

## TERMS & CONDITIONS, POLICIES (Barschool.pl/WSET Courses)

### What is WSET?

The Wine & Spirit Education Trust (WSET) provides globally recognised education and qualifications in wines, spirits and sake, for professionals and enthusiasts. Courses and assessments are delivered through a global network of WSET Approved Programme Providers (APPs).

Wine & Spirit Education Trust is a charity registered in England and Wales. Charity number: 313766; company number: 964179; registered address: 39-45 Bermondsey Street London SE1 3XF.

### Who we are?

“Barschool.pl” - BAR SCHOOL Rafal Ciesielski, registered office at ul. Andersa 8/9, 14-200 Ilawa, Poland, REGON: 510992969, NIP (VAT No): 7441470537. Our Country Register of Training Institutions (RIS) Number is 2.28/00011/2017. Where we use the words “Barschool.pl”, “APP”, “we”, “us” and “our(s)”, we are referring to BAR SCHOOL Rafal Ciesielski.

### We are Approved Programme Provider (APP) of The Wine & Spirit Education Trust (WSET).

We strive to ensure that our classroom learning experiences of WSET (Wine & Spirit Education Trust) Courses are as inclusive and accessible as they can be. Barschool.pl have worked with WSET to develop the below policies, with the aim of informing and protecting our students at all stages throughout their studies with us.

## BOOKING TERMS & CONDITIONS

### Booking

All candidates must be a minimum of 18 years old.

Bookings will only be accepted on the form with signed/agreed student declaration via our website [www.barschool.pl](http://www.barschool.pl).

Preferred payment method: bank transfer, Paynow. Installments payment possible.

### Cancellations, transfers, refunds

Cancellations of confirmed places are accepted up to 10 working days prior to the start of the course. An administration fee of 200 PLN plus the full cost of the study materials supplied will be deducted and the remainder of the course fee refunded to the payee. Transfers of a confirmed booking either to another course or applicant can be made up to 10 working days before the course start date on payment of a 200 PLN admin fee plus the cost of any additional study materials, which may be applicable.

Transfers cannot be carried forward to the next academic year. If a confirmed course booking is cancelled during the ten working days prior to the start of the course, or at any time after the start of the course, no refund or transfer of the course fees will be made. Examination dates are fixed to the course onto which you book and any transfer to an alternative date will incur an administration fee of 200 PLN.



All transfer requests must be made by email to [rezerwacje.barschool@gmail.com](mailto:rezerwacje.barschool@gmail.com) or in writing to:  
BAR SCHOOL Rafal Ciesielski  
Ul. Andersa 8/9  
14-200 Ilawa  
Poland

at least 10 working days before the original examination date.

Transfer requests made within 10 working days of the examination date will incur the admin fee and cost of examination paper, which will have been ordered via WSET.

Course fees will be refunded in full if the Barschool.pl changes a course date or cancels a course if enrolments do not reach the required minimum numbers (minimum 6 students for Level 1,2 and 3 courses). Notification will be made in the 10 working days prior to the planned start date of the course. Where possible your booking will be transferred to the next available date.

Please note all transfers are subject to availability on alternative course/examination dates.

If the course has already started and have to be cancelled due to circumstances beyond our control, every effort will be made to reschedule and make up for a lost. However this cannot be guaranteed. In the event of a dispute the parties (Barschool.pl, learners) shall seek to amicably resolve this situation.

We reserve the right to change the venue of any course to one of equal or superior quality.

### **Delivery of course materials**

Levels 1, 2 and 3 Spirits course materials will be posted in advance to a student's home address on confirmation of payment of fees. The pack requires a signature – please indicate an alternative delivery address if necessary. It is essential that a daytime telephone number is provided on your booking form.

It is important for the student to provide a complete and accurate delivery address and make sure someone is available to receive the package, at that address. Any materials returned, having not been successfully received by the student, will automatically result in an additional cost of return being charged.

### **Re-sits**

Students who have not passed the examination have the right to re-sit. The request must be sent by email to [rezerwacje.barschool@gmail.com](mailto:rezerwacje.barschool@gmail.com) up to 15 working days before the new already planned examination date. The student will be required to pay the related exam fee for re-sits, which are:

- 300 PLN for WSET Level 1 Spirits;
- 500 PLN for WSET Level 2 Spirits;
- Unit 1 (theory) - 600 PLN; unit 2 (tasting) – 300 PLN for WSET Level 3 Spirits.



