



University of London Institute in Paris

Guide Pratique/ Practical Information

2009-10

Welcome to the University of London Institute in Paris

This handbook is designed to provide essential information about the Institute, its support and welfare provision. It has been compiled with care, and we advise you to read it with care, and to keep it safe for future reference.

We hope that this information will prove useful; but if you need more help, do not hesitate to contact a member of academic or administrative staff, or your Students' Union.

Studying at the Institute and living in Paris offers a unique and rich set of opportunities and challenges – and we are here to help you make the most of your time with us. We all work hard to ensure that the Institute provides a stimulating community and a supportive environment in which you can develop your academic and personal potential to the full.

TABLE OF CONTENTS

Academic Regulations	1
Academic Standards and Quality Assurance	1
Access to Learning Fund	2
Bursaries	3
CAF (see Housing Benefit)	4
Calendar	4
Careers Service	5
Carte de séjour	5
Complaints Procedure	7
Counselling Services	8
Discipline	8
Equal Opportunities	9
Health Cover	9
Housing Benefit	11
Housing Insurance	13
IT facilities and Code of Conduct	13
Learning Resources Centre	14
Mutuelle (see Health cover)	15
Numéros utiles	15
Personal Advisers	16
Plagiarism and Other Academic Offences	17
Restaurants universitaires	18
Safety	18
Sécurité sociale (see Health cover)	19
Special Needs	19
Staff	20
Student-Staff Committee	22
Tutorat (see Personal Advisers)	23
Welfare	23

A

Academic Regulations

Academic Regulations are available from the RHUL website:

http://www.rhul.ac.uk/Registry/academic_regulations/

These regulations should be read in conjunction with the University of London Ordinances:

<http://www.london.ac.uk/972.html>

Academic Standards and Quality Assurance

The Institute Quality Assurance Officer is responsible for monitoring academic standards and quality assurance procedures.

ULIP is a central institution of the University of London and offers programmes leading to the award of University of London degrees. The University of London is responsible for assuring academic standards and the quality of the teaching and learning which ULIP delivers. The Quality Assurance Agency for Higher Education <http://qaa.ac.uk/> is the body responsible for defining and reviewing academic standards and quality across the UK higher education sector.

The review and enhancement of provision in academic departments is a continual process carried out through activities such as peer observation of teaching and engagement with student feedback. The Annual Review provides an opportunity to consolidate and reflect upon the overall success of these activities at a strategic point, when information on student progress and achievement becomes available.

The objectives of the Annual Review process are:

- to create an opportunity for teachers to reflect on the delivery and outcomes of programmes, juxtaposing the views of teachers, students and external specialists in a manner which through year-on-year comparison contributes to improvements in provision;
- to provide a clear, consistent and timely assessment of programme delivery which enables the Academic Coordinator to identify points for action and plan programme developments from a sound knowledge base;
- to demonstrate an open and effective engagement with the maintenance of academic standards and with quality assurance and enhancement.

Each review uses the following information:

- data on student progress and achievement (e.g. course marks, award profiles, progression and completion rates), provided by Student and Academic Services;
- student feedback, gathered through questionnaires and the Student-Staff committee;
- comments from external examiners, whether made in their formal reports or in discussions with staff during the assessment process;
- recent external review reports from organisations such as the Quality Assurance Agency;
- general issues identified through departmental mechanisms such as peer observation of teaching.

Access to Learning Fund

Students may find more information about this fund at:

http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/Extrahelp/DG_171615

The Access to Learning Fund provides extra help if you are in hardship and need extra financial support.

Universities look at your individual circumstances, but you may, for example, be able to get help:

- for course or living costs that are not already covered by other grants - these could be, for example, everyday living costs, childcare costs or support over the summer vacation if you have no one else to turn to
- for emergency payments to cover unexpected financial crises or exceptional costs – such as repairs to household equipment
- if you are thinking of giving up your course because of financial difficulties and need financial help to keep studying

The Access to Learning Fund is available to:

- full-time higher education students
- full-time postgraduate students

Part-time undergraduate and postgraduate students can also qualify, as long as their course lasts at least one year, and takes no more than twice as long to complete as an equivalent full-time course. If you have a disability or specific learning difficulty that means it will take more than twice as long to complete your course than would be typical for an equivalent full-time course, you may still be able to apply for help from the fund.

