



# STUDENT HANDBOOK



NORMANDY

2023

ROUEN

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**International  
House**  
Rouen



ROUEN IS THE ONLY CITY IN FRANCE  
TO HAVE BEEN AWARDED UNESCO  
HERITAGE STATUS FOR GASTRONOMY

## WELCOME! BIENVENUE A FRENCH IN NORMANDY !

We hope that this little guide will help you get the most out of your course!

If you have anything you would like to see in future editions we are happy to have your suggestions!

## OUR LANGUAGE PROGRAMMES HERE IN ROUEN

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 is an estimated 500,000 while the city of Rouen proper has c. 120,000 inhabitants.

## UNESCO SITES

Normandy has 8 UNESCO world heritage sites including Mont St Michel, The Bayeux Tapestry, Le Havre and the Island of Tatihou as well as cities that have the prestigious French "Art and History" label and villages that are cited as being amongst the most beautiful in France. Rouen is the ONLY city in France to have been recognised as a UNESCO's City of Gastronomy.

## 20 'Must See' sights in Normandy

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

## OUR ACCREDITATIONS AND CERTIFICATIONS

French in Normandy - awarded the French Government's quality label - was voted SuperStar French Language School in the Study Travel Magazine awards after 5 consecutive victories 2008-2012 inclusive. We have been awarded UED Best French language school 2015, 2016, 2017, 2018 and 2019 and Education Stars Certificate of Excellence 2013-2019.



We are a member of International House, Campus France and Groupement fle, a professional association of French language schools in France

French in Normandy is also a member of the international independent schools quality organisation IALC and worldwide schools association International House. The school is recognized by Sweden's CSN and Germany's Bildungsurlaub and awards United States' university study credits or ECTS (European Credits).



## More about 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 tailor-made specific purposes French courses for one-to-one and small professional groups. We run a successful academic and vocational preparation course for those wishing to continue their studies in France. We are centre and prepare for DELF & DALF examinations and are a centre for TCF tests. Our teacher training programme is second to none and full details can be found in the dedicated brochure.

French in Normandy is on the left bank of the River Seine in the quiet, chic and residential Jardin des Plantes district. The school is 3 minutes on foot from the bus stop or 'Cyclic' our city bikes 'Vélo Libre' station and the Europe metro station is 10 mins walk away.

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

Within 5 minutes walk we have a choice of 3 boulangeries and a café as well as the supermarket Intermarché (large) or Cocinelle (small) and the school has its own Boulangerie Paul outlet. There is a good Turkish halal restaurant just 9 minutes' walk from the school.

French in Normandy has 12 classrooms and a resource centre with 10 computers giving free internet access. There is free wifi for students throughout the school.

FIN also has disabled access in all parts of the school.

FIN offers a wide and varied social and cultural programme throughout the year. Everyday after class FIN offers a free activity or club so that you can carry on speaking French with your friends and a teacher.

Here is the time-table of typical weekly events. On Saturdays we propose an accompanied full-day excursion or activity at cost price. 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).

### A typical week at French In Normandy, 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	Language and Culture Workshops OR Delf and Dalf Preparation classes						
16.15- 17:30	Free Activity <b>Orientation: City Visit or Grammar workshop</b>	Free Activity <b>Theatre club activity</b>	Free Activity <b>Club Media</b>	Free Activity <b>Cine Club</b>	Free Activity <b>'SOS FLE' tutoring workshop</b>		



## OUR STUDENTS' PROFILE

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- Average age : 25 in 2022
- Average stay : 4 weeks in 2022
- Most popular course in 2022: the 25-hours per week general intensive course
- Most popular choice of accommodation: homestay was chosen by 75% of our students

## TOP NATIONALITIES IN 2022

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- Italian 12%
- British 25%
- Swiss 16%
- Japanese 4%
- German 19%
- Spanish 12%
- Turkish 4%

## OUR TERMS AND CONDITIONS OF BOOKING

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When you book a course with French in Normandy, whether directly or via an a Language Travel Operator, 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

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.

If you are booking directly with us you will receive an invoice in Euros and 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, there will be an additional fee to cover bank charges (see our current price list) and please fax or e-mail us a copy of your transfer form together with a copy of your registration form or invoice.

