



School Policies

Attendance Policy

There is a strong correlation between class attendance/punctuality and academic success. Students are expected to attend every class for which they are registered, arrive on time, and complete all examinations related to those classes. Students who are absent are responsible for all missed class work. All course requirements must be fulfilled, and students are responsible for the entire content of the course.

To ensure good attendance, instructors will inform students of attendance/ punctuality policies during the first-class meeting of the course in which they are enrolled. The instructor will maintain the attendance roster. The attendance roster is kept at the school at all times. In the event that a substitute teacher is used, the substitute will initial the day's attendance. Attendance will be taken approximately fifteen minutes after class begins.

If absent three times in an eight-week course or five times in a fifteen-week course, that student will be contacted by email and his or her response will be recorded on the Absence/Drop Record Form.

If further absences occur, the student will be contacted via email and notified of his or her options regarding postponing the course examination. The student will have until the published opt-out date to postpone the examination or will otherwise be automatically enrolled in the exam.

If appropriate, the student will be informed that a leave of absence status is available. The student will also be informed that the tuition paid will remain valid, unless there has been a significant financial or educational change to the program, in which case, extra tuition will be charged. The school will then request that the student respond in writing and provide reasons for withdrawal. The results will be recorded in the Absent/Drop Record Form. Refunds will be issued based on the policy listed in the catalog.

Leave of Absence

A leave of absence is to be granted only in extenuating circumstances, such as an accident, prolonged illness, maternity leave, or the death of a close relative. A Leave of Absence Request Form must be submitted no later than one week after the student last attended class. The school director will review the student's request, possibly in person with the student requesting the leave. Not all leave requests will be granted. All leaves of absence must be requested in writing and approved in writing.

If the student fails to return on the agreed upon date, the student will be dismissed and a refund calculation performed. Some courses and classes are too short to make a leave of absence practical.

Student Code of Conduct

International Wine Center is a community within the larger communities of New York City, New York State and the United States. Local, state and federal laws apply to the International Wine Center community, as well as additional rules that are specific to academic environments. When students, faculty, or staff choose to associate themselves with International Wine Center, they do so freely, and implicitly confirm their commitment to a

philosophy of mutual tolerance and respect. The conduct and performance of every student in the community is evaluated on an individual basis. If the action of a student interferes with the school's functioning, International Wine Center may find it necessary to suspend or terminate that student.

No Smoking Policy

In conformity with New York City municipal codes, International Wine Center is a "no smoking" institution, and smoking is strictly prohibited. Anyone found to be in violation of these codes is subject to fines and/or other disciplinary actions.

Student Attire

Students are expected to dress in a manner that is consistent with an academic environment. Students who are dressed inappropriately may be referred by a school representative to the Director.

Student Bill of Rights

Students have rights as members of International Wine Center's 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.

International Wine Center is not responsible for any emails sent to the students that are not received.

Student Financial Assistance

International Wine Center does not offer financial assistance. However, students who require financial assistance are encouraged to seek it through their employers or apply for the teaching- or kitchen-assistant programs.

Teaching Assistant and Kitchen Assistant Programs

Opportunities are available for selected individuals to serve as teaching assistants for classes or kitchen assistants at the Center. Teaching assistants help set up, pour wines and clean up in a designated class and must be available for every class session. Kitchen assistants help clean and polish glasses for use in multiple classes. For their service, teaching and kitchen assistants receive a discounted tuition. These positions are limited in number and are granted at the discretion of International Wine Center staff. For more information and an application call (212) 239 - 3055 between 10:00AM and 5:00PM or email operations@internationalwinecenter.com.

Policy for Granting Credit for Previous Education and Training

At this time, International Wine Center does not grant credit for previous education and training with the exception of WSET® credentials earned elsewhere.

Non-Discrimination Policy

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 the International Wine Center (IWC) 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 IWC services will be provided in a non-discriminatory manner and in a climate that is conducive to, and supportive of, cultural and ethnic diversity. If you have any questions, you may contact our Student Services Manager by e-mailing info@internationalwinecenter.com.

Enrollment Dates

Enrollment dates vary per course. For some courses, students may enroll up to the course's start date, provided space is available, while other courses have registration deadlines. The course descriptions on pages 15 to 28 indicate whether deadlines exist. International Wine Center's website carries an up-to-date schedule of courses, and registration deadlines, if any.

Entrance Requirements

Students intending to enroll in any of International Wine Center's programs must be 21 years of age by that course's start date. Additional entrance requirements apply depending on the level of the program; these additional entrance requirements are listed under specific courses in the Academic Programs section of this catalog.

Inclement Weather – School Closing Information

Should International Wine Center be forced to close due to inclement weather, a notification will be posted on its website: www.internationalwinecenter.com.

Disclaimer:

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

Complaint Procedure

International Wine Center encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question can be fairly and openly discussed.

