

WSET Specific Policies

Authorised Program Provider: Melbourne Polytechnic

APP no. 1329

Complaints and Appeals Policy

In the event any WSET student that has chosen to study at Melbourne Polytechnic is not satisfied with the level of service provided, they should take the following steps:

- 1) In the first instance relay the complaint to Melbourne Polytechnic by emailing shortcourses@melbournepolytechnic.edu.au covering the following aspects:
 - State student name and the course attended
 - Outline the complaint (with any supporting documents)
 - Details of any previous attempts made to resolve the problem
- 2) Melbourne Polytechnic will reply within **10** working days with a proposed resolution
- 3) If a student is not happy with the resolution they may escalate the complaint directly to WSET's Quality Assurance Team qa@wsetglobal.com
- 4) WSET will reply within **20** working days with an outcome
- 5) If the complaint is still unresolved, the candidate may submit an appeal within **10** working days of receiving the outcome, to qa@wsetglobal.com which includes the grounds for appeal, new supporting information, and the desired outcome. WSET will investigate and provide an outcome within **30** working days.

Please note all complaints are treated confidentially and will not result in any prejudice toward the student.

Conflict of Interest Policy

As a regulated awarding organisation, WSET is required to identify, monitor and manage actual, potential and perceived conflicts of interest. This is essential to safeguard the integrity of WSET qualifications and promote confidence in WSET processes.

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.

Identification of Conflicts of Interest Any individual involved in the delivery of WSET qualifications who becomes aware of a Conflict of Interest must inform Quality Assurance (QA) in writing immediately. Conflict of Interest declarations will be recorded by WSET on the Conflicts of Interest Register

Melbourne Polytechnic will actively monitor for and report to WSET any conflict of interest whilst facilitating WSET courses. As an experienced approved programme provider for more than 10 years, Melbourne Polytechnic is well placed to manage any conflicts of interest as they arise.

Privacy and Data Protection Policy

Melbourne Polytechnic is committed to protecting your privacy. At all times we aim to respect any personal information you share with us, or that we receive from others, and keep it safe.

Personal information we collect for WSET courses that relates to you:

- Your name, date of birth, gender and contact details for registration with WSET
- Date of booking and course you attended
- All email correspondence for one year
- Your WSET candidate number
- Your Exam results

Your personal information is kept in secured databases at Melbourne Polytechnic which are restricted access and password protected.

Your personal information is not shared with any third party other than WSET.

Please also refer to the Melbourne Polytechnic general Privacy Policy outlined on our website.

In order for WSET to provide you with products and services, they on occasion share some of your personal information with certain approved third parties. These include course providers, examiners, suppliers (for example, the WSET IT services provider) and regulatory bodies (e.g. Ofqual, the Charity Commission or Information Commissioner's Office). WSET reserve the right to disclose your personal information to third parties: (a) in the event that we buy or sell any business or assets, in which case WSET may disclose your personal information to the prospective buyer or seller of such business or assets; (b) if substantially all of WSET assets are acquired by a third party, personal information held by WSET may be one of the transferred assets, (c) with their professional advisors (e.g. lawyers), (d) if WSET are under any legal or regulatory obligation to do so, and (e) in connection with any legal proceedings or prospective legal proceedings. WSET will let you know in advance if they share your information with any other third party.

Diversity and Equality Policy

Melbourne Polytechnic is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all students are treated fairly and equally at all times.

Melbourne Polytechnic assures equality of opportunity for all 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, exams 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 (having regard to the legal minimum age for the retail purchase of alcohol and assessment competence standards)
- Allowing candidates 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
- Inviting feedback on diversity issues from candidates
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose.

Candidates who believe they may have been unfairly discriminated against by Wine House should raise this directly with the Melbourne Polytechnic *Course Administrator* at shortcourses@melbournepolytechnic.edu.au concerned in the first instance.

Any APP, candidate or stakeholder who has a concern that actions of an individual connected to the delivery of WSET qualifications is against the WSET code of conduct can report their concern to qa@wsetglobal.com

Reasonable Adjustments Policy

Melbourne Polytechnic 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 difficulty 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 candidate's work.

Reasonable adjustments may involve:

- Changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity;
- Adapting exam materials, such as providing materials in large text format or in braille;

- 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.

Applying for a reasonable adjustment must occur at the time of student enrolment into a course with any special needs which may require a reasonable adjustment at the time of the exam. Students may do this by emailing shortcourses@melbournepolytechnic.edu.au with their specific difficulties and requirements. The APP Examinations Officer must apply on behalf of the candidate using the Reasonable Adjustment Application Form to WSET at least **20 working days** before the exam date in the case of WSET qualifications at Levels 1-3. This must attach supporting evidence. The specific arrangements for the exam process itself, or for marking, will be agreed in each case between the Melbourne Polytechnic Exams Officer and the WSET Exams Manager 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.

