

## 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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# 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.







## YOUR LEARNING AT WISP PATH

VALIDATION OF REGISTRATION FROM WISP AND THEN FROM WSET

You receive an email from WSET inviting you to create a <u>WSET Global account</u>

WITHIN 24 HOURS OF BOOKING CONFIRMATION, ANOTHER EMAIL FROM WSET INVITING TO JOIN THE CHOSEN ONLINE COURSE

Note that if you don't receive the course invitation you can still accept the course invite via your Online Classroom dashboard.

10 DAYS BEFORE THE COURSE STARTS. FOR LEVEL 2 AND 3, EBOOK ACCESS CODES SENT BY EMAIL FROM WISP

You are expected to read the WSET course materials before studying online. For level 1, your textbooks are embedded within your Online Classroom course.

1 WEEK BEFORE THE COURSE STARTS. RECEIVE YOUR SAMPLES AT HOME (IF ORDERED).

To taste at home during the course.

4 TO 9 WEEKS OF COURSE ONLINE (DEPENDING ON THE LEVEL 1.2 & 3)

All courses have a modular structure including quizzes, reading, discussions, individual and group assignments. A dedicated educator from WSET will be available until the last day of the course to guide your learning, answer your questions and comment on your work.





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## YOUR LEARNING PATH

NO LATER THAN 2 WEEKS BEFORE THE END OF THE COURSE. CHOOSE YOUR DATE AND HOUR OF EXAMINATION ONLINE (FOR LEVEL 1 AND 2).

EXAMINATION FOR LEVEL 3 TAKES PLACE IN CENTER AT A FIXED TIME

The date and hour of exam online must be communicated to WiSP: <u>formation@wisp-campus.com</u>. You'll then receive a notification from WiSP confirming your exam order. The exam must take place after the end of the course.

10 DAYS BEFORE YOUR EXAM DATE. EMAIL FROM WSET TO TEST PROOF YOUR EQUIPMENT.

Make sure you test everything before the day of the exam. The schedule set for your exam can't be changed and it's fundamental that you show on the appropriate day and time.

3 DAYS BEFORE YOUR SCHEDULED EXAM DATE AND TIME. EXAM LINK SENT FROM WSET BY EMAIL

4 TO 6 WEEKS AFTER THE COURSE. RESULTS FROM WISP BY EMAIL

J 4 TO 8 WEEKS AFTER THE RESULTS

Receipt of certificate by post.

For more details, In the section "My documents" of your extranet, you will find useful resources. We encourage all students to first read the following documents:

- The The WSET Online notice as it explains in detail what to expect when studying online.
- The WSET RI candidate checklist and screenshot journey as it provides key steps to taking a successful online examination.

If you are experiencing technical difficulties, please email onlineclassroom@wsetglobal.com.



## 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 partnersto 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 CAMPUS**

#### **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.



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 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

#### CLICK ON THE MAP TO DISCOVER OUR 3 TRAINING SITES AND SESSION DATES





# 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

Understanding all the stages involved in producing spirits is essential to our **day-to-day work** in the various marketing communication or sales professions. We were very well supported by the team. **Visit level 3 with WiSP!** 

Juliette Sauzet, Communication Manager at Whiskies du Monde

The WSET Level 2 Spirits course provides the keys to an in-depth understanding of the different families of spirits. The team adopts a teaching approach that combines rigor and professionalism.

