



22 rue Rambuteau 75003 Paris (France)
(+33) 1 40 27 86 58
contact@efiparis.com
www.efiparis.com

GENERAL REQUIREMENTS 2021

RATES AND CHARGES:

Rates written on our website and brochures are applicable until **December 31st, 2021**. We accept all types of payment: cash, checks in euro, bank transfer, and bank card.

Payments costs charged to the student:

Foreign bank cards:

- Invoice up to 250 euros: no fee
- Invoice from 251 to 500 euros: 5 euros
- Invoice from 500 to 1000 euros: 10 euros
- Invoice from 1001 to 2000 Euros: 20 euros
- Invoice above 2001 euros: 30 euros

Transfer fee from a bank located outside the European Union: 10 Euros

The full amount of the tuition must be paid **at the latest the first day of your class**.

After the first day of your class, the tuition will not be refund.

The student card is free for any registration. If you want **to renew your card (lost, deteriorated...)** the new card will cost **€5**.

CANCELLATIONS:

The student agrees to be legally present on the French territory.

E.F.I declines any responsibility in case of illegal situation and no refund will be possible.

Students without visa:

3 weeks or more before your starting date, EFI will **refund 80% of the fees already paid, less €190** administrative fee (*bank fees will be borne by the student*).

Two weeks before the starting date, EFI will **refund 70%** of the fees already paid, **less €190** administrative fee (*bank fees will be borne by the student*).

One week before the starting date, EFI will **refund 60%** of the fees already paid, **less €190** administrative fee (*bank fees will be borne by the student*).

No refunds will be made after the scheduled start date of the course or the first day of class.



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Students with a visa application:

If the visa has been granted after obtaining a certificate of pre-registration or registration from EFI no refund will be made.

The student commits to register for the time period requested during the pre-registration process.

If the visa **Au Pair** has not been granted, the 120 € of pre-registration won't be refunded.

No refunds will be made after the scheduled start date of the course or the first day of class.

If your **visa** is **denied**, the amount paid for your pre-registration or registration will **only be refund if you send by mail the originals documents** that EFI gave you and the **original refusal letter** from the **Embassy/Consulate** or **Prefecture** with your name. EFI will **refund** and **deduce €190** of administrative fee.

You have to inform us about the refusal and **send us the documents maximum 2 weeks before your starting date** (on the certificate). **Otherwise**, the school will apply **10%** late payment **penalties** on the refund.

The students who own student visas have to be present in class. They have to inform us about their absence.

DELAYED REGISTRATION:

If you **cannot be present at school the first day** for **medical or professional reasons**, your **courses can be postponed for up to 6 months** by a **written proof sent under 48 hours after your starting date**.

SCHOOLING:

Missed classes:

If you **miss your class**, there is **no refund**. You **cannot catch up**, except for the following reasons: **sickness**, **French exam** (DELF, DALF, TCF...), **job interview**, or appointment at the **Prefecture** or **OFII**. In all these cases you must **show a written proof** with your name and inform the secretary's office by email.

Holidays:

Holidays **must be requested at least one week in advance** by email to contact@efiparis.com. They are to **be taken from Monday to Friday** and must be **at least one week long**.



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Class schedule :

EFI reserves the right to cancel, postpone or change the course schedule if the group is less than 5 people.

For organisational reasons, students may be required **to change times and groups.**

Students will **be notified by email at least one week** before the change.

In the **absence of the teacher without replacement**, the student can benefit from an **additional course.**

Private lessons:

The **student** who wishes to **change his/her schedule**, must **inform** the secretary's office, **48 hours in advance, except** in case of emergency.

EFI must also inform the student 48 hours in advance.

Public holidays, holidays :

- **EFI is closed on public holidays, courses are not refunded and cannot be recovered : the school will be closed on April 5, May 1st, May 8, May 13 and 24, July 14, November 11.**
- **EFI will also be closed from 20 December to 31 December 2021 inclusive.**

Certificate of regular attendance:

If the student is not regular, the school will not provide the "certificat d'assiduité" (certificate of regular attendance).

PUBLICATION OF EXAM RESULTS :

The results* of DCL exam (Diplôme de Compétence en Langue " Français Langue Etrangère ") and DELF exam(Diplôme d'Etudes en Langue Française) are regularly published for the students.

Means of publication :

- Posting of the **success rate for an examination** in the place **where learners relax and are informed** within 15 days of the results being published.
- Publication of the exam pass rate on **Facebook** within 15 days after the results are published.
- Publication of the **annual pass rate:**
 - On the **website www.efiparis.com** , in the section "**Our pedagogy**".
 - On the **information brochure**



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Annual updates:

- Updates are made in **January** on the previous year's results.

