

FAQ

How do I register for a course?

You can register:

- **In person** at the Institut français in Luxembourg (IFL), 47 Avenue Monterey, L-2012 Luxembourg (from Monday to Thursday from 9.00 am to 15.30 pm)
- Via **email** at cours@institutfrancais-luxembourg.lu

How soon do I have to register?

To ensure that you have a place for your course and for organizational reasons, we ask you to register as early as possible, at least **two weeks before the course starts**.

How do I know my level?

If you are not able to provide a level certification issued by a language training organisation the IFL will propose you a placement test (invoiced **20€**) in order to determine your level and place you in the appropriate group.

How many levels of French do you offer?

We propose you to follow courses in one of the **6 levels** of the Common European Framework Reference for Languages (**CEFR**).

- A1 (Beginner)
- A2 (Elementary)
- B1.1 (Intermediate)
- B1.2 (Upper Intermediate)
- B2 (Vantage)
- C1/C2 pour des cours de Français sur Objectifs Spécifiques (FOS)

60 hours of courses are required to complete one-half level.

What are the terms of payment?

Payment in full shall be made **by wire transfer before the course starts**. Information relating to the payment shall be communicated to you through the training agreement signed upon enrolment.

Where will the courses take place?

According to the type of courses, sessions may take place at different locations:

- In **our premises** at the IFL (47 Avenue Monterey L-2012 Luxembourg)
- At the Secondary School **Athénée** (24 Boulevard Pierre Dupong, L-1430 Luxembourg)
- At the Private School "**Ecole Privée Notre-Dame Sainte-Sophie** (4 Rue Marguerite de Busbach, L-1269 Luxembourg)
- At **home** for private tuition
- In **business premises** for in-Company courses.

What does the course fee include?

The course fee include the courses and the access to the online platform **Culturethèque** (teaching resources, French exercises, novels, videos, music, etc.) for a 6-months period..

Textbooks and novels may be also viewed in the IFL's classrooms and available for loans.

Costs related to the purchase of teaching materials are not included in the course fee. The tutor shall be able to choose the **teaching materials** necessary to the proper running of the courses (additional cost estimated between 20 and 50€). Your teacher will indicate you precisely the books you need for the first lesson.

If I find that a course is unsuitable for me, can I have a refund or transfer to another class?

If the course in which you are registered proves inappropriate, your transfer in another course shall be considered when possible. It's your responsibility to register in a course matching with your actual level.

Courses are designed for a limited number of trainees and over a period of time, therefore no refund will be made if the course has already begun and no partial refund will be made if you are not attending the course.

Once the payment is made, **no refund** can be claimed.

What happens if the minimum class size is not met?

In this case, we will contact you to discuss the options, which may include :

- **Moving onto an equivalent course**
- **Postponing the course**
- **Converting your enrolment fees to credit** which can be used as payment for future courses (within a 3 months' time limit).
- **A refund of yours paid fees** may be done by bank transfer following receipt of the banking documentation within 1 month.

What happens if I miss some of my classes ?

Students should consider their personal commitment and circumstances that may prevent attendance before enrolment.

If you **missed sometimes classes**, your individual course may be postponed without extra cost to another date convenient for you and the teacher.

A collective course is not postponed if a learner is absent.

What are the exams / certifications to which I can prepare?

The IFL is not an examination centre, but it may prepare you in an effective way to French **certifications** such as **DELF / DALF/ TCF** and other specific exams.

To pass **DELFDALF** (French Studies Diploma / Advanced French Studies Diploma), please contact the **INL** (l'Institut National des Langues) or visit their website : <http://www.inll.lu/certifications-nationales-et-internationales/certification-en-langue-francaise/>

The **DALF (C1 level)** gives access to French universities and to a growing number of European and francophone universities. With the **DELFB2**, you do not need to pass the pre-admission French language tests if you wish to enter a French university.

The **TCF (Test de Connaissance du Français)** is another certification allowing to validate the knowledge in French. It is available in 3 versions: **TCF TP** (tout public), **TCF Québec**, **TCF DAP** (Diplôme d'Admission Préalable) and **TCF Nationalité** (to access to French citizenship). More information can be found on the **CIEP** (Centre International d'Études Pédagogiques) website www.ciep.fr

The TCF DAP is for students, non-EU nationals, and wishing to enter a French institution of higher education (**établissement d'enseignement supérieur français**). The exam can take place in our premises at the IFL. <http://www.institutfrancais-luxembourg.lu/luxembourg/session-2017-tcf-dap/>

➤ Professional French exams

Professional French diplomas of the Paris Chamber of Commerce and Industry are practical exams testing written and oral skills in French in the main situations of professional life in different fields (business, medicine, law, secretarial, science, tourism, etc)

INLINGUA in Luxembourg offers you to pass such exams. <http://www.inlingua.lu/>

How does private tuition work?

Private tuition of at least **60 minutes**, are tailored to your level and agenda and can take place at the Institut or at your home (**travel costs** will be charged extra if you live outside Luxembourg-city). The course may also take place in one of our **partner institutions under certain conditions** (école privée Notre-Dame Ste-Sophie, Lycée Athénée).

Your private tuition may be organised within **7 days following your request**.

Who are our teachers?

All our teachers are **qualified** and skilled to teach French as a foreign language (**FLE**) and **FOS**.

What are the benefits of private tuition?

Private tuition is a **fast** and **effective** way to learn a language. It is tailored to your exact needs whether you are learning for pleasure, business or an academic qualification.

You can learn on the days and times you choose (**between 7:30 and 21:00**) and the lesson duration can be specific to your needs.

Is it possible to postpone a private tuition?

A course can be rescheduled without extra costs and according to the CGV and the training contract.

Courses must be cancelled at least 48 hours before the scheduled date.

In case of cancellation, a new date shall be agreed.

In the event of a late cancellation (less than 48h before the scheduled date), the course will be charged.

No course could be postponed beyond the contractual period in force.

Any extension of the contract may be claimed.

After **3 course cancellations**, the cancelled course will be **charged and cannot be postponed**.

We remind you that courses have to be **regular** in order to ensure a maximum efficiency and performance and the same teacher throughout the training.

Can I study in group?

Yes, with a **maximum of 5 people** with the same linguistic level **per group**.

For any request or additional information regarding the courses, please contact us at **46 21 66 39** or by email at cours@institutfrancais-luxembourg.lu