

BOOKING TERMS AND CONDITIONS

APPLICATION RELATED

1.1) All candidates must be aged eighteen or over at the time of booking.

Students and candidates under the legal minimum age for the retail purchase of alcoholic beverages will **NOT** be permitted to sample any alcoholic beverages as part of their course. This is **NOT**, however, a barrier for successfully completing the qualification.

1.2) Places on courses will be allocated in the order that completed booking forms, with their appropriate payments, are received.

1.3) Students attending any teaching sessions are liable for full payment of course fees, irrespective of the number of sessions attended or of the results achieved.

1.4) Once the payment has been received and the place confirmed by **Atelier22**, the study pack will be sent to the student's address indicated in the booking form. Level 1 course materials are provided to students on the first day of the course. They will not be posted in advance. Levels 2 course materials will be posted to a student's home address on confirmation of payment of fees. The pack is bulky and requires a signature – please indicate an alternative delivery address if necessary. It is essential that a daytime telephone number is provided on your booking form. It is important for the student to provide a complete and accurate delivery address.

1.5) The student must provide personal information to receive the study pack and the final WSET certificate and to book a course place. Every change/update in the personal data must be communicated to **Atelier22**.

1.6) At **Atelier22** we strive to create an inclusive environment for all of our students and will make any reasonable attempt to provide support if you have any additional access or educational needs as a result of a disability. Requirements will be evaluated on an individual case basis. Please, contact us on **+687993926** or email atelier22.wine@gmail.com to discuss your needs together.

1.7) Full payment must be made at time of booking - we do not accept provisional bookings and places will only be confirmed once payment is received by our bank, the payment receipt sent by email together with the booking form already filled and accepted to atelier22.wine@gmail.com Bookings will only be accepted on valid booking forms with a fully completed and signed declaration. Students will then receive a booking confirmation via email. No booking in advance will be accepted, only following the bank payment order.

1.8) All payments will be acknowledged via email. Receipts will be issued for all payments upon the clearance of funds. Places on courses will be confirmed via email by no later than fourteen days prior to the first teaching session. If you do not receive the relevant acknowledgement, receipt, or confirmation, please contact us directly.

CANCELLATIONS

2.1) Cancellations of confirmed places are accepted if notification is received in writing up to 15 days prior to the beginning of the course, an administrative fee of 50% of the total amount will be charged and the remainder of the course fee(s) will be refunded to the payee.

2.2) Cancellations of a confirmed places notified during the 15 days prior to the beginning of the course or any time after the beginning of the course, the student will lose the right to a refund.

TRANSFERS

3.1) Transfers of a confirmed booking either to another course or applicant can be made up to 15 natural days before the course start date on payment of (10,000 XFP) admin fee plus the cost of any additional study materials which may be applicable.

3.2) Transfers cannot be carried forward to the next academic year. (academic year cut-off on 31/Jul and new year start on 1/Aug.) If a confirmed course booking is cancelled during the 15 natural days prior to the start of the course or anytime after the beginning of the course, no refund will be made.

3.3) Examination dates are fixed to the course onto which you book. If the student cannot sit the examination on the fixed date of the booked course, he/she must send a transfer request to an alternative date by email to atelier22.wine@gmail.com at least 15 natural days before the original examination date. If an alternative exam date of another course of the same level has been already fixed by us, the student will not incur any administration fee.

3.4) If transfer requests are made during the 15 days of the examination date or the alternative date for the exam linked to new courses has not been arranged yet, the student will incur the admin fee (10,000 XFP) and cost of examination paper which will have been ordered via WSET Awards.

3.5) *Atelier22 reserves the right either to change the date of a course or cancel a course if the minimum required number of students is not reached. Alternative dates will be notified 14 natural days prior to the planned start date of the original course. The enrollment fee that was already paid by the student will be transferred to the new course with no additional charge. In case the new dates were nonviable for the student, the entire course fee will be refunded in full by us.*

3.6) *Please note all transfers are subject to availability on alternative course/examination dates.*

RE-SITS

4.1) Students who have not passed the examination has the right to re-sit. The request must be sent by email to atelier22.wine@gmail.com up to 15 natural days before the new already planned exam date. The student will be required to pay the related exam fee for re-sits, which will be communicated accordingly to the candidates.

4.2) If a candidate doesn't show up on the day of the exam with no previous communication to us, the re-sit fee that has been already paid will be lost and the candidate will be asked to pay for a new fee, in case he decides to re-sit the exam in the future.