If you book through an a Language Travel Operator then we will send the invoice etc to your a Language Travel Operator who will then process the booking with you.

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 a Language Travel Operator or a web site other than [www.frenchinnormandy.com](http://www.frenchinnormandy.com), you should comply with their terms and conditions. In all cases booking with us means that you accept our terms and conditions of sale.

## CANCELLATION CONDITIONS

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1) If you cancel a booking for whatever reason more than 3 weeks (15 working days) before the course start date, your registration, materials and your accommodation placement fee (if appropriate) will not be refunded.

2) 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.

French in Normandy reminds students that they should have insurance to cover all eventualities.

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.

### 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

Exceptionally, long-term students who wish to take an unscheduled holiday during their course can, by informing French in Normandy in writing using the appropriate form available at the reception office at the latest 4 weeks before their intended absence, 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.

## 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 any personal items nor for damage or injury caused to third parties by our students. We ask you, therefore, to take out adequate insurance before your arrival, including cover for health, repatriation and cancellation costs. For those who are not yet insured, French in Normandy recommends Guard Me, a company specialising in language stays abroad (see our web site).

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 with no refund or compensation.

## 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.

## COMPLAINTS PROCEDURE

French in Normandy has a formal complaints procedure. Students are asked to make complaints or comments to the staff at Reception. The member of staff who receives the complaint will complete the appropriate document. Students will be asked to countersign this record.

French in Normandy will take appropriate remedial action which will also be noted. The student will again be asked to countersign and to add any additional comments they feel necessary.

Only complaints signalled in this way during a student's stay or notified in writing within 5 working days of a student's departure can be taken into consideration.

French in Normandy reserves the right to decide what compensation is appropriate if the circumstances require such an outcome. In any event no refunds will be made.

## HOLIDAYS AND CLOSURE DATES 2023

FRENCH IN NORMANDY does not close for public holidays except Easter Monday and May 1st.

**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!**



# PLANNING A COURSE AT FRENCH IN NORMANDY

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## 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

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### 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/venir/visas/>

### SCHENGEN SPACE

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 16 countries: Portugal, Germany, Austria, Belgium, Denmark, Spain, Finland, France, Greece, Iceland, Italy, Luxembourg, Norway, the Netherlands, and Sweden.

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

## MINORS

Children 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).

## DATA PROTECTION

See our website for full details of our policy.

## USEFUL TIPS:

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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 you will find the weather for the next 5 days: [www.frenchinnormandy.com](http://www.frenchinnormandy.com)

### MONEY

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

A cinema ticket will cost you about 8 €

A 3-course meal without drinks from as little as 12 €

An espresso coffee in a café from about 1/1.20 €

A beer or coke in a café about 3.50 €. It is often cheaper to drink at the bar than to sit down and cheaper inside than outside 'en terrasse'.

You will need a métrobus ticket. It costs 1.70 € for a single ticket or 14.50 € for 10 (8€60 carte jeune if you are under 17 ) and for a month there is the « CARTE SESAME » for 55 €.

When you get on the metro or bus there is a machine that you put your card into and it registers your journey. If you travel again within the hour your ticket is still valid.



## GOING OUT AND SHOPPING

There is plenty to do in Rouen. We have loads of cinemas including one showing films with their original soundtrack (« VO »), the Théâtre des Arts that has opera and classical music and plays, and each town (commune) in the Rouen metropolitan area 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 are lots of shops in Rouen. The FNAC is the biggest store for records and books etc. If you want to buy something in particular ask one of our staff who 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 metro (tram) and bus system. The metro runs starts north of the city, runs underground past the railway station and then over the River Seine to the Saint Sever area where you can easily reach French in Normandy from the Europe métro station.

There is a Cyclic bicycle stand just by the school and the F1 bus line is three minutes from the school and heads to the city centre every twenty minutes.

Tickets which can be used for both the metro and buses (and are valid for an hour after being stamped) can be purchased on the 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).

You will be given more detailed information about public transport and tickets on the first day orientation tour. Please visit also the website <https://reseau-astuce.fr/> for timetables and itineraries or ask at the ground floor 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. Paris is so close it is easy to get a good choice of low cost and main line flights.

