# **STUDENT HANDBOOK** Academic year 2024-2025 Face the future with #exploreyourfuture













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#### THE ESSENTIALS

**KEY STEPS** 









Book **ACCOMMODATION** 

1

Organise home insurance through SMERRA

2

Validate your VISA on administration-etrangers-en-france. interieur.gouv.fr within 3 months of your arrival in France









Register on **AMELI**website to benefit from free
medical cover in France:
etudiant-etranger.ameli.fr





If you are renting accommodation for 5 months or more, you can apply for housing benefit on the **Caf** website: **caf.fr** 

7

Open a **BANK ACCOUNT** 











(known as complémentaire)





#### THE ESSENTIALS

**VISA - RESIDENCE PERMIT - CVEC FEE** 

#### STUDYING IN FRANCE

Once your long-stay student visa has been issued and you are on French soil, you have 3 months to validate your visa online, on the following website:

# administration-etrangers-en-france.interieur.gouv.fr/

This compulsory process is quick and easy, and it will ensure your stay complies with French law. You will need the following to hand:

- a valid email address
- the information contained on your visa
- your address in France
- a valid credit card to pay the €50 tax stamp

If you decide to continue your studies at Excelia beyond the year specified on your visa, you will need to apply online for a residence permit (titre de séjour)

If you have any questions about residence permits, please contact Morgane NOEL (see page 5).

#### **CVEC FEE**

CVEC (Contribution de Vie Étudiante et de Campus) is a financial contribution to student and campus life,

and all students enrolled in higher education are required to pay this fee each year. For the 2024-2025 academic year, the fee is €103. To pay the fee, go to the following website: **cvec.etudiant.** 

gouv.fr

(in the top right-hand corner, you will find an English version of the page). To finalise your registration, you will be asked to provide proof of your CVEC payment. However, students on an academic exchange, refugees, and asylum seekers DO NOT HAVE TO PAY the CVEC fee.



#### TO EXTEND YOUR RIGHT TO STAY IN FRANCE AS A STUDENT

If you decide to continue your studies at Excelia beyond the year specified on your visa, you will need to apply for a **residence permit** 3 months before your longstay student visa expires. Residence permit renewals are also done online via the same website:

#### administration-etrangersen-france.interieur.gouv.fr/

For any questions or help, please contact Morgane NOEL: noelmo@excelia-group.com

#### **GOOD TO KNOW**

For official passport photos, there are photo booths at the following locations:

- SNCF train station (near platform 1), Avenue de Paris
- Intermarché (supermarket),
   47 Rue du Faubourg Bannier

# WORKING IN FRANCE AS A FOREIGN STUDENT

Students with a VLS-TS visa are authorised to work in France for up to 60% of the legal working week, without having to apply for a work permit. This equates to 964 hours per year. In addition, with this visa, you can travel within the European Union for a maximum of 90 days during your stay.

NOTE: If you want to carry out a work placement (of more than 90 days) in a European Union member country, you will need to apply for a visa from the relevant consular authority.

#### THE ESSENTIALS

**ACCOMMODATION** 

#### **EXCELIA'S ACCOMMODATION PLATFORM**

On the school's accommodation platform, you will find many ads for accommodation in Orleans and 40 other cities throughout France.

Simply go to: **excelia-group.studapart.com** or visit **XL Connect.** 

**Room in a private house:** starting from €300 per month Choosing to live with a host family gives you the opportunity to discover the French way of life and improve your language skills.

**Apartments:** starting from €500 per month
The cost of furnished accommodation in Orleans varies
according to the area, proximity to public transport, the quality
of the accommodation, and whether or not service charges are
included in the rent.

To be able to rent accommodation:

- you will need to show your proof of acceptance letter from Excelia
- if you do not have a French guarantor, you can take out the 'Studapart guarantee' against unpaid rent this is available on the accommodation platform; a fee is charged for this service

#### **SECURITY DEPOSIT**

As a rule, this amounts to 1 or 2 months' rent, paid as a guarantee in case of damage. If there is no damage, after the outgoing inventory of fixtures and fittings, the deposit will be returned in full within a maximum period of 2 months.

#### **BEFORE MOVING INTO YOUR ACCOMMODATION**

- 1. You must sign a rental agreement.
- **2.** You need to take out home insurance; you can organise this through any bank or insurance company.
- **3.** On the day you receive the keys, make sure you carry out an incoming inventory of fixtures and fittings with the owner: both parties need to sign this document.