SPECIAL EXAMINATION CONDITION

5.1) In case of serious circumstances (outside the candidate's control) preventing a candidate from sitting the examination (i.e. personal illness, accident, bereavement), the candidate should notify Atelier22 as soon as possible via email, provide a medical proof (doctor certificate or similar document) within THREE (3) DAYS. Under such conditions, candidates will be charged a re-registration fee of (15,000 XPF) for a future exam date and have to complete the transaction and provide the payment proof within SEVEN (7) DAYS. Failure to provide notice and payment proof before the deadline will result in a forfeit of the exam fee and the candidate will have to pay the full exam fee. Candidates must sit the exam within one (1) year once the relevant bodies have waived the exam fee.

5.2) Results will be sent by registered post with an email notifying that the results have been released. Under no circumstances will the results be disclosed over the phone, by fax or by email.

WSET Privacy policy can be found at <https://www.wsetglobal.com/privacy-and-cookie-policy/>.

DECLARATION AND AUTHORIZATION

- I declare that all information given in this application form and the attached documents are, to the best of my knowledge, accurate and complete and that any false information or misrepresentation will disqualify my application for admission and enrollment.
- I authorize **Atelier22** to use, check and process my data as required for my application to all courses which are organized by **Atelier22**. I accept that all the data in this form and those the courses are authorized to obtain will be used for purposes related to the processing and administration of my application in **Atelier22**.
- I authorize **Atelier22** and certain approved third parties which include WSET, examiners, suppliers (for example, our IT services provider) and regulatory bodies (for example, Ofqual, the Charity Commission or Information Commissioner's Office) to access any and all information about my examination results, records of studies or professional qualifications, I also authorize to use my data in this form for the purpose of obtaining information.
- I have read and understood the Booking Terms and Conditions above in particular the policy on cancellation, refunds and transfers. I understand that all **Atelier22** courses are subject to minimum numbers and that **Atelier22** reserves the right to change tutors, reschedule, cancel, close or combine courses if necessary. I understand that all students are required to present authorized photographic identification at all examinations and may be refused entry to an examination if not produced.

Name

Signature

Date

Policy for Candidates Requiring Special Consideration

Introduction:

Atelier22, as an Approved Program Provider for WSET®, recognizes that there may be circumstances where a candidate may need to request special consideration after an assessment, due to circumstances which may have unfairly disadvantaged the candidate.

Definitions:

Special consideration is an action taken after an 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.

A candidate may be eligible for special considerations if:

- Performance in an examination is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement or examination room conditions;
 - Alternative assessment arrangements which were agreed in advance of the assessment proved in appropriate or inadequate;
 - The application of special consideration would not mislead the end-user of the certificate;
- Students must submit a "Special Consideration Application Form" to the administrator at Atelier22 within 4 working days of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation,

Please allow extra time to pass your request to WSET®.

It should be noted that WSET® does not offer aegrotat awards and that all assessment requirements of WSET® qualifications must be met. It is also our policy that special considerations will not give unfair advantage over candidates for whom special considerations are not being applied, or alter the assessment demands of the qualification as detailed in the qualification specification.

If a candidate is unable to attend an examination for which they have been registered due to circumstances outside their direct control, they should notify this center as soon as possible, and complete the "Request for Special Consideration" form submitting written 3rd party evidence to support their application. Failure to attend due to work commitments does not qualify for "special consideration".

REASONABLE ADJUSTMENT POLICY

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

Atelier22 seeks to conduct the course and assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. 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 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.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.

Due notice required in order for appropriate arrangements to be agreed upon and put in place is at least 6 weeks before the examination date. Candidate must complete a Reasonable Adjustment Application Form for submission to Atelier22 within this stipulated time frame. All candidates seeking assistance in learning due to special needs or disabilities will be accommodated to the best of our abilities.

We strongly recommend candidates' signing up for the courses to inform us as soon as possible if they sit for any course after this time frame so such adjustments, if required, can be identified and communicated to WSET and prior arrangements can be done.

Candidates and their advisors should also be aware:

- That it is not appropriate to make requests for special arrangements where the candidate's particular difficulty directly affects performance in the actual attributes that are the focus of the assessment.

- Reasonable adjustments will not give unfair advantage over candidates for whom reasonable adjustments are not being made, or alter the assessment demands of the qualification as detailed in the qualification specification.

