

# Freaky People Grape Adventures

## Policies and Procedures

Freaky People Grape Adventures is an **Approved Program Provider of the Wine and Spirit Education Trust (WSET)**. Freaky People Grape Adventures also offers additional wine education courses that do not result in certifications. All courses are open to the public.

### **Enrollment Dates**

Enrollment dates vary per course. Please see enrollment deadlines on the course description page. For some courses, students may enroll up to the course's start date, while other courses have registration deadlines.

### **Entrance Requirements**

Students intending to enroll in any of Freaky People Grape Adventures' programs must be 21 years of age by that course's start date.

### **Attendance Policies**

For all certification courses, students are assessed and graded solely on the basis of their examinations, therefore attendance at individual classes is not required. However, it is highly recommend that all students do their best to attend all classes as part of their course in order to be adequately prepared for and successful in their examinations. Should a student need to miss an individual class they do so at their own discretion and are solely responsible for thoroughly reviewing any materials covered in their absence. No class make-ups are offered or allowed for any of Freaky People Grape Adventures classes or certifications.

### **Students Rights**

Students have rights as members of Freaky People Grape Adventures' community. These include the right to:

- pursue free inquiry and expression;
- receive at the start of each course: the course specification and assessment criteria;
- expect a competent presentation of the course material;
- take reasoned exception to the data or views offered in any course of study. However, students are responsible for learning the content of any course of study for which they are enrolled;
- be evaluated solely on relevant criteria as described in the course outline and be protected from arbitrary or capricious academic evaluation; and
- file a formal complaint without fear of retribution if they believe their rights have been violated.

**Freaky People Grape Adventures is not responsible for any emails sent to the students that are not received.**

### **Diversity and Equality –**

No person may be denied admission to, participation in, employment at, the benefits of, or be discriminated against in any service, program, course, or facility of Freaky People Grape Adventures because of the person's political affiliation, age, race, creed, religion, color, handicap (disability), marital status, parental status, sex, national origin, ancestry, sexual orientation, pregnancy, arrest record, service in the armed forces, or genetic testing. As such, all Freaky People Grape Adventures' services will be provided in a non-discriminatory manner and in a climate that is

conducive to, and supportive of, cultural and ethnic diversity. Freaky People Grape Adventures complies with all federal, state and local laws.

Any employee or candidate who feels they have been unfairly discriminated against should reach out to us at [freakygrapes@gmail.com](mailto:freakygrapes@gmail.com)

## Complaints and Appeals –

### Complaint Procedure

Freaky People Grape Adventures encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question can be fairly and openly discussed. To address student complaints and to promote a positive environment for students, faculty, staff, and administration, Freaky People Grape Adventures has established the following problem-solving procedure:

- A student wishing to file a complaint involving a faculty member, staff member or administrator should submit their complaint in writing to [info@freakypeoplegrapeadventures.com](mailto:info@freakypeoplegrapeadventures.com). Please include name, address and contact information along with details of any previous attempts made to resolve the problem and any supporting documents. The person with whom the student has an issue has the right to receive a copy of the complaint form and the right of rebuttal. Freaky People Grape Adventures may request a written response to the complaint and/or hold a meeting to clarify the facts of the case.
- Freaky People Grape Adventures will do its best to resolve student complaints for academic and non-academic issues. Freaky People Grape Adventures will acknowledge the complaint within 5 business days, Freaky People Grapes will respond to the complaint within 20 business days with the goal of settling a formal complaint in 30 days or less. On occasion, the process may take longer. Records of student complaints will be retained for two years. No student will be criticized or retaliated against for using this procedure in a cooperative manner.

### Appeals Procedure

- If after review by Freaky People Grape Adventures, the student is still dissatisfied with the outcome, they can file a complaint with WSET about Freaky People Grapes. This can be filed with the WSET Governance Team: [governance@wsetglobal.com](mailto:governance@wsetglobal.com)

## Cancellations and Refunds –

Freaky People Grape Adventures course enrollment is confirmed as soon as payment is received. If a student wishes to cancel enrollment in a course they must notify Freaky People Grape Adventures in writing at least 14 business days in advance of the first class. A student who cancels more than 14 business days before instruction begins receives all monies returned with the exception of any non-refundable registration fees(study guides and/or examination fees).