#### **BEFORE LEAVING YOUR ACCOMMODATION**

- **1.** At least 1 month before your departure: you need to send a notice of departure as a signed-for registered letter to both the property owner and your insurance company.
- 2. Two weeks before your departure: you need to contact the owner to arrange a time and a date for the outgoing inventory and for returning the keys. Make sure you leave your accommodation in good condition; take a reading of all the meters (electricity, gas and water) and arrange to have the supply cut off.
- **3.** On the day of your departure: you need to sign the outgoing inventory and return the keys.
- **4.** Within two months of your departure: the owner must return your security deposit in full if no damage was noted on the outgoing inventory, or in part if damage was noted. The owner must justify any expenses incurred for repairing the damage.

#### **OTHER INFORMATION**

#### **HOME INSURANCE**

This insurance is compulsory. It covers any damage (water, fire, etc.) to your property and to any other property. It can be taken out via an insurance company, a bank or through a student mutual fund (known as a *mutuelle*).



#### **ADIL**

If you encounter any problems with the owner of your accommodation, the ADIL can provide you with legal assistance.

1 Bis Rue St Euverte, 45000 Orleans Tel: +33 (0) 2 38 62 47 07

Email: adil.faire@adil45-28.org

Website: adil45-28.org

#### HOUSING ALLOWANCE (known as APL)

This financial assistance is administered by the French benefits/ welfare office called the *Caisse d'allocations familiales (Caf)* for individuals and families on low incomes. As a foreign student, you may be eligible for housing benefit, provided that...

- you are an EU citizen or hold either a VLS-TS visa or a French residence permit
- you are staying in France for at least 10 months i.e. a full academic year (as it takes a very long time to process applications and receive benefits)

#### **Documents required for housing allowance applications**

- Details of your bank account in France, known as your relevé d'identité bancaire (RIB)
- A copy of your birth certificate in English or in French
- Proof of enrolment, known as a certificat de scolarité

#### PLUS...

- For EU citizens: a copy of your European Health Insurance Card
- For non-EU citizens: a copy of your visa and proof of validation of your visa or a copy of your residence permit, and a copy of proof of French Social Security cover with your Social Security number on it

To apply for housing allowance, go to: caf.fr

If you need help with your application or have any questions, please contact the team at the International Office.





#### **THE CROUS**

The CROUS is a government agency that manages student accommodation, grants, and catering (university restaurants, known as *Restaurants Universitaires - RU*).

#### For more info:

#### messervices.etudiant.gouv.fr

Excelia has a partnership agreement with the CROUS. For more information, contact Morgane NOEL: noelmo@excelia-group.com

If you prefer, you can contact the CROUS directly via their website: crous-orleans-tours.fr/se-loger/faire-une-demande
-de-logement-dans-une-residence-crous

#### **EQUIPPING YOUR HOME ON A BUDGET**

#### **SECONDHAND SHOPS**

- *La Ressource AAA*, 106, rue de Bourgogne, 45000 Orleans laressourceaaa.fr/
- Emmaüs La Source, 8 bis, avenue Buffon 45100 Orleans
- Emmaüs Ormes, 1 chemin de l'allée 45140 Ormes
- Secours Populaire, 1 rue des Pensées, 45000 Orléans

#### **ELECTRICITY AND GAS**

For most rentals, water is already included in the rent. However, for electricity and gas, you will need to sign a contract with the relevant providers.

#### For an electricity/gas contract, you will need to provide:

- the number that appears on your electricity counter and the name of the previous occupant (ask your property owner for this information)
- your RIB if you intend paying by direct debit

#### **ENGIE** (electricity and gas supplier)

Tel: +33 (0) 9 69 39 99 93 Website: particuliers.engie.fr

#### **INTERNET AND TELEPHONE**

There are many operators and providers offering different internet and phone packages (limited and unlimited packages with international options).

#### Telephone operator stores in Orleans:

#### **FREE**

27 rue de la République 40 rue de la République 45000 Orleans Tel: 3244

#### **ORANGE**

45000 Orleans Tel: 3900

Book online for an in-store appointment

#### **SFR**

16 rue de la République 45000 Orleans

Tel: 1023



To take out a contract, you will need to provide:

- your RIB
- a photocopy of your passport and visa
- proof of address (photocopy of your tenancy agreement or a utility bill)

It is easier and less expensive to only take out a mobile phone subscription that includes a strong 4G connection. You can then share your phone's Wi-Fi with your computer to connect to the Internet.