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

## 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 châteaux.

If you want to do a particular visit while you are in Normandy, do not hesitate to tell us so that we can try to organise this outing for you. General and detailed information about the town and the facilities here in Rouen can be found at: The Tourist Office site: [www.rouentourisme.com](http://www.rouentourisme.com)

The Town Hall site: [www.rouen.com](http://www.rouen.com) or The Regional Tourist Office site: [www.normandie-tourisme.fr](http://www.normandie-tourisme.fr)

## SOCIAL PROGRAMME

Every week Rouen Town Hall posts the cultural agenda for the week ahead in Rouen and there are many events and concerts etc that are free. We also offer our own programme of activities and excursions, which is shown on the week's social programme board in the lower hall. 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 up on the boards opposite reception and there are booklets with detailed information about sports clubs and facilities on the boards opposite the soft drink can recycling barrel.

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

## GETTING TO ROUEN

### ARRIVAL

You will find full details on our website 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
- St Lazare railway station in Paris
- From London by Eurostar to Paris
- By car – French in Normandy has parking facilities for students who have a car/bicycle etc. Please inform us before arriving if you wish to park your vehicle at the school during the day.
- By bus direct from Paris Charles de Gaulle using FLIXBUS
- By bus direct from Paris using OUIBUS

**Check out the flixbus website for their super cheap daily buses to rouen direct from orly and charles de gaulle paris airports**

### PICK UPS

Please notify us your time of arrival at Rouen railway station, so that your host family can be waiting for you in the station hall.

If you have booked a shared transfer, please go to the meeting point indicated on your confirmation where you may have to wait (maximum 1 hour) for others on your transfer to arrive. Then 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 TAXI partner will be waiting at the arrivals exit with your name on a board. They will take you directly to your accommodation. In case of problems call French in Normandy's emergency number: +33 (0) 6 72 43 10 04.

### TRAVEL FOR UNDER 18s

French in Normandy's policy for under 18s requires that they arrive either accompanied by a parent or responsible adult or that they book a taxi transfer from their point of arrival.

## LIVING IN A FRENCH FAMILY

Well done for choosing a host family like 8 in 10 of our students last 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 requested otherwise 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 or to waste water.

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 time 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 fiddle with the 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 round.
- Your family is happy to do light washing but please ask them if you can use the machine when you like for other washing or if 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 and they will also provide lunch at the weekend which will be a picnic if you are going on an excursion.

Don't 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 know all about your particular needs.

Meals in France are a great time to talk and exchange news and views plus 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. 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 internet. Remember that there is free wifi throughout the school.

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 the staff at reception.

## DAY ONE

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 earlier at 8h00 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 are doing the DELF DALF preparation course then a laptop or a computer is very useful and for all classes we try not to print unnecessarily so your smart phone, computer or laptop is a plus.

## GENERAL INFORMATION AND EMERGENCIES

French in Normandy is open from 8h00 to 17h00 Monday to Friday.

If you have a problem or need to contact us outside these hours, please call the emergency number: +33 (0) 6 72 43 10 04.

## IF YOU HAVE CHOSEN A RESIDENCE

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

It offers furnished self-catering single and double studios, fully equipped with a kitchenette and bathroom. Other facilities are: coin-operated washing machines, irons on request, TV on request, internet access, weekday breakfast buffet, towels and bed linen provided and changed weekly, weekly cleaning service, locked and secure premises with key code entry.

The reception is open until from 08h00-18h00 weekdays and from 08h00-12h00 on Saturday mornings. For out of hours arrivals we provide the entry code and safe-box code where your key will be waiting in an envelope.

## YOUR FIRST DAY IN FRENCH IN NORMANDY

We ask you to come to school at 8h00 on the first Monday. Your family will either bring you or show you the way! First you will have a short ORAL test. This is done with other students so don't worry, you will all be nervous together! If you have not already done our written test online at [www.frenchinnormandy.com](http://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 a grammar book and exercise book.

You will also be asked to fill in a personal information form so please don't 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.

It would be useful to bring a smart phone or tablet and have a gmail address or an email address compatible with 'Google drive' as we send students personalized study components.