- If cancellation is requested in writing 7 to 14 business days before instruction begins, the student will be refunded 80% the cost of the course, with the exception of any non-refundable registration fees.
- If cancellation is requested in writing between 2 to 7 business days before instruction begins, **no refund** will be issued but the student can request to have the funds held as credit towards another course with the exception of any non-refundable registration fees. **It is up to the discretion of Freaky People Grape Adventures whether or not this credit will be issued.**
- Cancellations requested in writing less than 48 hours prior to instruction commencement or after the class or course has begun will receive no refund or credit issued.

**Freaky People Grape Adventures is not liable for verbal cancellation requests or written cancellation requests not received. It is the responsibility of the student to follow up and confirm receipt of any written cancellation request.**

Should the Freaky People Grape Adventures need to cancel a class or course for any reason, the student will be refunded tuition in full.

**Thank you for your understanding, if you have any questions, email:**

[info@freakypeoplegrapeadventures.com](mailto:info@freakypeoplegrapeadventures.com).

## **Conflict of Interest –**

As an APP **Freaky People Grape Adventures** is required to identify to WSET and assist in managing or monitoring actual, potential and perceived conflicts of interest ('Conflicts of Interest') involving both APP staff and students. This policy complements WSET's conflicts of interest policy and works to safeguard the integrity of WSET qualifications and promote confidence in **WSET and Freaky People Grape Adventures** processes and procedures.

This policy applies to all **Freaky People Grape Adventures** staff and students and to any individual acting on behalf of **Freaky People Grape Adventures**.

A **Conflict of Interest** exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to WSET or **Freaky People Grape Adventures** when conducting activities associated with WSET qualifications.

Examples of Conflicts of Interest include:

- The undertaking of a WSET qualification by any individual employed by an APP;
- The invigilation of a WSET assessment by any individual involved in the delivery of training leading to the assessment;
- The coaching of candidates by any individual involved in the assessment of candidate scripts;
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP;
- The investigation of a non-compliance incident by someone who is unable to act impartially.

Some of these Conflicts of Interest are manageable and therefore acceptable. For example, if family member of one of **Freaky People Grape Adventures's** educators or APP staff takes a qualification and exam through **Freaky People Grape Adventures**, or when an employee of **Freaky People Grape Adventures**, or of the WSET, takes a WSET qualification through **Freaky People Grape Adventures**, we can notify WSET in advance and work with them to put in place measures to maintain the integrity of the exam.

Some Conflicts of Interest are not manageable and are not acceptable. For example, no mitigation efforts overcome the conflict created when an individual when a single individual serves as the educator and exam officer of an exam for a family member where an external invigilator is not available.

Any staff member or student of **Freaky People Grape Adventures** who becomes aware of a Conflict of Interest must inform **Al Fischer at al@freakygrapes.com** as soon as possible. **Al Fischer** will inform the WSET of the possible conflict of interest and will work with WSET to put any protective or mitigating measures in place to manage the conflict on a case-by-case basis. If WSET and **Freaky People Grape Adventures** determine the conflict is not manageable, **Al Fischer** will inform any impacted APP staff or students.

Please note that the failure to declare a conflict of interest may have consequences for the student or **Freaky People Grape Adventures** because we are required to report conflicts to WSET.

## **Privacy and Data Protection –**

This Privacy Policy (the “Policy”) tells you how Freaky People Grape Adventures uses personal information collected on our web site, [www.facebook.com/freakygrapes](http://www.facebook.com/freakygrapes) (the “Site”). “Users”, “you” or “your” refers to any person accessing, browsing, or otherwise using the Site, either manually or via an automated device or program. By using the Site, each User consents to the collection, use, processing and disclosure of personally identifiable User information pursuant to the terms set forth below.

### **Collection and Sharing of Information**

We collect information including names, email addresses and other information required to initiate and complete correspondence and transactions using services or programs available on our Site, and any other information voluntarily submitted by our Users.

We will share Information with WSET Global in order to process registrations such as name, date of birth, gender and email address. Please refer to [www.WSETglobal.com](http://www.WSETglobal.com) to read about their privacy practices. We will also share specific information with technical consultants in order to improve your browsing experience, and we will share information with trusted third parties in order to service you (such as, for example, credit companies for the purpose of processing your payment). When required, we may disclose specific Information upon governmental request, in response to a court order, or when required by law to do so. We may also share information with companies assisting in fraud protection or investigation.