#### THE ESSENTIALS

**HEALTH** 

#### **INSURANCE**

#### **European Health Insurance Card (EHIC)**

Students from the EU, the EEA, and Switzerland need to apply for a EHIC BEFORE leaving their home country, and bring it with them, making sure that it is valid for the entire duration of their stay in France.

#### **Health Insurance**

All French and all international students are covered by the general social security system in France. It is free of charge.

To register, go to: etudiant-etranger.ameli.fr

This health insurance plan **DOES NOT APPLY** to:

- EU, EEA, and Swiss students, who should already have a European Health Insurance Card (EHIC)
- students from Quebec, who should have an SE 401-Q-106 form
- students who are staying for less than 3 months and who must therefore organise personal health insurance either in their home country or in France

#### **HOW THE FRENCH HEALTH SYSTEM WORKS**

#### **Medical consultations**

When going to the doctor's, in order to be reimbursed, you must present either your **Carte Vitale** health card (or the letter proving you are registered with the CPAM) or your European Health Insurance Card. Social Security will reimburse you 70% of a doctor's consultation fee. You are responsible for the remaining 30%. You can choose to take out additional health insurance (often referred to as a complémentaire or mutuelle) that will cover the remaining amount. We strongly recommend that you take out a basic additional health insurance contract (known as a contrat de base), which will provide you with 100% cover in the case of hospitalisation.

For more info: **smerra.fr** 

To book medical appointments online go to Doctolib: doctolib.fr

Emergency appointments: SOS Médecins, 44 rue Chanzy, 45000 Orleans. Tel: +33 (0) 2 38 54 44 44



#### **HOSPITAL STAYS**

If you have to be admitted to a hospital in France, it can be very expensive. On average, a day in hospital costs  $\in$ 1,000. Depending on the type of care needed, the French Social Security will reimburse 70% of this amount, i.e.  $\in$ 700. If you do not have additional health insurance, you will have to pay the remaining  $\in$ 300 per day. However, if you take out a basic additional health insurance contract (*contrat de base*), which costs approx.  $\in$ 5 per month, you will be reimbursed 100% in the event of a hospital stay.

#### **BUYING MEDICATION**

Medication is sold in pharmacies. Certain products require a doctor's prescription in order for the medication to be dispensed and for you to be reimbursed. Pharmacies are open from Monday to Saturday, usually from 9 am to 7 pm. Outside of these hours (nights and weekends), certain pharmacies remain open. Details of these out-of-hours pharmacies are posted on the door of all pharmacies in the city.

#### **UNIVERSITY MEDICAL SERVICES**

If you need emotional support, we recommend that you first contact **Benjamin SPEELMAN**, **our Student Life Coordinator**. He will be pleased to assist you and, if necessary, refer you to the appropriate health care professional. He can also make an appointment for you at aPSYtude.

#### Help is at hand

#### **Campus Sentinels**

Alice VIOLETTE
Campus Director
Email: violetteal@excelia-group.com
Tel: +33 (0) 9 78 99 11 22

Edgardo KOESTINGER Head of Studies for Bachelor in Business

Email: koestingere@excelia-group.com Tel: +33 (0) 9 78 99 11 18

#### **Student Life Coordinator**

Benjamin SPEELMAN For help with any concerns Email: speelmanb@excelia-group.com Tel: +33 (0) 9 78 99 11 20

#### **aPSYtude**

Platform offering counselling services (face-to-face or online) Email: rdv.apsytude@gmail.com Tel: +33 (0) 6 27 86 91 83

#### **FINANCES**

#### **LIVING COSTS**

#### RENT AND UTILITY COSTS

Rent: €200 - €620 per month Water, electricity, gas: approx. €150 per month

#### **TRANSPORT TAO ORLEANS**

Bus pass: €19.90 per month (€199 per year)

Bike hire:

TAO subscription holder €0 + €5 (time credit) Non-subscription holder €5.50 + €5 (time credit)

#### **OPENING A BANK ACCOUNT**

If you are staying in France for more than 3 months, you can open a bank account.