## **POLICIES**

### **I. Complaints and appeals**

### **II. Conflict of interest**

### **III. Data protection**

### **IV. Diversity and equality**

### **V. Reasonable adjustments**

### **VI. Special consideration**

### **VII. Malpractice and maladministration**

If you have any questions about these policies, please don't hesitate to contact us.

### **I. Complaints and appeals**

Barschool.pl aims to provide the very best learning experience and has developed a clear complaints procedure to ensure that complaints are dealt with as efficiently and effectively as possible.

Firstly, always try to sort out the complaint with the relevant person. Ask your Educator or Examinations Officer for guidance and they will be able to assist you.

#### **Stage 1**

If you wish to make a formal complaint you should contact our office via email ([rezerwacje.barschool@gmail.com](mailto:rezerwacje.barschool@gmail.com)) or in writing to:

BAR SCHOOL Rafal Ciesielski

Ul. Andersa 8/9

14-200 Ilawa

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and give details of the complaint such as:

- Your full name;
- Contact details (such as email address, postal address and phone number), details of the course or exam including the place and date;
- Description of your complaint in as much detail as possible;
- Copies of all previous correspondence.

We will conduct a further investigation in regard to the complaint, and upon completion of the investigation we will communicate and notify the complainant and provide an explanation or resolution. We aim to provide you with an initial response to your complaint within 5 working days. As part of our investigation into your concerns, we might contact you directly to discuss the matter of the problem.

We aim to fully investigate all complaints within 10 working days. Sometimes it may take longer to investigate your concerns fully. In these cases we will keep you informed of progress and let you know when we expect to respond.



## Stage 2

If the complainant is not satisfied with the outcome from the stage 1 complaints process they are able to request a review of the complaint by a WSET Main Contact – Rafal Ciesielski. This must take place within 10 working days of the outcome of the original complaint and must be submitted in writing.

To do that, write to:

BAR SCHOOL Rafal Ciesielski  
Ul. Andersa 8/9  
14-200 Ilawa  
Poland

The WSET Main Contact will determine if appropriate procedures were followed and the complaint was answered fully, if there is new evidence submitted in support of the complaint this will also be reviewed. Following review, we shall aim to notify the complainant in writing as soon as possible of the outcome, within a maximum of 15 working days.

If the learner is not satisfied with the final response they may then refer the complaint to WSET's Quality Assurance Team ([qa@wsetglobal.com](mailto:qa@wsetglobal.com)).

## II. Conflict of Interest Policy

### Introduction

Barschool.pl has been approved by WSET as an Approved Programme Provider (APP). As a regulated awarding organisation, WSET is required to identify, monitor and manage actual, potential and perceived conflicts of interest ('Conflicts of Interest').

Barschool.pl is required to have in place a conflict of interest policy that enables us to identify, manage and mitigate conflict of interest. All staff and other individuals have a responsibility to be aware of the potential for a conflict of interest.

The purpose of this policy is to protect our integrity as a business and the integrity of our qualifications. The policy is also designed to protect our staff by providing guidance on handling possible conflicts of interest.

### Scope of this Policy

This policy applies to all staff and other individuals who interact or potentially interact with the work of the awarding organisation. This includes individuals involved with any aspects of the creation, marketing, sales, distribution, marking or any other activity connected with qualifications, tests and assessments, and supporting resources and services.

The individuals falling within the scope of this policy include all staff employed by the Barschool.pl on full time, part time or casual basis.

## Definition of 'Conflict of interest'

A conflict of interest is a situation in which an individual, or organisation, has competing interests or loyalties. In the case of an individual, the conflict of interest could compromise or appear to compromise their decisions if it is not properly managed.

Examples of Conflicts of Interest in the context of an awarding organisation include:

- The undertaking of any moderation of assessment of student by an individual who has a personal interest in the result of the assessment for any or all individuals concerned;
- When an individual has interests that conflict with his or her professional position;
- The tutoring of students by an individual involved in the assessment process;
- The undertaking of a WSET qualification by any individual employed by an Approved Program Provider;

Some of these Conflicts of Interest can be managed and are therefore acceptable. For example, where an employee of APP undertakes a WSET qualification, measures can be put in place to maintain the integrity of the assessment, provided this has been notified to WSET in advance.