Universities have a large say in how money from the fund is paid out locally. They will look at your individual circumstances, usually assessing whether there is a shortfall between your income and your outgoings. But the following groups are priorities for support:

- students with children - especially lone parents
- mature students- especially those with existing financial commitments
- students from low-income families
- care leavers
- students who are homeless or who are living in 'Foyers' (these provide accommodation, guidance and support for homeless young people)
- final-year students
- disabled students

Money from the Access to Learning Fund is paid on top of the standard student finance package. It is not meant as a substitute for it.

You will be expected to have applied for any Student Loans, grants and bursaries you are entitled to before applying for help from the Access to Learning Fund.

Money from the fund is usually paid as a loan that you need to repay. Sometimes it is paid as a grant. Colleges and Universities have discretion to decide whether to pay in a lump sum or in instalments.

Application forms and further information about how to apply are available from Student and Academic Services, or may be downloaded from the ULIP website.

B

Bursaries

Bursaries are available to assist BA students who are in most need of financial support with the cost of study. Two levels of bursaries are available:

- Students who come from households with an income of less than £25,000, and who qualify for full state support from the Student Loans Company, are likely to be eligible for a bursary of £1,078 per year of study for the duration of their degree programme at ULIP.
- Students who qualify for a partial Maintenance Grant and come from households with incomes of between £25,001 and £34,613, are likely to be eligible for a bursary of £861 per year of study for the duration of their degree programme at ULIP.

To receive a bursary from ULIP, you must have applied for income-assessed UK Government Financial Support. When you do so, you will be asked to give consent to your information being shared with the University you will join. If your sponsor/parents are submitting financial details about themselves as part of the application, they will also be asked to give their consent. It is important that this consent is given so that we can view assessed income details to decide whether you qualify for a ULIP bursary.

Common reasons for problems in receiving the Standard Bursary

It is before 11th December 2009

The bursary is not paid until this time. It is paid through bank transfer directly into your UK bank account.

Not being eligible -

It is important to check you meet all the criteria for the bursary. It is only for low income UK students who receive a full or partial maintenance grant from the Student Loans Company. Please see above for the requirements for the award.

Bank details missing/incorrect -

Accurate and up-to-date UK bank details are needed in order to make bursary payments. Your bank details need to be provided to RHUL via Campus Connect. Log in at <http://portal.rhul.ac.uk>, select the finance tab, and submit your bank details here. Make sure that your sort code and account number are correct.

Problems with the information received from the Student Loans Company

Data Protection -

We use information from the Student Loans Company (SLC) to confirm your household income, and that you are receiving a maintenance grant. In order for the SLC to give this information to the college they need consent from each person connected with the data.

Who needs to give consent?

All students who are eligible for the bursary, and their sponsors (i.e. usually parents). As household income is not only personal information about you, everyone who contributes

must give permission to share this information. For example, if you live with both parents, then both your mother and father need to give consent, as well as give consent yourself.

Household income value has not been confirmed -

Your household income value must be confirmed for you to receive your bursary. This is assessed by your Local Authority (LA)/Student Finance Direct, by looking at the information you gave on your PN1 form and supporting documents. Provisional assessments of your household income can be made until they have seen enough supporting documents to confirm the household income value.

What to do

To check if this is why you have not received the bursary please call the Student Finance Direct Customer Support Office on **08456 077 577** between 8am to 8pm UK time Monday to Friday, and between 9am and 5.30pm Saturday and Sunday,.

You should ask:

- **Do you have my consent to share my information with my university?** If the answer is no, you can give your consent to them over the phone at this point.
- **Do you need consent from any other members of my household in order to share my household income details with my university?** If yes, find out who, and then get them to call the same number and give their consent over the phone too.
- **Has the evidence relating to my household income been verified?** The answer should be yes, but if it is not you will need to contact your Local Authority and ask them why.

If you are still having problems after trying the above please contact:

Bursaries-Scholarships@rhul.ac.uk



CAF (see Housing Benefit)

Calendar

First Term

Monday 28 September to Wednesday 16 December 2009

Reading Week: 2 to 8 November 2009

Please note that the period from 14 to 16 December 2009 is designed for replacement classes.

Christmas closure: 24 December 2009 to 3 January 2010.

Second Term

Monday 11 January 2010 to Friday 26 March 2010

Reading Week: 15 to 21 February 2010

Spring closure: 19 to 25 April 2010.

