



COURSE REGULATIONS OF THE FRENCH INSTITUTE OF ARMENIA

1 General Provisions

1.1 The French Institute of Armenia (IFA), an institution of the French Ministry for Europe and Foreign Affairs, carries out its mission under the authority of the Embassy of France in Armenia. Enrolment in the courses offered by the IFA implies that learners, or their legal representatives, undertake to comply with the obligations set out in these regulations.

1.2 The IFA offers French language courses open to all members of the public. These courses take place either on the IFA premises or at the premises of the companies and organizations benefiting from these courses.

1.3 All courses offered are organized according to language proficiency levels, in accordance with the Common European Framework of Reference for Languages (CEFR) and follow its progression.

1.4 Group and individual extensive and intensive course sessions last 10 weeks. Each CEFR level comprises several sessions (from 3 to 9 depending on the level for extensive courses).

2 Course Enrolment and Payment

2.1 Enrolment periods, as well as the course and examination schedules, are determined by the Courses and Exams Department, which reserves the right to modify them up to the final day of enrolment.

2.2 For individual courses, the schedule is established according to teacher availability and not according to learner availability. Any change to the schedule must be requested in advance from the Courses and Exams Department and may only be made with its approval. Learners who agree schedule changes directly with their teacher without the approval of the Courses and Exams Department will be excluded from the course without reimbursement for the lessons not attended.

2.3 Group courses are organized subject to a minimum of 6 (six) enrolled participants. If this number is not reached, the course will be cancelled, and the enrolment period may be extended.

2.4 Learners are assigned to groups according to their language proficiency level. Where applicable, this allocation is made on the basis of the results of a language-level assessment test.

2.5 No change of group is permitted without the prior approval of the Courses and Exams Department. Changes may only be made during the first two weeks of the course and are subject to availability of places.

2.6 Payment must be made by bank transfer no later than 48 hours before the course begins. Enrolment is considered final once proof of payment has been sent to cours@institutfrancais.am.

2.7 The IFA reserves the right to exclude a learner from a course in the event of late payment of any

amounts due.

2.8 Students of the University of France in Armenia (UFAR) and pupils of the French Lyceum Anatole France are entitled to a 10% discount on all courses upon presentation of valid supporting documentation (valid student ID or other proof).

2.9 The cost of textbooks, coursebooks and workbooks is not included in the course fees. Teaching materials may be purchased from the Courses and Exams Department in accordance with the price list attached as an appendix to these regulations.

3 Cancellation and Refunds

3.1 The IFA reserves the right to cancel a course that does not have a sufficient number of enrolled participants up to 24 hours before the course begins. Another course or an alternative solution will then be offered to the learners. If the proposed solution is not suitable, any payments already made by the learners will be fully refunded.

3.2 Once a course has started, cancellation of enrolment by the learner does not entitle them to a refund for lessons not attended, except in certain special circumstances and upon written request submitted to the Courses and Exams Department.

3.2.1 The following are considered special circumstances:

- the occurrence of a serious illness and/or incapacity, duly certified by a medical certificate, which prevents the learner from attending the courses for a period of more than 4 weeks;
- **permanent departure from the Yerevan area, duly substantiated.**

3.3 Lessons cancelled as a result of a strike announcement will neither be rescheduled nor refunded if the teacher is present on that day.

3.4 In the event of a change of course requested by the learner, any difference in fees will either be refunded to or charged to the learner, as applicable.

4 Attendance and Conduct

4.1 A certificate of attendance will be issued upon request provided that the learner has attended at least 75% of the lessons.

4.2 The IFA reserves the right to deny access to a course to any participant whose behavior prevents other members of the group from attending their lessons under normal conditions. Any conduct contrary to the law is prohibited and will result in exclusion from the course without refund or compensation.

5 Data Protection

5.1 The IFA ensures that personal data collected and processed are relevant, adequate, not excessive and strictly necessary for the achievement of previously determined purposes.