WSET has procedures in place to manage specific Conflicts of Interest. These include the exclusive involvement of WSET staff in the creation of all assessment materials, moderation of all internal assessments conducted by APPs and moderation of all written examinations not marked by optical mark readers. Other Conflicts of Interest will be managed on a case-by-case basis.

## III. Data protection

This policy sets out our data processing practices and your rights and options regarding the ways in which your personal information is used and collected.

In accordance with Article 13 para. 1 and para. 2 of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons in regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (Official Journal of the European Union L. 2016.119.1), General Data Protection Regulation, hereinafter referred to as "GDPR", we inform that:

1. The Administrator of your personal data is BAR SCHOOL Rafal Ciesielski ("Barschool.pl") with its registered office at ul. Andersa 8/9, 14-200 Ilawa, Poland, REGON: 510992969, NIP (VAT No): 7441470537.

2. The data administrator can be contacted via email: [rezerwacje.barschool@gmail.com](mailto:rezerwacje.barschool@gmail.com) or in writing at the address of the administrator's office with the note "Data protection".

3. Your personal data will be processed for the following purposes:



| The purpose of personal data processing  | Legal basis for processing   |
|--|--|
| In order to comply with the terms of the participation agreement in a course.  | <p>In order to execute and on the basis of a contract you are a party to.</p> <p>Legal basis: art. 6 para. 1 letter b GDPR</p>   |
| Understanding your medical conditions that have or may have an impact on the learning process in order to properly adapt the teaching method and ensure your safety. | <p>Processing is necessary to protect the vital interests of the data subject or another natural person.</p> <p>Legal basis: art. 6 para. 1 letter d GDPR</p> <p>For execution and on the basis of a contract you are a party to.</p> <p>Legal basis: art. 6 para. 1 letter b GDPR</p> |
| In order to fulfil legal obligations incumbent on the administrator of personal data resulting from legal provisions for tax and accounting purposes.                | <p>Fulfilling the legal obligations incumbent on the administrator.</p> <p>Legal basis: art. 6 para. 1 letter c GDPR</p>   |
| In order to assess your satisfaction and determine the quality of our service.   | <p>Execution of the legitimate interests of the administrator of personal data</p> <p>Legal basis: art. 6 para. 1 letter f GDPR</p>  |
| For the purpose of marketing, promotion and sales of services.   | <p>Processing your personal data on the basis of execution of the legitimate interests of the administrator of personal data.</p>  |



| The purpose of personal data processing   | Legal basis for processing  |
|---|---|
|   | <p>Legal basis: art. 6 para. 1 letter f GDPR</p> <p>The use of your data for the purposes of marketing the personal data administrator's goods and services will take place on the basis of separate consents granted on the basis of art. 10 of the Act on the provision of electronic services and art. 172 of the Telecommunications Law</p> |
| For internal administrative purposes.   | <p>Execution of the legitimate interests of the administrator of personal data.</p> <p>Legal basis: art. 6 para. 1 letter f GDPR</p>  |
| In order to establish, investigate or defend against claims in connection with conducting dispute proceedings, proceedings before public authorities and other proceedings. | <p>Execution of the legitimate interests of the administrator of personal data</p> <p>Legal basis: art. 6 para. 1 letter f GDPR</p>   |
| In order to conduct video monitoring by the administrator, in accordance with the provisions of the labour law.   | <p>Execution of the legitimate interests of the administrator of personal data</p> <p>Legal basis: art. 6 para. 1 letter f GDPR</p>   |

**4.** Your personal data may be transferred to:

- Entrepreneurs providing accounting and payroll, legal and IT services to Barschool.pl;
- WSET for the purpose of identification and managing your qualifications and results.

**5.** Personal data will be processed for the following periods of time:

Your personal data will be processed for the period necessary for implementation of goals indicated in point 3.

