



## DISCUS Academy Policies and Procedures

### Introduction

DISCUS Academy offers spirits industry focused professional fundamentals, as well as advanced training in five domains: Safety and Risk Management, Laws and Regulations, Business and Finance, Sales and Marketing, and Leadership. The curriculum is designed to provide information to help you take your career to the next level, learn something new, or improve your business operations. DISCUS Academy is committed to providing an excellent educational experience and, of course, complying with all legal obligations.

To support that commitment, the following DISCUS Academy Policies and Procedures have been developed. All DISCUS Academy staff and instructors are required to review and comply with these policies. These Policies and Procedures will be reviewed regularly to ensure they continue to meet the needs of the program and students.

### Complaints and Appeals

DISCUS Academy is committed to providing high quality service and providing a clear and expeditious process for students to raise any concerns or issues. If a student feels dissatisfied with any aspect of their enrolment in DISCUS Academy courses, we have provided the following Complaint and Appeal Process to report the issue for evaluation and resolution.

#### *How to file a complaint*

Please explain the nature of your complaint and any pertinent details, then submit it to the following email address: [education@distilledspirits.org](mailto:education@distilledspirits.org). This email box will be monitored regularly.

#### *Complaint resolution*

Once a complaint is submitted, DISCUS Academy will:

- (1) acknowledge receipt of complaint within two (2) business days;
- (2) investigate and collect further information, as necessary, over the next three to four (3-4) weeks; and
- (3) within thirty (30) days, communicate to the student who submitted the complaint either (a) an appropriate and proportionate action to resolve the complaint, or (b) a timeline to continue the investigation and resolution process, if additional time is needed.

#### *How to appeal a complaint resolution*

If your matter is not resolved to your satisfaction, you may submit an appeal to [education@distilledspirits.org](mailto:education@distilledspirits.org) outlining your concerns. You can expect a response or action taken in 30 days.



*Complaints will not impact assessments or treatment of student.*

DISCUS Academy commits that students will not be penalized for filing a complaint. All staff involved in handling complaints are obliged to ensure that complaints will not influence any assessment or proceeding treatment of the student submitting a complaint.

### **Conflict of Interest**

In order to safeguard the integrity of DISCUS Academy qualifications and promote confidence in organizational processes, DISCUS Academy works to identify, monitor and manage actual, potential and perceived conflicts of interest. This policy applies to all DISCUS staff, instructors, and to any other individual acting on behalf of DISCUS Academy.

#### *Definition of conflict of interest*

A conflict of interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity or loyalty to DISCUS Academy when conducting activities associated with DISCUS Academy courses or certifications. These can arise in many different aspects of activity, such as:

- An individual whose personal interests or loyalties conflict with DISCUS Academy;
- 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 tutoring or coaching of candidates by any individual involved in the assessment process or processes of monitoring and/or conducting the exams.

#### *Identification of Conflicts of Interest*

Instructors and DISCUS Academy Staff are required to review this policy and promptly report any potential conflict of interest. Students or any other individual involved in the delivery of DISCUS Academy services may also report any potential Conflicts of Interest to the following email address: [education@distilledspirits.org](mailto:education@distilledspirits.org).

#### *Management of Conflicts of Interest*

For any Conflict of Interest reported, DISCUS Academy will review and investigate the claim, and take any necessary and appropriate action to mitigate the potential impact of the conflict on the programs.

### **Privacy and Data Protection**

DISCUS Academy values the privacy of its students. DISCUS Academy adheres to the DISCUS Privacy Policy, which explains how we collect, use, and share information. By using DISCUS Academy Services,



you agree to the collection, use, disclosure, and procedures described in that policy. The DISCUS Privacy Policy may be found [at www.distilledspirits.org/privacy-statement/](http://www.distilledspirits.org/privacy-statement/).

If you have questions or concerns, please contact [education@distilledspirits.org](mailto:education@distilledspirits.org).

## Reasonable Adjustments

DISCUS Academy recognizes that some students require special arrangements when it comes to our courses and examinations, and this policy aims to explain what you are entitled to request. A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage through educational processes, including the assessment of knowledge. DISCUS Academy seeks to provide equal opportunity to all students to participate in educational programs and related examination in such a manner as to avoid disadvantaging or advantaging them over other candidates. Reasonable adjustments will not give unfair advantage over other candidates or affect the reliability and validity of the course or assessment outcomes.

A reasonable adjustment is unique to you and may not be included in the list of available access arrangements. Whether an adjustment will be considered reasonable will depend on several factors, which may include:

- the needs of the student;
- the effectiveness of the adjustment;
- the cost of the adjustment; and
- the likely impact of the adjustment upon the student and other students.

*An adjustment will NOT be approved if it:*

- involves unreasonable costs to DISCUS Academy;
- involves unreasonable timeframes; or
- affects the security and integrity of the course or examination.

*Provided Adjustments may include:*

- 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 to third party support partners during programs and assessments, such as a sign language interpreters, readers, etc.

Arrangements for the use of third party support (such as an interpreter, scribe, or reader) during the course or examination will normally be the responsibility of the student. However, DISCUS Academy



may take reasonable steps to identify potential support options, if you are not able to do so. For further information, please contact [education@distilledspirits.org](mailto:education@distilledspirits.org).