Because students are assessed and graded solely on the basis of their examinations, appeals for feedback and/or re-grading must be made to the WSET, which is the examination authority, via the procedure outlined in the school catalog.

To assist students in resolving issues that are not grade-related, and to promote a positive environment for students, faculty, staff, and administration, International Wine Center has established the following problem-solving procedure:

1. A student wishing to report a non-grade-related issue involving a faculty member, staff member or administrator should discuss the matter first with the Student Services Manager by e-mailing **info@internationalwinecenter.com**. If the complaint is official rather than informal, the student should fill out the Student Complaint Form. 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. The Student Services Manager may request a written response to the complaint and/or hold a meeting to clarify the facts of the case.
2. If the Student Services Manager does not resolve the issue to the student's satisfaction, the student should contact the Director in an attempt to resolve the problem. The Director should be provided with all the materials in the case, including the Student Complaint Form.
3. If the student is dissatisfied with the result, they may submit their complaint to WSET Quality Assurance by e-mailing **QA@wsetglobal.com**.

International Wine Center will do its best to resolve student complaints for academic and non-academic issues in a timely manner with the goal of settling a formal complaint in 30 days or less. On occasion, the process may take longer, especially if the complaint advances to the senior administration. 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.

Conflict of Interest Policy

As an Approved Program Provider (APP) of WSET, **International Wine Center (IWC)** is required to identify to WSET and assist in managing or monitoring actual, potential, and perceived conflicts of interest ('Conflicts of Interest') involving IWC 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 IWC's processes and procedures. This policy applies to all IWC staff and students and to any individual acting on behalf of IWC.

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

Examples of Conflicts of Interest include:

The assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned.

- The moderation of assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned.
- 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 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 IWC's educators or APP staff takes a qualification and exam through IWC or when an employee of IWC, or of the WSET, takes a WSET qualification through IWC, 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 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 IWC who becomes aware of a Conflict of Interest must inform IWC per the procedures in our complaint policy as soon as possible. IWC will inform 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 IWC determine the conflict is not manageable, IWC's Student Services Manager 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 IWC because we are required to report conflicts to WSET.

Reasonable Adjustments Policy

Both WSET and **International Wine Center (IWC)** 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 (IWC) 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 (e.g., inability to smell or taste for a Level 3 Exam). 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.

IWC 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 IWC, 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, IWC 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 IWC'S Student Services Manager at info@internationalwinecenter.com with the following:

- Your full name.
- contact information.
- description of the special need, disability or differing ability that requires an adjustment.
- supporting documentation.

You must submit this information at least thirty days before the exam date for Levels 1-3 qualifications and at least 60 days before the exam date for Level 4 Diploma. The information you submit will be shared with WSET and will be handled under WSET's Privacy and Data Protection Policy.

IWC will keep records of all reasonable adjustment applications.

Special Considerations Policy

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, 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 please contact IWC'S Student Services Manager at info@internationalwinecenter.com as soon as possible. IWC will provide you with a Special Consideration Application Form, which must be completed and returned with supporting documentation within 5 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, IWC will submit a detailed report of the circumstances and candidates affected to WSET to request a special consideration.

IWC will keep records of all applications for special consideration.

Malpractice and Maladministration Policy

Both International Wine Center (IWC) and WSET have policies and procedures in place to protect WSET students and safeguard the integrity of WSET qualifications. IWC ensures compliance with its own 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 IWC 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 IWC:

- Failure to follow WSET requirements for course delivery or exam regulations.
- Failure to follow WSET's candidate registration and certification procedures.
- Late student registrations
- 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.
- 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 paper.
- Use of unqualified and/or unregistered educators or internal assessors.
- Breach of confidentiality

For students:

- Cheating, or facilitating cheating, including the use of unauthorized devices or materials.
- Disruptive behavior 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 IWC staff and our students should always treat others and always be treated professionally and respectfully. We will treat inappropriate behavior 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 IWC 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 IWC as soon as possible by following the process in our Complaints policy.

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

Management of non-compliance

If we identify malpractice or maladministration, we 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, we may need to disallow or withhold results and/or certificates. Potential student sanctions may include:

Sanctions Applicable to Students/Candidates	
Sanction	Description
Written Warning	The student is issued with a written warning that if the offence is repeated within a set period of time, further specified sanctions will be applied.
Exam Result Declared Null and Void	A student's exam result is disallowed. This may include invalidation and recall of a certificate already issued.
Disqualification from a Qualification	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.
Student Disqualification	The learner is disqualified from participating in any courses or exams leading to WSET qualifications. This includes access to WSET materials.
Disqualification from use of WSET certified logos and postnominals	Actions bringing WSET into disrepute may result in the student or graduate being barred from use of WSET postnominals and WSET certified logos.