



French in Normandy Student Handbook 2015



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WELCOME! BIENVENUE A FRENCH IN NORMANDY !

OUR TEAM

First, we would like to introduce you to our key staff who will be at your side for the whole of your stay, to ensure that your time with us goes according to plan, and that you enjoy and get the most out of your French course!



Malika BEZZOU is our School Manager. She is available every morning. She is the person to see if you have any queries or things you would like to discuss about accommodation, health, excursions etc. Her email address is malika.bezzou@frenchinnormandy.com



Landry NOEL is our Study Coordinator and is in charge of making sure that the lesson content is right for you. His email address is landry.noel@frenchinnormandy.com



Mélanie RAYMOND is in charge of our marketing and development. Her email address is melanie.raymond@frenchinnormandy.com



Tom and Eleri MAITLAND are the directors and are always available for you! Our address is info@frenchinnormandy.com

ENJOY YOUR STAY!! BON SEJOUR A FRENCH IN NORMANDY!

We hope that this little guide will help you get the most out of your course and your stay in Rouen. If you have anything you would like to see in future editions, we will be happy to listen to your ideas.

Tom and Eleri Maitland

ROUEN, CAPITAL OF NORMANDY

French in Normandy is located in Rouen, famous for its cathedral and Joan of Arc.

Rouen is the capital of the *Haute-Normandie* (Upper Normandy) region. Once one of the largest and most prosperous cities of medieval Europe, Rouen was the seat of the Exchequer of Normandy and one of the capitals of the Anglo-Norman dynasties, which ruled both England and large parts of modern France from the 11th to the 15th centuries.

People from Rouen are called *Rouennais*. The population of the metropolitan area (in French: *La Créa*) in the 1999 census was 518,316 inhabitants and an estimated 532,559 inhabitants in 2007. The city proper had an estimated population of 110,276 in 2007.

UNESCO SITES

Normandy has 8 UNESCO recognitions: Mont Saint Michel, Bayeux, Le Havre, the Tatou islands, Alençon lace, the Etretat cliffs, Rouen Seine Valley and regional gastronomy and many prestigious French "Art and History" label villages that are cited as being amongst the most beautiful in France.

20 'Must See' sights in Normandy

Le Havre	Les Andelys
Dieppe	Omaha Beach
Champ de Bataille	Arromanches
Le Bec Hellouin	Jumièges
Sées	Fécamp
Deauville	Giverny
Bagnoles de l'Orne	Camembert
Mont Saint Michel	Lisieux
Bayeux	Cherbourg
Caen	Honfleur
Etretat	Haras du Pin
Trouville	Cabourg
Rouen	La Suisse Normande

FRENCH IN NORMANDY

FIN offers first-rate teaching in a personalised study environment, and an exciting socio-cultural programme in a beautiful, historic region with a cuisine and cheeses famous even in France!

As well as general French courses, we offer business and specific purposes French courses in one-to-one and small professional groups. We prepare for DELF & DALF examinations and are a centre for DILF, BULATS and TCF tests.

French in Normandy is on the left bank of the River Seine in the chic and calm quarter of Jardin des Plantes (botanical gardens). The school is on the bus line N° 7, collective taxi route N° 54 and a few minutes on foot from the Voltaire metro station.

Our friendly and supportive administrative team is always on hand to help students to settle into life in Rouen.

Just 2 minutes away is a shopping area with bakers, a café/brasserie offering a special French in Normandy students' menu, shops, pharmacy and a bank with an ATM.

French in Normandy has 12 spacious classrooms and a student resource centre. There are 30 computers available for students with free internet access, plus free wifi for students bringing their own laptops/smartphones.

FIN also has excellent access for students with limited mobility.

A typical week at French in Normandy, Rouen

A typical week at <i>French In Normandy</i> , Rouen							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09.30	Lessons	Lessons	Lessons	Lessons	Lessons	Full-day excursion - see the programme online or on the notice boards in the school	
11.00	COFFEE BREAK						
11.30	Lessons	Lessons	Lessons	Lessons	Lessons		
13.00	LUNCH BREAK						
14.00-16.00 Intensive course	Workshop: Written Comprehension & Writing Skills	Workshop: Vocabulary & Reading Skills	Workshop: Speaking skills through learning about local life and culture	Workshop: General French language or the Delf/Dalf preparation workshop	Workshop: Speaking Skills		
16.15-17:30	Free Activity Orientation tour or Grammar-fun	Free Activity Theatre workshop	Free Activity Book Club	Free Activity Cinema Club	Free Activity 'SOS FLE' tutoring workshop		

SOCIAL PROGRAMME

FIN offers a wide and varied social and cultural programme throughout the year. Every week, a full and detailed list of all the events happening in Rouen is put up on the boards at the information point. Many of the events are free!

