



## **Wine & Drinks College Manitoba (WDCM)**

### **Policies**

**Principles:** The aim of WDCM is to ensure the best possible learning experience in the wine industry. Every student is an integral part of our education programs and we believe that each candidate and potential candidate has a right to service that is fair, timely and respectful.

We respect and follow the relevant Wine & Spirits Education Trust (WSET®) policies as outlined in the current *Approved Program Provider (APP) Handbook* (adjusted where necessary to comply with Manitoba and Canada legal and regulatory frameworks).

WDCM promotes responsible consumption of beverage alcohol in all wine and spirit courses. To comply with the Manitoba legal minimum age for beverage alcohol consumption, all course participants must be 18 years or older to participate in alcoholic beverage tastings.

Relevant policies of Jones & Company Wine Merchants (Jones) are also in effect, as WDCM is managed by Jones, and instructors and staff are also employees.

### **List of Policies:**

1. Complaints Policy
2. Payment Terms
3. Cancellation and Refund Policy
4. COVID-19 Vaccination Policy
5. Privacy Statement
6. Reasonable Adjustments
7. Special Consideration
8. Diversity and Equality
9. Conflict of Interest
10. Malpractice and Maladministration

WSET policies are available from [wdcм@joneswines.com](mailto:wdcм@joneswines.com).

## 1. Complaints Policy for WSET Qualifications

Informal Complaints: If a student has a complaint or concern it is our aim to see it resolved at the earliest possible opportunity. In order to solve any complaint or concern, you should first alert the other party or parties, including if this concerns an instructor. Most complaints or concerns are solved through direct and informal communication.

Formal complaints: Where an informal solution is not found, or not possible or appropriate in the circumstances, a formal complaint can be made by sending an email to [wdcm@joneswines.com](mailto:wdcn@joneswines.com). The complaint will necessarily need to include information sufficient to investigate, including a description of the incident(s), dates, times, location(s) and whether any other parties were present. The complaint must be accompanied by the name, address and contact information of the person registering it. Any complaint will be dealt with promptly, fairly and in good faith by the management of WDCM and, or Jones & Company, and where possible within a week.

Where the complaint involves a WSET course and a resolution is not to the satisfaction of the person registering the complaint, a formal complaint may then be made to the WSET's Quality Assurance Team at [qa@wsetglobal.com](mailto:qa@wsetglobal.com).

Complaints will be held in confidence, (with the understanding that appropriate and discreet inquiries are necessary to resolve them). Records of student complaints will be held for three years. Registering a formal complaint in good faith will be dealt with fairly and without criticism or retaliation.

For full details of the WSET policy, see [WSET Complaint Policy](#).

## 2. Payment Terms

Full payment for all WDCM WSET® programs is required at the time of registration. This assures placement in a given program.

Course fees cover all materials needed to participate in a given program.

Advertised fees do not include PST and GST taxes.

## 3. Cancellation and Refund Policy

*(with effect from September 2019)*

*These policy statements are available on registration and before tuition is paid through the online registration system, Cornervine. In the rare circumstances that students are not able to use the online system the statements are made verbally.*

WSET Level 1:

- Withdrawal up to four weeks prior to the course start date: Refund of tuition, less \$100 administrative fee.
- Withdrawal between four weeks and two weeks before course start date: Refund of 50%.
- Withdrawal less than two weeks before course start date: No refund.
- Students registering less than 14 days prior to the start of the course will have their exam deferred to a future date and incur a late sitting fee of \$75.00.

#### WSET Level 2 and Level 3:

- Withdrawal up to two weeks prior to the course start date: Refund of tuition, less \$150 administration fee.
- Withdrawal between two weeks and three days before course start date: Refund of %50 of tuition less \$150 administration fee.
- Withdrawal less than three days before course start date: No refund

In the event that a course is cancelled by WDCM, student registrations are transferable to the next scheduled course. If a student chooses not to transfer their registration, they may retain the Study Pack for \$90 (Level 2) or \$155 (Level 3) plus applicable taxes. Study Packs may be returned only if in new condition.

#### **4. COVID-19 Vaccination Policy**

*(with effect from 01 January 2022)*

All individuals attending in-person classes and examinations are required to be fully vaccinated, (as defined by Health Canada). This policy applies to instructors, students and any person in the teaching classroom. Anyone with a medical exemption shall provide appropriate proof.

#### **5. Privacy Statement**

Jones & Company Wine Merchants (as sales agent and administrator) and WDCM (“we”) are committed to principles of data protection, and to the principles of the Personal Information Protection and Electronics Documents Act (PIPEDA) of Canada. WDCM collects student information for the sole purposes of providing courses and certification.

We collect: name, address, postal code, phone number, email address, date of birth, information relating to direct website and Cornervine accounts, as well as information required for a safe learning environment (e.g. allergies). We also collect registration information required by external and overseeing bodies (e.g. WSET and Wine Scholar Guild).

We implement commercially reasonable, technical and organizational measures to protect against risks such as loss or unauthorized access, destruction, use, modification or disclosure of data.

Any questions may be directed to:

Wine & Drinks College Manitoba [wdcmm@joneswines.com](mailto:wdcmm@joneswines.com) or to the Office of the Privacy Commissioner of Canada, (819) 994-5444, website [priv.gc.ca](http://priv.gc.ca)

For full details of the WSET policy, see [WSET Privacy Policy](#).

## 6. Reasonable Adjustments

WDCM invites students, at the time of enrolment, to indicate any special needs that may require a reasonable adjustment in the classroom and, or examination. We also indicate, verbally in the first class of any course, that this option may be available. We will maintain records of all reasonable adjustment applications. All such requests will comply with WSET policy and applicable human rights requirements.

WDCM regrets that our main classroom facility is not wheelchair accessible. The accessible main floor space at Jones & Company is possible, and other reasonable accommodations can be provided.

For full details of the WSET policy, see [WSET Reasonable Adjustment Policy](#).

## 7. Special Consideration Policy

There are, from time to time, emergent circumstances beyond the candidate's control that severely impact their ability to write an examination for which they would otherwise be prepared. These circumstances include, but are not necessarily limited to, personal illness, accident, or bereavement. In such circumstances candidates must inform WDCM (for example, through the instructor or examinations officer) at the earliest possible time, within **24 hours** of the scheduled examination. Appropriate supporting documentation is normally required. An examination deferral is normally possible at the next regularly scheduled examination for the same course.

Where special consideration is sought after an assessment, the following shall apply: Special consideration is 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 (e.g. alternative examination arrangements) to demonstrate attainment. In this case a candidate must inform and provide supporting independent documentation **within 48 hours** of the scheduled examination. In this circumstance WDCM will apply to WSET for special consideration.

For full details of the WSET policy, see [WSET Special Consideration Policy](#).

## **8. Diversity and Equality Policy**

For full details of the WSET policy, see [WSET Diversity and Equality Policy](#).

## **9. Conflict of Interest Policy**

For full details of the WSET policy, see [WSET Conflict of Interest Policy](#).

## **10. Malpractice and Maladministration Policy**

For full details of the WSET policy, see [WSET Malpractice and Maladministration Policy](#).