**6.** Barschool.pl ensures that all persons whose personal data is processed have appropriate rights resulting from the GDPR. Therefore, you have:

- a.** The right to access personal data, including the right to obtain a copy of this data;



- b.** The right to request correction (revision) of personal data - if the data is incorrect or incomplete;
- c.** The right to request the deletion of personal data (the so-called "right to be forgotten") - in the following events:
  - The data is no longer necessary for the purposes for which it was collected or otherwise processed;
  - The data subject has objected to the processing of the data;
  - The data subject has withdrawn the consent on which the processing is based and there is no other legal ground for processing;
  - The data is processed unlawfully;
  - The data must be removed in order to comply with the legal obligation.
- d.** The right to request a restriction to the processing of personal data - in the following events:
  - The data subject questions the correctness of personal data;
  - The data processing is unlawful and the data subject opposes data deletion, demanding their restriction instead;
  - The administrator no longer needs data for his purposes, but the data subject needs them to identify, defend or pursue claims;
  - The data subject has objected to the processing of the data - pending determination of whether the legitimate grounds on the part of the administrator override the grounds of objection.
- e.** The right to transfer personal data – in the following events:
  - The processing takes place on the basis of an agreement concluded with the data subject or on the basis of the consent expressed by such person and when the processing is automated.
- f.** The right to withdraw consent to the processing of personal data. To the extent you consented to the processing of personal data, you have the right to withdraw it. Withdrawal of consent does not affect the lawfulness of the processing of data, which was made on the basis of consent before its withdrawal.

**7.** If you believe that the Data Administrator's processing violates the provisions of the GDPR, you have the right to file a complaint with the President of the Office for Personal Data Protection (ul. Stawki 2, 00-193 Warsaw).

**8.** Providing your personal data is a condition for entering into an agreement for participation in a WSET Courses. Refusal to provide data will result in being unable to participate in a course organized by Barschool.pl.

## IV. Diversity and Equality Policy

Barschool.pl is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all students and other stakeholders are always treated fairly and equally.

Barschool.pl assures equality of opportunity for students by:

- Promoting open access to WSET qualifications (candidates must be a minimum of 18 years old);
- Ensuring that the format and content of all specifications, examinations and other WSET materials do not discriminate unlawfully against anyone on the grounds of disability, age, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation;
- Allowing students with special educational needs, disabilities or temporary injuries to access WSET assessments without changing the demands of the assessment in line with our Reasonable Adjustment and Special Consideration policies;
- To have a diversity and equality policy in place which promotes open access to WSET qualifications;
- Inviting feedback on diversity issues from students and other stakeholders;





- Working with relevant organisations as appropriate to develop measures to identify and prevent inequality of opportunity; and
- Reviewing this policy regularly to ensure it continues to meet legislative and organisational requirements and is fit for purpose.

Students who believe they may have been unfairly discriminated against should immediately raise this with us – please ask your educator or examination officer for guidance or contact our office.

## V. Reasonable Adjustments Policy

### Introduction

Barschool.pl seeks to assess all students in a way that puts them at no disadvantage, or advantage, over other students.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the student at a substantial disadvantage in the assessment situation. The use of a reasonable adjustment is not taken into consideration during the assessment of a student's work.

Reasonable adjustments may involve:

- Changing standard assessment arrangements, for example allowing students 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.

### Applying for a reasonable adjustment

Barschool.pl must identify at the time of a student's enrolment any special needs, which may require a reasonable adjustment at the time of the examination.

An application for a reasonable adjustment must be made at least 5 weeks prior to the course start date, as an awarding may have to consider your application.

There are several that will be considered in your application for a reasonable adjustment. These may include: the needs of the candidate, documentary evidence, the cost of the adjustment, and likely impact of the adjustment upon the learner and others attending the course.

An application for a reasonable adjustment must be sent via email: [rezerwacje.barschool@gmail.com](mailto:rezerwacje.barschool@gmail.com) or in writing at the address:

BAR SCHOOL Rafal Ciesielski  
Ul. Andersa 8/9  
14-200 Ilawa  
Poland

You may be required to provide documentary evidence, which outlines the characteristics (nature and severity) of your condition. This information should be from an appropriate independent professional. Evidence may include medical or professional assessment report.



All personal data relating to health or other circumstances, which may be required to support applications for reasonable adjustment in the context of examinations for WSET qualifications, will be processed in accordance with our Data Protection Policy (please see Paragraph III).

Barschool.pl must submit a Reasonable Adjustment Application Form to the WSET at least four weeks before the examination date in the case of WSET qualifications at Levels 1-2. Supporting evidence must be provided with the completed form.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between Barschool.pl Examinations Officer and WSET, and will vary according to individual circumstances. WSET reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements. Please note that Barschool.pl can not offer reasonable adjustments to any students until this has been agreed with WSET.

Students and their advisors should be aware that it is not appropriate to make requests for reasonable adjustments where the student's difficulty directly affects performance in the attributes that are the focus of the assessment.