As an Approved Program Provider to deliver WSET qualification we keep records of all reasonable adjustment applications. Out of fairness to all candidates, any request raised should be submitted along with the supporting evidence for eg: medical certificate from the authorized clinic.

CONFLICTS OF INTEREST POLICY

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Atelier22, in its capacity as an Approved Program Provider (APP) for WSET®, will identify, report to WSET®, monitor and manage all conflicts of interest which may have an adverse effect on the WSET® programs and qualifications offered. We will take all reasonable steps to prevent and/or mitigate such adverse effect where it exists. This is essential to safeguard the integrity of WSET qualifications and promote confidence in WSET processes.

Scope

This policy is applicable to all members of our staff involved in delivery, administration and/or marketing of WSET® programs of study leading to WSET® qualification or any of our staff acting in any other capacity on behalf of WSET®.

This policy may also apply in particular to employees, or family members of employees, of this Approved program provider undertaking study of WSET® programs delivered by Atelier22 and leading to WSET® qualification. This policy should be considered in instances of both actual and perceived Conflict of Interest.

Definitions

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.

Specific examples of conflict of interest include the following:

- 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;

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- The tutoring of candidates by any individual involved in the assessment process;
- The undertaking of a WSET® regulated qualification by any individual employed by Atelier22.
- the undertaking of a WSET® regulated qualification by any individual employed by WSET®.
- The invigilation of a WSET® regulated qualification by any individual involved in the delivery of training leading to the assessment.
- The delivery of “coaching sessions” to examination candidates by any individual involved in the assessment of candidate scripts or the authoring of examination questions.
- The employment by Atelier22 of individuals engaged in the delivery of taught programs or in the role of Internal Assessor in another APP

Handling Conflict of Interest:

We as an Approved Program Provider for WSET qualifications will ensure that this Conflict of Interest policy is available to all candidates. Where a potential or perceived conflict of interest exists for a candidate, they may get in touch with the Main Contact, Yumi FURUKAWA on atelier22.wine@gmail.com who will handle the issue depending upon case to case basis and will seek the advise of WSET for further clarification and guidance.

If Atelier22 failed to declare a potential conflict of interest, this would be a breach of the WSET® criteria for approval, and sanctions may be applied to OUR approval status as a result of any such non-disclosure.

There are of course many other instances of conflict of interest for which the WSET® do not have documented procedures in place. Such instances will be handled on an individual basis to ensure that the integrity of WSET® assessments is not compromised. If you are not sure and want to get in touch with us with regards to any conflict of interest, kindly contact us at atelier22.wine@gmail.com for more information.

COMPLAINTS POLICY

Atelier22 is committed to providing high quality service and maintaining a fast and effective procedure to allow all students to bring forward any concern and issues and where there is a cause for our concern and immediate attention.

It is important that if you feel dissatisfied with any matter relating to any aspect of WSET qualifications, be it the course delivery, conduct of teaching staff or management, or matters pertaining to the examination process or content at Atelier22, you should have an effective means by which such matter can be aired or communicated and where appropriate, resolved.

Complaints against any action or practice which threatens the integrity of our courses, should in the first instance be discussed with the center administrator at atelier22.wine@gmail.com

Atelier22 undertakes to investigate all complaints in a thorough and professional manner. This includes, but is not limited to:

- Acknowledge any formal complaint received in writing within 7 working days.
- Notifying the complainant that their complaint will be investigated by a named individual within a given timescale of 20 working days with either a conclusion or a further update depending on the severity of the complaint.
- Informing the complainant of the outcome of the investigation in writing.

- Informing the complainant of the appropriate escalation of the complaint to the Main Contact, Yumi FURUKAWA (atelier22.wine@gmail.com) if the initial outcome is still unsatisfactory. An opportunity to meet and discuss the complaint will be offered. If the complaints process has been completed and the complainant is still not satisfied with the outcome, the next and the last step is to refer the complaint to WSET® Awards. Complainants should send details of their complaint, including steps already taken at our center to address the issue to qa@wsetglobal.com

Examples of complaints which includes, but is not limited to:

- Dis-satisfaction with teaching, facilities or administration of WSET courses
- Allegations of discrimination or unfair treatment
- Falsifying results, assisting candidates with answers
- Allowing unauthorized material into the exam room e.g. phones, notes etc
- Allowing candidates to copy from each other.
- Disruptive behaviors e.g. talking during the exam

Additional Notes:

1. After a matter is resolved, the complaint and action taken is documented and action implemented to prevent future reoccurrence.
2. All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student file.
3. If the complaint relates to examination content or results, provide the student with the relevant WSET® guidance notes and forms to allow the student to utilise the WSET® Enquiries and Appeals process.

