

En 2021, the quality certification has been issued under the following category of action: Training action.

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88 Quai de Paludate, 33800 BORDEAUX contact@wisp-campus.com 05 57 71 75 61

### Hello everyone, Welcome to WiSP

We've made our passion our profession , and we want to do the same for you.

WiSP is the place to be for wine and spirits professionals and enthusiasts looking for access to the most prestigious training courses. We offer WSET® and French Wine Scholar certification courses at our 3 sites in Bordeaux, Paris and Toulouse, as well as customized on-site or e-learning courses. Convinced that the transmission of knowledge and know-how to as many people as possible is an absolute necessity to spread the culture of wines and spirits, our mission is to disseminate and share our knowledge, skills and expertise to professionalize the industry's players.









Because we want to guarantee the employability and adaptability of all wine and spirits professionals, we offer certified or customised training courses that take into account the needs of the field and the diversity of each individual. Because we believe that learning through experience is more virtuous, our training courses, activities and content combine theory and immersive, participative experiences.

Bold and relaxed pedagogues, we cultivate a taste for sharing, transmitting and learning by involving all our stakeholders. Guided by our shared values of high standards, integrity and fun, we are committed to a dynamic approach to learning that respects the requirements of the certifications we offer.

In this booklet, you'll find a wealth of valuable information to accompany you on your adventure into the heart of wines and spirits. Commitments, values, philosophy, pedagogical approach, certifications, testimonials from our Alumni community, we tell you all about us!

Let's work together to ensure that all the industry's professionals continue to grow and innovate, so that the next generation is on board. We look forward to meeting and talking with you!





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## WSET LEVEL4 THE COMPLETE PROGRAM NUMBES

#### TRAINING OBJECTIVES

• Become a wine specialist by combining technical and sale skills of the wine industry. This high-level program prepares the future manager of the sector to take technical and strategic decisions, thanks to a perfect understanding of trends and wine market evolution. This certificate is know worldwide as the entrance of the prestigious Master of Wine program.

#### **ENROLMENT:**

- Phone interview with our Program Coordinator
- Quotation and appendix signed (depending of the financing option chosen),
- Registration deadline: 15 days before the start of the course

#### **LEARNING TERMS AND TOOLS:**

- Access to the plateform "WSET Online Classroom" during 3 years
- Ebooks in free access (3 years)
- Additional readings recommended by the pedagogical team
- Mock exams organised throughout the program
- 600 hours of guided personal work

#### **IN SHORT**

PREREQUISITES: WSET Level 3 in Wines

**MODALITY:** Online and presential

TASTING: 250 wines

**DURATION:** 23 days of training (184 hours) including 1.5 days of distance learning (12h30)

**CERTIFICATION:** WSET Level 4 Diploma in

Wines

**TOTAL PRICE:** 3600€, excl. VAT, for the Block

1 (D1/D2/D4/D5).

From 4200€, excl. VAT, for the unit D3\* From 190€, excl. VAT, for the unit D6\*

**LEARNING CENTERS:** Bordeaux & Paris

SUCCESS RATE: 66% of success at the exam (2022/2023)

LANGUAGE:

CONTACT: anne@wisp-campus.com

#### D1: Wine production - 24 hours / 3 days

- Viticulture
- Vinification
- Maturation, treatments and packaging

(If the class is done in Bordeaux, a 4th day is dedicated to a tour inside the surrounding vineyards).

#### D2: Wine business - 8 hours online / 1 day

- Dynamic of the alcoholic beverages' worldwide market
- Local markets
- The role of marketing in the alcoholic beverages' industry

#### D3: Still wines of the world - 120 hours / 15 days

- Northern and Western Europe (France, Germany, England)
- Central, Southern and and East-Southern Europe (France, Switzerland, Austria, Hungary, Spain, Italy, Portugal, Greece)
- South America (Argentina, Chile), North America (USA, Canada), Oceania (Australia, New-Zealand), South-Africa
- A full day is dedicated to a tour inside the Bordeaux's vineyards (If classes are done in Bordeaux, 2 more days are dedicated to tours inside the surrounding vineyards).