Every week at French in Normandy, we post the cultural agenda for the week ahead with all the events going on in Rouen and the immediate area including the cost, telephone numbers for reservation... Events, concerts, etc. that are free are marked in red.

We also offer our own programme of accompanied activities and excursions, including a full-day on Saturdays, which is shown on the week's social programme board in the hall, and is also posted on our web site. Remember to sign up for activities/excursions as soon as possible, to avoid disappointment if they are over-subscribed (or cancelled because of a lack of participants).

General information about transport, places of worship and so on is posted in the reception area while detailed information about sports clubs and facilities and restaurants can be found in the tourist information table area in the hall.

If you have a question, just ask - that is what we are here for!

OUR ACCREDITATIONS AND CERTIFICATIONS

French in Normandy holds the **French Government's quality label**, which was renewed early in 2012 for a further 4 years, with the maximum of 3 stars in each of the 5 categories audited. French in Normandy is also a member of **CampusFrance** which promotes French educational establishments worldwide. In 30 countries, CampusFrance offices deal with applications for long-term educational visas.

We have been voted Star French Language School 5 years in a row in the **Study Travel Magazine awards** in 2008, 2009, 2010, 2011 and 2012 and are now an official **SUPER STAR SCHOOL**. We have also been voted in 2013 **Best French language school** by **UED**, the association of Turkish agents, and Best language school in France by students on www.educationstars.com

French in Normandy is also a member of the international independent schools quality organisation **ialc** (<http://www.ialc.org/>).

It is recognised by Sweden's **CSN** and Germany's **Bildungsurlaub** and awards United States' **university study credits** through Brookhaven College, Texas.



FRENCH IN NORMANDY IN FIGURES

OUR STUDENT PROFILE 2013

- ✓ Average age: 26
- ✓ Average stay: 4 weeks
- ✓ Most popular course: the 25 hours per week general intensive course
- ✓ Most popular choice of accommodation: home stay was chosen by 65% of our students
- ✓ We welcomed a total of 49 different nationalities in the period 2013

TOP NATIONALITIES: 2013

- ✓ British 18%
- ✓ Australian 16%
- ✓ Italian 14%
- ✓ Dutch 9%
- ✓ Swiss 8%
- ✓ Japanese 6%
- ✓ Turkish 4%
- ✓ Brazilian 4%
- ✓ German 4%
- ✓ Russian 3%

PLANNING YOUR COURSE AT FRENCH IN NORMANDY

BEFORE YOU LEAVE HOME

Before you buy your ticket to come to Rouen, make sure that you have checked all the administrative procedures and visa requirements necessary for your stay with us. Procedure times vary depending on the country, so we would advise you to make sure that you give yourself plenty of time to get a visa.

[VISA CONDITIONS](#)

EUROPEAN UNION NATIONALS

European Union nationals do not need a visa to come to France. An identity card or passport is sufficient – but check it will be valid for the whole length of your stay.

OTHER NATIONALS

It is important to check whether or not you require a visa!

Contact the French embassy or consular service in your country or check on this website where you will be able to find out whether or not you will need a visa to enter France:

<http://www.diplomatie.gouv.fr/en/france/coming-to-france/getting-a-visa/>

SCHENGEN AREA

The Schengen space allows every individual, once s/he has legally entered one of the member countries, to cross the borders of the other countries. Therefore, if you have a visa for one of the Schengen countries, you can easily enter France.

Currently, the Schengen space includes 26 countries: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

NB: Great Britain is not part of the Schengen area.

MINORS

The minimum age to enrol for an international group course is 16. All students under 18 years of age are required to carry an authorisation signed by their parents allowing them to travel by themselves. Parents must also sign an official letter provided by French in Normandy (copy on request).

USEFUL TIPS

Here are some tips about what to bring with you.

THE WEATHER IN ROUEN

It is not usually very cold in Rouen but it can be wet, especially in the early spring, so bring a warm waterproof coat.

Average temperatures:

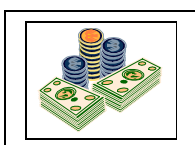
- Winter 3°
- Spring 12-20°
- Summer 18-28°
- Autumn 16-25°



We would also recommend sensible and comfortable shoes for walking and for going on excursions. In the winter, we do not usually have snow but it can be windy so a scarf, gloves and hat might be a good idea!

On our web site - www.frenchinnormandy.com - you will find the weather for the next 5 days.

