



Milano, febbraio 2016,

Trovate a seguire il testo integrale delle policy applicate ai corsi WSET® da La Via del Sake. I punti principali vengono qui riassunti in italiano:

- La Via del Sake farà quanto in suo potere per concedere **“ragionevoli modifiche” al programma**, che non pregiudichino l’integrità e l’efficacia del corso per gli altri studenti, m che consentano a chi in difficoltà di poter beneficiare del programma in modo completo. A titolo esemplificativo: concessione di tempo supplementare durante lo studio (non gli esami), adattamento dei materiali (non traduzione se non prevista dal WSET®), fornitura di linguaggio visivo per non udenti (per cui sarà previsto un fee aggiuntivo). Queste forme di assistenza non dovranno dare vantaggi ingiustificati rispetto ad altri candidati, ma solo fornire uguali condizioni e saranno determinate a insindacabile giudizio de La Via del Sake.
- La Via del Sake offre a tutti i candidati la possibilità, all’atto dell’iscrizione, di manifestare ogni **bisogno speciale o necessità di assistenza**.
- La Via del Sake garantirà l’accesso a una nuova data per sostenere l’esame a coloro i quali siano **impossibilitati per ragioni indipendenti dalla loro volontà** (incidenti, malattie, fattori straordinari) **a partecipare all’esame**. Per non incorrere in extra costi è necessario mandare comunicazione scritta a La Via del Sake non appena possibile allegando certificati medici o assicurativi che dimostrino l’impossibilità.
- La Via del Sake opera secondo il **principio di pari opportunità** garantendo accesso ai locali di studio ed esame a persone disabili e non applicando alcuna discriminazione sulla base di sesso, religione, orientamento sessuale.

Segue il testo in versione originale delle Policy.



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Policy for Candidates Requiring Reasonable Adjustments

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.

LA VIA DEL SAKE seeks to conduct the assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. However, whilst Reasonable adjustments must not affect the integrity of what needs to be assessed, but 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. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced.

LA VIA DEL SAKE will :

- identify any special assessment needs at the time of candidate registration.
- inform WSET[®] Awards at the earliest opportunity so that appropriate arrangements can be made.
- agree the specific arrangements for the examination, or for marking with WSET[®] Awards, which will vary according to individual circumstances.

WSET[®] Awards reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements and must agree before any reasonable adjustments are offered by LA VIA DEL SAKE to its students.

Please submit any Requests for Reasonable Adjustments at least 5 weeks before the date of the examination. LA VIA DEL SAKE will forward any Requests for Reasonable



Adjustments to WSET® Awards within 5 working days of receipt and WSET® Awards will respond after 4 working weeks after giving the request due consideration.

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.

I confirm that I agree to implement all the criteria detailed in the policy statements above, and accept that failure to comply with the criteria may affect the status of my approval to offer WSET® courses and qualifications.



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Policy for Candidates Requiring Special Consideration

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 inappropriate or inadequate;

the application of special consideration would not mislead the end-user of the certificate.

WSET[®] Awards must be notified in writing within seven days of the examination date where special consideration is being requested using the [Request for Special Consideration Form](#). Eligibility will only be considered if accompanied by supporting independent documentation, and please allow extra time for LA VIA DEL SAKE to pass your request to WSET[®] Awards.

Where a candidate is unable to attend an examination due to recent personal illness, accident or bereavement, the APP will endeavour to transfer the candidate to an alternative examination date at no extra cost.

In cases of serious disruption during the examination, the Examinations Officer of LA VIA DEL SAKE must submit a detailed report of the circumstances and candidates affected to the Examinations Administrator at WSET[®] Awards, in addition to the Examination Papers.

It should be noted that WSET[®] Awards 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. Further guidance is available in [Appendix 3](#) 'Guidance for Reasonable Adjustments and Special Considerations'.



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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 LA VIA DEL SAKE 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”. LA VIA DEL SAKE will not charge an unused paper fee for applications where approval from WSET[®] Awards is granted.

I confirm that I agree to implement all the criteria detailed in the policy statements above, and accept that failure to comply with the criteria may affect the status of my approval to offer WSET[®] courses and qualifications.



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Malpractice, Maladministration and Sanctions Policy

LA VIA DEL SAKE will ensure that their programme for the delivery and administration of any WSET qualification complies in all respects to the rules, regulations and procedures set out in the WSET APP Operating Handbook. All WSET[®] examinations run by LA VIA DEL SAKE 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 our 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 the APP to offer WSET Qualifications in accordance with the rules, regulations and operating procedures set out in this Handbook

Programme Providers must have in place procedures for dealing with instances of Malpractice and Maladministration should they arise. These policies will be made available to WSET[®] Awards upon request, and form part of the criteria which must be met to become an APP.

The headings below list categories of maladministration by the staff of the APP and malpractice by APP staff and / or candidates which may adversely affect the integrity of WSET[®] qualifications and certification. These examples are not exhaustive and are intended as guidance to APPs and their candidates on the WSET[®]'s definition of malpractice and maladministration.