#### **BANQUE POPULAIRE**

11 place du général de Gaulle, 45000 Orleans Tel: +33 (0) 9 88 98 91 56

#### **BNP PARIBAS**

28 place du Martroi, 45000 Orleans Tel: +33 (0) 2 38 79 13 62

#### **CRÉDIT AGRICOLE**

40 place du Châtelet, 45000 Orleans Tel: +33 (0) 2 38 60 29 48

#### CAISSE D'ÉPARGNE

5 rue d'Escures, 45000 Orleans Tel: +33 (0) 9 74 75 62 15

It is very simple to open an account! Just book an appointment with the bank of your choice and provide the following documents:

- A piece of ID
- Proof of address (photocopy of your tenancy agreement or a utility bill)
- Proof of enrolment at the school (certificat de scolarité)

If you lose your bank card or if it is stolen, contact your bank as soon as possible to cancel the card. If the bank is closed, call the number for loss or theft which you will find in your bank contract or online. Recontact the bank the following day to confirm your card has been cancelled. Make sure you complete and sign any documents the bank sends you, before returning them.

For more information about funding your studies: excelia-group.com/student-services/international-students/fees-funding

#### **ARRIVING IN FRANCE**

**GETTING TO ORLEANS** 

#### **ARRIVING BY PLANE - PARIS**

The majority of you will arrive in France at one of the capital's main airports: Roissy Charles de Gaulle or Orly.

From these airports, you can take a train to Orleans.

For more information about the airports and their services:

parisaeroport.fr/en

#### **TRAVELLING TO ORLEANS - CAR SHARE**

BlaBlaCar is a car share service which enables you to travel more economically. To find a suitable journey, sign up on the internet site: **blablacar.fr** or download the application onto your smartphone.



#### TRAVELLING TO ORLEANS - COACH

On certain days of the week, the coach company
FlixBus operates direct services to Orleans from both
Roissy and Orly airports.

flixbus.fr





#### TRAVELLING BY TRAIN FROM PARIS TO ORLEANS

The high-speed trains operate several times a day between Paris and Orleans. The journey takes about 1 hour.
You need to book in advance: **sncf-connect.com** 

#### Trains to Orleans leave from Austerlitz station in Paris

To get to Austerlitz station from either airport, take RER B to St. Michel Notre Dame and change to RER C.

For more info: ratp.fr

#### TRAVELLING BY CAR TO ORLEANS

If you are coming to Orleans by car, pay close attention to the speed limits in France (km/h):



Motorways



Dual carriageways



Main roads



#### **LOCAL TRANSPORT**

**GETTING AROUND ORLEANS** 

For public transport services in Orleans, you can download the TAO application which will give you all the bus routes, timetables, bus stops, rental bike docking stations, etc.

#### **BUSES**

TAO lines 2 and 3 serve the campus area every 10 minutes from 5:00 am to 10:30 pm Monday to Saturday, and every 30 minutes from 6:30 am to 10:30 pm on Sunday.

Almost all bus lines serve the city centre every 10-20 minutes from 5:00 am to 10:30 pm.

Whether it's for a night out with friends or a trip to the cinema, lines 1 to 7 operate seven days a week, including evenings, with a last departure from the city centre at 10:30 pm on weekdays and 00:30 am on Friday and Saturday nights.

Orleans also has a tram network which operates 7 days a week, with trams every 15-20 minutes in the evening until 00:30 am. **Travel pass for students and Under 26s:** €25.00 per month or €206.00 per year

For more information on fares, lines, and timetables: **reseau-tao.fr** 

#### BIKES

You can rent a bike, from docking station to docking station, 24/7. Bike hire:

- TAO subscription holder €0 + €5 (time credit)
- Non-subscription holder €22 + €5 (time credit)





TAO also offers long-term bike rental!



*Rémi* is a multimodal transport network operated by the region, which includes:

- Rémi Express trains (services to Blois, Orleans, Bourges, Montluçon, and Paris, etc.)
- Rémi trains (local train service)
- Rémi buses which operate outside of urban areas, within the region

Indicative price (depending on distance): €3

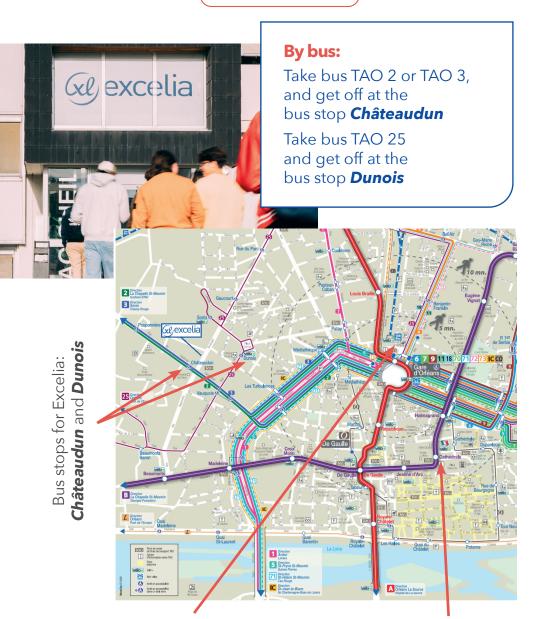
For more info: **remi-centrevaldeloire.fr** Click on HORAIRES ET ITINERAIRES > ITINERAIRES (timetable and routes > routes)