MONEY



We estimate that, unless you want to buy masses of perfume, clothes etc, you will need 100-150 € per week pocket money. Here are some examples of prices:

- A cinema ticket: about 5 €
- A 3-course meal without drinks: from as little as 9 €
- A coffee in a café: from about 1 €
- A beer or coke in a café: about 3 €.

It is normally cheaper to drink at the bar than to sit down and cheaper inside than outside 'en terrasse'

- A single metrobus ticket: 1.50 €
- A 10-journey ticket: 12.90 €.

For a longer stay we advise getting an Astuce card (you will need a photo and a copy of your passport/identity card to apply), costing 7.60 €. This allows students aged under 26 to download 10 journeys at a special price of 8 € or to buy unlimited travel for 31 days for 26 € (52 € if over 26). When you get on the metro or bus you need to register your journey using one of the ticket machines. Your ticket remains valid for one hour no matter how many journeys or changes you make.



GOING OUT AND SHOPPING



There is plenty to do in Rouen. We have several cinemas, including one showing films with their original soundtrack (VO), the Théâtre des Arts proposes opera, classical music and plays, and each town (*commune*) in the Rouen metropolitan area also has a theatre that presents a variety of different art forms from ballet to rap.

If you are out at night, Rouen is not a dangerous place but the usual precautions apply. Do not carry lots of cash on you, do not walk around the town late at night on your own and do not attract attention to yourself by screaming and shouting which people of all nationalities always seem to do in a foreign country!

Rouen is a big shopping centre and we have all the major stores. If you want to buy clothes there is lots of choice. The FNAC is the biggest store for records, books etc. If you want to buy something in particular, our staff can advise you where to go.

REMEMBER WE ARE ALL THERE TO HELP - SO PLEASE TELL US IF YOU HAVE A PROBLEM OR ASK US IF YOU HAVE A QUESTION

TRANSPORT IN ROUEN

City transportation in Rouen consists of a combined metro (tram) and bus system. The metro starts north of the city, runs underground via the railway station and then over the River Seine. The metro then branches into two lines going into the residential areas south of the city. Taking the Technopôle St Etienne du Rouvray branch, you can easily reach French in Normandy from the Europe, Honoré de Balzac or Voltaire stations.

The north-south bus line number 7 links the school to the city centre from stop 'Jardin des Plantes'. Collective taxi number 54 runs east-west (from Grand Quevilly to Sotteville) and also stops at 'Jardin des Plantes'.

Tickets which can be used for both the metro and buses (and are valid for an hour after being stamped) can be purchased at metro stations and in the bus from the driver as well as in tobacco shops (*tabacs*, which have a distinctive red cone as a sign) and certain other shops.

You will be given more detailed information about public transport and tickets during the first day orientation tour. Please visit also the website www.tcar.fr for timetables and itineraries or ask at our reception office.

Mainline train services operate from Rouen Rive Droite railway station to Le Havre and Paris. Regional services operate to Caen, Dieppe, and other local destinations in Normandy. Daily direct trains operate to Amiens and Lille, and direct TGVs (high-speed trains) connect daily with Lyons and Marseilles. For details: <http://www.voyages-sncf.com/>

Reach Rouen by air via the three Paris airports: Charles de Gaulle, Orly and Beauvais.

For full details about transport in Rouen in English see: <http://normandy.angloinfo.com/af/341/normandy-public-transport-trains-and-buses.html>

Rouen also has 2 eco-bicycle rental schemes: Cyclic and Velor which bike stations throughout the city.

SIGHTSEEING

The tourist office is situated on the Place de la Cathédrale, just opposite the cathedral.

Some major sights in Rouen and surrounding area are: Palais de Justice, Cathédrale de Notre-Dame, Place du Vieux Marché, Eglise Saint-Maclou, Musée des Beaux Arts, Eglise Sainte-Jeanne d'Arc, Gros Horloge, Marché place St. Marc (Sundays), Tour Jeanne d'Arc, Victor Hugo's home, Mont St Michel, Monet's house and garden at Giverny, Honfleur, Etretat, Haras du Pin, and various chateaux.

General and detailed information about the town and the facilities here in Rouen plus detailed information about tourist attractions in Normandy can be found at the following web sites:

1. The local Tourist Office site: www.rouentourisme.com
2. The Town Hall site: www.rouen.fr
3. The Regional Tourist Office site: www.normandie-tourisme.fr
4. www.normandie-tourisme.org
5. Western France Tourist Board: www.westernfrancetouristboard.com/normandy.html
6. www.discover-normandy.info
7. <http://www.normandybattlefields.com/>
8. http://www.discover-france.info/regions_%20normandy.htm
9. www.francethisway.com
10. www.frenchentree.com
11. <http://www.planetware.com/france/rouen-f-hn-rou.htm>
12. <http://www.discover-normandy.info/generalinfo.htm>
13. <http://www.france4families.com/RegionsNormandyHome.htm>

HEALTH & INSURANCE

Visitors from European Union countries should obtain the European Health Insurance Card (EHIC) which has replaced the old E 111 form. The EHIC, usually issued for up to five years, covers any medical treatment needed as a result of accident or sickness. The card gives access to treatment by doctors, dentists, and in public hospitals, or private clinics operating within the French health service framework.