#### D4: Sparkling wines of the world - 8 hours / 1 day

- Methods and production
- Analysis of categories and type of sparkling wines (If the class is done in Paris, a second day is dedicated to a tour inside the Champagne's vineyards).

#### D5: Fortified wines of the world - 16 hours / 2 days

- Methods and production
- Analysis of categories and type of

#### D6: Research thesis

- Subject imposed by the WSET
- 3000 words (+/- 10%)
- 10% of the Diplo



# WSET LEVEL4 THE COMPLETE PROGRAM IN WINES

#### **EVALUATION CONDITION:**

#### Unit 1: Wine production / 20% of the Diploma's global rate

- Duration of examination: 90 minutes
- · Open question
- The unit is validated if the candidate obtains a minimum of 55% of correct answers.

#### Unit 2: Wine business / 10% of the Diploma's global rate

- Duration of examination: 60 minutes
- · Open question
- The unit is validated if the candidate obtains a minimum of 55% of correct answers.

#### Unit 3: Still wines of the world / 50% of the Diploma's global rate

- Duration of examination: 380 minutes, split in 2 days
  - Day 1 / Theroy exam: 2 sessions (one of 120 minutes, the other of 80 minutes) presenting 7 open questions, among which the candidates must choose 5 questions
  - Day 2 / Tasting exam: blind tasting of 12 still wines, divided in 2 sessions of 6 wines each (90 minutes per session)
- The unit is validated if the candidate obtains a minimum of 55% of correct answers to each exam (theory and tasting).

#### Unit 4: Sparkling wines of the world / 5% of the Diploma's global rate

- Duration of examination: 90 minutes
- Open question and blind tasting of 3 sparkling wines
- The unit is validated if the candidate obtains a minimum of 55% of correct answers.

#### Unit 5: Fortified wines of the world / 5% of the Diploma's global rate

- Duration of examination: 90 minutes
- Open question and blind tasting of 3 fortified wines
- The unit is validated if the candidate obtains a minimum of 55% of correct answers.

#### **TO CONTINUE**

The prestigious Master of Wine program

#### **KEY STRENGTHS WISP**

#### WiSP is a campus dedicated to wines and

**spirits,** located in the most prestigious vineyards in the world, and at the convergence of two emblematic spirits regions.

Created in 2011, WiSP wants to offer courses in regard to the skill needs.

- Each learner is supported at each step of his learning path.
- 3 locations: Bordeaux, Toulouse and Paris.

#### **ACCESSIBILITY OF THE COURSE**

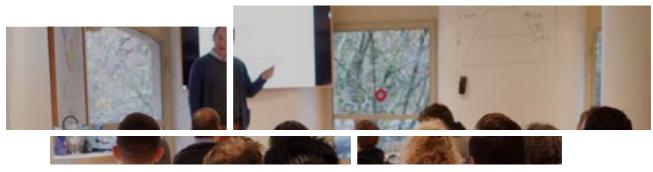
Accessibility of the course to **people with disabilities.** 

Please, you can contact our responsible for disability:

- By phone +33 (0)5 57 71 75 61
- By email contact@wisp-campus.com

#### CONTACT

anne@wisp-campus.com





# OUR COMMENTS

#### **INNOVATING**

Innovation in the service of **educational excellence** is in our genes. To make learning demanding certifications as easy as possible, we use active methods that combine theory and practice, adapting to the needs of each individual.

#### **ADAPTING**

At WiSP, we don't just offer **prestigious WSET®** and **Wine Scholar Guild training courses!** We work closely with all the players in the industry to transform local needs into relevant, **100% customized training programs.** 

#### CONNECTING

WiSP's vocation is also to connect all stakeholders and establish connections between professionals from the 4 corners of the globe.

#### **TRAINING**

We are convinced that our profession has the power to contribute to employability and to the **emergence of new skills**. As passionate and committed experts, we sincerely believe in making our training courses accessible to as many people as possible

#### **SUPPORTING**

**Individualized support** for all learners, without exception, is a major pillar of the WiSP philosophy. That's why, before, during and after our training sessions, we take the time to support **each learner until he or she succeeds.** 









## **QUR VALUES**

IN OUR CAMPUS

#### **EXCELLENCE**

Making the excellence of our educational training and resources a priority.

