



MIDWEST WINE CENTER

WSET APP Policies



WSET
APPROVED
PROGRAMME PROVIDER



Admission Policy

Students must be at least 21 years of age at the time of course enrollment. A government issued identification must be presented on the initial course day and on the day of examination in order to verify the identity of all candidates.

Attendance Policy

Course attendance is closely related to student and exam success. As such, students are responsible for attending each class, arriving in a timely manner, completing suggested homework assignments, and taking exams on time. Students are advised to notify instructors of expected absences and request assistance when needed. An attendance roster will be held for all WSET courses. Should a student miss more than 25% of the sessions presented, this will be noted in the attendance record and the student informed via email of the missed courses and options for postponing the course examination. The student's response will be recorded. The student will have until three weeks before the exam date to postpone the exam or s/he will be automatically enrolled in the exam.

Complaints and Appeals

Midwest Wine Center's (MWC) mission is to provide exceptional wine education classes and a positive student experience. We value student feedback. Should a concern or complaint arise, students are asked to discuss the issue directly with the instructor or MWC staff member. In the instance that a student cannot speak directly to the individual, complaints should be directed to the MWC administrator via phone at 414-546-3407, in person, or in writing emailed to info@corvinawinecompany.com. MWC will respond in a timely manner to formal complaints with the goal of resolution within 30 days or less.

Midwest Wine Center must have received a formal complaint and a proposed resolution before a complaint can be referred to WSET. If this process has been exhausted the candidate can contact WSET QA via email at: QA@wsetglobal.com.

When submitting a complaint, the complainant must provide the following:

- Name, address and contact information
- Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behavior
- All supporting information i.e. relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- What action or response they seek to resolve the dissatisfaction.



Conflicts of Interest

It is the intent of Midwest Wine Center to treat all students equally and to minimize practices which may be deemed as unfair. A Conflict of Interest exists where an individual 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 Interest in the context of an awarding organization include:

The undertaking of any assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned.

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 in place to maintain the integrity of the assessment, provided this has been notified to WSET in advance.

Registration of any students which may be deemed to be at risk for being a conflict of interest will be noted by the school director and forwarded to QA at: QA@wsetglobal.com . Given that all exams are graded offsite by WSET, MWC agrees to secure all exams prior to completion and post completion per WSET guidelines without student assistance.

If a student feels the need to raise a Conflict of Interest please provide contact information and contact method to MWC to be submitted to QA at: QA@wsetglobal.com .

Reasonable Adjustments and Special Considerations

Both WSET and Midwest Wine Center 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 Midwest Wine Center 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-organizing the assessment room, such as removal of visual stimuli for an autistic candidate.

Midwest Wine Center 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 Midwest Wine Center, 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, Midwest Wine Center 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 Frank at frank@corvinawinecompany.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 30 working days before the exam date for Levels 1-3 qualifications and at least 45 working days before the exam date for Level 4 Diploma. The information you submit will be shared with WSET and will be handled under WSET's Privacy and

Data Protection Policy.

Midwest Wine Center will keep records of all reasonable adjustment applications.



Special Considerations

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 Frank at frank@corvinawinecompany.com as soon as possible. Midwest Wine Center will provide you with a Special Consideration

Application Form, which must be completed and returned with supporting documentation within 5 working days 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, Midwest Wine Center will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

Midwest Wine Center will keep records of all applications for special consideration.



Diversity and Equality

Midwest Wine Center believes that all people deserve the right to fair, and equitable, wine education. It is the policy of Midwest Wine Center to afford equal opportunity to all without regard to age, race, religion, color, sex, national origin, marital status, sexual orientation, or pregnancy, and to afford equal opportunities to disabled veterans, individuals with a disability, and any and other characteristic protected by federal, state or local law. If there are any questions please contact MWC at: info@corvinawinecompany.com .

Malpractice and Maladministration

The goal of the Midwest Wine Center Malpractice and Maladministration policy is to protect both the interests of students and the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures. This policy provides a framework for the identification, reporting, and management of potential malpractice or maladministration and an overview for the potential sanctions.

There are two general categories of non-compliance with WSET Policies and Procedures:

1. Maladministration- non-compliance is not intentional but rather, accidental; and
2. Malpractice where non-compliance is either intentional or occurs as the result of negligence.

Often the boundaries between these issues are not clearly defined and some incidents may fall into either group depending upon the broader context. For example, a maladministration issue may in fact become malpractice via failure of implementation of corrective measures, incident repetition, or additional non-disclosure or misrepresentation attempts. Furthermore, an incident of malpractice may be deemed to be maladministration if there are additional extenuating circumstances.