#### *Applying for a reasonable adjustment*

Students who have special needs relating to the course or examination need to contact [education@distilledspirits.org](mailto:education@distilledspirits.org) two (2) weeks prior to the course date, for exam specific cases four (4) weeks prior to taking the exam. Any Request for Reasonable Adjustment must include an explanation and evidence to support the need for the requested accommodation.

### **Special Considerations**

Special consideration will be given to candidates who have been temporarily disadvantaged as a result of illness, injury, or adverse circumstances at the time of the course or exam. Special consideration will not give unfair advantage over candidates for whom special consideration is not being applied.

A candidate may be eligible for special consideration if:

- Performance in a course or assessment is affected by circumstances beyond the control of the candidate, such as a recent personal illness, accident, or bereavement;
- Alternative course or assessment arrangements which were agreed to in advance proved inappropriate or inadequate;

#### *Applying for special consideration*

To be eligible for Special Consideration, please provide documentation outlining the Special Consideration being sought within 5 working days from the course date or exam date to [education@distilledspirits.org](mailto:education@distilledspirits.org).

### **Ethics, Integrity and Professionalism**

In order to protect the interests of DISCUS Academy's students and safeguard the integrity of DISCUS Academy education, all staff, instructors, students, and other participants must comply with these Policies and Procedures and otherwise commit to acting in an ethical, honest, and professional manner in all DISCUS Academy activities. Included below is a procedure for identifying, reporting and addressing any potential violation of these standards.

#### *Reporting and adjudicating noncompliance claims*

Any suspected failure to comply with DISCUS Academy Policies or standards, should be reported to [education@distilledspirits.org](mailto:education@distilledspirits.org). Please provide as much detail as possible to support the claim of noncompliance.



DISCUS Academy will investigate all reports of alleged noncompliance, and will take any necessary and appropriate action, which may include the removal and/or suspension of educators or students from the DISUCS Academy program and withholding or revocation of program certificate(s).

#### *Appealing a decision*

Any student or educator has the right to appeal a decision of noncompliance. Appeals should be submitted within thirty (30) days of the decision to [education@distilledspirits.org](mailto:education@distilledspirits.org) and should include the following:

*Examples of noncompliance include, but are not limited to:*

- Failure to adhere DISCUS Academy Policies and Procedures;
- Fraudulent claim for certificates/fraudulent use of certificates/reproduction or forgery of certificates;
- Submission of false or inaccurate information to gain a qualification;
- Cheating, including the use of unauthorized devices or materials;
- Disruptive behavior in a course;
- Plagiarism of any nature by students;
- Impersonation (including forgery of signatures);
- Any action likely to lead to an adverse impact on DISCUS Academy, staff, students, or instructors;
- Breach of confidentiality;
- Failure to disclose Conflict of Interest;
- Failure to respond to important DISCUS Academy correspondence in a timely manner;
- Infringement of DISCUS Academy copyright, trademarks, intellectual property rights and brand identity;

#### **Cancellation and Refunds**

Cancellations of registered DISCUS Academy courses are accepted up to seven (7) days prior to the course. An administration fee of \$5 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 three (3) days before the course start date. Transfers will be charged an \$5 administration fee, plus any difference in the cost of programs and any additional study materials which may be applicable. All transfer requests must be made in writing or by email to [education@distilledspirits.org](mailto:education@distilledspirits.org).



If a registered course booking is cancelled during the seven (7) days prior to the course, no refund of the course fees will be made.

#### *DISCUS Academy Leadership Programs*

Course fees will be refunded in full if DISCUS Academy cancels a course or changes a course date to a time that does not work for the student.

Fully refundable cancellations of the DISCUS Academy Leadership programs are accepted up to fourteen (14) days prior to the start of the program. Any cancellation made after the 14 days leading up to the program or once the program begins, are nonrefundable.

#### **Diversity & Equity Policy**

DISCUS Academy is committed to upholding the principles of diversity and equality in all areas of its work, seeking to ensure that all participants and other stakeholders are treated fairly and equally at all times.

This policy applies to all DISCUS Academy staff and to any individual acting on behalf of DISCUS Academy.

DISCUS Academy assures equality of opportunity for candidates by:

- Promoting open access to DISCUS Academy;
- Ensuring that the format and content of all courses, exams and other DISCUS Academy 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;
- Accommodating candidates with different educational needs, disabilities or temporary injuries when accessing the DISCUS Academy courses & assessments without changing the demands of the course or assessment in line with our Reasonable Adjustment and Special Consideration policies;
- Ensuring that this policy is taken into account during the development of new courses and other DISCUS Academy projects;
- Collating and monitoring data on candidate age, gender, ethnicity and access arrangements, which are reportable in a non-attributable format;
- Inviting feedback on diversity and inclusion issues from participants and other stakeholders;
- Working with relevant organizations as appropriate to develop measures to identify and encourage equal opportunities for all stakeholders, current or future; and
- Reviewing this policy regularly to ensure it continues to appropriately and adequately address these goals.