#### **AUDACITY**

Daring to make bold pedagogical choices and constantly reinventing ourselves to facilitate learning is our ambition.

#### **ENTHUSIASM**

To make learning a pleasurable experience, tastings and interactive activities are organised.

#### **INTEGRITY**

Acting with etics, transparency, tolerance and humilty is our philosophy.

#### **PROXIMITY**

Focusing on humain relations, proximity, trust and active listening to our stakeholders is part of our corportate culture.







### OUR EDUCATIONAL APPROACH

#### WHAT MAKES US UNIQUE

**Individualized support** is at the heart of WiSP's pedagogical approach. Before, during and after their training course, our learners are guided by our teams to ensure they achieve their objectives.

#### **OUR APPROACH**

For us, pedagogy is everything. Our aim is to enable everyone to spread their wings and pursue their career plans.

"Our educational approach is bold, innovative and inclusive.

Three guiding principles govern our approach: **HIGH-QUALITY STANDARDS**, because the primary objective is to deliver outstanding training, **INDIVIDUALISATION** and diversity to support all learners, **CREATIVITY** to go beyond the theoretical fundamentals of each qualification and offer a real learning experience.

Three main guidelines underpin our **educational objectives** and serve as a framework for building and developing our training programmes :

- An active-learning methodology;
- Heterogeneous grouping management;
- Cooperative and mutual aid skills development.

For this reason, our wine and spirits training courses combine theoretical knowledge, group discussions, career talks and convivial gatherings alongside tutored tasting sessions. In addition, we surround ourselves with established industry educators and prestigious partners to provide each WiSP learner with the best education possible."

Testimony of Charlotte GUILLOT Pedagogical Manager









## OUR TEAM AT YOUR SERVICE



Fanny DARRIEUSSECQ
General Manager &
Quality manager



Anne RAYNAUD WSET®4 Diploma Coordinator



Charlotte GUILLOT
Pedagogical manager &
handicap referent

#### **CONTACT US**



Our offices are open Monday to Friday, 8:30 a.m. to 5:30 p.m.



88 quai de Paludate, 33800 Bordeaux



Tel.: +33 5 57 71 75 61



contact@wisp-campus.com



Form on the website: wisp-campus.com

# OUR EXPERTS LEARN WITH THEM



**Rod SMITH**Master Of Wine
Wine - WSET 4



Caro MAURER

Master Of Wine
Wine - WSET 4



Matthew Stubbs

Master Of Wine
Wine - WSET 4



Frank SMULDERS

Master Of Wine
Vins WSET 4



Michael PALIJ Master Of Wine Wine - WSET 4



Colin GENT

Master Of Wine
Wine - WSET 4



Emiliano STRATICO Wine - WSET 2, 3, 4



Fanny DARRIEUSSECQ Wine - WSET 4









### OUR 2 CAMPUS IN FRANCE

#### **BORDEAUX CAMPUS**

WSET 2, 3, 4 in Wines, WSET 2 & 3 in Spirits, FWS, IWSPC



**Bordeaux,** a city resolutely focused on its internationally renowned vineyards, offers our candidates the opportunity to immerse themselves in wine culture, visit wine estates and develop their professional network. Would you like to learn how to taste and learn about wines and spirits in Bordeaux?

WiSP 's origins and presence in **Bordeaux for over 10 years** have enabled us to forge close links with the industry and build ambitious partnerships to offer you the best experience.



The WiSP Bordeaux campus is located within a **complex dedicated to the wine and spirits industry**. Here you'll find the cellars and offices of Groupe Bernard, a leading Bordeaux wine merchant (Millésima and Sobovi), spirits producer Lucien Bernard (Valdronne) and the Taransaud cooperage.

This new hub of Bordeaux life, close to the river, brings together a business district and a cultural hub around MÉCA, the Maison de l'économie créative et de la culture d'Aquitaine.