Mornings lessons finish at 1.00pm and afternoon lessons for those doing the INTENSIVE course at from 2.00 to 4.00 pm which are the same hours for those doing a DEMI INTENSIVE

The day of your arrival, after class we organise a welcome drink with the existing students and then an orientation visit to Rouen at 4.30 pm. It is an opportunity to get to know our staff, other students and then the town centre. We show you and help you buy metro and bus tickets (or, if you are staying for more than 4 weeks, a special card for which you need the second passport photo) and to get your bearings. You will also get to meet all the other newcomers too!

## OUR FACILITIES

French in Normandy has full disabled access for wheelchairs.

In the reception we have a free water fountain, a machine for hot drinks and one machine selling cold drinks, sweets and snacks. The nearest baker is a 3 minutes' walk and they sell cakes, sandwiches, salads etc. However, in July and August, we also have our very own Boulangerie Paul kiosk in the school that sells, pizzas, sandwiches, salads and croissants, pain au chocolate and cakes. You can also order from them for the next day or ask for specific things like gluten free/no meat or fish etc. In out of season they are in the school every Monday.

## OUR RESOURCES ROOM

You can use the computers in the resource centre during opening hours for self-study etc. In busy periods we ask you to reserve a slot of 15

minutes on the form posted in the centre and to respect this timetable. We have a lending 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. a machin.

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

## THE FRENCH IN NORMANDY TIMETABLE:

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

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

If you have decided to also take the DELF/DALF PREPARATION course, you have special classes in the afternoons from 2.00 to 4.00pm.

If you have chosen a DEMI-INTENSIVE (15 hours) programme, the hours are as follows: Every afternoon from 2.00 to 4.00pm.

If you have chosen a "COMBI" COURSE, the one-to-one sessions are programmed after your group lessons.

For a PROFESSIONAL or 30+ MINI-GROUP COURSE the hours are 9h30-13h and from 14h-17h30. There is an afternoon break from 15h30-16h and lessons again from 16h-17h30.

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 where we close (Easter Monday and May 1st) these times change in order that you do not lose lessons.**

Your teachers and our Course Coordinator are available to talk to you about your programme, your progress or about the lessons in general or the tests that are on offer.

## YOUR LESSONS

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 15 students. This gives you every opportunity to speak. After the 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 AND CLASS SIZE

FIN offers you 6 levels of courses as defined by the Council of Europe and the Common European Framework from A1 to C2. You will be in classes with a maximum of 15 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.

## METHOD

FIN puts the emphasis on active communication and the language and culture of today's France. We use the communicative and task based method which is student centred for personal attention.

## CLASS CHANGES

You will be placed in class according to the level you achieve in your entry tests. If you are not happy in your class please speak to your teacher or to our Course Coordinator. If you wish to upgrade from a semi-intensive to an intensive course, please also talk to our staff at Reception or our Course Coordinator. We will be happy to arrange this for you. You will, however, have to pay the additional tuition fee.

## TEXTBOOKS

French in Normandy offers all students a connexion to our online resource centre. You can use the platform as much as you like as you have unlimited access before your course and for 6 months after your course finishes.

You can also opt to have a Tutor service after this time.

The platform will give you access to Grammar, podcasts and listening exercises, comprehension and reading documents as well as a range of exercises to improve your 4 skills.

## DELF/DALF EXAMS

You can prepare for these exams with us and then take them in Rouen at the published dates. French in Normandy can arrange your registration for a fee.

## OTHER TESTS AND DIPLOMAS AVAILABLE AT FRENCH IN NORMANDY

TCF: French in Normandy organizes a monthly session of the TCF. The TCF is the French language test organized 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.

There is an electronic version of the TCF that candidates can use to take the test on a computer.



# French in Normandy LIVE courses online

Finally 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 and Course Coordinator  
Email : [malika.bezzou@frenchinnormandy.com](mailto:malika.bezzou@frenchinnormandy.com)



**Mélanie RAYMOND**

is in charge of bookings  
Email: [info@frenchinnormandy.com](mailto:info@frenchinnormandy.com)



**Jennifer CAVALIER**

works at reception if you want to talk about your accommodation or any other problems.  
Email: [accueil@frenchinnormandy.com](mailto:accueil@frenchinnormandy.com)



**Reggy ARNOLD**

works at reception and is always there to answer your question and help.

## HEALTH AND SAFETY DURING YOUR STAY

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 opposite the school while a roll call is held.