Nicolas Le Brun, Sales Manager Whisky Mag



# WiSP IN NUMBERS

COURSES 2022-2023	NUMBER OF SUCCESSFUL APPLICANTS/NUMBER OF APPLICANTS ADMITTED	SUCCESS RATE
WSET LEVEL 1 IN WINES ONLINE	9/9	100%
WSET LEVEL 2 IN WINES	194/202	96%
WSET LEVEL 3 IN WINES	89/167	53%
FRENCH WINE SCHOLAR	10/13	77%
WSET LEVEL 1 IN SPIRITS ONLINE	5/5	100%
WSET LEVEL 2 IN SPIRITS	91/94	96%
WSET LEVEL 3 IN SPIRITS	16/23	70%





## THE CERTIFICATION THAT BOOSTS YOUR CAREER

The WSET® (Wine & Spirits Education Trust) is the global benchmark for the wine and spirits industry. From initiation to the most expert level, WSET® training courses teach you theoretical knowledge of the world's wines and spirits and the art of tasting. WiSP has been accredited to deliver these courses since 2010, and was even named one of the top eight WSET® centers in the world in 2017.

#### **IN BRIEF**

Mode: Online

Prerequisites: **Beginner**Duration: **4 weeks**Language: **English** 

Sensory Training: 10 Recommended

tasting samples (not includ)

Registration deadline: 15 days before

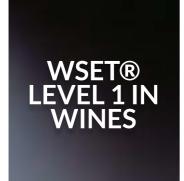
the start of the course

Contact: **formation@wisp-campus.com**Assessment: **30-question MCQ (resits** 

possible)

#### **WSET® LEVEL 1 IN WINES**

The **WSET® Level 1 Award in Wines** is an introduction to wine for beginners. It is designed as a solid, yet simple introduction. You'll learn about the fundamental stages of viticulture and vinification, the main types and styles of wine and their varietals, as well as the basic principles of storage, service and food pairing. You'll also discover the great styles of wine through tasting, and be able to describe a wine accurately.



An introductory wine program, covering the different stages of viticulture and winemaking, as well as the main types of wine and grape varieties.

- Understand the basic stages of viticulture and winemaking
- Learn about the types, styles and characteristics of wines made from the main grape varieties, as well as other examples of wines.
- Know the basic principles of wine and food pairing, as well as wine storage and service.





#### **BECOME A TASTING EXPERT**

At intermediate level, the **WSET®** level 2 Award in wines is a real journey. It introduces you to wines from around the world and develops your **tasting skills**. This training gives you an international outlook and an openminded approach to welcoming visitors from all over the world. A clever blend of **theory and tasting** to make learning a pleasure!

#### **IN BRIEF**

Mode: Online or Hybride

Prerequisites: None or WSET Level 1 in

wine recommanded

Duration: 5 weeks access to the plaeform or 4 weels of elearning & 3 days face to face

Languages: English & French
Sensory training: 40 wines tasted

Where: Bordeaux & Toulouse in face to face Registration deadline: 15 days before the

start of the course

Contact: formation@wisp-campus.com
Assessment: 50-question MCQ (resits possible)

#### WHAT OUR LEARNERS APPRECIATE

- A complete and rich discovery of the wine-growing regions of France and the world, with topographical and climatological indications of the vineyards.
- E-learning modules with diversified, rich and entertaining content.
- **Tastings** to exercise your palate.



An intermediate course, combining theory and practice, to deepen your knowledge of world wines.

- Knowledge of environmental factors (terroir), different viticultural practices and wine-making and ageing techniques.
- Learn about the style and quality of wines made from international or indigenous grape varieties from important regions.
- Understanding the influence of the production process on the style of sparkling and fortified wines
- Understand the basic principles of wine storage and service, as well as food and wine pairing.





#### **BECOME A TASTING EXPERT**

Combining theoretical instruction with the tasting of 65 wines, the **WSET® Level 3 wine course** is an advanced course offering a detailed approach to **understanding viticulture**, **winemaking**, **the diversity of the world's wines and tasting techniques**.

It's also an opportunity to gain concrete knowledge of the international market.

#### **IN BRIEF**

Mode: Online or Hybride

Prerequisites: Expert level who has obtained WSET level 2 certification in wine or equivalent Duration: 9 weeks of access to the platform or 6 weeks of elearning & 5.5 days of classroom training

Languages: **English or French**Sensory training: **65 wines tasted** 

Where: **Bordeaux & Toulouse in face to face** Registration deadline: **15 days before the start** 

of the course

Contact: formation@wisp-campus.com
Assessment: MCQ of 50 questions (with the possibility of a retake) + 4 open questions and blind tasting of 2 wines.