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- 88 Quai de Paludate, 33800 Bordeaux
- 5-minute walk from Gare Saint-Jean (2 hours by train from Paris)
- **25** min from Bordeaux-Mérignac international airport



# OUR 2 CAMPUS IN FRANCE

#### **PARIS CAMPUS**

WSET LEVEL 4 DIPLOMA IN WINES

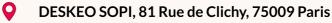


The history of Paris is closely linked to that of wine. That's why **WiSP** has chosen the 9th arrondissement to host its **WSET** Level 4 Diploma in Wines students. Our learners are therefore close to Montmartre to see the last remaining vineyards in Paris.

From our campus in Paris, explore areas such as the macro and microeconomics of the wine industry, the international market, vine physiology, legislation, regulations and the wine trade, labelling... and much more. Master the art of wine tasting, with practical sessions and tastings of wines from the world's top estates: French, German, Austrian, Italian, Californian, and so on. It's the perfect place to learn from and meet internationally recognised experts in the wine industry, and to forge strong links with industry professionals.



The training sessions take place on Deskeo's premises, in fully-equipped classrooms, enabling our students to work on both theory and tasting. The 9th arrondissement of Paris is known for its cultural wealth, with the Garnier opera house, the Place de l'Opéra, the theatres and cinemas of the Grands Boulevards, as well as its restaurants and wine cellars nearby.



Access by line 68: Place de Clichy stop

M Access by lines 2 & 13 to the Place de Clichy stop



# OUR QUALITY TO MEET YOUR NEEDS APPROACH

#### **QUALIOPI**



En 2021, the quality certification has been issued under the following category of action: Training action.

This certification rewards **our day-to-day activity and our commitment.** The expertise of our lecturers from the field, **innovative teaching practices**, selection of the best wines and spirits, we strive to offer you training courses that are as close as possible to the needs of the industry.

To find out more about the Qualiopi certification mark, **click here.** 



#### HANDICAP TRAINING RESOURCE CENTER

WiSP is committed to improving access to its training courses for people with disabilities.

Recognized by the *CRFH de la Nouvelle-Aquitaine*, WiSP is committed to all those working for inclusion in the world of training. Our teams and trainers work with people with disabilities on a daily basis, adopting their teaching methods and scenarios for a more inclusive learning experience.

Need more information?

Charlotte will be happy to help you make the necessary arrangements for your participation.

Contact Charlotte directly here: <a href="mailto:contact@wisp-campus.com">contact@wisp-campus.com</a> Consult our Public Accessibility Register





# WHY CHOOSE Wisp?



5000+ alumni



**30**Nationalities trained at WiSP



700+ Certified learners per year



100% of participants recommend WiSP\*



75.5% Pass rate across all exams\*\*



**92%** overall training\*

#### SOME TESTIMONIALS FROM OUR ALUMNI

what I get from this experience with the diploma is that I am able to make a link between the wine and how it has been made, in terms of investment, and the work done in the vineyards and in the cellars. So, now, I think I can really well understand all those connexion. The strength of this diploma training is to be able to reach that level of expertise \*\*

Thomas PAOLI, Quality Manager at Hennessy

Experience with WiSP is not only the Diploma. The WiSP Team has been really very supportive. With WiSP, we have access to famous Masters of Wine from across the world to teach you the different units

Amrita SING, Master of Wine candidate



## HOW FINANCING YOUR TRAINING

### WISP IS A FRENCH PROFESSIONAL TRAINING ORGANIZATION ACCREDITED BY SEVERAL INSTITUTIONS THAT FINANCE CONTINUING EDUCATION.

#### FUNDING THROUGH YOUR EMPLOYER

- The skills development plan: An employee may request to attend a training course included in the company's skills development plan. In this case, the response is formulated according to the company's practices or contractual provisions. If the employer agrees, the employee's training leave is considered as normal execution of the employment contract. The cost of training is fully covered by the company
- Regional offer of inter-company training courses (OCAPIAT : Ex FAFSEA-OPCALIM) : OCAPIAT is the operator of skills (OPCO) for agricultural cooperatives, agriculture, fisheries, and the agri-food industry in the territories. The WSET Level 2 and 3 Wine courses are included in the OCAPIAT training catalogs in Nouvelle-Aquitaine and Occitanie. The funding is 100% covered, with no advance payment required, for companies with less than 50 employees, without impacting the skills development plan.