Malpractice and Maladministration Policy

Introduction:

Atelier22 will ensure that their delivery and administration of any WSET® course work, qualification and examinations complies in all respects with the rules, regulations and procedures as per the guidelines set by WSET®.

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

Scope:

The goal of Atelier22 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.

Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and include the application of persistent mistakes or poor administration.

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.

Malpractice examples which includes, but is not limited to:

- misuse of examination material
- behaving in such a way as to undermine the integrity of the examination

- disruptive behavior in the examination room (including the use of offensive language)
- bringing unauthorized material into the examination room, mobile phones or other electronic devices
- obtaining, receiving, exchanging or passing on information which could be examination-related (or attempting to) by any means before the end of the examination
- impersonation; pretending to be someone else, or arranging for another person to take one's place in an examination
- copying from another candidate
- collusion; working collaboratively with other candidates

This is serious. In the event of student malpractice, a student may be given a written warning, an examination result could be declared null and void, they could be disqualified from a qualification, or the student could even be disqualified from participating in any courses or assessments leading to WSET qualification.

Atelier22 Malpractice and Maladministration Procedure

We will treat all allegations or reports of suspected malpractice and/or maladministration seriously and conduct a full investigation into such allegations.

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, Yumi FURUKAWA at atelier22.wine@gmail.com

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);
- Atelier22's 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;

EQUAL OPPORTUNITIES POLICY

Atelier22, as an approved program provider delivering WSET qualifications fully supports the principles of Equal Opportunities. We strive to ensure that all candidates for the WSET® qualifications are treated fairly and on an equal basis.

Equal opportunities are assured by Atelier22 via following commitments:

- the selection, recruitment and training of teaching and administrative staff working with us.
- the requirement of all staff involved in any aspect of WSET® course delivery arrangements at Atelier22 to comply with this policy;
- promoting practices and procedures that give equal opportunities to everyone;
- 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 in line with our Reasonable adjustment policy which candidate may refer to and also request for any adjustment by submitting a Reasonable adjustment application form at atelier22.wine@gmail.com
- working as appropriate with the WSET® to develop measures to identify and prevent inequality of opportunity for candidate;
- Ensuring that the format and content of all specifications, examinations and other WSET Awards materials do not discriminate unlawfully against anyone on the grounds of disability, age, ethnicity, cultural and religious beliefs and sexual orientation (having regard

to the legal minimum age for the retail purchase of alcohol and assessment competence standards);

Note to Candidates:

- If candidate wishes to know more about the Equal Opportunity Policy, they may do so by sending us an email at atelier22.wine@gmail.com
- Atelier22 will comply with all current and relevant legislation and this policy will be monitored and reviewed annually.
- As part of the monitoring of candidates registering for a WSET® qualification we will collect information on diversity, requests for special consideration,

access arrangements and feedback from learners, centres and other stakeholder

- Candidates who believe they have been discriminated against should contact us at atelier22.wine@gmail.com , for further advice.

DATA PROTECTION / PRIVACY POLICY

This document sets out our data processing practices and your rights and options regarding the ways in which your personal information is used and collected. If you have any queries, please contact by email at atelier22.wine@gmail.com

Atelier22 takes its responsibility with regard to Data protection and the General Data Protection Regulation (GDPR) very seriously.

Atelier22 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, Atelier22 is obliged to fulfill 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 we, at Atelier22 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 Atelier22 and WSET 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 Atelier22 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 Atelier22 and forwarded to WSET 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 in connection with the delivery of WSET qualifications.

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 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 will only be collected in the context of examination registrations, certification claims, issuing examination results and providing post-results services.

4. Data collected by Atelier22 and transferred to WSET will not be shared or disclosed to any third parties. Data cannot be disclosed to anyone outside of our organization and WSET without prior written consent of the individual

5. All records are kept up-to-date and accurate as possible, and Atelier22 relies on individuals to communicate any changes so that records can be updated and sent to WSET.

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 atelier22.wine@gmail.com 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.