Barschool.pl will keep records of all reasonable adjustment applications.

## **VI. Special Consideration Policy**

### **Introduction**

Special consideration is an action taken after an assessment to allow students who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

### **Scope of policy**

Special consideration will not give unfair advantage over students for whom special consideration is not being applied or alter the assessment demands of the qualification as detailed in the applicable Specification.

A student may be eligible for special consideration if:

- Performance in an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident and 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 user of the certificate as to the student's attainment.

### **Applying for special consideration**

An application for a special consideration must be made within 3 working days of the assessment date for which special consideration is being sought. You may be required to provide documentary evidence, which outlines the characteristics (nature and severity) of your condition or circumstances.

An application for a special consideration must be sent via email: [rezerwacje.barschool@gmail.com](mailto:rezerwacje.barschool@gmail.com) or in writing at the address:



BAR SCHOOL Rafal Ciesielski  
Ul. Andersa 8/9  
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All personal data relating to health or other circumstances, which may be required to support applications a special consideration, will be processed in accordance with our Data Protection Policy (please see Paragraph III).

Barschool.pl must submit a Special Consideration Application Form to WSET within 7 working days of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation.

In cases of serious disruption during the examination, the Examinations Officer must submit a detailed report of the circumstances and students affected to WSET. This must be returned with the completed examination papers.

Barschool.pl will keep records of all applications for special consideration.

## VII. Malpractice and maladministration

The aim of this policy is to protect the interests of WSET students and safeguard the integrity of WSET qualifications by ensuring compliance with WSET Policies and Procedures. It provides a framework for the identification, reporting and management of any potential malpractice or maladministration and for the application of sanctions.

Non-compliance with WSET Policies and Procedures generally falls into one of two categories:

1. Maladministration, where non-compliance is accidental rather than intentional; and
2. Malpractice where non-compliance is intentional or the result of negligence.

Malpractice or maladministration may include:

- Failure to carry out course or assessment delivery in accordance with WSET requirements;
- Failure to adhere to WSET's candidate registration and certification procedures;
- Late student registrations;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Withholding of information from WSET, which is critical to maintaining the rigour of quality assurance;
- Insecure storage of assessment materials;
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorised devices or materials;
- Disruptive behaviour in an examination;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Any action likely to lead to an adverse effect;
- Breach of confidentiality;
- Failure to disclose Conflict of Interest;
- Issue of incorrect exam results/failure to issue results to students in a timely manner;
- Unauthorised reading/amendment/copying/distribution of exam papers;
- Denial of access to information, documentation, workforce, facilities;



- Failure to respond to WSET in a timely manner;
- Failure to return examination papers within the specified timeframe or to follow delivery and tracking regulations;
- Infringement of WSET copyright, trademarks, intellectual property rights and brand identity;
- Use of unqualified and/or unregistered educators or internal assessors;
- Misleading advertising/publicity.

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify Barschool.pl office following our Complaints And Appeals Procedure ((please see Paragraph II).

If Barschool.pl staff members are suspected of being involved in malpractice and /or maladministration, the awarding organisation, WSET can be contacted directly.

Barschool.pl have to investigate all cases of malpractice and maladministration in liaison with any parties concerned. If an investigation finds evidence of malpractice or maladministration, we will have to take the necessary steps to ensure that the learners' interests are protected as far as is reasonably possible.

There are some sanctions applicable to students:

- Written Warning - 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.
- 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.
- Student Disqualification - The learner is disqualified from participating in any courses or assessments leading to WSET qualifications.

APP should implement quality management and reporting systems to ensure compliance with WSET Policies and Procedures. These should be reviewed regularly to ensure they are fit for purpose. If the non-compliance incident occurs during a WSET examination, the Examinations Officer must notify WSET by submitting the Notification of Malpractice Form.

WSET will log the non-compliance incident and will assign a case officer to investigate. WSET will conclude the investigation within 30 working days of receipt of the allegation. In some cases the investigation may take longer, for example, if an APP visit is required. In such instances all concerned parties will be advised of the revised timescale.

If malpractice or maladministration is identified, WSET will consider its impact and may apply sanctions accordingly. WSET will take all reasonable steps to ensure that students who are affected by malpractice or maladministration through no fault of their own are not disadvantaged. However, in some cases, it may be necessary to disallow or withhold results and/or certificates.

(Ver. 30.10.22)