

## APP Policy Statements (Académie du Vin)

### 1. Complaints and appeals

The Académie du Vin (hereafter ADV) aims to always provide excellent service to all its students. However, if the service is perceived to be inadequate in relation to the lecturers, the WSET materials and curriculum, the content of the lessons or the staff at ADV, the student can always lodge a complaint so that the student's voice can be heard and ADV can make immediate improvements.

#### ■ Complaint filing procedure

- ① File a written complaint with the ADV [wsetadv@adv.gr.jp].
- ② If the response from the ADV is not to your satisfaction, make a written complaint to the WSET QA Team [QA@wsetglobal.com].
- ③ If dissatisfied with the response from the WSET QA Team, submit a written appeal or request for reinvestigation again to the WSET QA Team

### 2. Conflict of interest

As an APP, ADV monitors conflicts of interest of ADV staff and individuals acting on behalf of ADV and manages them appropriately as follows, to ensure that students can take courses and exams with confidence.

- ADV staff (Main Contact, Exams Officer) involved in course and exam administration are not candidates.
- Prohibition of tutoring of candidates by individuals involved in the assessment process.
- Prohibits the employment of individuals engaged as lecturers (including internal assessors) in other APPs.
- Advance reporting for ADV staff attending the course.

If you have any concerns regarding conflicts of interest, please inform [wsetadv@adv.gr.jp].

### 3. Diversity and equality

ADV is committed to fair and equal access for all, respecting differences in gender, disability, sexual orientation/gender identity, nationality, ethnicity and religion. This policy applies to all ADV staff and individuals acting on behalf of ADV.

Any staff member, student or other person concerned who believes they have been subjected to unfair discrimination should report it to [wsetadv@adv.gr.jp].

ADV also strives to be paperless and environmentally friendly by eliminating paper documents as much as possible and using pdf data.

#### 4. Privacy & Data Protection

The personal data of students obtained by ADV will only be used for the following purposes :

- Age verification (confirmation of adulthood)
- Information about the course
- Billing and refund of course fees
- Management of attendance, including confirmation of exam pass/fail
- Information on services
- Sending of wine and other products and materials
- Contact by various means
- Responses to enquiries

ADV may provide personal information as follows. Otherwise, without the consent of the individual, personal data will not be provided to third parties, except in accordance with legal provisions or requests based on judicial procedures.

- Purpose of provision; bank transfer for refunds
- Items to be provided: name, account number, refund amount
- Means of provision: using APP or a form specified by the recipient
- Type and attributes of the organisation to whom the information is provided: financial institution for making refunds

ADV privacy policy details : <https://www.adv.gr.jp/privacy>

The WSET qualification course will provide personal information obtained by the ADV, such as name, date of birth, gender and email address of the learner, to WSET and WSET's third-party certification body. Personal information provided to WSET and WSET's third-party certification body will be managed in accordance with WSET's Data Protection Policy.

<https://www.wsetglobal.com/privacy-and-cookie-policy/#dataprivacypolicy>

For personal data enquiries, please contact [wsetadv@adv.gr.jp].

#### 5. Reasonable Adjustments

ADV provides reasonable accommodation for disabled learners, depending on the situation, so that they can attend the course on an equal basis with people without disabilities. For example, for hearing-impaired participants, ADV provides services such as reserved seats at the front of the room and written communication.

Students who require such assistance must submit an application to the ADV at least four weeks before the start of the course. For enquiries about reasonable accommodations, please contact [wsetadv@adv.gr.jp].

## 6. Special Consideration

If a candidate is unable to sit the examination due to unavoidable reasons such as illness or accident, special consideration will be given to ensure that the candidate concerned is not disadvantaged. The unavoidable reasons are as follows.

- Hospitalization due to illness or accident (medical certificate required)
- Critical illness or bereavement of a relative
- Forced to stay at home due to infectious diseases (medical certificate or proof required)

Candidates must submit their application documents (including medical certificates) to the ADV within 7 working days and the ADV will submit the submitted documents (Special Consideration Application Form) to the WSET Examination Officer in due time.

For more information on Special Consideration, please contact [wsetadv@adv.gr.jp].

## 7. Malpractice and maladministration

- a) The following acts constitute candidate misconduct
  - Cheating
  - Failing to follow the instructions of the examiner
  - Taking questions or answer sheets out of the examination room or revealing them
  - Using electronic devices such as smartphones and smartwatches in the examination room
- b) The following acts constitute ADV misconduct
  - Leakage of information on examination papers
  - Plagiarism or unauthorized use of teaching materials
  - Unauthorized advertising
  - Breach of contract
- c) Response to the detection of fraudulent or illegal activities
  - Any fraud detected will be reported immediately to the WSET QA team [QA@wsetglobal.com].
- d) The nature of the penalty to be imposed on the candidate who has committed a fraudulent act.
  - The registration for the relevant qualification will be invalidated
  - Prohibits enrolment in all WSET qualifications
- e) If you are dissatisfied with the disposition, contact the WSET QA Team [QA@wsetglobal.com] by email.

## 8. Cancellations and refunds

- a) In case of no-show (e.g. minimum number of participants not reached, ill health of the lecturer, etc.): full refund.
- b) In case of cancellation of a participant :  
14 days before the course start date: full refund; 13 days before the course start date: no full refund
- c) In cases of changes to the dates of courses and examinations : Non-refundable (reschedule to another class is offered).
- d) Refunds:
  - If paid by credit card: credit card refund. No handling charge.
  - If paid by bank transfer: refund by bank transfer. Transfer fee a) ADV's responsibility, b) student's responsibility.
  - If paid in cash: refund by bank transfer. Transfer fee a) to be borne by ADV, b) to be borne by the student.

### Distribution of texts and teaching materials

- Textbooks (study packs): available in advance on request
- Teaching materials (presentation data, etc.): delivered as pdf files from the time of full non-refundable

✂In the event of cancellation, a refund will be made minus the cost of the textbook.

## 9. Cancellations and postponements of exams due to natural disasters

In the event of natural disasters such as typhoons, heavy snowfall, earthquakes and tsunamis, as well as fires, power outages and infectious diseases, including new strains of influenza, measures will be taken to move the start time of the examination or postpone the examination.

- Method of notification in case of emergency: on the ADV homepage website or in the information on the student's My Page.

## 10. Cybersecurity Policy

ADV, which is accredited under the Privacy Mark System, operates, and has established a management system based on the Privacy Mark System standards for its information security policy.

■ Guidelines for the establishment and operation of personal data protection management systems in the Privacy Mark

[https://privacymark.jp/system/guideline/pdf/pm\\_shishin2021.pdf](https://privacymark.jp/system/guideline/pdf/pm_shishin2021.pdf)

■ Privacy Mark System : <https://privacymark.jp/index.html>