NB: the EHIC does not normally cover the full cost of medical treatment and private health insurance is needed to cover the difference.

Visitors who do **not** come from EU countries must take out private health insurance cover in order to benefit from France's excellent state health service.

In any case you must pay for your treatment/medication and claim reimbursement later.

French in Normandy advises students to take out health and repatriation insurance, and they should also insure against the cost of course cancellation or curtailment and loss or damage to their personal property.

Students MUST have civil liability insurance to cover claims for damage or injury involving third parties, including accommodation providers.

[GETTING TO ROUEN](#)

ARRIVAL

You will find full details on our web site about how to get to Rouen from various starting points.

Rouen is easy to get to from:

- Paris airports: Charles de Gaulle/Roissy, Orly and Beauvais
- Paris St Lazare railway station
- From London by Eurostar to Paris
- By car. On-street parking at French in Normandy is free.

PICK UPS

Rouen railway station: please notify us your time of arrival, so that your host family can be waiting for you in the station hall. Make sure you have French in Normandy's emergency phone number with you in case of problems, and also the family's phone number.

Paris airports: If you have booked a **shuttle (shared) transfer** from an airport, please go to the meeting point indicated in your confirmation document/e-mail, where you may have to wait (maximum 1 hour) for others on your transfer to arrive. You will be taken to your accommodation. If there are any problems, please call the taxi telephone number on your confirmation, or French in Normandy's emergency number.

If you have booked a **private transfer**, our partner Alain Blanchard or his representative will be waiting at the arrivals exit with your name on a board. He will take you directly to your accommodation. In case of problems, his phone number is 06 09 30 03 01 (or call French in Normandy's emergency number).

[NOW YOU ARE HERE](#)

LIVING IN A FRENCH FAMILY

Congratulations for choosing a host family like 7 in 10 of our students so far this year! The family will help you get to know a lot about the French way of life and culture, not to mention our great cooking! Living with others can be difficult, however, especially if they do things differently from you, so be prepared to enjoy a new experience! To make it work, it is best to remember that you should respect the way things are done in your French family.

Your family will provide you with a single room and bedclothes will be changed every week. The bathroom will be shared, unless you have booked 'executive' accommodation, so please organise a routine with your family and remember that others may be waiting to use it. We would also ask you not to use all the hot water nor to waste water. You will be given a house key and must make sure you lock the outside door when going out.

A few simple common sense rules will go a long way to making your stay enjoyable for both you and your host family:

- Some families have outdoor and indoor shoes. If this is the case, please remember to take off your outside shoes when you come in.

- Do not smoke indoors.
- Follow the family routine for such things as meal times and bed times
- Please keep your room tidy and do not keep food in it! Rinse the bath after use, leave the WC clean and last, but not least, do not waste electricity!
- Please do not alter TV, computer or heating settings and please tell your family, or us, or both if you are cold!
- After 10.30 at night, please keep noise to a minimum, including the use of mobile phones etc.
- Please arrange with your family ahead of time if you are going to be out late or miss a meal or if you want to invite someone to the house.
- Your family is happy to do light washing, but please see with them when you can use the machine for other washing or whether they will do it for you.

Why not bring some photos of your home, your family or your town? This could be a great ice-breaker! And what about a little gift from your country to say thank you for the family's hospitality?

MEALS

During the week, your family will provide breakfast and dinner unless you have asked otherwise. They will also provide lunch at the weekend, which will be a picnic if you are going on an excursion.

Do not forget to tell French in Normandy before your arrival about any food allergies or special diets, so that we can make sure that your family knows all about your particular needs.

Meals in France are a great time to talk and exchange news and views - and you will also find out about French food. Why not learn how to cook with your family or tell them about your national cuisine? Don't forget to help with the washing up - and laying and clearing the table is always welcome!

COMMUNICATIONS

Telephone cards are available from tobacco shops (*tabacs*) and elsewhere, and can be used in telephone cabins. If you need to phone urgently, ask your family first and please remember to pay for the call.

Many families have internet but if they let you use their computer, please do not spend all evening on it. Let others have a go! At French in Normandy, computers are available during opening hours to access the internet for free, and there is also free wifi access throughout the school.