An advanced level course to learn more about viticulture and winemaking of world wines. An intensive apprenticeship combining tasting and theoretical information.

- Identify and describe the characteristics of still, sparkling and fortified wines produced in the world's main wine-growing regions and explain their style, quality and price.
- Demonstrate your ability to inform and advise customers.
- Taste and accurately describe the characteristics of world wines and assess their quality and ageing potential.
- Identify the main natural (terroir) and human factors involved in the production of still wines, from the vine to the bottle, and explain how they affect the style, quality and price of a wine.





# THE DIPLOMA IN WINE, THE MOST PRESTIGIOUS CERTIFICATION COURSE IN THE WORLD OF WINE AND ENTRY INTO THE MASTER OF WINE PROGRAM

The WSET® Level 4 Diploma in Wines is made up of 6 modules, all covering all aspects of the wine industry, from production to marketing. This course involves immersion in the industry, with visits to estates and meetings with professionals.

#### IN BRIEF

Mode: Hybride

Prerequisites: Professionals who have acquired

WSET level 3 certification in wine

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

Language: English

Where: Paris & Bordeaux

Registration deadline: 15 days before the start of

the course

Contact: anne@wisp-campus.com

Assessment: Six units to be validated. Theoretical tests of open questions and practical blind tasting tests. Writing of a 3000-word research dissertation.

#### **DIPLOMA WSET® LEVEL 4 PROGRAM**

**D1** Wine Production **D2**Wine
business

**D3** Still wines of the world

**D4** Sparkling wines of the world **D5**Fortified wines of the world

**D6** Research thesis



- Analyze wine industry issues across the board
- Mastering wine production from vine to bottle
- Select and recommend the world's wines thanks to your indepth technical knowledge
- Understanding the wine market: different types of operators involved in the wine industry, distribution channels, key factors that impact wine prices, wine marketing
- Understand the subtleties, secrets and tasting techniques of world wines, still wines, sparkling wines and fortified wines.
- Occupy strategic positions



# FRENCH WINE SCHOLAR GUILD SCHOLAR

# LEARN ABOUT FRENCH WINE SCHOLAR AND BECOME AN EXPERT ON FRENCH WINES

The French Wine Scholar is a certified specialization in French wines at advanced level from the Wine Scholar Guild in New-York. You'll learn about French viticultural history and geography, as well as technical aspects such as grape varieties, viticulture, winemaking and specific regulations for each region. This blended learning program is made up of distance learning modules and two days of face-to-face training on our Bordeaux campus.

#### **IN BRIEF**

Mode: Blended learning

Prerequisites: Advanced wine knowledge
Duration: 9 weeks of distance learning,
punctuated by weekly meetings + 2 days of

face-to-face lessons
Tasting: +35 vins dégustés
Language: Only English
Where: Bordeaux

Registration deadline: 15 days before the start

of the course

Contact: formation@wisp-campus.com
Assessment: MCQ of 100 questions (resit

possible)

#### 10 WEEKS IN BLENDED LEARNING

Week 1 Course introduction **Week 3** Champagne, Jura & Savoie Week 5 Bordeaux **Week 7**Rhône, Provence & Corse

Week 9 Revisions

**Week 2** Alsace & Champagne **Week 4**Bourgogne & Beaujolais

**Week 6** Sud Ouest & Loire Week 8 Languedoc Roussillon Week 10 Tasting, course & exam



Delivered through blended learning, this program includes training modules to be followed remotely, 5 videoconferences with your trainer and two days of face-to-face sessions during which you will deepen your knowledge through tasting sessions in the Bordeaux vineyards!