#### FINANCING BY THE TRAINING ASSURANCE FUND (FAF)

Are you a self-employed worker, non-salaried worker, business owner, or freelancer? The financing of your training depends on the Fund for Training Insurance (FAF):

- FIFPL (Interprofessional Training Fund for Liberal Professionals)
- AGEFICE (Association for Management and Financing of the Training of Business Leaders)
- FAFCEA (Training Insurance Fund for Business Leaders Exercising an Artisanal Activity)
- VIVEA (Training Fund for Entrepreneurs in the Living)

#### **SELF-FINANCING WITH PAYMENT FACILITIES**

You can choose **to self-fund your training.** In this case, WiSP offers payment plans. For any questions, please contact us by phone or email.



# OUR PRESTIGIOUS PARTNERS

### OVER THE YEARS, WISP HAS BUILT STRONG PARTNERSHIPS WITH MAJOR PLAYERS IN THE WINE & SPIRITS INDUSTRY AND EDUCATION.

Our partners, namely Millésima Bordeaux, RIEDEL, École du Vin de Bordeaux, Union des Grands Crus de Bordeaux and the Comité Champagne, contribute directly to the quality of our services and the development of our offer in the region.



A major player in the Bordeaux wine trade, **Millésima**, a partner since 2013, enables us to deliver our training courses in the heart of Bordeaux, in an environment steeped in the history of wines and spirits.



The transmission of knowledge has always been a founding value of the Bordeaux winegrowing region, which created its own school 30 years ago through **CIVB**. Building on this expertise, each year the Bordeaux Wine School welcomes students who have chosen Bordeaux as the destination for their WSET Diploma



The **Union des Grands Crus Classés of Bordeaux**, a unique grouping of Bordeaux's greatest growths, organizes exclusive events for our WSET Diploma students, demonstrating the commitment of the world's greatest châteaux to passing on their history and knowledge to an informed public.



A leading Austrian glassmaker, **Riedel** is regarded by professionals as a world leader in the design of glassware for wine and spirits tasting.

All our campuses are fully equipped with Riedel glasses and decanters.





#### **PREAMBLE**

#### PURPOSE AND SCOPE

The following Internal Regulations apply to each person participating in a training course, hereinafter referred to as the TRAINEE, organised by WiSP, hereinafter referred to as the TRAINING ORGANISATION.

These regulations define the health and safety rules relating to discipline, the nature and scale of the disciplinary actions that the TRAINING ORGANISATION may take against a TRAINEE who contravenes them, and the procedural guarantees applicable when a sanction is considered.

These regulations are established per the provisions of Articles L.6352-3 and L.6352-4, and R.6352-1 to R.6352-15 of the French Labour Code.

These rules are sent to the TRAINEE at the time of registration. They are also available in the welcome booklet given to the TRAINEE at the time of enrolment and displayed on the premises of the TRAINING ORGANISATION.

#### **ACCESSIBILITY OF PREMISES**

The TRAINING ORGANISATION is open from 8:30 am until 12:30 pm and from 1:30 pm until 6:00 pm. The telephone answering service is available from 8:30 am until 5:00 pm.

### SECTION 1: HEALTH AND SAFETY RULES

Failure to comply with any of the articles below exposes the TRAINEE to disciplinary measures as specified in section 5.

#### **Article1 - General Principles**

The prevention of accidents and illnesses is imperative and requires everyone to respect the following:

- Applicable health and safety regulations on the training premises;
- Any instructions issued by the TRAINING ORGANISATION's management, the trainer, or the manufacturer, particularly concerning the available equipment.

When the training takes place on the company's premises or any other premises rented for this purpose, the applicable and specific safety instructions are those of the site used.

The TRAINEE must therefore ensure their safety and that of others by complying with general and specific health and safety instructions, depending on their training.

Suppose they notice a malfunction in the security system. In that case, they must immediately inform the TRAINING ORGANISATION's management or, if necessary, the trainer.

#### Article 2 - Fire Safety Instructions

The fire safety instructions and, in particular, a map showing the location of the fire extinguishers and emergency exits are displayed in the premises used by the TRAINING ORGANISATION at WiSP, 88 quai de Paludate, 33800 Bordeaux or any other training location used by the TRAINING ORGANISATION. Therefore, the TRAINEE must be familiar with emergency evacuation procedures.