Please respect our rules for using the internet in the school and in your host family. In particular, do not download files illegally or visit inappropriate web sites.

IF YOU HAVE CHOSEN A RESIDENCE

A typical hotel-residence used by French in Normandy is 'LES ESTUDINES' situated close to the school in Sotteville-lès-Rouen near the Voltaire metro station. There is a sports complex and shopping centre nearby.

It offers furnished self-catering studios, fully equipped with a kitchenette and bathroom. There is free TV and cabled internet access, and a buffet breakfast is provided except for Sundays and public holidays. Other facilities are coin-operated washing machines, irons on request and car parking (at a small cost). There is key code entry to the building.

For short stays bed linen is changed weekly and the room is cleaned. For longer stays with a monthly rate guests must do their own cleaning, take rubbish to the communal bins and fetch clean bedding every fortnight.

The reception is open from 9.00 to 18h00 weekdays and on Saturday mornings. For out of hours arrivals we provide the entry code and the safe-box code where your key will be waiting in an envelope.

GENERAL INFORMATION AND EMERGENCIES

French in Normandy is open from 8.30 am to 5.00 pm (later if activities are programmed in the school) from Monday to Friday.

If you have a problem or need to contact us outside these hours, please call the emergency number 06 72 43 10 04.

Everyone in French in Normandy is at your side to ensure that you have a really great time and that you learn lots of French. If you have any questions or problems, talk to Malika and Landry who are in the reception office.

YOUR FIRST DAY AT FRENCH IN NORMANDY

Your host family will show you the way to French in Normandy and there is a plan attached to this document. Lessons start at 9.30 but please arrive at 8.15 on the first Monday.

IMPORTANT: Please bring your passport or identity card with you and 2 passport-style photos (one for French in Normandy, one for a public transport card). If you want a student card, then please bring a third photo.

First you will have a short ORAL test. This is done with other students so do not worry, you will all be nervous together! If you have not already done our written test online at www.frenchinnormandy.com then you will be asked to do that too!

At the end of your assessment, we will show you the school, introduce you to the staff, tell you about safety procedures and give you a folder with a map of Rouen, tourist information, a notebook and pencil and, according to your level, a work book, '*Le français quotidien*' or '*Le français c'est la classe*'.

You will also be asked to fill in a personal information form, so please do not forget to bring a passport photo as well as your passport or ID card! You will join a class at the right level for you at 9.30. There is a coffee break from 11.00 to 11.30.

Morning lessons finish at 1.00 and afternoon lessons for those doing the intensive course are from 2.00 to 4.00.

The day of your arrival, we organise an afternoon orientation visit to Rouen at 4.15. It is an opportunity to get to know the city, to buy public transport tickets (or if you wish a special card for which you need the second passport photo) and to get your bearings.

OUR FACILITIES

French in Normandy has full disabled access.

In the entrance hall we have a free water fountain, a machine for hot drinks and a machine selling cold drinks, sweets and snacks. The nearest baker is 2 minutes walk and they sell cakes, sandwiches etc. There is also a café/brasserie offering reasonable prices.

OUR RESOURCES ROOM

Our student resource room has 10 computers available during opening hours for self-study etc. Another 20 computers in classrooms are available outside lesson times. In busy periods, we ask you to reserve a slot of 15 minutes on the form posted in the resource centre and to respect this timetable. We have a strict code of conduct that relates to the use of computers and the internet. Any student violating this code will be refused access to our internet rooms.

FRENCH IN NORMANDY CODE FOR THE USE OF INTERNET

- Do not disturb other users
- Do not damage the material
- Do not log on to fee paying sites
- Do not log on to or use gambling sites
- Do not hack any other computer or computer system
- Do not interfere with or connect in any way to the French in Normandy management system
- Do not modify any sites or information that does not belong to you
- Do not use any mail/electronic address belonging to French in Normandy or any electronic address that does not belong to you
- Do not use libellous, hurtful, racist, sexist or other form of illegal or inappropriate language
- Do not look for or connect to any sites that show violent, pornographic or pedophilic material or sites that incite users to connect to such sites
- Do not search or connect to any site that may be in an way in infringement of the law
- Do not post or distribute material that may be considered pornographic, pedophilic, violent or likely to offend, including any racist, sexist or defamatory material of any kind
- Do not interfere with the technical systems behind our printers, webcams, computers etc
- Do not download any new software applications
- Do not introduce viruses
- Do not behave in any way that may incur expense for French in Normandy or the replacement of material
- Do not indulge in any behaviour that may be considered pirating, illegal or internet vandalism in any way

LIBRARY AND DVD-THEQUE

We have a small library of books, CDs and DVDs available. You will find the list of titles and a resumé on each of the computers in the resource centre ,as well as a hard copy of the title list.