- Master the fundamentals of French wines and the different wine styles for each region
- Learn about French wine history and grape varieties
- Understand the impact of climate, the influence of soils and the geology of each region
- Understand the organization of the industry, viticultural practices and regulations



# ITALIAN WINE SCHOLAR

# BECOME AN EXPERT ON ITALIAN WINES WITH THE ITALIAN WINE SCHOLAR PREP COURSE FROM THE WINE SCHOLAR GUILD

Botanical cradle of thousands of grape varieties such as Sangiovese, Nebbiolo, Barbera, Dolcetto, Cortese, Aglianico, Negroamaro... Italy is an extremely rich wine-producing country with a great wine culture.

You'll discover the wines of Italy's **3 main zones**: Northern Italy, Central Italy and Southern Italy, with white, red and sparkling wines on the program.

For each appellation, you'll discover: map, viticulture, wine style, food and wine pairing.

#### **IN BRIEF**

Mode: Face-to-face
Prerequisites: None
Duration: 1 day (7h30)
Tasting: +15 vins tasted
Language: Only English
Where: Bordeaux

Registration deadline: 15 days before the

start of the course

Contact: **formation@wisp-campus.com**Assessment: **MCQ of 50 questions (resit** 

possible)



- Describe the key factors that influence the climate of each appellation (the influence of rivers, lakes, seas, valleys, mountains, winds)
- Recall the main grape varieties associated with each wine covered in the session
- Identify the location of the appellations presented on a map of Italy
- Describe the meaning of the main labelling terms
- Describe the style of each of the wines covered in the session





# INITIAL TRAINING OFFERING A FIRST HANDS-ON APPROACH TO THE WORLD OF SPIRITS

Do you want to become **a spirits specialist**, understand this rich and complex world, unravel the **mysteries of distillation** and discover the **art of mixology.** If you're a wine merchant, production, sales or mixology professional, our WSET® spirits training courses, from levels 1 to 3, are for you!

### IN BRIEF

Mode: **Online** 

Prerequisites: None

Duration: 4 weeks access to the elearning

platform

Language: Only English

Dégustation : 10 spirits tested (not

included)

Registration deadline: 15 days before the

start of the course

Contact: **formation@wisp-campus.com**Assessment: **MCQ of 30 questions (resit** 

possible)

#### WSET® LEVEL 1 IN SPIRITS

The WSET® Level 1 Award in Spirits is an introduction for the people who work in the spirits industry or are interested in spirits. This course offers a simple, practical introduction to the world of spirits. You'll discover the main styles and categories of spirits, their raw materials and production processes, as well as the fundamental principles governing the storage and service of spirits. You can also discover these spirits through tasting, thanks to a highly objective analytical approach.



- Understand the main processes and stills generally used in the production of spirits, and explain their purpose
- Understand the main categories and types of spirits, and describe their characteristics
- Understand the key factors that determine the aromas and flavors of spirits
- Know and be able to identify the equipment and principles generally associated with storing and serving spirits





# THE ONLY CERTIFICATION RECOGNIZED WORLDWIDE THAT INTRODUCES YOU TO THE OENOLOGY AND SPIRITS INDUSTRY

This WiSP Campus certification course is designed for industry professionals and enthusiasts alike, who will be able to perfect their knowledge through essential theoretical contributions and a tried-and-tested spirits tasting method.

The program includes 4 complete modules to understand the world of spirits from A to Z.

#### **IN BRIEF**

Mode: Online or in Face-to-face

Prerequisites: None, WSET Level 1 in spirits

recommmanded

Duration: 5 weeks access to the elearning

plateform or 2 days in face-to-face

Languages: **English or French**Tasting: **25 spirits tasted**Where: **Paris & Bordeaux** 

Registration deadline: 15 days before the

start of the course

Contact: formation@wisp-campus.com Assessment: MCQ of 50 questions (resit

possible)

The **WSET® Level 2 in Spirits** is designed to give you the professional skills you need for bar service, retail and wholesale.