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Malpractice will include, but is not limited to:

- a) Actual or attempted Plagiarism, or cheating, of any nature by candidates;



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- . b) Use or attempted use of any reference material or electronic device during a closed book examination
- . c) Disruptive behaviour by candidates in the examination;
- . d) Candidates in breach of published Examination Regulations and APP in breach of invigilation rules or the Code of Conduct;
- . e) Fraudulent use of WSET[®] certificates;
- . f) A deliberate attempt to discredit the WSET[®], or to bring the WSET[®] into disrepute in any way;
- . g) Issue of bogus examination results;
- . h) Insecure storage of examination papers;
- . i) Unauthorised amendment, copying or distribution of examination papers;
- . j) Use of unapproved or ineligible educators to deliver a qualification course, or use of un- authorised internal assessors
- . k) Change of examination location or altered facilities so they no longer meet the required standards;
- . l) Failure to administer examination in line with the assessment requirements;
- . m) Denial of access to resources (premises, records, information, candidates and staff) by authorised WSET[®] representatives and / or the Regulatory Authorities;



Maladministration will include, but is not limited to:

- . a) Failure to follow procedures or adhere to regulations as laid out in the APP Operating Handbook;
- . b) Failure to return examination papers within the required timeframe or
- . c) Returning exam papers by regular post and not recorded delivery or trackable courier;
- . d) Failure to issues results to candidates in a timely manner
- . e) Breach or infringement of WSET[®] copyright and trademarks;
- . f) Non-payment of fees for WSET[®] services or examinations;
- . g) Breach of the Conflicts of Interest Policy
- . h) Breach of the Centre Agreement or APP Code of Conduct;
- . i) A change in control of the APP that results in new management being unable to meet WSET[®] Awards criteria;

Malpractice is divided into two main categories;

Major Malpractice

Serious and /or deliberate breaches of conduct, or serious neglect of professional duty, 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 the APP. In this instance OfQual must be informed of the malpractice case and WSET[®] Awards will take all appropriate action as directed by the Regulatory Authority, which may



include notification to other Awarding Bodies. 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, represents 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'.

Reporting Malpractice

LA VIA DEL SAKE will report any potential case of malpractice by candidates, educators, invigilators or centre staff to the Centres Co-ordinator and Quality Assurance Manager at WSET[®] Awards immediately using the [Notification of Potential Malpractice Form](#).

Failure to do so may result in the refusal to issue results and Certification to candidates, the invalidation of examination results or the withdrawal of approval to offer WSET[®] qualifications.

Where APP personnel are involved, the APP should follow its own procedures and keep WSET[®] Awards informed of the steps taken to resolve the situation.

Malpractice may be reported to WSET[®] Awards by a WSET[®] Awards appointed Approval Visitor.

In this instance the APP will be advised during the approval visit that a case of Malpractice is being reported.

WSET[®] Awards will also act upon reports of suspected or actual malpractice received from candidates or other parties regarding an APP's activities or personnel which may affect the integrity of WSET[®] qualifications.

WSET[®] Awards responsibility

WSET[®] Awards will confirm receipt of a report of suspected or actual malpractice within 3 working days.



Should a case of malpractice be raised with WSET[®] Awards against the Programme Provider, the main contact, or other appropriate person within the management of the APP, will be notified and invited to respond prior to further action being taken. Notwithstanding the foregoing, WSET[®] Awards reserves the right to immediately suspend an APP's approval if, after consultation with the WSET's Chief Executive, it is decided that such a suspension is required to protect the reputation of the WSET, and to prevent any possible re-occurrence of the alleged malpractice. In such circumstances, the APP will be notified immediately and will be required to co-operate with the WSET[®] whilst the alleged malpractice is investigated.

WSET[®] Awards will appoint a suitably trained officer to investigate the alleged malpractice and this officer will request supporting evidence from the APP, Candidate or other parties to validate the report of suspected or actual malpractice.

When supporting evidence has been supplied, WSET[®] Awards will 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, and specify any sanctions that are to be applied to the APP, their staff or the candidate concerned. If malpractice has been alleged against a candidate, a summary of the investigation and the findings will be sent to the candidate; if the malpractice has been alleged against the APP the summary will be sent to the Main Contact, and the candidate or APP Main Contact will be advised of the sanctions being imposed. They will also be advised of the General Appeals Policy should they wish to appeal the decision that has been made.

Any case of malpractice that threatens the integrity of the qualification, results issued or certification will be reported to the Regulatory Authority, and following discussion with the Regulatory Authority, other Awarding Bodies may be notified.

Where the report is the result of an internal investigation by the APP, WSET[®] Awards will review all the documentation supplied and action taken to ensure that any decisions made by the APP are valid and conform to this policy. WSET[®] Awards may request additional information to determine whether any additional sanctions should be applied to the APP, their staff or the candidate concerned.