#### NOT TO BE MISSED... VISIT THE ZOO WITH REMI

For just €3.20, you can take a Rémi shuttle service from Blois-Chambord train station to Beauval zoo (there are regular trains from Orleans to Blois). Rated as one of the most beautiful zoos in the world, the ZooParc de Beauval boasts the greatest diversity of animals in France, with some 10,000 animals and 600 species in 40 hectares of parkland.

#### **LOCAL TRANSPORT**

**GETTING TO EXCELIA** 



Main bus station: Orléans gare routière Town centre bus stop: Cathédrale

#### **ORLEANS**

**CLIMATE** 

Orleans has a temperate climate due to the effects of the River Loire: it is cold but not freezing in winter, and pleasantly warm in summer. The weather is however also influenced by the continental climate, so it can sometimes be very cold in winter and very hot in summer!



SPRING - 20th March 5°C - 17°C

**SUMMER - 21st June** 10°C - 25°C

**AUTUMN -** 22<sup>nd</sup> September 10°C - 20°C

**WINTER** - 21<sup>st</sup> December 2°C - 10°C



#### **MAY**

Joan **JUNE** of Arc. **V**élotour Festival **Printemps** Midsummer Music Bourges Festival

**AUGUST** 

Festival

#### SEPTEMBER NOVEMBER

The Loire Festival Saint-Fiacre HOP POP HOP Festival Archilab

**T**ravers **Festival T**ravers

**DECEMBER** 

Christmas Market

For more information about things to see and do: tourisme-orleansmetropole.com

#### **ORLEANS**

**LEISURE & ENTERTAINMENT** 



#### **PLACES TO VISIT**

#### Musée des Beaux-Arts

Full price: €8 Reduced rate: €4

Students and Under 26s: Free

# MOBE: Biodiversity & Environment Museum

Full price: €8 Reduced rate: €4

Students and Under 26s: Free

# Hôtel Cabu: History & Archaeology Museum

Full price: €8 Reduced rate: €4

Students and Under 26s: Free

#### Parc floral de La Source

Full price: €6.50 Students: €5.50

#### **CINEMAS**

#### **Pathé Orléans**

2 rue des Halles

#### **Pathé Saran**

1010 route nationale 20

#### Cinéma les Carmes

7 rue des Carmes

# YEP'S ADVANTAGE CARD

The YEP'S advantage card is available to all those aged between 15 and 25 living in the Centre-Val de Loire region offering assistance, information as well as discounts for a variety of cultural sites, shows, concerts, and other attractions.

Sign up for free: **yeps.fr** 

#### **MUSEUM PASS**

Unlimited access to the city museums (exhibitions, workshops, tours, etc.) for a period of 1 year.

Price: €15

For more info:
orleans-metropole.fr/
actualites/detail/
un billet-4-musees-



#### **STUDENT LIFE**

**PRACTICAL INFO AND ACTIVITIES** 



#### **EATING**

In the vicinity of the school, there are only a few bakeries, fast-food restaurants and a Carrefour City minimarket, so feel free to bring your own lunch with you.

Microwaves are available in the cafeteria near the Student Services Office (BDE) and there are vending machines for sandwiches and drinks.

#### **XL LIBRARY (MEDIA LIBRARY)**

Excelia's media library gives you access to all types of documents (books, articles, press releases, etc.). It is also a great place to go for revision or for **group work** in private cubicles. You can borrow up to 8 items for 3 weeks.

For more information about XL Library services and conditions of use, go to **library.excelia-group.com**.

#### **STUDENT LIFE**

STUDENT CARD

The student card provides a certain number of advantages such as entrance fee reductions and access to university libraries internationally.

You will need your student card to confirm your presence in lessons, so keep it with you at all times!

It also gives you access to all of the school's photocopiers (with photocopy credit included).



#### **OBTAINING YOUR STUDENT CARD**

Once your enrolment has been finalised, the admin team for your programme will provide you with a student card at the start of the academic year.