Now it's up to you to advise your customers professionally and expertly, and to guide their choice according to their tastes and budget.



A program designed to give you a comprehensive, targeted knowledge of spirits and liqueurs.

- Understand the main production factors that determine spirit types
- Know the raw materials and understand the production methods and labelling of the main types of spirits, and describe their major characteristics
- Understand the production methods and labeling of the main types of flavored spirits, liqueurs and wines, and describe their main characteristics
- Know the equipment generally used and the principles for serving spirits and using them in cocktails





## THE CERTIFICATE OF EXCELLENCE FOR SPIRITS

The WSET® Level 3 Award in Spirits is the ideal course for acquiring theoretical and technical knowledge of the spirits industry. It provides a global vision of the international spirits market, exploring all styles of production and marketing.

Technically, it's the most advanced spirits training available anywhere in the world.

#### **IN BRIEF**

Mode: In face-to-face

Prerequisites: WSET Level 2 in spirits

Duration: 6 days (42h) Language: English

Tasting: 60 spirits tasted

Where: Paris

Registration deadline: 15 days before the start of

the course

Contact: formation@wisp-campus.com
Assessment: MCQ of 50 questions (with the possibility of a retake) + 2 open questions and

blind tasting of 2 wines.

In fact, WiSP is the **only training organization in France to offer the WSET® Level 3 Award in spirits**, with instructors who are true experts in the world of spirits, and all of them graduates!

It's important to know that the gap between level 2 and level 3 is considerable. This course covers many more spirit families: from Asian spirits to agave spirits and French eaux-de-vie. An extraordinary journey into the world of spirits, and a unique opportunity to taste rare spirits!



The most prestigious training in the world of spirits.

- Identify key factors influencing the production and taste of spirits and liqueurs.
- Master the fundamental pillars of spirit production, such as starch conversion techniques or the physical separation process involved during distillation.
- Understand the biological and thermodynamic phenomena of the distillation process.
- Have an in-depth knowledge of the global and local spirits and liqueur markets.
- Master the WSET® Systematic Approach to Tasting® (SAT) and produce tasting notes.
- Recommend, advise and serve suitable spirits to your clients.



# TO RESUME BY WISP OUR COURSES

#### **OUR FACE-TO-FACE COURSES**

	BORDEAUX	PARIS	TOULOUSE		×	DAYS	HOURS	SAMPLES	PRICE
WSET LEVEL 2 IN WINES	✓		✓	•	<b>4</b>	3d	21h	+40	750€
WSET LEVEL 3 IN WINES	✓		✓	<b>~</b>	<b>~</b>	5.5d	38h	+65	1350€
WSET LEVEL 2 IN SPIRITS	✓	<b>*</b>		<b>~</b>	<b>4</b>	<b>2</b> d	14h	+25	750€
WSET LEVEL 3 IN SPIRITS		✓			<b>*</b>	6d	42h	+60	1350€
WSET LEVEL 4 DIPLOMA IN WII	NES 🗸	<b>✓</b>			<b>~</b>	18-21 months (25d in face-to-face)		+350	From 3600€
FRENCH WINE SCHOLAR	✓				<b>✓</b>	9 weeks online et 2d in face-to-face	14h in face-to-face	+36	1100€
ITALIEN WINE SCHOLAR	✓				<b>✓</b>	1d	7h30	+15	290€

#### **OUR ONLINE COURSES**

	SHIP SHIP	WEEKS	HOURS	ONLINE MODULES	PRICE
WSET LEVEL 1 IN WINES	✓	4	6	5	250€
WSET LEVEL 2 IN WINES	✓	5	30	6	500€
WSET LEVEL 3 IN WINES	<b>*</b>	9	90	9	850€
WSET LEVEL 1 IN SPIRITS	<b>*</b>	4	6	7	250€
WSET LEVEL 2 IN SPIRITS	<b>*</b>	5	30	6	500€

## FOR MORE INFORMATION, CONTACT US

Ask for a personal meeting with our team, who will give you a free demonstration to find out more about our platforms.