Our responsibility as the APP which we agree to carry out in full



The APP Main Contact is responsible for ensuring that all staff involved in the delivery and / or administration of the WSET[®] programme run it in accordance with the rules, regulations and procedures set out in this manual, and are aware of, and comply with, this policy. The APP must also establish their own framework of controls and checks that in their opinion is adequate to minimise and identify any instances of malpractice and is fit for purpose of reporting and investigating any alleged malpractice. Should an APP require help in establishing a framework that will prevent, investigate and deal with Malpractice, please contact awards@wset.co.uk

The main Contact agrees to co-operate fully with WSET[®] Awards in any investigation of alleged malpractice at the APP including the removal and / or suspension of staff from their WSET[®] duties during such investigation.

Sanctions

In cases of alleged malpractice or maladministration WSET[®] Awards has the right to apply sanctions. This may include suspend an APP's approval with immediate effect if such action is approved by the Chief Executive of the WSET[®] whilst an investigation is carried out.

Following an investigation by WSET[®] Awards, it may be necessary to apply one or more of the following sanctions against the APP and/or their staff.

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- 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.



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It is WSET Awards intent that no learner should be disadvantaged by any instance of malpractice or maladministration that has arisen by the actions (or non-action) of the APP. However where such breach undermines the integrity of the assessment process, it may be necessary to invalidate the exam that has been held and require the APP to arrange a free resit for candidates at their convenience.

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 20 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.

Any candidate, educator, invigilator or APP has the right to appeal any decision made against them using the [General Appeals](#) section of this handbook, or as detailed in the [WSET[®] Customer Service Statement](#) .

I confirm that I agree to implement all the criteria detailed in the policy statements above, and accept that failure to comply with the criteria may affect the status of my approval to offer WSET[®] courses and qualifications.



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Equal Opportunities Policy

LA VIA DEL SAKE fully supports the principles of Equal Opportunities. We strive to ensure that all candidates for our qualifications are treated fairly and on an equal basis

Equal Opportunities are assured by:

the selection, recruitment and training of those working for LA VIA DEL SAKE; consideration at an early stage in the development of new schemes or qualifications;

ensuring that the format and content of all syllabi, examinations and other do not discriminate against anyone which is the responsibility of WSET Awards by whom we are approved to teach WSET qualifications;

ensuring there are no barriers to entry to units and qualifications, which we deliver and/or offer, for disabled people, women or men, or people from different racial groups, other than those directly related to the integrity of the units or qualifications. The nature of any barriers will be stated and the inclusion of the requirements that create the barrier justified only and explicitly in terms of the integrity of the unit or the qualification. Details of how the effect of any barriers will be mitigated will be recorded, including using access arrangements or including reasonable adjustments.

clarifying the responsibility of all members of staff and/or consultants, who are involved in the delivery of WSET courses within LA VIA DEL SAKE, to comply with this policy. In particular external parties invited by LA VIA DEL SAKE to contribute to these development arrangements must also, as representatives of relevant learners, ensure that the views of learners and others are taken into account in the development of QCF units and qualifications.

anonymous assessment of examination candidates wherever possible; promoting practices and procedures that give equal opportunities to everyone; being required to have equal opportunity policies in place;

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.

working as appropriate with relevant organisations and agencies to develop measures to identify and prevent inequality of opportunity;



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making every effort to ensure that there is equality of opportunity in its assessment process, regardless of the candidate's gender, age, racial origin, religious persuasion, sexual orientation or disability;

ensuring, to the best of our ability, that any documentation produced does not contain language or images which may be regarded as offensive or stereotypical, and that they reflect the diversity of contemporary society;

LA VIA DEL SAKE is an equal opportunities organisation and will consider applications from any organisation or individual who can demonstrate that they meet our approval criteria.

This policy is published on our website or Candidate Booking Form and will be provided to any student on demand

Monitoring

LA VIA DEL SAKE will comply with all current and relevant legislation and this policy will be monitored and reviewed annually. At the time of writing relevant legislation includes, but is not limited to:

The Rehabilitation of Offenders Act 1974; The Sex Discrimination Act 1975;
The NHS Community Care Act 1990; The Disability Discrimination Act 1995; The Asylum and Immigration Act 1996; The Human Rights Act 1998; The Sex Discrimination (Gender Realignment) Regulations 1999; The Employment Equality (Religion or Belief) Regulation 2003; The Employment Equality (Sexual Orientation) Regulation 2003; The Equal Pay Act 1970 (Amendment) Regulations 2003;

The Race Relations Act 1976, The Race Relations (Amendment) Act 2000, and Amendment Regulations 2003;

The Gender Recognition Act 2004;

The Employment Equality (Sex Discrimination) Regulations 2005;

The Employment Equality (Age) Regulation 2006;

The Equality Act 2006; and

The Equality Act (Sexual Orientation) Regulation 2007.

Note, from April 2010 the Equality Bill may come into force, which will replace all existing discrimination legislation and the Acts listed above.



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 stakeholders.

All relevant issues identified as suggesting our provision or services have unnecessary impact on learners will be reported back to the Centre Registration and Quality Assurance Manager who will be responsible for leading on introducing amendments to provision and/or services where necessary and in accordance with our documented procedures for developing and reviewing units and qualifications. Details of the outcomes of each review will be made available to the qualification regulators upon request.

NOTE TO CANDIDATES

Candidates who believe they have been discriminated against should contact us in the first instance for advice.