In the event of a fire alarm, the TRAINEE must cease all training activities and calmly follow the instructions of the authorised representative of the TRAINING ORGANISATION or the emergency services.

The TRAINEE who witnesses the start of a fire must immediately call the emergency services by dialling "18" from a fixed telephone or "112" from a mobile phone and alert a representative of the TRAINING ORGANISATION.

#### Article 3 - Drugs and Alcoholic Beverages

The introduction or consumption of drugs on the premises is strictly forbidden. The TRAINEE is prohibited from entering or staying in the TRAINING ORGANISATION in a state of

drunkenness or under the influence of drugs. Moreover, the TRAINEE cannot bring alcohol into the training premises.

Concerning alcoholic beverages, the TRAINEE has access to various samples of wine and spirits exclusively during the hours dedicated to training and for educational purposes. The use of spittoons at the time of tasting is compulsory. The TRAINEE is not allowed to take home the bottles of wine and/or spirits tasted during the training sessions.

#### Article 4 - Prohibition on Smoking

It is strictly forbidden to smoke cigarettes or electronic cigarettes in the training rooms and, more generally, on the premises of the TRAINING ORGANISATION.

#### Article 5 - Incident

The TRAINEE, victim of an incident during the training session or who witnesses such an event, must immediately inform the TRAINING ORGANISATION, which will take the appropriate steps.

#### Article 6 - Theft Liability

The TRAINING ORGANISATION declines all responsibility in the event of loss, theft or deterioration of personal items belonging to the TRAINEE within the training site.

#### Article 7 - Food Consumption

All food consumption is forbidden on the training premises and during training sessions. However, water and hot beverage consumption are allowed.

#### **SECTION 2: DISCIPLINARY RULES**

Failure to comply with any of the articles below exposes the TRAINEE to disciplinary measures as specified in section 5.

#### Article 1 - Training Attendance

#### Article 1.1 - Training Schedules

The TRAINEE must comply with the schedules set and provided beforehand by the TRAINING ORGANISATION in the training agreement or invitation. Unless there are exceptional circumstances, the TRAINEE may not be absent during the programmed training hours.

#### Article 1.2 – Absence, Lateness or Early Departures

In the event of absence or departure before the planned schedule, the TRAINEE must inform the **TRAINING** ORGANISATION and justify their absence or early departure. The **TRAINING** ORGANISATION immediately reports this to the training funder (employer, administration. OPCO Skills Operator, Pôle Emploi, etc.). Furthermore. suppose absence or early departure leads to a revocation or a reduction in the financial coverage of the training previously granted by a third party. In that case, the TRAINEE will have to pay the entire training cost or the contributed amount.

Any unjustified event that is not a force majeure constitutes misconduct subject to disciplinary measures.

Furthermore, per Article R.6341-34 of the French Labour Code, the TRAINEE, whose remuneration is paid by the public authorities, is liable to have their traineeship remuneration withheld in proportion to the duration of the absence.

### Article 1.3 - Formalism in Training Attendance

The TRAINEE is required to fill in the attendance sheet as the course progresses. In addition, they may be asked to complete a training report (OPCO, Pôle Emploi, CPF, etc.). Under no circumstances may the TRAINEE sign the attendance sheet for another TRAINEE enrolled in the course.

At the end of the training course, the TRAINEE will be sent by email a Certificate of Attendance (Certificat de réalisation) to send, if need be, to their employer, administration or the body financing the training course.

#### Article 2 - Access to Training Facilities

Unless expressly authorised by the TRAINING ORGANISATION's management, the TRAINEE may not:

- Enter or remain in the training premises for any purpose other than training;
- Proceed, in the latter, with soliciting the sale of goods or services:
- Introduce, have introduced or facilitate the introduction of persons not belonging to the TRAINING ORGANISATION;
- Have personal belongings delivered to them unless authorised by the TRAINING ORGANISATION.