Examinations Term

Monday 26 April 2010 to Friday 11 June 2010

Provisional dates for BA examinations:

Thursday 29 April to Wednesday 12 May 2009

Careers Service

Students enrolled at the University of London Institute in Paris are entitled to make use of the Specialist Institutions' Careers Service [SICS], part of The Careers Group, University of London. This free service is available up to the end of July of the graduation year for undergraduates.

A SICS Careers Adviser visits the Institute twice a year, usually in the Autumn term and late in the Spring or early in the Summer term. On these occasions there are talks and seminars as well as one-to-one advice sessions for students at any stage of their course. These visits are notified to students well in advance. In addition students may email SICS with enquiries about any aspect of career development (including further study, work in the UK, France or anywhere else, CV-writing, job interview techniques, etc).

SICS is located in the University of London Students' Union building at the northern end of Malet Street, London WC1E 7HY. Emails should be addressed to: sics@careers.lon.ac.uk and telephone enquiries should be made to: +44 (0)20 7866 3600. If you send an e-mail enquiry, please put "ULIP Advice" in the subject line. Email is a really good way to get your CV checked or to get hold of some basic career information.

Students visiting London should note that SICS is open throughout the year apart from public holidays and a one week period in August.

Drop-in sessions are normally available Monday-Thursday, from 2.00 to 4.30 p.m. Students can talk to an Advisor for 15-20 minutes and can consult all the information in the Careers Reference Rooms. No prior booking is required for the Drop-in sessions and individual appointments for longer guidance sessions can also be made on referral from a Drop-in. These students will be asked to complete in advance a Career Discussion Form (CDF).

Students approaching the end of their time at ULIP are offered the opportunity to join The Careers Group's *GradClub* service which, for a small one-off subscription, offers free access to its core facilities for an additional two years following graduation - typically a critical period in graduate career movement and development.

More information about SICS can be found at <http://www.careers.lon.ac.uk/sics>.

Carte de séjour

Etudiants ressortissants de la Communauté Européenne

Les ressortissants de l'Union européenne s'installant en France ne sont plus dans l'obligation de détenir un titre de séjour. Pour plus d'informations, consulter www.prefecture-police-paris.interieur.gouv.fr

Etudiants **non ressortissants** de la Communauté Européenne

Les étudiants non ressortissants de la Communauté Européenne doivent demander un titre de séjour.

Pour plus de détails sur les documents à fournir, consulter le site ci-dessous
http://www.prefecture-police-paris.interieur.gouv.fr/demarches/etrangers/paris/sejour/etudiant_nonce.htm

Coordonnées des préfectures de police

Si vous habitez Paris, vous devez vous présenter directement au Centre de réception des étudiants étrangers

13, rue Miollis

75015 Paris

Métro : Cambronne ou Ségur

Centre ouvert du lundi au jeudi de 8h35 à 16h30 ou le vendredi de 8h35 à 16h15

Si vous habitez en région parisienne, vous trouverez ci-dessous les coordonnées des préfectures dont vous dépendez en fonction de votre lieu d'habitation.

Avant de vous déplacer, nous vous conseillons de les contacter par téléphone pour obtenir les jours et horaires d'ouverture.

Seine et Marne (77)

Préfecture de Police : Place de la Préfecture, 77000 Melun

01.64.71.77.77 (service des étrangers)

www.seine-et-marne.pref.gouv.fr

Yvelines (78)

Préfecture de Police : 1, avenue de l'Europe, 78000 Versailles

01.39.49.78.00 (standard - pas de numéro direct pour le service des étrangers).

www.yvelines.pref.gouv.fr

Essonne (91)

Sous-préfecture de Police : Boulevard de France, 91010 Evry Cedex

01.69.91.91.91 (service des étrangers)

www.essonne.pref.gouv.fr

Hauts-de-Seine (92)

Vous devez contacter la Préfecture de Police de Nanterre qui vous indiquera si vous dépendez de la préfecture ou de quelle sous-préfecture vous dépendez en fonction de la ville où vous habitez.

01.40.97.20.00

www.hauts-de-seine.pref.gouv.fr

Seine-Saint-Denis (93)

Vous devez contacter la Préfecture de Police de Bobigny qui vous indiquera si vous dépendez de la préfecture ou de quelle sous-préfecture vous dépendez en fonction de la ville où vous habitez.