Special Consideration Policy

Special consideration is any adjustment given to a student who have been disadvantaged by temporary illness, injury, or any 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 exam.

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 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 exam room conditions;
- Reasonable adjustments 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 candidate's attainment.

Applying for special consideration

Students must submit a Special Consideration Application Form to Melbourne Polytechnic with supporting independent documentation (you can obtain this by emailing shortcourses@melbournepolytechnic.edu.au) within **5 working days** after the effected exam date for which special consideration is being sought. Melbourne Polytechnic must submit this to WSET within **7 working days** of the exam. Eligibility will only be considered if the application is accompanied by supporting independent documentation. In cases of serious disruption

during the exam, the Exams Officer will submit a detailed report of the circumstances and candidates affected to WSET. This must be returned with the completed exam papers.

Malpractice and Maladministration Policy

Introduction:

Melbourne Polytechnic, as an Approved Program Provider (APP) for WSET®, will ensure that their delivery and administration of any WSET® coursework and qualification complies in all respects with the rules, regulations and procedures set out in the WSET® APP Operating Handbook. All WSET® Examinations run by Melbourne Polytechnic will be administered in line with the Centre Agreement, Code of Practice and Invigilation Instructions provided in the Operating Handbook, and Examination Regulations issued to all APPs and Students in the Qualification Specifications.

Failure to abide by these criteria will be considered Malpractice and/or Maladministration and may affect Melbourne Polytechnics' ability to continue teaching WSET® qualifications.

Malpractice can arise from any act, omission, event, incident or circumstance that prejudices learners, affects public confidence in qualifications, affects the standards of qualifications which the awarding body makes available or affects the ability of the awarding body to undertake the development, delivery or award of qualifications. Maladministration relates to a failure by Melbourne Polytechnic to offer WSET® Qualifications in accordance with the rules, regulations and operating procedures set out in the WSET® Operating Handbook.

Scope:

This policy, with reference to maladministration, applies to all Melbourne Polytechnic staff involved in administering and delivering WSET® coursework and examinations. With reference to malpractice, this policy applies to both Melbourne Polytechnic staff involved in administering and delivering WSET® coursework and examinations, as well as candidates/students undertaking WSET® study and qualification.

Definitions:

Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the learning and assessment process and/or the validity of qualifications. The following list is not exhaustive but is intended to give examples of malpractice:

Malpractice will include, but is not limited to:

- Actual or attempted plagiarism, or cheating, of any nature by candidates;
- Use or attempted use of any reference material or electronic device during a closed book examination
- Disruptive behaviour by candidates in the examination;
- Candidates in breach of published Examination Regulations and APP in breach of invigilation rules or the Code of Conduct;
- Fraudulent use of WSET® certificates;
- A deliberate attempt to discredit the WSET®, or to bring the WSET® into disrepute in any way;
- Issue of bogus examination results;
- Insecure storage of examination papers;

- Unauthorised amendment, copying or distribution of examination papers;
- Use of unapproved or ineligible educators to deliver a qualification course, or use of unauthorised Internal Assessors
- Change of examination location or altered facilities so they no longer meet the required standards;
- Failure to administer examinations in line with the assessment requirements;
- Denial of access to resources (premises, records, information, candidates and staff) by authorised WSET® representatives;
- Denial of access to resources (premises, records, information, candidates and staff) by authorised Regulatory Authorities.
- For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

Major Malpractice

Serious and/or deliberate breaches of conduct, or serious neglect of professional duty which represents a high risk to the integrity of the qualification. Major Malpractice could result in the invalidation or revocation of examination results to a student and/or approval of Melbourne Polytechnic to act as an APP. An example of Major Malpractice would be, 'Fraudulent use of WSET® certificates and the issue of false examination results' or 'Unauthorised amendment, copying or distribution of examination papers'.

Minor Malpractice

Minor and/or accidental breaches of conduct or neglect of professional duty, or those more major breaches not considered to be deliberate or malicious in intent, represent a lower risk to the integrity of the qualification and would not affect examination results or certification. Examples of minor malpractice could include, 'failure to follow procedures laid out in the Operating Handbook' or 'Change of examination location or altered facilities so they no longer meet the required standards'.

Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration. The following list is not exhaustive but is intended to give examples of maladministration:

Maladministration will include, but is not limited to:

- Failure to follow procedures or adhere to regulations as laid out in the APP Operating Handbook;
- Failure to return examination papers within the required timeframe;
- Returning exam papers by regular post and not recorded delivery or trackable courier;
- Failure to issue results to candidates in a timely manner
- Breach or infringement of WSET® copyright and trademarks;
- Non-payment of fees for WSET® services or examinations;
- Breach of the Conflicts of Interest Policy;

- Breach of the Centre Agreement or APP Code of Conduct;
- A change in ownership or senior personnel of Melbourne Polytechnic that results in new management being unable to meet WSET® Awards criteria.

