

# FAQS

## **What is Rouxbe?**

Founded in 2005, Rouxbe is an online culinary school for professional and home cooks alike to become more proficient and multifaceted chefs. Rouxbe delivers a diversified culinary curriculum through self-paced, virtual classes, making professional culinary instruction more accessible to both individuals and organizations.

## **Can I really learn how to cook online?**

The answer is a resounding yes! Rouxbe's detailed video lessons and chef-instructor interaction provides the same techniques and methods taught in culinary schools. With 24/7 access to your course content, you can learn at your own pace and review anytime.

## **How and when do I attend class?**

Your course is delivered 100% online and available on-demand 24/7 from any internet enabled device. The program is self-paced, meaning there are no specific dates to begin, to submit assignments or attend class at any particular time.

## **Do I need to purchase other materials in order to complete the course?**

Please refer to the course page for a list of recommended kitchen equipment that will be used in your course. In addition, we recommend that you expect to spend an estimated \$20 per week on ingredients for the food to practice and or graded assignments.

## **Are there any prerequisites or requirements to take this course?**

There are no formal prerequisites or requirements but you will get the most out of this course if you are excited to learn and have the desire to practice cooking regularly, which means there will be plenty of food to cook and share!

## **Will I be able to interact with other students?**

Once you purchase the course, you will have the opportunity to join an exclusive Facebook page for your course. While this is optional, it is a great forum for you to interact with fellow students, current students and alumni — share tips and tricks, ask questions and celebrate your progress!

## **Will I have interaction with my instructors?**

Yes! With each assignment, a member of our instructional team will review your work, respond with feedback and provide a grade. We encourage you to ask course content questions or share comments at any time.

### **How will I be graded?**

There are two types of assessments: quizzes and instructor-graded activities. All quizzes are formatted as true/false or multiple choice. You will also complete instructor-graded cooking assignments in which you photograph your dishes, describe your process and upload your content into the course portal.

### **What is the passing grade?**

A passing grade is 75%.

### **What type of certification do I get?**

Upon the successful completion of the course you will be issued a Certificate of Completion. Most of our courses may also qualify you to earn continuing education hours through ACFEF, ANFP, and WorldChefs. In addition, some of our courses will qualify for college credit through ACE.

### **Does this program qualify me for a job in the food and beverage industry?**

While we cannot guarantee employment or a particular position in the industry, these courses provide technique and knowledge that is foundational to success in the industry. Our training is industry-recognized as quality training programs (ACFEF, WACS, ANFP) and used by top hospitality employers worldwide to train their culinary teams, including Marriott, Four Seasons, and Hyatt.

### **Once I purchase the course, when does class begin?**

We have courses starting approximately every 45 days. Please use the Tuition and Dates tab on the course page to view the next start date.

### **Do I have access to the course content after the course expires?**

You will have lifetime access to your course content, including the lessons, recipes and live event recordings to review at your leisure! After you graduate or the course expires, you will no longer have access to the quizzes, instructor-graded assignments and the Question & Support function. If you have not completed your program by the deadline you can purchase 30-day extensions by contacting [support@rouxbe.com](mailto:support@rouxbe.com)

### **What is your cancellation and refund policy?**

You may cancel the course within 14 days of purchase and receive a full refund. After 14 days of purchase, there are no refunds.