01.41.60.60.60 (service des étrangers)

www.seine-saint-denis.pref.gouv.fr

Val de Marne (94)

Préfecture de Police : Avenue du Général de Gaulle, 94000 Créteil

01.49.56.60.00 (service des étrangers)

www.val-de-marne.pref.gouv.fr

Complaints Procedures

Complaints Procedures in University Institutes are governed by University of London Ordinance 19 which states that the following matters are excluded from the procedures:

- Academic Matters
- Complaints about the University of London Union
- Discrimination and Harassment

General

The emphasis in this Procedure is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at the First Stage, and that complaints will only exceptionally reach the Third Stage.

1. First Stage (Mention of Grievance)

The object of this First Stage is to resolve problems quickly and simply with the minimum of formality.

1.1 A Student should initially raise the grievance with the member of staff concerned. If the Student feels unable to approach that person, s/he should raise it with his/her Personal Adviser. Issues of a non-personal nature – for example, problems with a particular practice within a department – might be raised at the Student-Staff Committee.

2. Second Stage (Informal Complaint)

If the matter cannot be resolved satisfactorily at the First Stage, the Student may refer it to the Academic Coordinator as an informal complaint. The Academic Coordinator has discretion as to how the complaint is investigated and determined. The Academic Coordinator will keep an informal record of each complaint - the name of the complainant, the nature of the complaint, and how it has been resolved.

3. Final Stage (Formal Complaint)

3.1 If the matter cannot be resolved satisfactorily at the Informal Stage, the Student may make a formal complaint to the Dean. Only in exceptional circumstances will the Dean consider any complaint which has not been through the two previous stages.

3.2 If the Dean comes to the conclusion that there is substance in the complaint, the Dean may either:

- (i) seek to resolve the complaint, in discussion with the Academic Coordinator, or
- (ii) by agreement with the complainant appoint a person from amongst the external members of the ULIP Board whose decision shall be binding on all concerned.

4. Public Interest Disclosure

Complaints which are allegations of malpractice or concern some other matter which the Student believes he or she is unable to raise in the institute or activity shall be made in accordance with the University's Public Interest Disclosure Procedure.

5. *Disciplinary Action*

There shall be no disciplinary or other adverse implications for a Student who makes a complaint or allegation providing the Student acts in good faith, within the law, and not vexatiously, or with malice, and in accordance with established procedures including those above. Victimisation of a complainant and deterring anyone from making a proper complaint are serious disciplinary offences.

The Office of the Independent Adjudicator for Higher Education

The Procedure detailed above completes the University's consideration of the matter. Attention is, however, drawn to the Office of the Independent Adjudicator for Higher Education (OIAHE). The OIAHE provides an independent scheme for the review of student complaints about a final decision of a University's disciplinary or appeal body. Full details of the OIAHE and how to make a complaint are available on the website of the OIAHE <http://oiahe.org.uk>. The postal address is: Office of the Independent Adjudicator for Higher Education, Fifth Floor, Thames Tower, Station Road, Reading RG1 1LX. Telephone: 01189599813.

Counselling Services

The University of London Institute in Paris provides information about access to counselling services for those students who need to have sessions from a professional counsellor or psychotherapist. Contact details for these services are available from Catherine Duperray in Student and Academic Services. Students needing counselling sessions may apply for a refund under certain conditions. They are asked to provide, in support of their request for a refund, a letter from their counsellor. For further details students should contact Catherine Duperray.

The Institute may reimburse students only for the difference between the full cost of consultation and that proportion of the cost which is met by the *Securité sociale and the Mutuelle*. Students are recommended to have *mutuelles* (private health care plans) from which the balance of the cost should normally be claimed.

D

Discipline

University of London Ordinance 17 sets out the Code of Student Discipline and provides for the determination of an allegation of an offence of misconduct against a student. This Code is applicable to every student at an Institute or activity, and to every student whose terms of access to, or use of, an Institute or activity places them under the jurisdiction of this code.

E

Equal Opportunities

The University of London was established to provide education on the basis of merit above and without regard to race, creed or political belief and was the first university in the United Kingdom to admit women to its degrees.

The University of London Institute in Paris (hereafter 'the Institute') is proud to continue this tradition, and to commit itself to equality of opportunity in employment, admissions and in its teaching, learning and research activities.