### **Use of Information**

Freaky People Grape Adventures will use information in ways that are compatible with the purpose for which it was collected or as otherwise authorized by Users, including the following:

- To personalize your experience;
- To alert you of upcoming courses that may be of interest to you;
- To improve customer service; and
- To process transactions (please note that your Information will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the product or service requested and as expressly set forth herein).

### **Cookies/Tracking**

We do not use cookies, and we do not track user browser details through any other means.

### **Data Security**

To prevent unauthorized access, maintain data accuracy, and facilitate the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the Information we collect online. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. Unfortunately, however, no data transmission over the Internet can be guaranteed to be secure. As a result, we cannot guarantee or warrant the security of any information you transmit to or from our Site, and you do so at your own risk.

### **Third Party Products, Services and Links**

Occasionally, at our discretion, we may include or offer third party products or services on our Site. These third party websites have separate and independent privacy policies, and we have no responsibility or liability for the content and activities of these linked websites. To the extent that you disclose your information to third parties, whether they are service providers, advertisers or other websites throughout the Internet, different rules may apply to their use or disclosure of the personally identifiable information you disclose to them, and you are subject to the privacy customs and policies of that third party. We do not make any representations or warranties as to how such third parties may use your information. Nonetheless, we seek to protect the integrity of our Site and welcome any feedback about these websites.

### **Children's Privacy**

This Site is not directed toward individuals under 13 years of age and we do not knowingly collect personal Information from anyone under the age of 13. To respect the privacy of children and to comply with the Children's Online Privacy Protection Act, children under the age of 13 should not provide any personal Information on this Site. We ask that parents supervise their children while online.

### **California Privacy Rights**

California law permits residents of California to request certain details about what personal information a company shares with third parties for the third parties' direct marketing purposes, and also to request cessation of these practices with regard to their personal information. Freaky People Grape Adventures does not share Users' information with third parties for the third parties' own and independent direct marketing purposes unless we receive your permission.

Users who are California residents and are able to verify their identity to us have the right to:

- Disclosure of the categories and specific pieces of personal information collected about them by Freaky People Grape Adventures, as well as the source of that information and business purpose for collecting the information;
- The categories of third parties with whom this information is shared; and
- Deletion of this personal information.

If you have questions about our sharing practices or your rights under California law, please contact us as described below.

## Changes To Our Privacy Policy

As the Site evolves, we may revise this Policy from time to time. If we decide to change our Policy, we will post the revised Policy here. If we make a significant or material change in the way we use your personal Information, registered Users of the Site may be notified via email. Please note that our rights to use your Information will be based on the Policy in effect at the time the Information is used.

## Contact Us

If you have any questions, concerns, or comments about our Policy you may contact us using the information below:

By e-mail: [info@freakypeoplegrapeadventures.com](mailto:info@freakypeoplegrapeadventures.com) ; or

By mail:

Attn: Admin

Freaky People Grape Adventures

17410 Matinal Rd #3932

San Diego Ca 92127

## 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, and 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 **Al Fischer at [al@freakygrapes](mailto:al@freakygrapes)** as soon as possible. **Freaky People Grape Adventures** will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within **3 working days** after the



affected 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, **Freaky People Grape Adventures** will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

**Freaky People Grape Adventures** will keep records of all applications for special consideration.

## Reasonable Adjustments –

Both WSET and **Freaky People Grape Adventures** 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 **Freaky People Grape Adventures** 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. 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.

**Freaky People Grape Adventures** 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 **Freaky People Grape Adventures**, 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, **Freaky People Grape Adventures** 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:

**Al Fischer at al@freakygrapes** 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 **21 business days** before the exam date for Levels 1-2 qualifications. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

**Freaky People Grape Adventures** will keep records of all reasonable adjustment applications.

## Malpractice and Maladministration –

Both **Freaky People Grape Adventures** and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. **Freaky People Grape Adventures** ensures compliance with **Freaky People Grape Adventures and WSET's** policies through this Malpractice and Maladministration Policy, which gives a framework for both us and you to identify, report and manage potential malpractice or maladministration.

Non-compliance with **Freaky People Grape Adventures** or WSET Policies and Procedures can fall into two distinct, but related, categories:

1. **Maladministration**, where the non-compliance is generally unintentional, or the result of mistakes, carelessness, inexperience or poor processes; and
2. **Malpractice** where the non-compliance is intentional or the result of a negligent or reckless action without consideration of the consequences of the action.

