workers and made available to students on request

Purpose:

Oslo Wine School is committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workplace and enhance the way we work.

Definition of Equality and Diversity:

Equality can be defined as breaking down barriers, eliminating discrimination and ensuring equal opportunities and access for all groups both in employment and the delivery of goods and services. Diversity can be defined as celebrating visible and non-visible differences and valuing everyone as individuals and by respecting this everyone can feel valued for their contributions.

Scope and Policy:

Oslo Wine School and its staff, workers and other related persons are fully committed to upholding the principles of diversity and equality in all areas of our work including the following:

1. Promote open access to WSET qualifications in accordance with the legal minimum age of alcohol and assessed competence standards
2. Ensure all staff, contractors and other workers are aware of our policy and are trained adequately in line with the contents.
3. Ensure that the format and content of all specifications, examinations and other WSET Awards material to 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.
4. Allow candidates with special educational needs, disabilities or temporary injuries to access WSET assessments without changing the demands of the assessment in line with the Reasonable Adjustment and Special Considerations Policies.
5. Ensure that this policy is taken into account with the development of new courses and services
6. Ensure that data collation and monitoring of candidates age, gender, ethnicity and access arrangements are reported in a professional and non-attributable format
7. Invite participation, feedback and suggestions on diversity issues from staff, students and other stakeholders, as well as work with relevant organisations in Norway to develop measures to identify and prevent inequality of opportunity
8. Review our policy regularly to ensure that it continues to meet legislative and organisational requirements and is fit for purpose.

Students who have any questions about our Diversity and Equality Policy are invited to send an email to kurs@oslowineschool.no with the heading "Diversity and Equality" on the email. Acknowledgement of receipt of email will be given within 3 working days and enquiries answered fully within 10 working days.

Malpractice and Maladministration Policy

Introduction:

Malpractice can be defined as non-compliance in which acts or incidents are intentional or the results of negligence, whilst maladministration can be defined as acts or incidents which are accidental without any real intentional cause. The boundaries between malpractice and maladministration are not clear-cut and some incidents may fall into either category depending on the wider context. The aim of this policy is to ensure the integrity of WSET qualifications and the interests of WSET students are protected and that Oslo Wine School fully complies with the WSET Policies and Procedures. All incidents of malpractice and/or maladministration have consequences and will be fully investigated by WSET Awards

Potential areas of malpractice or maladministration by an APP

- Failure to adhere to the terms of Centre Agreement or WSET Policies and Procedures
- Failure to adhere to the APP Code of Conduct
- Failure to report changes in ownership, personnel, location, facilities
- Denial of access to information, documentation, workforce, facilities.
- Failure to carry out course or assessment delivery in accordance with WSET Awards requirements
- Failure to adhere to WSET Award's candidates' registration and certification procedures
- Late student registration
- Fraudulent claim, use, reproduction or forgery of WSET certificates
- Withholding information from WSET Awards which is critical to maintain the rigour of quality assurance.
- Inadequate and insecure storage of assessment materials
- Breach of confidentiality
- Any other action likely to lead to an adverse effect,
- Failure to disclose any conflict of interest
- Issue of incorrect exam results, failure to issue results to students in a timely manner
- Unauthorised reading, amendment, copying, distribution of exam papers
- Failure to respond to WSET Awards in a timely manner
- Failure to return examination papers within the specified timeframe or to follow delivery and tracking regulations
- Use of unqualified and/or unregistered educators or internal assessors
- Misleading advertising or publicity

Potential areas of malpractice or maladministration by a student or candidate

- Submission of false or inaccurate information to gain a qualification
- Cheating, including use of unauthorized devices or materials
- Disruptive behaviour during an examination
- Plagiarism of any nature by students
- Impersonation including forgery of signatures
- Breach of confidentiality
- Any other action likely to lead to an adverse effect,
- Failure to disclose any conflict of interest
- Unauthorised reading, amendment, copying, distribution of exam papers
- Denial of access to information or documentation required by WSET Awards

Responsibility of Oslo Wine School as an APP

Oslo Wine School is a serious provider of WSET courses who aims for excellence in all the services we provide. We are fully committed to offering a professional, quality driven services and adhering to the strict rules and regulations set out by WSET Awards.