5.2 The IFA takes all necessary measures to ensure that personal data are accurate, complete and, where necessary, kept up to date. Your personal information is retained by the IFA only for as long as

necessary to fulfil the purpose for which it was collected and will under no circumstances be disclosed to third parties.

5.3 Learners have the right to access and obtain a copy of their personal data, as well as the right to request their rectification and to object to their processing. These rights may be exercised by writing to cours@institutfrancais.am.

6 Provisions Concerning Minors

6.1 The IFA is responsible for the safety of minors only during the course. Except in cases of civil liability provided for by law, parents or legal guardians are responsible for the safety of minors before and after the course.

6.2 Minors under the age of 9 must be accompanied by an adult, who must hand the child over to the teacher at the beginning of the course. After the course, the teacher will accompany the child and hand them over to their parents or accompanying adult in the IFA lobby.

6.3 The IFA does not provide supervision of minors on its premises outside the course. If the adult responsible for collecting the minor is late, they must notify the Courses and Exams Department.

6.4 If a minor disrupts the proper conduct of the course, the IFA reserves the right to summon their parents. If such disruptions persist, the minor may be excluded from one or more courses without reimbursement for the lessons not attended.

6.5 Parents must inform the Courses and Exams Department of any health issues affecting their child, or of any medication that is essential to the child's health or safety.

7 Administrative Organization of Courses and Discipline

7.1 Courses take place at the French Institute of Armenia or at the premises of the companies and organizations benefiting from these courses.

7.2 Courses do not take place on Sundays or public holidays. The organization of courses during the summer holiday period is decided jointly by the Courses and Exams Department, the teacher and the learners, according to the objectives to be achieved through the courses.

7.3 The IFA reserves the right to change the teacher during a course session.

7.4 During the training period, the Courses and Exams Department may conduct classroom observations and take photographs or video recordings.

7.5 Under no circumstances may the IFA be held responsible for damage caused to a learner's property by another learner, or for theft that may occur in connection with a course.

7.6 Mobile phones must be switched off during classes.

7.7 Learners are required to be punctual and to show respect and courtesy towards other learners and teachers.

7.8 Smoking is strictly prohibited inside all IFA premises. Failure to comply with this rule will result in the statutory fine of 50,000 AMD.

8 Educational Organization of Courses

8.1 One teaching unit (TU) is set at 60 minutes. The duration of one lesson is 1.5 TU, i.e. 90 minutes, unless otherwise provided for under specific contracts.

8.2 Any absence may cause difficulties and adversely affect the learner's progress. Such consequences may in no circumstances be attributed to the teacher or constitute grounds for requesting free make-up lessons.

8.3 In the event of a teacher's absence, the lessons will be made up or replaced by another teacher according to arrangements determined by the Courses and Exams Department.

9 Organization of Individual Courses

9.1 Individual courses take place on the premises of the IFA.

9.2 The teacher responsible for the individual course is appointed by the Courses and Exams Department.

9.3 Learners and teachers are required to be punctual for the course time mutually agreed upon and approved by the Courses and Exams Department. If the learner is more than 30 minutes late, the lesson will be cancelled. Conversely, if the teacher is more than 30 minutes late, the lesson will be made up at a date agreed upon by both parties.

9.4 Except in cases of force majeure, if the learner is unable to attend the lesson or wishes to change the day or time, they must notify the Courses and Exams Department at least 6 hours in advance.

9.5 The duration of each lesson must not exceed the TU established by the IFA (90 minutes). Any deviation from this rule shall be at the teacher's own risk, and the teacher will not be paid for any time worked beyond the TU.

9.6 Teachers and learners are required to comply with the ethical and professional standards and duties of loyalty towards the IFA, and to refrain from engaging in any activity contrary to the interests of the IFA or from entering into agreements contrary to their commitments towards the IFA. Should such situations arise, they may result in termination of the teacher's contract and an unfavourable assessment of the teacher within the Armenian Francophone network.

By signing these regulations, the learner acknowledges and accepts their terms.