Policy:

Melbourne Polytechnic will treat all allegations or reports of suspected malpractice and/or maladministration seriously and conduct a full investigation into such allegations. In addition, Melbourne Polytechnic will report any potential case of Malpractice by Candidates, Educators, Invigilators or Centre Staff to the Centre Coordinator and Quality Assurance Manager at WSET® immediately, using the Notification of Potential Malpractice Form.

In cases where allegations of malpractice and/or maladministration made against staff of Melbourne Polytechnic, staff will cooperate fully with all investigations, whether internal or conducted by an Officer of WSET®. The Main Contact agrees to co-operate fully with WSET® in any investigation of alleged Malpractice at Melbourne Polytechnic, including the removal and/or suspension of staff from their WSET® duties during such investigation.

Procedures:

Procedure for making an allegation of malpractice or maladministration:

Anybody who identifies, or is made aware of suspected or actual cases of malpractice or maladministration at any time, must immediately notify the Main Contact. The notification should be in writing/email and enclose appropriate supporting evidence.

All allegations must include (where applicable):

- Candidate's name (where a candidate is involved);
- Melbourne Polytechnic staff member(s)' name and job role (where staff are involved);
- Nature of the suspected or actual malpractice or maladministration, and associated dates and details;

Allegations of malpractice must be reported without delay to WSET®, using the appropriate form, regardless of any internal investigation that may be in progress.

In the case of suspected or confirmed maladministration, an investigation should be carried out and advice sought from WSET® regarding corrective actions and any other consequences.

Candidates making an allegation directly against Melbourne Polytechnic staff also have the avenue to notify WSET® directly if they so choose.

Responsibilities and Outcomes

Melbourne Polytechnic will:

- Inform WSET® immediately of any allegation of suspected or actual malpractice using the prescribed form;
- Inform WSET® without delay in cases of confirmed maladministration;

- Provide evidence or supporting documentation as required by WSET®, including any initial internal investigation report
- Cooperate fully with the WSET® in any resulting investigation by WSET® officers
- Where an initial internal investigation is carried out by Melbourne Polytechnic, ensure that personnel assigned to the investigation have the appropriate level of training and competence, and that they have had no previous involvement or personal interest in the matter.
- Take all reasonable steps to prevent any further adverse effect from occurring as a result of malpractice and/or maladministration;
- Implement all required corrective actions and/or sanctions that are imposed as a result of investigation; provide evidence that corrective actions have been taken as required.

WSET® will:

- Confirm receipt of a report of suspected or actual malpractice within 3 working days;
- Contact the Main Contact at Melbourne Polytechnic and invite them to respond prior to further action being taken;
- Request supporting evidence from Melbourne Polytechnic, Candidate or other parties to validate the report of suspected or actual malpractice;
- Review the details and outcome of any initial investigation carried out by the APP or anybody else involved in the case, including any mitigating circumstances;
- When supporting evidence has been supplied, conduct a full investigation of the suspected or actual malpractice to identify the cause and to determine whether malpractice has actually occurred;
- Where it is determined that malpractice has occurred, a report will be filed. This will include whether the malpractice is accidental or deliberate, and represents a major or minor threat to the integrity of the qualification;
- Determine whether any sanctions should be applied to Melbourne Polytechnic, their staff or the candidate concerned;
- Where maladministration has occurred, review any investigation report provided, or carry out appropriate investigation and provide advice of appropriate corrective action and follow up of such corrective action;

Sanctions

Following an investigation by WSET® Awards, it may be necessary to apply one or more of the following sanctions against Melbourne Polytechnic:

- Creation of an action plan / letter of warning;
- Completion of a self-assessment form by the APP;
- Completion of an APP re-approval visit (travel costs may be charged to the APP);

- Mandatory re-training of educators and / or assessors;
- Application of administration charges;
- Withdrawal of internal assessment permissions;
- Invalidation of examination results / certification;
- Withdrawal or temporary suspension of approval to offer a specific WSET® qualification;
- Withdrawal or temporary suspension of approval to offer all WSET® qualifications;
- Withholding examination results that are under investigation;
- Rejection of orders for further materials or examination papers;
- Withdrawal of credit facilities, and moving account to a “cash on order” basis;
- Charging of interest on overdue amounts.

Where previously agreed corrective measures are not implemented, the sanctions will progress to the next level of severity following the guidelines of the NVQ Code of Practice.

Following an investigation by WSET® Awards, it may be necessary to apply one of more of the following sanctions against an individual candidate or candidates.

- Letter of warning;
- The disallowing of an examination result;
- The invalidation of a certificate and/or unit certificate and recall of certification already issued;
- Refusal of entry to future WSET® qualifications.
- All decisions with regard to malpractice will be communicated in writing within 30 working days following receipt of supporting documentation. Where it is not possible to respond within this timeframe, a written response will be given providing a date for completion.

Appeals

Any candidate, educator, invigilator or APP has the right to appeal any decision made against them as detailed in the WSET® Complaints Policy.