BORDEAUX		DATES	EXAM DATE	REGISTRATION DEADLINE
		November 13 & 14, 2023	November 14, 2023	October 27, 2023
WSET LEVEL 2 IN SPIRITS		March 25 & 26, 2024	March 26, 2024	March 8, 2024
		June 10 & 11, 2024	June 11, 2024	May 24, 2024
PARIS		DATES	EXAM DATE	REGISTRATION DEADLINE
		September 18 & 19, 2023	September 19, 2023	September 1, 2023
		October 16 & 17, 2023	October 17, 2023	September 29, 2023
		November 13 & 14, 2023	November 14, 2023	October 27, 2023
WSET LEVEL 2 IN		December 11 & 12, 2023	December 12, 2023	November 24, 2023
SPIRITS		January 8 & 9, 2024	January 9, 2024	December 8, 2023
		March 4 & 5, 2024	March 5, 2024	February 16, 2024
		May 6 & 7, 2024	May 7, 2024	April 19, 2024
		June 3 & 4, 2024	June 4, 2024	May 17, 2024
	216	October 16 (visio), November 6,7,8,20 & 21, 2023	November 22, 2023	October 6, 2023
WSET LEVEL 3 IN SPIRITS	316	March 4 (visio), 25, 26, 27 & April, 8 & 9, 2024	April 10, 2024	February 23, 2024
	COMPANY COST TOO	June 3 (visio), 24,25,26 & July 8 & 9, 2024	July 10, 2024	May 24, 2024

100% ONLINE		DATES	EXAM DATE	REGISTRATION DEADLINE
	STATE OF THE STATE	August 21, 2023 to September 17, 2023	To choose among	July 24, 2023
	STATE OF THE STATE	October 16, 2023 to November 12, 2023	To choose among	October 6, 2023
WSET LEVEL 1 IN		January 8, 2024 to February 4, 2024	To choose among	December 18, 2023
SPIRITS		March 4, 2024 to March 31, 2024	To choose among	February 23, 2024
		April 29, 2024 to May 26, 2024	To choose among	April 19, 2024
	SM MC SM No	June 24, 2024 to July 21, 2024	To choose among	June 15, 2024
	The last	August 7, 2023 to September 10,2023	To choose among	July 17, 2023
		October 2, 2023 to November 5, 2023	To choose among	September 18, 2023
		November 27, 2023 to December 31, 2023	To choose among	November 13, 2023
WSET LEVEL 2 IN SPIRITS	SM MC	January 22, 2024 to February 25, 2024	To choose among	January 8, 2024
		March 18, 2024 to April 21, 2024	To choose among	March 4, 2024
		May 13, 2024 to June 16, 2024	To choose among	April 29, 2024
	SM MC	July 8, 2024 to August 11, 2024	To choose among	June 24, 2024

Bordeaux address: WiSP 88 quai de Paludate, 33 800 Bordeaux

Paris address: La Maison Du Whisky, 20 rue d'Anjou, 75 008 Paris

Toulouse address: Espace Etincelle, 1 rue Bouqières, 31 000 Toulouse



<sup>\*</sup>All our face-to-face training courses run from 9am to 12.30pm and from 1.30pm to 5.30pm.

<sup>\*\*</sup> Online spirits courses are available in English only. Books, where available, are in electronic format.

The exam is taken online Participants are free to choose their exam date online from the day after the end of their course.