When you borrow an item you must pay a deposit of 5 € per book and 10 € per CD/DVD. This will be reimbursed when the material is returned

FRENCH IN NORMANDY'S TIMETABLE:

If you have chosen an **INTENSIVE** (25 hours per week) programme, the hours are as follows: every morning from 9.30 am to 11.00 am and from 11.30 am to 1.00 pm. The afternoon class is from 2.00 pm to 4.00 pm.

If you have chosen a **SEMI-INTENSIVE** (15 hours per week) programme, the hours are as follows: every morning from 9.30 am to 11.00 am and from 11.30 am to 1.00 pm.

If you have decided to also take a **DELFDALF PREPARATION** course, special classes are held in the afternoon from 2.00 pm to 4.00 pm.

If you have chosen a **“COMBI” COURSE**, the one-to-one sessions are scheduled in the afternoon.

For a **PROFESSIONAL MINI-GROUP COURSE** the hours are 9.30 am to 11.00 am, 11.30 am to 1.00 pm and 2.00 pm to 3.30 pm, 4.00 pm to 5.30 pm.

If you are having **INDIVIDUAL** lessons, we will send your timetable before your arrival, taking into account any specific requests.

NB: During weeks where this is a public holiday, these times change in order that you do not lose lessons.

YOUR LESSONS

LANDRY NOEL is our Studies Coordinator. He is available to talk to you about your programme, your progress or about the lessons in general or the tests that are on offer.

Courses are given only in French. It's really the best way to learn a language!

At French in Normandy, the maximum number in the group is 10 students. This gives you every opportunity to speak.

After lessons, take the time to speak French with the other students, even if you are not in the same group. It is an ideal opportunity to get to know each other and to practise your French.

Your teacher will give you homework to check if you have understood the various points tackled in class. This work will be corrected in class the following day. So it is very important to do it, in order to not slow down the rhythm of the group.

In the afternoon classes, we offer you a varied programme of workshops. If you have booked the semi-intensive course, but are interested in one of our afternoon workshops, you can sign up for it. The cost is 30 € per afternoon, payable when you book.

COURSE LEVELS

French In Normandy offers you 6 levels of courses as defined by the Council of Europe and the Common European Framework from A1 to C2.

FIN puts the emphasis on oral communication and the language and culture of today's France. You will be in classes with a maximum of 10 students. In the afternoons our project-based workshops are designed to help you overcome any difficulties that you may have, as well as enabling you to work at your own pace on different topics.

CLASS CHANGES

You will be placed in class according to the level you achieve in your entry tests. If necessary, we may change your class at any time. If you are not happy in your class, please speak to your teacher or to our Studies Coordinator.

If you wish to upgrade from a semi-intensive to an intensive course, please also talk to our Studies Coordinator. We will be happy to arrange this for you. You will, however, have to pay the additional tuition fee.

INDIVIDUAL LESSONS

Requests to alter the timetabling of individual (one-to-one) lessons must be made 48 hours in advance, otherwise the lesson will be considered 'lost'.

TEXTBOOKS

You will not need any textbooks. The teachers will provide all the material you need, and you will get a work book, either *'Le français quotidien'* or *'Le français, c'est la classe'* according to your level.

You can also buy a grammar book and exercise booklet with answers for self-study for 27 €. Ask at reception office.

If you have booked a DELF/DALF preparation course, you will receive a specific book.

DELF/DALF EXAMS

You can prepare for these exams with us, and then take them in Rouen or in Paris at the published dates. You can find information on our website.

OTHER TESTS AND DIPLOMAS AVAILABLE AT FRENCH IN NORMANDY

BULATS

You can take a BULATS, or Business French test at any time during your course. This computer-based test will give you a level on the European level scale (A1-C2) and you will get the result and certificate as soon as you have finished your test.

A [BULATS test](#) will:

1. Assess your language skills and those needed in real business situations.
2. Test all four language skills – listening, speaking, reading and writing – but is flexible enough to let you test only the skills you need

This is a great test if you need to show a future or current employer a recognised level.

For more information, visit www.bulats.org

TCF

The TCF is the French language test organised by the French Ministry of Education.

TCF assesses a person's level of French language for general purposes. It is intended for people who are not native French speakers and who, for professional, personal or academic reasons, wish to have their competency in French assessed and certified simply, reliably and quickly.

The TCF is a standard graded test designed by the CIEP, a language tester and member of ALTE, based on an extremely rigorous method that makes it a valid means of assessing language skills.

All candidates receive a certificate of results that grades them at one of six levels (from A1 to C2) on the competency scale defined by the Council of Europe (Common European Framework of Reference for Languages). This means that it is not possible to fail the TCF.