In order to maintain the high standards of WSET Awards, we are committed to the following:

1. Oslo Wine School is committed to the implementation of a quality management and reporting system to ensure compliance with WSET policies and procedures, which is review regularly to ensure they are fit for purpose.
2. Oslo Wine School is committed to implementing a risk assessment system on how to best prevent, investigate and deal with any allegations of malpractice or maladministration.
3. All incidents of any non-compliance will immediately be reported to WSET Awards in order to take corrective and preventative measures as required.
4. All staff (including the Main Contact, Examinations Officer, Nominated Educator and Educators) must attend an introduction workshop to ensure they fully understand the rules and regulations set out by the WSET Awards and the standards of behaviour set out in the Code of Conduct
5. All staff (including the Main Contact, Examinations Officer, Nominated Educator and Educators) are obliged to read the latest addition of the APP Handbook and sign a form that they have read it
6. All staff (including the Main Contact, Examinations Officer, Nominated Educator and Educators) are required to sign a confidentiality and data protection agreement to ensure the safe handling of any information between Oslo Wine School, WSET Awards and students/WSET candidates
7. Any staff (Main Contact, Examinations Officer, Invigilators and administration staff) involved with the handling of any course registrations, bookings, examination requests, application forms for Reasonable Adjustments and Special Considerations as well as any complaints, must be fully aware of the Oslo Wine School Critical Path procedures to ensure we meet all internal and external deadlines correctly.
8. The Examinations team (Examinations Officer, Main Contact, Invigilators and admin staff) must have read and understood all information in the APP Handbook related to Running Exams, Examination Guidelines, Invigilation Arrangements, and the Exam Day Process prior to the actual day of examinations. In addition, the Examinations team agrees to meet for an exams orientation meeting in the 7 days prior to an examination to answer any questions.
9. Prior to enrolment, potential students will be provided with adequate information so that they fully understand the commitment required by Oslo Wine School and WSET Awards
10. Promote responsible consumption of wines, spirits and sake

Responsibilities of students and potential WSET Candidates:

1. WSET certifications are professional qualifications regulated by Ofqual and offered globally around the world. Students are expected to respect the requirements of WSET Awards as an educational body and Oslo Wine School as a provider of these courses in Norway.
2. Any students failing involved in malpractice risk having sanctions applied to them including a written warning, exam results being declared null and void, disqualification from a qualification or ultimately being disqualified from participating in any future courses or assessments leading to WSET qualifications.
3. If Oslo Wine School fails to meet the standards expected or they feel maladministration or malpractice has led to them being disadvantaged, students are invited to contact us to discuss their complaints via telephone or email and should refer to the Complaints and Appeals Policy for further information on how to submit a complaint.

Commitment by WSET Awards:

1. Any non-compliance incidents will be logged by WSET Awards and a case officer will be assigned to investigate. The investigation will be concluded within 30 working days of receipt of the allegation, unless in exceptional cases when a visit to an APP is required and under such cases an approximate timescale will be given.
2. During the investigation WSET Awards may request further information from parties involved, conduct interviews, require an internal investigation by APP, report the non-compliance to the Regulator and/or arrange a visit to the APP involved
3. If malpractice or maladministration is identified, WSET Awards will consider its impact and may apply sanctions accordingly, whilst taking all reasonable steps to ensure that students who are affected by malpractice or maladministration through no fault of their own are not disadvantaged. However, in some cases, it may be necessary to disallow or withhold results and/or certificates.
4. Any organisation or individual that wishes to consider appealing against penalties or sanctions imposed by WSET Awards, should follow the procedure laid out in the Policy on Appeals against WSET Awards Decisions.