- If you lose the card, you will be charged €10 for the issuing of a new one
- If your card is stolen, you will be asked to provide supporting documents from the police confirming that the theft has been reported; a new card will then be provided free of charge

DON'T FORGET! Your student card allows you to benefit from a whole range of reductions... transport, cinema, daily newspapers, museums, and even concert tickets!

You also need your student card to be able to use the scanner/photocopiers located on the premises.

#### **USEFUL INFORMATION**

#### **POSTAL SERVICE**

La Poste is a postal service for sending letters and parcels. A letter posted in France will arrive in another French town within 48 hours.

For letters and parcels which are urgent, there are other companies available (Chrononpost, DHL, etc). For important letters, it is best to use a recorded delivery with signature by the recipient. This is known as a Lettre recommandée avec accusé de réception.

For postage costs, go to **laposte.fr** or visit your nearest *La Poste* office.



#### **SWORN TRANSLATORS**

Chinois - Français

Han ZHUAN

Email: zh200@yahoo.fr

Yanhua SUN

Email: contact@sun-translate.fr

#### Russian - French

Roman SOSENKO

Tel: +33 (0) 6 86 96 91 28

**Express Traduction** 

Tel: +33 (0) 9 70 46 50 06

#### Polish - French

Mirka WIELGOMAS

Tel: +33 (0) 6 32 16 79 90

English - French French - English

Christine GOURON

Tel: +33 (0) 2 47 27 64 00

#### All language combinations

Barbier Traductions barbier-traductions.com

#### **EMERGENCY NUMBERS**

112 uropea

European Emergency number 17
Police
Law
enforcement

18
Fire service
Fire/Accidents

15 Medical emergencies Paramedics (SAMU)

#### **KEY CONTACTS**

#### FOR GENERAL QUESTIONS...

#### **Campus Director**

Alice VIOLETTE

Email: violetteal@excelia-group.com Tel: +33 (0) 9 78 99 11 22

#### **Student Life Coordinator**

Benjamin SPEELMAN

Email: speelmanb@excelia-group.com

Tel: +33 (0) 9 78 99 11 20

### International Office Coordinator

(providing advice to international students about residence permits, visas, social security, mutual insurance, CAF, etc.)

Morgane NOEL

Email: noelmo@excelia-group.com Tel: +33 (0) 9 78 99 12 12

#### FOR QUESTIONS ABOUT YOUR STUDIES...

#### **CONTACTS FOR EXCHANGE STUDENTS**

#### **Bachelor in Business**

Morgane NOEL

Mail: noelmo@excelia-group.com

Tel: +33 (0) 9 78 99 12 12

#### **Master of Science (MSc)**

Camille BERGE

Email: bergec@excelia-group.com Tel: +33 (0) 5 16 19 62 55



#### CONTACTS FOR NON-EXCHANGE STUDENTS

#### **Bachelor in Business**

Valérie PASTUREL

Email: pasturelv@excelia-group.com

#### **Master of Science (MSc)**

Stéphanie BRÉMAUD Email: bremauds@excelia-group.com

Tel: +33 (0) 2 38 15 39 02



#### **ERASMUS+**

#### **Erasmus+ Studying abroad**

Delphine JOUMARD

Email: journardd@excelia-group.com Tel: +33 (0) 5 16 19 63 55

#### **Erasmus+ Traineeships abroad**

Véronique TROMBLEY

Email: trombleyv@excelia-group.com

Tel: +33 (0) 5 46 51 77 23

#### **MOBI-CENTRE**

The Mobi-centre scheme provides grants for international travel linked to academic expatriation during your studies

Morgane NOEL Email: noelmo@excelia-group.com

Tel: +33 (0) 9 78 99 12 12

#### **MAP OF ORLEANS CAMPUS**

**FOOD** 





# Photos: KOSMOS, Laurinda Hudgens, Seb Poullard, Sébastien Tiphangne, Fotolia, IStock Adobe Stock Vesprod, Excelia Anl Inglist servered (18622024. This obcurrent is front-contractual. The Management reserves the right to modify course content, dates, and futition fees.

#### **NEW AQUITAINE REGION**

La Rochelle Campus (Main Office) 102 rue de Coureilles Les Minimes 17000 La Rochelle

#### **CENTRE-VAL DE LOIRE REGION**

**Tours Campus** 8 rue Léo Delibes

37200 Tours

**Orleans Campus** 

17 boulevard de Châteaudun 45000 Orleans

#### **PARIS REGION**

94230 Cachan

**Paris Campus** 57 avenue du Président Wilson

#### excelia-group.com













Excelia is committed to a responsible approach





