Since December 2002, the TCF has been certified in accordance with ISO 9001:2000 standard.

For more information see <http://www.ciep.fr/en/tcf/index.php>

French in Normandy organises a session each month.

HEALTH AND SAFETY

1. Please read the safety information posted on each floor and note the position of the fire exits.
2. If there is a fire or other emergency the siren will sound. You should follow your teacher's instructions and, leaving your belongings, go quickly and calmly to the nearest exit. DO NOT RUN. Check your classmates are with you and that no-one is left behind. Assemble with the

- other students and teachers outside the building while a roll call is held.
3. We hold fire drills at least once a quarter - please cooperate even if it is just a practice!
 4. In France smoking in public places – like schools – is forbidden by law and doing so will lead to prosecution. You may smoke outside the building but PLEASE use the ashtray provided for your cigarette ends!
 5. We remind you that drugs and alcohol are not permitted in our centre. French in Normandy will take the appropriate action towards any students using these or any other illegal substances.
 6. We ask you not to take drinks and food in rooms equipped with computers. Any student doing so will be asked to leave the room immediately.
 7. In case of a medical emergency, such as an asthma or heart problem, inform a staff member immediately. Our permanent staff all have first aid training certificates.
 8. Rouen is a safe town, but as always sensible behaviour is recommended. Do not wander about alone late at night with lots of money, expensive jewellery, watches etc!.
 9. Make sure that you always keep your passport etc in a safe place.
 10. Do NOT to carry all your holiday money about with you!
 11. If you are not well or have a dental problem, ask your family to make an appointment with a local doctor/dentist etc.
 12. If you lose something the nearest Police Station to French in Normandy is :
 - The *Hôtel de Police*, 9 rue Brisout de Barneville.On the right bank and in the town centre there are also police stations at:
 - The *Commissariat de Rouen Beauvoisine*, 44 boulevard de l'Yser
 - The *Poste de Police de l'Hôtel de Ville*, 19 place Général de Gaulle

USEFUL EMERGENCY NUMBERS

1. For the police call **17**
2. For the fire brigade call **18**
3. For an ambulance call **15**
4. The European emergency number is **112**

Near French in Normandy you can contact:

Doctor Jérôme Doucet, 58 rue Saint Sever. Tel: 02 35 73 72 72
Dentist Bernard Scetbon, 6 quai de la Bourse : Tel: 02 35 07 55 54

Please remember that we are always ready to help - whatever the problem.
Our 24/24 emergency number is: 06 72 43 10 04

OUR TERMS AND CONDITIONS 2015

When you book a course with French in Normandy, whether directly or via an agency, you accept our terms and conditions of sale and commit yourself to attending classes and respecting the school's internal rules and regulations.

BOOKINGS AND PAYMENTS: The minimum age for students in our international groups is 16 and all students under 18 require a signed parental authorisation letter. In order to process a booking, a non-refundable deposit equivalent to our registration fee (see our current price list) must be paid. If booking accommodation with your course a non-refundable deposit equivalent to the appropriate placement fee (see our current price list) must also be paid. These payments can be made by credit card (Visa or Mastercard only) or by bank transfer (details on request).

Students requiring visa support documents must advance 25% of their course fee. This is refunded - less the non-refundable deposit equivalent to our registration fee (see our current price list) – only after proof of visa refusal by the French authorities.

Students will receive an invoice in Euros and full payment must be made before your arrival by credit card (Visa or Mastercard only) or by bank transfer to the account shown on your invoice. If paying by bank transfer you are responsible for all intermediary bank charges and any shortfall is payable on arrival. Please fax or e-mail us a copy of your transfer form together with a copy of your registration form or invoice.

Full payment must be received 3 weeks (15 working days) before the start of your course. Only when payment is received can we confirm the course definitively and send you details of your accommodation.

If you are booking through an agency or a web site other than www.frenchinnormandy.com, you should comply with their terms and conditions.

CANCELLATION CONDITIONS: If you cancel a booking for whatever reason, your non-refundable registration and, where appropriate, accommodation placement fee will be retained. If you cancel a booking for whatever reason less than 3 weeks (15 working days) before the course start date, your registration fee, your accommodation placement fee (if appropriate), your course and accommodation fees will not be refunded. See above for special conditions concerning visa refusals. ***French in Normandy reminds students that they should take out insurance cover for all eventualities, including cancellations.***

NB: If, after you have begun your course, you decide to cut short your course and/or your stay in France, you will not be refunded or compensated in any way. Moreover, if you have been issued a French visa on the basis of an invitation letter from French in Normandy, we are obliged to inform the appropriate authorities if you stop your course.