BORDEAUX		E-LEARNING DATES	FACE-TO- FACE DATES	EXAM DATE	REGISTRATION DEADLINE
		July 31, 2023	Aug. 30, 31 & Sept. 1, 2023	Sept. 1, 2023	16 août 2023
		Sept. 4, 2023	Oct. 4, 5 & 6, 2023	Oct. 6, 2023	20 sept. 2023
		Sept. 11, 2023	Oct. 11, 12 & 13, 2023	Oct. 13, 2023	27 sept. 2023
		Nov. 20, 2023	Déc. 18, 19, 20, 2023	Dec. 20, 2023	4 déc. 2023
WSET LEVEL 2		Dec. 11, 2023	Jan. 8, 9 & 10, 2024	Jan. 10, 2024	15 déc. 2023
IN WINES		Feb. 19, 2024	March, 20, 21 & 22, 2024	March 22, 2024	6 mars 2024
		March 25, 2024	April 22, 23 & 24, 2024	April 24, 2024	8 avril 2024
		April 29, 2024	May 29, 30 & 31, 2024	May 31, 2024	15 mai 2024
		May 27, 2024	June 24, 25 & 26, 2024	June 26, 2024	10 juin 2024
		June 24, 2024	July 22, 23 & 24, 2024	July 24, 2024	8 juil. 2024
		Aug. 21, 2023	Oct. 2, 3, 9, 10 & 16, 2023	17 oct. 2023	22 sept. 2023
		Sept. 4, 2023	Oct. 30, 31, Nov. 2, 3 & 6, 2023	Nov. 7, 2023	20 oct. 2023
WSET LEVEL 3		Dec. 4, 2023	Jan. 18, 19, 25, 26 & Feb.1, 2024	Feb 2, 2024	5 janv. 2024
IN WINES	STATE OF THE STATE	Dec. 18, 2023	Feb. 22, 23, 26, 27 & 28, 2024	Feb 29, 2024	9 fév. 2024
		March 4, 2024	April 29, 30 & May 2, 3, 6, 2024	May 7, 2024	19 avril 2024
	П	April 29, 2024	June 27, 28 & July 1, 2, 3, 2024	July 4, 2024	14 juin 2024
		Sept. 25, 2023 (visio 25/09, 28/09, 23/10, 2/11, 16/11 - 6.00pm to 7.00pm)		Nov. 21, 2023	Sept. 22, 2023
FRENCH WINE SCHOLAR	38	Jan. 15, 2024 (visio 15/01, 25/01, 08/02, 26/02, 11/03 - 6.00pm to 7.00pm)	March 18 & 19, 2024	March 19, 2024	Jan. 12, 2024

TOULOUSE		E-LEARNING DATES	FACE-TO- FACE DATES	EXAM DATE	REGISTRATION DEADLINE
	П	Oct. 16, 2023	Nov. 13, 14 & 15, 2023	Nov. 15, 2023	Oct. 30, 2023
WSET LEVEL 2 IN WINES	П	March 25, 2024	April 22, 23 & 24, 2024	April 24, 2024	April 8, 2024
	П	June 17, 2024	July 15, 16 & 17, 2024	July 17, 2024	1 juil. 2024
WSET LEVEL 3 IN WINES	П	Oct. 9, 2023	Dec. 4, 5, 6, 11, 12 & 13, 2023	Dec. 13, 2023	Nov. 24, 2023
		April 15, 2024	June 10, 11, 12, 17, 18 & 19, 2024	<sup>7,</sup> June 19, 2024	May 31, 2024

100% ONLINE		DATES	EXAM DATE	REGISTRATION DEADLINE
		Aug. 7 to Sept. 3, 2023	To choose among	July 28, 2023
	316	Sept. 18, to Oct. 15, 2023	To choose among	Sept. 8, 2023
		Oct. 16 to Nov. 12, 2023	To choose among	Oct. 6, 2023
	216	Nov. 13, to Dec. 10, 2023	To choose among	Nov. 3, 2023
		Dec. 11, 2023 to Jan. 7, 2024	To choose among	Dec.1, 2023
WSET LEVEL 1 IN WINES	316	Jan. 8 to Feb. 4, 2024	To choose among	Dec.18, 2023
		Feb. 5, to Marche 3, 2024	To choose among	January 26, 2024
		March 4, to March 31, 2024	To choose among	Feb. 23, 2024
		April 1, to April 28, 2024	To choose among	March 22, 2024
	20 No.	April 29, to May 26, 2024	To choose among	April 19, 2024
	316	May 27, to June, 23, 2024	To choose among	May 17, 2024

<sup>\*\*\*</sup> Online wine courses are available in English only. Books, where available, are in electronic format. The exam is taken online for WSET 1&2, in person in Bordeaux for WSET 3.

