



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

GENERAL REQUIREMENTS

(Updated on 17 avril 2023)

RATES AND CHARGES:

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

Courses are booked upon payment of half the course fee.

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:

Up to 21 days before your starting date of the courses, EFI will refund 70% of the fees already paid, less €220 administrative fee (bank fees will be borne by the student).

Up to 14 days before the starting date, EFI will refund 50% of the fees already paid, less €220 administrative fee (bank fees will be borne by the student).

From 13 days before the starting date, no refunds will be made.



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Students with a visa application:

If you **have paid the registration fee** and 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 €220** of administrative fee.

The student **commits to register for the time period and the formula requested during the registration process.**

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.

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

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 at contact@efiparis.com or by phone at 01 40 27 86 58, at least 48 hours before your absence.

Holidays:

Holidays **must be requested at least one week in advance** by email to contact@efiparis.com or by phone at 01 40 27 86 58. They are to **be taken from Monday to Friday** and must be **at least one week long**. They **cannot be taken during the first ten weeks of the course.**



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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**. **If not, the course will be counted**
EFI must also inform the student 48 hours in advance.

Class schedule :

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**.

The group course fees are for classes of **5 to 15 students**. **If the number of students is less than 5, EFI reserves the right to reduce the number of hours of the course under the following conditions :**

- 4 students : 3 hours
- 3 students : 2h30mn
- 2 students : 2 hours
- 1 students : 1h30mn

Public holidays, holidays:

EFI is closed on public holidays (except Whit Monday which is the solidarity day) and courses cannot be made up.

EFI is closed on Ascension Friday. The course will be recoverable.

EFI will be closed from 21 to 25 August 2023 and from 25 December 2023 to 5 January 2024.

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 is **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, mail.
- Aims: registration management, statistics, archiving
- Access: management, secretariat
- Duration :
 - o Nationality, mail : 5 years, for sending Newsletters and commercial reminders)
 - o Other information: 50 years for compliance with higher education archiving requirements

DCL candidates :

- Data recorded: surname, first name, student number, date and place of birth, sector of activity, professional situation, date of registration, results
- Aims: to allow registration and follow-up, to keep results, to keep statistics
- Access: management, secretarial office
- Duration : 5 years

Training management tools :

- Use of a fully encrypted drive (cryptpad)
- Access: management, secretariat, teachers, pedagogical coordination
- Course planning :
 - o Recorded data: surname, first name, student number, e-mail, registration dates



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- 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 : 5 years
- 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 : 5 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

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**.



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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**.