French in Normandy requires 48 hours notice for changes to the timetabling of individual (one to one) lessons otherwise the lesson will be lost.

ABSENCES: Students absent from lessons will not be refunded or compensated in any way and, if you have been issued a French visa on the basis of an invitation letter from French in Normandy, we are obliged to inform the appropriate authorities if you are repeatedly absent.

HOLIDAYS: Long-term students who wish to take an unscheduled holiday during their course should inform French in Normandy in writing using the appropriate form (EA4201072008 ABSENCES), available at the reception office, at the latest 4 weeks before their intended absence, in order to avoid losing their lessons. Each complete week of holiday notified in this way can be taken later. Any periods of less than a week will not be replaced. This procedure must be adhered to strictly or the absence will not be compensated. **Accommodation must still be paid even during authorised absence from lessons.**

LATENESS: So as not to disturb other students, students who arrive over 15 minutes late will have to wait until break time to join their class. However, in exceptional circumstances, teaching staff may allow late students to join class. Lessons lost through lateness will not be replaced.

INSURANCE: French in Normandy is not responsible in any way for accidents, loss or theft of property, money or personal items nor for damage or injury caused to third parties by our students. Students must have civil liability insurance to cover damage or injury caused to third parties, including accommodation providers. We advise you also to take out adequate insurance health, repatriation and cancellation costs.

For those who are not yet insured, French in Normandy recommends AVI International, a company specialising in language stays abroad:

AVI International (Paris), Tel: +33 1 44 63 51 07, Fax: +33 1 40 82 90 35,

Email : avi-international.france@wanadoo.fr When you contact them, please state that you are attending a course at French in Normandy.

BEHAVIOUR: In the case of unsociable, unacceptable or abnormal behaviour, French in Normandy has the right to dismiss the student at any time without refund or compensation and underage students will have to pay their return travel costs.

IMAGE USE: Photos of students taken during lessons, activities or excursions may be used by French in Normandy in its promotional material (brochures, websites, catalogues, etc.) unless the student or his/her parents state otherwise. This refusal must be made in writing when booking or by ticking the appropriate box on the student personal data sheet.

COMPLAINTS PROCEDURE: French in Normandy has a formal complaints procedure. Students are asked to make complaints or comments to the duty staff member who will complete the appropriate document (EA43220909). Students will be asked to countersign this record. French in Normandy will take appropriate remedial action which will also be noted. The student will be asked to countersign and to add any additional comments they feel necessary. **Only complaints signalled in this way during a student's stay can be taken into consideration.** French in Normandy reserves the right to decide what compensation is appropriate if the circumstances require such an outcome.

INTERNET USE: We have a strict code of conduct that relates to the use of computers and the internet on our premises or in those of our accommodation providers. Any student violating this code will be refused access to our internet rooms and may be asked to leave the school.

DATA PROTECTION: French in Normandy collects and processes data to manage effectively student registration and follow-up. This data is reserved for internal use. French data protection law (January 6, 1978 amended in 2004) gives you the right to access and rectify your personal information and you can exercise this right by contacting our services: info@frenchinnormandy.com.

HOLIDAYS AND CLOSURE DATES

If the school is closed for a public holiday, the hours will be added to the other days of the same week, so that you will not lose any lessons! In this case the daily lesson hours are 9.00-11.00 and 11.30-13.15 for morning lessons and 14.00-16.30 for afternoon lessons.

In 2015 FRENCH IN NORMANDY is closed on public holidays:

✓ Monday April 6

✓ Friday May 1

FIN will also be closed from the evening of Friday December 19, 2014 to the morning of Monday January 5, 2015. and from the evening of Friday December 18, 2015 to the morning of Monday January 4, 2016.

AND LASTLY...

On the penultimate day of your course, you will take a test in the afternoon (at 2.00pm or 4.00pm according to your programme).

You will also be asked to complete an anonymous evaluation of your stay with French in Normandy. This feedback enables us to continually improve our service to students.

On the final day, you will get feedback on your test result and receive a French in Normandy certificate showing your level, your course dates and its duration.

... BUT NOT LEAST!

We welcome students to keep in touch with French in Normandy via our Facebook group and also via Twitter. You can post photographs and comments, communicate with other students old and new, keep up-to-date with our news and take part in our regular competitions!

Many students return regularly to the school, and we hope you will be one of them.

Au revoir et à bientôt !



The red lines show route from the residence to French in Normandy

French in Normandy

26 bis rue Valmont de Bomare, 76100 Rouen, France

Tel: +33 (0)235 720 863 Fax: +33 (0)235 720 864

info@frenchinnormandy.com

Emergency number: +33 (0)672 431 004