100% ONLINE		DATES	EXAM DATE	REGISTRATION DEADLINE
WSET LEVEL 1		June 24 to July 21, 2024	To choose among	June 14, 2024
IN WINES		July 22 to August 18, 2024	To choose among	July 12, 2024
	<b>316</b>	August 7 to September 10, 2023	To choose among	July 28, 2023
		Sept. 4 to Oct. 8, 2023	To choose among	August 25, 2023
	SM ME SPLING	Oct. 2 to Nov. 5, 2023	To choose among	Sept. 22, 2023
		Nov, 13 to Dec. 17, 2023	To choose among	November 3, 2023
		Dec. 11, 2023 to Jan. 14, 2024	To choose among	December 1, 2023
		Jan. 8, to Feb. 11, 2024	To choose among	December 18, 2023
WSET LEVEL 2 IN WINES		February 5, to March, 10, 2024	To choose among	January 26, 2024
		March 4, to April 7, 2024	To choose among	February 23, 2024
		April 1 to May 5, 2024	To choose among	March 22, 2024
		April 29 to June 2, 2024	To choose among	April 19, 2024
		May 27 to June 30, 2024	To choose among	May 17, 2024
	(m) (m) (m) (m)	June 24 to July 28, 2024	To choose among	June 14, 2024
		July 22 to August 25, 2024	To choose among	July 12, 2024
		August 7 to October 8, 2023	17 octobre 2023 (à Bordeaux)	July 23, 2023
WSET LEVEL 3		Nov. 20 to Jan. 21, 2024	2 février 2024 (à Bordeaux)	November 10, 2023
IN WINES		Feb. 19, to April 21, 2024	7 mai 2024 (à Bordeaux)	February 9, 2024
		April 22 to June 23, 2024	4 juillet 2024 (à Bordeaux)	April 12, 2024

# 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.

#### **FUNDING THROUGH PÔLE EMPLOI**

All of our training programs are registered with **Pôle Emploi**. You may be eligible for funding after your application has been approved by the referring agency.

#### 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 CUSTOMIZED COURSES

#### **CUSTOMIZED TRAINING TO PROFESSIONALIZE YOUR TEAMS**

Your company is determined to adapt and anticipate the transformation of the wine and spirits industry in France and worldwide. Rapid adaptation of your teams becomes a key competitive factor. Whatever the challenge, the WiSP team can **help you train your teams in all aspects of the wine and spirits industry.** 



#### WHY TRAIN YOUR TEAMS?

- To ensure mastery of the fundamental **skills** required in the wine and spirits industry
- To support your teams' professional development
- Professionalize your teams for better performance
- To support the employability of your employees in the wine and spirits industry
- To boost customer satisfaction
- To develop international skills within your teams

#### **OUR APPROACH**

We offer flexible, effective solutions tailored to your organization Bold and relaxed pedagogues, we combine educational excellence with innovative, immersive experiences and tastings.

- We offer classroom, distance learning or hybrid.
- We **adapt to the needs of each company** and each employee: individualized career paths, professionalization programs, certification courses, etc.
- We analyze your needs and formalize them into training objectives
- We draw up and propose a training offer that specifies the pedagogical objectives, implementation methods, teaching methods and evaluation procedures.







# 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 of 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.

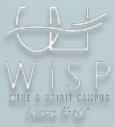
The TRAINING ORGANISATION,

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









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 V2 Update: 03/11/2023