

## **POLICY STATEMENT**

### ▪ **CANCELATION POLICY**

Full payment (tuition fees and exam fees) must be made at time of booking - we do not accept provisional bookings and places will only be confirmed once payment is received and Administration Services have emailed a booking confirmation.

Cancellations of confirmed places are accepted up to 10 working days prior to the start of the course. An administration fee of €30.00 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 by mail to 10 working days at [n.livanou@lemonde.edu.gr](mailto:n.livanou@lemonde.edu.gr) before the course start date on payment of a €30.00 admin fee plus the cost of any additional study materials which may be applicable.

If WSET courses are canceled by the LE MONDE EKPEDEFTIKI LTD, the prospective student gets back the amount they have paid which corresponds to the canceled courses, and any other obligation of the Institute is deemed exhausted. In case of combo courses, the amount of the refund is calculated based on the initial price of the list for the specific course, decreased by the corresponding discount of the package. The school has no other obligation towards the prospective student for any other additional costs related to the canceled courses; indicatively we mention costs of transportation, accommodation, educational materials, etc.

For the courses that are canceled due to force majeure or the fault of third parties, we indicatively mention strikes, weather phenomena, pandemic incidents, protest marches, etc. LE MONDE EKPEDEFTIKI LTD whenever possible will make sure to reschedule them within the same academic year, informing all participants. In cases where participants are unable to attend the new rescheduled date of the course, then the amount they paid for the seminar is refunded, reduced by a €30.00 administrative fee, plus the cost of any additional study materials which may be applicable. Whenever it is not possible to reschedule the canceled course, LE MONDE EKPEDEFTIKI LTD will refund the value of the specific course to the participants. The school has no other obligation towards the candidate participant for any other additional costs related to the canceled courses; indicatively we mention costs of transportation, accommodation, educational materials, etc.

The courses that do take place in spite of any special circumstances that may prevail on the specific day, indicatively mentioned reasons of force majeure or fault of third parties (see above), are considered well feasible and the absentees are not entitled to any return and / or additional compensation due to related expenses, as indicatively we mention expenses of transportation, accommodation, educational material etc.

### ▪ **DIFFERED COURSES/EXAMS**

LE MONDE EKPEDEFTIKI LTD reserves the right to adapt the teaching methodology in such a way as to ensure the smooth and orderly operation of the departments, as well as to implement part and/or all of the program with distance learning.

### ▪ **GENERAL DATA PROTECTION REGULATION**

Personal data provided by the attendant is held by LE MONDE EKPEDEFTIKI LTD and is used for purposes related to the conduct of the educational program, the issuance of fee invoices and LE MONDE EKPEDEFTIKI LTD is authorized to process data of this Agreement for as long as it is in force unless there is a need to extend the time of data retention due to a legal obligation of LE MONDE EKPEDEFTIKI LTD.

Attendants' records will be kept for a period of 10 years.

After this period of time the data is destroyed in accordance with the destruction protocol. This data is transmitted to only to the competent third parties in the public services (eg Ministry of Education, Research and Religions, Ministry of Economy & Development, Ministry of Labor, Social Security & Social Solidarity and their sub-services).

▪ **EQUAL OPPORTUNITY AND DIVERSITY POLICY**

LE MONDE Institute of Hotel and Tourism studies promotes and offers equal opportunities, respects the values and rights of all members of the staff, prospect and current students and graduates. Furthermore, does not tolerate any discrimination based on gender, sexual orientation, age, family circumstances, race, religion, ethnic or national origin, disability.

LE MONDE EKPEDEFTIKI LTD recognizes that providing equality of opportunity, valuing diversity and promoting a culture of inclusion is vital to our strategy and goals.

We want our staff and students to reflect the diversity of regional, national, and international communities that we serve and influence. We aim to be a place where people can be free no matter what their identity or background.

By creating a working, learning and social environment in which individuals can use their skills and talents to the fullest without fear of prejudice or harassment, we aim to create a culture where everyone can reach their full potential.

We will ensure that equity is embedded in all of our activities, policies and decisions and will work with our partners to share good practice. Key to this is our commitment to implementing a program of activity to advance our equity goals and objectives.

▪ **COMPLAINTS POLICY**

All complaints can be recorded by the administration personnel via e-mail (see below) or verbally. Within 3 working days, the complainant will receive an acknowledgement receipt by LE MONDE EKPEDEFTIKI LTD. A member of staff will record the complaint (if received verbally), carry out an investigation, attempt to resolve the issue, and within 20 days send feed back to the learner and record the findings.

