I. General conditions for enrolment

1) Pre-enrolment
The student must pre-enroll by handing back to the administration the registration file, the required documents and the matching advance payment. This pre-enrolment will be validated by providing a pre-enrolment certificate mentioning the student’s name, the chosen semester(s), the course dates, the amounts paid as advance payment and the remainder of the total amount due.

2) Enrolment
During the welcome week which takes place on the week preceding course start, the student will receive a convocation (via email and in advance) to pay the remainder of the total amount due.

If the student arrives after the welcome week, he/she will have to make an appointment with the Languages Service administration in order to process to the payment before attending the classes. Once the payment effective, the student will receive an email to finalize the online registration. He/she will get a convocation from the student services to finalize the enrolment and get his/her student card. An enrolment certificate can be provided on demand.

The student must imperatively finalize his/her enrolment on reception of the email. In case of non-payment after a period of a month and a half after course start, the student shall be excluded from the classes.

More generally, if an individual fails to finalize his/her registration, he/she will not be considered as a student and will not be able to validate his/her level of French. The administration will not provide any grade record or diploma.

3) Renewal of enrolment for the next semester
If a student wishes to take the next level of DUEF courses for the following semester, he/she will get a convocation in order to process to the advance payment for the second semester a few months before course start (April-May for a course start in September, and November-December for a course start in January), he/she will receive a pre-enrolment certificate for the next semester.

During the welcome week which takes place on the week preceding course start, the student will receive a convocation (via email and in advance) to pay the remainder of the total amount due.

If the student arrives after the welcome week, he/she will have to make an appointment with the Languages Service administration in order to process to the payment before attending the classes. The administration will proceed to the enrolment for the next semester.

4) Placement test
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For the first enrolment, the student will have to take a placement test on welcome week in order to be able to attend classes matching his actual level of French. The student will be able to provide proof of a level already obtained by handing the corresponding certificates to the administration (certificate, diploma, grade records for certifications such as DELF-DALF, TCF, etc.). The student will receive his course timetable by email.

If the student feels he/she is not in the right level class (too difficult or too easy level), he/she will have to ask for the teachers’ advice on the first course week. If those think that a change must be made, the administration must be kept informed in order to proceed to the according administrative changes and get the student to sign level change certificate.

II. Cancellation

1) Cancellation by the University
If a course is cancelled due to lack of number of participants, the full amount paid by the student will be refunded.

2) Cancellation by the student

*Cancellation before course start
In case of justified cancellation (visa denial, administrative denial) by the student before course start, the advance payment will be partially refunded. The amount of €150 will be kept by Avignon University to cover administrative fees. The request for reimbursement, accompanied by the required documents, must be made within 4 months of the start of the course.

*Cancellation during the courses = abandonment
If the student fails to attend the classes or decides to quit, no hour, day or part of the training missed without valid justification can be paid back or compensated in any other way.

3) Refund
For any application for refund, please contact the Languages Service. Please note that the refund procedure, if valid, may take several months. The request for reimbursement, accompanied by the required documents, must be made within 4 months of the start of the course.

4) Special situation of distance learning courses
If, for a specific reason such as a health crisis, confinement or social distancing, the courses could only be provided in distance learning, a 30% reduction in the registration fees excluding administrative costs may be granted depending on the number of weeks affected by these measures.
III. Absences

1) Justification of absences
In order to prevent absences for medical reasons or other major and exceptional events known in advance from generating a non-attendance process, they must be declared to the teachers and the Languages Service as early as possible and be validated.

If the students’ absence is not predictable, the student must provide within the 15 working days following his/her absence any justification proof such as medical certificates or any other legal document.

2) Absences for examinations

*Justified absence
Any absence for the examinations must be announced in advance by mail or email to the teachers and to the Languages Service and be validated. If the students’ absence is not predictable, the student must provide any justification proof such as medical certificates or any other legal document within the 15 working days following his/her absence.
A replacement exam will then be proposed to the student (only in case of clear justification and validation). The organizational arrangements of this exam are left to the teacher’s appreciation.

*Unjustified absence
Without justification provided within the specified deadline, any absence will be considered as unjustified. The mention “A” will be put on your grades record. On calculation of the general average, this subject will be marked ‘0’ (zero).

IV. End of semester

1) Certificate of regular attendance
Students can, if necessary, request a certificate of regular attendance by the referent teacher.
Please note that no such certificate can be delivered to students with unjustified absences.

2) Results
A few weeks after the end of classes, a jury composed with several teachers will meet in order to deliberate about the students’ results.
The results will be sent to the students by post in a maximum delay of 5 weeks after the deliberation.
The students must inform the administration of any address change during the semester.
I, undersigned ........................................ hereby certify to be aware of the internal regulations of the DUEF at Avignon Université.

Avignon, .................

Signature