Context is important and the line between maladministration or malpractice is not always clear: for example, maladministration incidents may become malpractice (e.g. if you fail to implement corrective measures, repeat the same or similar incident, or attempt to misrepresent or hide information during an investigation); or there may be mitigating factors that turn potential malpractice into maladministration. Though malpractice and maladministration are distinct concepts, they can shade into one another. Malpractice and maladministration are always case, context and fact specific. Both APPs and students can commit malpractice and maladministration.

There are many ways that malpractice or maladministration could occur, including new ways we have not seen yet. But some examples of malpractice or maladministration include

### For APPs:

- Failure to adhere to WSET Policies and Procedures;
- Failure to follow WSET requirements for course delivery or exam regulations;
- Failure to follow WSET's candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding critical information from WSET quality assurance;
- Insecure storage of exam materials;
- Revealing or sharing confidential exam materials with candidates ahead of an exam;
- Intentional attempts to manipulate exam results so that they do not reflect the candidate's actual exam performance;
- Failure to disclose a Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Failure to timely respond to WSET;
- Unauthorized reading/amendment/copying/distribution of exam papers;
- Failure to report changes in APP ownership/personnel/location/facilities;
- Denying WSET access to information, documentation, workforce, facilities;



- Failure to return exam papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringements of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Breach of confidentiality
- Misleading advertising/publicity;
- Any action likely to lead to an adverse effect.

#### **For students:**

- Cheating, or facilitating cheating, including the use of unauthorized devices or materials;
- Disruptive behaviour in an exam;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Unauthorized reading/amendment/copying/distribution of exam papers;
- Any action likely to lead to an adverse effect;
- Breach of confidentiality.

In general, we also expect that both Freaky People Grape Adventures staff and our students should treat others and be treated professionally and respectfully at all times. We will treat inappropriate behaviour including verbal or physical abuse, persistent or unrealistic demands, or threats that cause stress to staff as misconduct and may report student misconduct to WSET as necessary.

#### **Reporting and Investigation of Malpractice or Maladministration**

As an APP, we aim to ensure compliance with WSET Policies and **Freaky People Grape Adventures** policies and will keep records of potential or actual malpractice or maladministration by you, our students, or our staff.

We are required to notify WSET immediately of any non-compliance issues that could be malpractice or maladministration, so that WSET can investigate the non-compliance under their own Malpractice and Maladministration Policy.

We ask that you also raise any concerns or non-compliance issues that may be malpractice or maladministration with **Freaky People Grape Adventures** as soon as possible by following the process outlined in our Complaints policy.

During WSET's investigation, they may reach out to **Freaky People Grape Adventures** or to you directly to request further information or conduct an interview. Please respond to any requests promptly and honestly.

#### **Managing Non-Compliance**

If WSET identifies malpractice or maladministration, they will consider its impact and may apply sanctions. WSET will take all reasonable steps to ensure the sanctions do not disadvantage uninvolved students affected by malpractice or maladministration. However, in some cases, they may need to disallow or withhold results and/or certificates.

WSET will consider all relevant information on a case-by-case basis, balancing the facts with potential or actual effects, and against the seriousness of the sanctions against those effects. WSET records all malpractice and maladministration incidents for both APPs and students. If

WSET determines that a student has committed malpractice or maladministration, they may apply one or any of the following sanctions:

### **Sanctions Applicable to Students/Candidates**

<b>Sanction</b>	<b>Description</b>
<b>Written Warning</b>	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.
<b>Exam Result Declared Null and Void</b>	A student's exam result is disallowed. This may include invalidation and recall of a certificate already issued.
<b>Disqualification from a Qualification</b>	The student is disqualified from participating in the concerned qualification with immediate effect and further excluded from participating in any further WSET qualifications for a period of 12 months. This includes access to WSET materials.
<b>Student Disqualification</b>	The learner is disqualified from participating in any courses or assessments leading to WSET qualifications. This includes access to WSET materials.
<b>Disqualification from use of WSET certified logos and postnominals</b>	Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos.

### **Appeals**

If you wish to appeal penalties or sanctions WSET has imposed due to Malpractice or Maladministration, please follow the procedures laid out in WSET's Complaints Policy.