The complaint must include the following information:

1. Name, address and contact information,
2. Full details of the complaint (with any supporting documents) and
3. Details of any previous attempts made to resolve the problem

A member of the senior management of LE MONDE EKPEDEFTIKI LTD will be assigned to each and every distinct case.

If the complainant is not satisfied with the feedback, or wishes to refer to a higher level for an appeal, the complaint will be referred firstly to the Area Coordinator Directors who will carry out an independent investigation and in a second instance, to the Directors.

If again the complainant is not satisfied with the outcome of the procedure, a second appeal can be made by contacting WSET directly at [qa@wsetglobal.com](mailto:qa@wsetglobal.com).

The complainant and any other relevant parties will be advised in writing of the outcome of the investigation and, if appropriate, will be advised that corrective action has been taken. The matter will then be closed.

All verbal and written communications will be clear and unambiguous, courteous and in plain Greek for LE MONDE EKPEDEFTIKI LTD at [grammateiaees@lemonde.edu.gr](mailto:grammateiaees@lemonde.edu.gr) , or in English for WSET communication at [qa@wsetglobal.com](mailto:qa@wsetglobal.com) .

▪ **SPECIAL CONSIDERATIONS**

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.

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, 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.

The student must submit a Special Consideration Application Form to LE MONDE EKPEDEFTIKI LTD within 2 working days of the assessment date for which special consideration is being sought. Eligibility will only be considered if accompanied by supporting independent documentation.

▪ **REASONABLE ADJUSTMENTS**

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. LE MONDE EKPEDEFTIKI LTD premises are accessible to people with mobility difficulties.

Reasonable adjustments are provided and put in place before the assessment in accordance to the student's needs.

Reasonable adjustments must not give unfair advantage over students for whom reasonable adjustments are not being made or affect the reliability and validity of the assessment outcomes as detailed in the applicable specification. 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-organizing the assessment room, such as removal of visual stimuli for an autistic student.

A Reasonable Adjustment Application Form must be submitted to LE MONDE EKPEDEFTIKI LTD during the application/booking process by the student, at least 6 weeks prior to the examination date.

▪ **MALPRACTICE AND MALADMINISTRATION POLICY**

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.

LE MONDE EKPEDEFTIKI LTD hereby confirms the full integrity of WSET qualifications and examinations in its premises. All incidents will be reported by LE MONDE EKPEDEFTIKI LTD as per to the Complaints policy to WSET.

Malpractice or maladministration may include (but is not limited to):

- 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)
- Failure to disclose Conflict of Interest

▪ **CONFLICT OF INTEREST POLICY**

LE MONDE EKPEDEFTIKI LTD is required to identify, monitor and manage actual, potential and perceived conflicts of interest. This is essential to safeguard the integrity of WSET qualifications provided by the Group and promote confidence in WSET Awards processes.

This policy applies to all LE MONDE staff and to any individual acting on behalf of WSET Awards.

**Definition of Conflict of Interest**

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

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

- The undertaking of any 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 any 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 tutoring of candidates by an individual involved in the assessment process;
- 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 or the authoring of examination questions;
- The employment by an APP of individuals engaged in the delivery of taught programs 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 can be managed and are therefore acceptable. Some Conflicts of Interest cannot be managed and are not acceptable. For example, it would be inappropriate for an individual involved in the authoring of examination questions or the compilation of examination papers to teach or coach students.

#### **Identification of Conflicts of Interest**

Any staff at LE MONDE EKPEDEFTIKI LTD involved in the delivery of WSET qualifications who becomes aware of a Conflict of Interest must inform the Head of Quality and Compliance (HOQC) in writing immediately. Conflict of Interest declarations will be recorded by WSET Awards on the Conflicts of Interest Register.

Where a Conflict of Interest is identified by WSET Awards rather than the individual(s) concerned, the HOQC will take steps to mitigate the effect of the Conflict of Interest and may apply sanctions to an APP in accordance with the Malpractice and Maladministration Policy.

#### **Management of Conflicts of Interest**

Conflicts of Interest will be managed on a case-by-case basis. The HOQC has responsibility for the management of Conflicts of Interest relating to the work of WSET Awards at LE MONDE EKPEDEFTIKI LTD.

The HOQC will consult with the Director to agree how to mitigate any Conflict of Interest. The Director will decide when and how Conflicts of Interest and the steps taken to mitigate them should be escalated within the Wine & Spirit Education Trust, to the Board of Trustees or to the Regulator.