#### Article 3 - Dress Code and Behaviour

The TRAINEE is asked to present themselves to the TRAINING ORGANISATION in proper attire. Furthermore, they are asked to behave in a way that guarantees respect for the elementary rules of good manners, community life and the smooth running of the training courses.

#### Article 4 – Use of Equipment and Material

Unless expressly authorised by the TRAINING ORGANISATION's management, training equipment or material may only be used on the training premises and are exclusively reserved for the training activity. The distribution of training materials and teaching aids is prohibited. Their use must remain strictly personal.

The TRAINEE is required to keep the equipment entrusted to them for the training in good condition. They must use it according to its purpose and the rules issued by the trainer.

The TRAINEE shall immediately inform the trainer of any anomaly in the equipment.

#### Article 5 - Proselytism

It is formally forbidden to proselytise or spread religious or political beliefs within the training premises.

#### Article 6 - Course Recording

Recording and broadcasting a training session is strictly forbidden unless a special dispensation is granted.

#### **SECTION 3: EXAMINATION**

### Article 1 - Assessment and Examination Procedures

The TRAINEE is subject to one or several final assessment test(s) depending on the qualification prepared. A minimum grade in the examinations is required to pass and obtain the certificate. The nature of each evaluation was presented to the TRAINEE by the TRAINING ORGANISATION at the time of registration.

The TRAINEE who has successfully completed the final examination(s) will be awarded the qualification associated with the training course and will receive the overall mark or the associated grade sanctioning the entire test. In case the TRAINEE have note validated all the required examinations, a result sheet will be issued to them indicating the marks or grades obtained.

**Examination Rules and Procedures:** 

- The TRAINEE must present themselves at the examination session with an official identity document. Copy of any form will not be accepted.
- The TRAINEE must answer the examination in the same language as the given subject.
- The TRAINEE must complete the examination within the time allowed for each paper.

- No consultation of books or online resources will be allowed during the examination. The only material available to the TRAINEE will be the material provided by the TRAINING ORGANISATION on the exam day.
- Mobile phones or any other connected devices are strictly prohibited during the examination.
- For tasting examinations, the TRAINEE is not allowed to touch or smell the glass once the wine or spirit has been poured and until the start of the examination. Any TRAINEE who fails to do so will automatically be excluded from the examination room.
- Once the invigilator has announced the start of the examination, no communication between TRAINEES will be permitted until the TRAINEE leaves the examination room or the invigilator announces the end of the exam.
- It is strictly forbidden to photograph the examination room or the examination subjects.
- The TRAINEE will not be allowed to leave the examination room until at least fifteen (15) minutes of the examination time has elapsed.
- A TRAINEE arriving after the official start time of the examination will NOT be allowed to take the exam if another TRAINEE has already left the room.
- The TRAINEE arriving late will allowed to enter the examination room with the authorisation οf the representative of the TRAINING ORGANISATION and only if this delay does not exceed thirty (30) minutes from the examination starting time. The TRAINEE will not recover lost time and will complete the examination in the same allowed time as the group. The TRAINEE will not be allowed to leave the room and return once the exam has started unless

- accompanied by an invigilator who must not leave the TRAINEE's side during their absence.
- Any TRAINEE suspected of fraud or plagiarism must leave the exam room immediately. A special committee will examine their paper, determining its validity and whether they will be allowed to retake the exam.
- No broadcasting, recording or photography of the examination room or subjects is permitted.
- It is forbidden to take the exam papers and draft papers out of the examination room. Any TRAINEE who does not return the question sheet and leave the draft paper on his desk will be considered a cheat.
- The TRAINEE shall not reveal the content of the examination papers to a third party or reproduce them in any way whatsoever.
- The TRAINEE who does not take the examination will not obtain the training qualification. They can resit the examination under re-registration conditions (see Section 3, Article 2).

#### Article 2 - Resit Exam

The TRAINEE may request to retake the examination if they have failed, on payment of a re-registration fee.

The TRAINEE who has already succeeded in the examination may re-register for the course but will not be allowed to retake the examination. The TRAINEE who has passed only one of the different tests will be able to resit for an examination for the failed unit in the same language as the original examination.

There is no limit to the number of reregistrations for examination. However, the TRAINEE will not be able to catch up on their exam if the certifier updates the training programme.