**The information is based on the results of which the EFI is aware: some students register themselves and do not send their results.*

ACCOMODATION:

EFI acts as an **intermediary**. The **student** will have to **accept the conditions of payment and cancelations of centers**.

Administrative fee for the research is **€60**. In case of **cancellation**, the administrative fee are **not refundable**.

INSURANCE:

Students are **not insured by the school** for risks related to **sickness, theft, accident or loss of personal belongings**. E.F.I **declines all responsibilities for accidents** that may occur during the class. We highly **suggest you to get a private insurance** or ask to the **CPAM** (Social Security).

COMPUTER PROCESSING OF DATA

The EFI carries out computer processing of the data provided:

General database :

- Recorded data: Surname, first name, student number, year of birth, nationality, start and end dates of courses, levels attended
- Aims: registration management, statistics, archiving
- Access: management, secretariat
- Duration :
 - Deletion of nationality 2 years after the end of the year
 - 50 years to comply with higher education archiving requirements

Continuing education :

- Recorded data: Name, first name, e-mail, telephone, start and end date of the course, comments on the practical organisation of the course
- Aims : organisation of courses
- Access: management, secretariat, pedagogical coordination
- Duration : 2 years after the end of the course

DCL candidates :

- Data recorded: surname, first name, student number, date and place of birth, sector of activity, professional situation, date of registration, results



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- **Aims:** to allow registration and follow-up, to keep results, to keep statistics
- **Access:** management, secretariat
- **Duration :**
 - Deleted after results: date and place of birth, sector of activity, professional status
 - 7 years : surname, first name, student number and results

Training management tools :

- Use of a fully encrypted drive (cryptpad)
- **Access:** management, secretariat, teachers, pedagogical coordination
- **Course planning :**
 - **Recorded data:** surname, first name, student number, e-mail, registration dates
 - **Aims :** management and organisation of courses, to be able to contact learners remotely in the event of absence or of a change of course at a distance, to keep a history of the course and of group changes.
 - **Duration :** 4 years
- **Grade table :**
 - **Recorded data:** surname, first name, student number, grades
 - **Aims :** monitoring of schooling, issuing of certificates, archiving
 - **Duration:** 50 years to comply with higher education archiving requirements.
- **Tests before admission :**
 - **Data recorded:** name, surname, dates and test results
 - **Aims:** orientation of students in level groups
 - **Duration:** 1 year
- **Forecast of arrivals :**
 - **Data recorded:** surname, first name, e-mail, expected date of arrival, duration of the course, invoice number, agency.
 - **Aims :** management of student arrivals
 - **Duration :** 2 years

Documents :

- **Identity documents:** 1 year after the end of the course
- **Certificates of enrolment, attendance and level:** 50 years, to comply with the archiving requirements of higher education (archiving)

Invoices:

- EFI uses an **invoicing software** managed by Audit et Stratégie, an **accounting firm** located in Champigny sur Marne (94)
- **Recorded data:** surname, first name, address, e-mail



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Rights about data protection:

In accordance with the **RGPD** (General Data Protection Regulation), any person may exercise his or her rights relating to the protection of his or her data : **right to information, opposition, access, rectification, deferment** (separation of data from first and last names), **erasure** and **portability**.

For all these issues, EFI requests that **a complaint be submitted on the complaint form** (see procedure below).

It is also possible to lodge a **complaint with the CNIL** (Commission Nationale de l'Informatique et des Libertés)

COMPLAINTS :

A learner who wishes to make a complaint does so on a **dedicated form**.

How to obtain a form?

- Available at **the reception desk** (next to the satisfaction questionnaire).
- Can be **requested directly at reception**.
- **Can be requested by e-mail** on contact@efiparis.com , noting in the subject line "COMPLAINT".

How to submit it?

- Can be **hand- delivered at the reception desk**.
- Can be **sent by email** to contact@efiparis.com , indicating "COMPLAINT" in the subject line and requesting an acknowledgement of receipt.
- Can be sent **by post**.

Reply to the complaint :

- The management provides a reply **within a maximum of 7 days** :
 - **Directly** if the person who lodged the complaint is attending courses at the EFI, **by phone** or **by e-mail** depending on the situation.
 - By **proposing a face-to-face meeting**, by **videoconference**, or by **phone** when face-to-face is not possible.
 - **In the absence of a possible appointment** with the person (unavailability of the latter), the management still **provides a written response within 7 days** by email with a request for acknowledgement of receipt.
- For any **claim for refund**, the Management reserves the right to **grant refund or recovery of the course**.