Determination of whether a situation is deemed maladministration or malpractice is completed by WSET following an investigation.



Examples of Maladministration or Malpractice may include but are not limited to:

Failure to comply with the MWC Code of Conduct

Failure to carry out course or assessment delivery in accordance with WSET requirements

Failure to adhere to WSET's candidate registration and certification procedures

Late student registrations

Disruptive behavior an exam

Plagiarism of any nature by students

Breach of confidentiality

Cheating which may include the use of unauthorized materials or devices

Use of social media platforms to post copyrighted content or exam information

False or inaccurate submission of information in order to gain a qualification

Dissemination of misinformation and/or slandering of WSET or Midwest Wine Center via social media platforms and/or written communication

Malpractice and Maladministration Procedures

Non-compliance in an Assessment (Examination) Non-compliance: Midwest Wine Center is committed to ensuring compliance with WSET Policies and Procedures. During an examination, should an invigilator note non-compliance, they will record the situation and notify the Examinations Officer directly. WSET will be immediately notified by written note and sent directly to Quality Assurance by the MWC Examinations Officer.

Non-compliance by a school staff member or Educator: Should a school staff member or Educator be suspected of non-compliance of WSET and/or MWC Policies or Procedures, the WSET Main Contact will record and submit a detailed report to WSET Quality Assurance.

Observed or suspected Malpractice or Maladministration by Candidates: Should a WSET Candidate observe or suspect Malpractice or Maladministration at Midwest Wine Center, please refer to MWC complaints policy for procedure.

Potential sanctions for Student Malpractice include but are not limited to:

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.

Disqualification from use of WSET certified logos and post nominals: Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET post nominals and WSET



certified logos.

Cancellations, Refunds, and Re sit fees

All course and examination fees must be paid in full upon signing the enrollment agreement by check, cash, or credit card. Course transfers of a confirmed booking either to another course or applicant can be made up to 14 days before the course start date on payment of a \$50.00 administrative fee plus the cost of any additional study materials which may be applicable. Course transfers cannot be carried forward to a subsequent academic year. Any requests for transfers must be sent in writing via email to Frank at: info@corvinawinecompany.com or via mail: Corvina Wine Company Attn: Midwest Wine Center 6038 W. Lincoln Ave. West Allis, WI 53219

Requests for registration after the registration deadline will be considered on a case by case basis and will be assessed a \$50 late registration processing fee.

Due to WSET exam order deadlines, all examination transfer requests must be made at least 30 days prior to the original examination date in order to avoid paying a new exam fee. Examination dates are connected to the course that you book and any transfer to an alternative date will incur an administration fee of \$50. Requests for rescheduling within 30 days prior to the exam date will incur new exam fees as follows: \$200.00. If the exam change request is late or if a student is not present on the scheduled exam date, a new exam fee of \$200.00 will apply. Any requests for examination transfers must be sent in writing to Frank at: info@corvinawinecompany.com or via mail: Corvina Wine Company Attn: Midwest Wine Center 6038 W. Lincoln Ave. West Allis, WI 53219

Students who cancel within 14 days of registration and at least 14 days prior to the start of the course will receive a full refund of payment minus a \$50 non-refundable registration fee. Cancellations outside of this time will forfeit all payments. Any requests for cancellation must be sent in writing via email to:

Frank at: info@corvinawinecompany.com or via mail: Corvina Wine Company Attn: Midwest Wine Center 6038 W. Lincoln Ave. West Allis, WI 53219***



COURSE CANCELLATIONS

Midwest Wine Center reserves the right to cancel or change a course date. MWC will normally arrange an alternative date in these infrequent circumstances and offer students either a transfer to a new date or, if this date is not convenient an alternative course. If neither option is made available by MWC, a refund, minus the full cost of the study materials and any wine kits supplied, will be offered.

MWC strongly advises that students arrange insurance to cover unforeseen events such as illness, unfavorable weather, or cancellation of a course for which travel and accommodation costs have been incurred.

Data Collection and Protection

Midwest Wine Center is committed to protecting the privacy of our students and teachers. We respect and keep safe any personal data shared with MWC and WSET. Data passed to WSET will be handled in accordance with WSET Data Protection.

All pertinent candidate data that is collected will be stored in an electronic database accessed by a secure password. Any paper documents with confidential information including exams, candidate numbers, course records, etc. will be held in a locked cabinet which is accessible only by authorized staff. All data collected by MWC is not sold or shared with third parties for marketing purposes. Should candidates or staff have any questions about this policy or information, they may contact us at info@corvinawinecompany.com

This policy may be updated; candidates are encouraged to visit the website for the most up to date policy.

CORVINA
WINE COMPANYSM