### Article 3 - Reassessment or Appeal on Examination

The TRAINEE who requests a reassessment or an appeal on their copy must make their request in writing either

by e-mail appeal on or examination/reassessment form or registered letter to the **TRAINING ORGANISATION** to request Reassessment form. The TRAINEE must complete and send this form to the certifier within 12 weeks of the The **TRAINING** examination. will **ORGANISATION** not consider requests received after this deadline. As this procedure is not free of charge, it must be paid directly by the TRAINEE to the certifier.

In the event of a complaint about this decision, the TRAINEE may contact the TRAINING ORGANISATION again to request the Appeal on Examination form. The TRAINEE must complete and send this form to the certifier within 10 working days following the received reassessment response. The TRAINING ORGANISATION will not consider appeal requests on examinations received after this deadline. As this procedure is not free of charge, it must be paid directly by the TRAINEE to the certifier.

#### **SECTION 4: SANITARY PROTOCOL**

Failure to comply with this article below exposes the TRAINEE to disciplinary measures as specified in section 5.

In an exceptional health context, the TRAINING ORGANISATION will ask the TRAINEE to respect the protocol in force, particularly the health policies and procedures within its premises throughout the training. Displays explaining the various sanitary protocol in detail are available on our premises.

Please note that according to the governmental measures in force, a training session initially planned to take place in person may be conducted remotely. The TRAINING ORGANISATION will be responsible for transmitting all the information and educational materials necessary to ensure proper training course delivery.

#### **SECTION 5: DISCIPLINARY RULES**

#### Article 1 - Disciplinary Measures

Any failure of the TRAINEE to comply with any of the provisions of these internal regulations may be subject to a disciplinary action imposed by the head of the TRAINING ORGANISATION or their representative.

Any action considered to be wrongful may, depending on its nature and seriousness, be subject to one or other of the following measures:

- Call to order:
- Temporary exclusion from the training course:
- Permanent exclusion from the training course.

Fines or other financial penalties are not permitted except for penalties for breaches of the General Terms and Conditions of Sales (ref.: Registration Form/GTC). In the event of temporary or permanent exclusion for inappropriate behaviour, the TRAINING ORGANISATION will not refund the training fees to the TRAINEE.

The head of the TRAINING ORGANISATION shall inform the following of the disciplinary action taken:

- The employer of the TRAINEE employee or the administration of the TRAINEE agent when the training course is carried out on the employer's or administration's orders; and/or
- The funder of the training course.

#### Article 2 - Disciplinary Procedure

The TRAINING ORGANISATION may not sanction the TRAINEE without the latter being informed beforehand of the grievances against them.

However, where an act considered wrongful has made a temporary exclusion with immediate effect essential, the TRAINING ORGANISATION may take no final sanction relating to this act without

the TRAINEE having first been informed of the grievances against them.

For all other instances, the disciplinary action shall be notified to the TRAINEE in writing, stating the reasons, by registered letter or delivery against receipt.

#### **SECTION 6: COMPLAINTS**

#### Article 1-Discontent or Dissatisfaction

lf discontent anv dissatisfaction with the training content, training session quality, educational materials. equipment or facilities, or WiSP services in general, the TRAINEE may fill in the dissatisfaction form accessible here. He can also contact the Quality Manager directly bv e-mail contact@wisp-campus.com by telephone at 05 57 71 75 61. **TRAINING** The ORGANISATION undertakes to communicate directly with the TRAINEE within two (2) working days.

The TRAINING ORGANISATION,

represented by Fanny Darrieussecq, WiSP General Manager



WiSP 88 Quai de Paludate 33800 Bordeaux- France Tél.: +33 (0)5 57 30 85 15 N° Activité 72330840133 Siett 533 459 889 000 36 June 55 18 56 533 459 889



## WSET LEVEL 4 DIPLOMA IN WINES THE WINE AND SPIRITS CAMPUS



Qualiopi

En 2021, the quality certification has been issued under the following category of action: Training action.

88 Quai de Paludate, 33800 BORDEAUX contact@wisp-campus.com 05 57 71 75 61 V1 03/11/2023