3. We hold fire drills at least once every 6 months - 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 not smoke outside the school building but why not go for a coffee at the Trianon where you can smoke on their outside terrace.

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 any of the rooms apart from Jeanne d'Arc or the reception which are both intended for this purpose. Any student found with food or drinks in the internet room 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 or come and talk to the staff at reception.

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

Please remember that we are always ready to help - whatever the problem.

Our emergency number 24/24 is:

+33 (6) 72 43 10 04



ENJOY YOUR STAY!! BON SEJOUR A FRENCH IN NORMANDY

## HYGIENE AND SAFETY

Everyone entering the school MUST immediately sanitise their hands. Each class room will be equipped with sanitiser for regular use and tissues for single use. Students must all be in the school at the time given and may only enter up to 30 minutes after their class starts as classes may have to be given at staggered intervals. Students are responsible for their own personal named equipment which must not be shared and must be kept clean and sanitised daily. Students must come to French in Normandy equipped with their own face protection- we recommend a visor as this will facilitate language learning and a mask which is necessary for all public transport and in many designated places such as hairdressers. Students agree to stick to the designated pathways in the school, ensuring that staggered coffee breaks are respected and that they do not congregate in groups of more than 12.

Students are responsible for their health and safety, that of other students and that of our staff in respecting the 1 metre/social distancing rule at all times. Students will receive an eco-friendly mug on arrival and they will be responsible for using/keeping it clean. Mugs must not be shared with anyone else. Students who decide to eat in the premises must provide their own utensils and take them away.

Anything found in the staff kitchen or anywhere else in the school) will be removed at the end of the day. For both staff and students smoking or the use of electronic cigarettes is NOT permitted in or near the school to avoid groupings. Anyone breaking these rules will not be allowed entrance to the school and no refunds will be given.

## CANCELLATIONS AND MODIFICATIONS FOR COVID

COVID-19 Health & Safety Regulations :

**1.** FIN/Host family/accommodation can not be held responsible in case of illness. Students agree to abide by all hygiene rules and safety regulations laid down by the French government, the school and the school's recognised accommodation options. Health & safety recommendations are subject to

change as the situation evolves. Some of these conditions include:

- a. maintaining physical/social distance of minimum 1 meter, refraining from personal contact with other students, staff and teachers (no handshakes, no kissing or hugging)
- b. regular, proper hand washing and sanitising
- c. limiting gatherings in any setting inside and outside the school
- d. proper disinfecting/washing of personal equipment (i.e. reusable masks and visors)
- e. no sharing of personal items (i.e. masks, pens, phones/tablets, cutlery etc)
- f. Students MUST inform the reception or emergency number staff at once in case of ANY sign of fever/infection. FIN instructions must then be followed.
- g. In the event of a new government imposed lockdown, French in Normandy will provide students with the option to complete their course online or receive a voucher for any unused courses to be taken at a later date.
- h. Courses may be cancelled up to 5 business days before the start date with no cancellation fees. Cancellation must be received by the agent or student in writing to the school's main email address at [info \(@\) frenchinnormandy.com](mailto:info@frenchinnormandy.com).

**2.** Anyone found not complying with Health & Safety Regulations inside or outside the school or accommodation will not be allowed in the school / accommodation / school transport and will have to return home at their own expense with no possibility of a refund.

**3.** Students must arrive at French in Normandy at the time given to them and must disinfect their hands upon arrival at the school. Students agree to arrive with a clean mask and transparent face visor and any other equipment they wish to use (phones/tablets/laptops etc) for which they are responsible and will agree to sanitise and disinfect daily.

**4.** Students booking a host family must realise that social distancing may not be possible at all times within the family environment.

**5.** In the case of quarantine being requested by the French authorities students will have to isolate themselves at their own expense.





**FRENCH IN NORMANDY**  
 26 bis rue Valmont de Bomare  
 76100 Rouen - France  
 Tél. : +33 2 35 72 08 63 - Fax : + 33 2 35 72 08 64

**Emergency Number : (+33) 6 72 43 10 04**



**EURL LANGUAGE SERVICES NORMANDIE PICARDIE**  
 Siège : 26 bis rue Valmont de Bomare - 76100 Rouen - France  
 Capital de 7 622,45€ RCS ROUEN : B 411 845 829  
 N° d'existence : 23760421476

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