The Institute is committed to ensure that:

- All staff, students, applicants for employment or study, visitors and other persons in contact with the Institute are treated fairly and have equality of opportunity, without regard to race, nationality, ethnic origin, gender, age, marital or parental status, dependents, disability, sexual orientation, religion, political belief or social origins
- Both existing staff and students, as well as applicants for employment or admission, are treated fairly ; and individuals are judged solely on merit and by reference to their skills, abilities, qualifications, aptitude and potential
- Teaching, learning and research are free from all forms of discrimination and continually provide equality of opportunity
- It creates a positive, inclusive atmosphere, based on respect for diversity within the Institute
- It conforms to all provisions as laid out in legislation promoting equality of opportunity

H

Health Cover

In France everyone can consult the health professional of their choice. You are advised to check whether the doctor you choose has an agreement with the French Social security (*médecin conventionné*) which means that the fees are charged at standard rates and that you can claim expenses back. A good source of advice for doctors in your area is your local pharmacy. There are also health centres where you will find both General Practitioners (*médecins généralistes*) and specialists.

Centre de santé (Ministère des affaires étrangères)
37 Quai d'Orsay
75007 Paris (métro Invalides)
Tél. : 01 43 17 48 33

Institut Arthur Vernes
36 rue d'Assas
75006 Paris (métro St Placide/Rennes)
Tél. : 01 44 39 53 00

Centre Médical COSEM Miromesnil
6 avenue César Caire
75008 Paris (métro Saint Augustin)
Tél : 01 55 56 62 50 (sans rendez-vous de 7h30 à 17h pour voir un généraliste).

Whoever you choose, you will need to ring up to check whether you need to book an appointment or whether there are times when you can just show up (*consultations libres*). It may take 1 to 3 days to see a GP, and several weeks to see a specialist.

Regardless of whether you are insured through the French *sécurité sociale*, through the European Health Insurance Card (EHIC) or through private insurance, you are generally required to pay medical expenses as they occur e.g. when visiting a doctor, when buying prescribed medicines and for medical tests.

The standard cost (*tarif conventionné*) for a consultation with a General Practitioner is 22€, and 25€ for a specialist doctor.

Students who have a EHIC card can claim 70% of the standard cost from the French *Assurance Maladie*, which works out to be 14.40 € for a GP and 16.50 € for a specialist. If a health professional charges you more than the standard cost, you still cannot claim more than the above amounts, which is why it is important to check the doctor's fee before the visit.

In order to claim a reimbursement, make sure you keep all the documents that you receive: the doctor's form (*feuille de soin*), the prescription (*ordonnance*) and the labels on the medicine packaging if applicable. See below how to claim a reimbursement.

How to claim a reimbursement with your EHIC card

When you claim a reimbursement for the first time, you need to send the following documents to your local Caisse d'Assurance Maladie :

1. A copy of your EHIC card
2. A copy of your student card
3. A copy of your prescription (*ordonnance*) – Make sure you keep the original copy
4. Your *feuille de soin* (remember to fill in your full name, date of birth, address, date and signature). Also stick any labels from the packaging of prescribed medicines in the appropriate box.
5. Your bank account details (Relevé d'identité bancaire – RIB)

The payment will be made within a few weeks directly into your bank account. You will also receive an identification number through the post.

If you have to make subsequent claims, you will only need to send in the signed *feuille de soin* (remember to fill in your identification number) and a copy of your prescription.

Where to submit your claims for reimbursement

Documents should be sent to the centre for your area (corresponding to the first two digits or your postcode):

Paris (75)

CPAM - Centre des relations internationales
Centre 461
175 rue de Bercy, 75586 Paris Cedex 12

Seine et Marne (77)

CPAM - Centre des relations
internationales
Rue des Meuniers
Rubelles, 77951 Maincy Cedex

Yvelines (78)

CPAM - Service des relations internationales
58-60 rue de Montreuil, 78011 Versailles

Essonne (91)

CPAM - Groupe des relations internationales
Bd François Mitterrand, 91039 Evry Cedex

Hauts-de-Seine (92)

CPAM 92
92026 Nanterre Cedex

Seine-Saint-Denis (93)

CPAM
Service des relations internationales
Centre 872
195 avenue P.V. Couturier,
93014 Bobigny Cedex

Val de Marne (94)

CPAM
Service des relations internationales
Centre 843
1-9 avenue du Général De Gaulle
94031 Créteil Cedex

Val d'Oise (95)

CPAM du Val D'Oise
Service des prestations collectives et
particulières
Centre 557
2 rue des Chauffours
95017 Cergy-Pontoise Cedex

Additional Health Cover: MUTUELLES

Depending on the type of doctor you see and the type of treatment you require, the European Health Insurance Card (EHIC) will only cover 20 to 70% of your costs. Students are therefore strongly encouraged to take out additional health cover in the form of a *mutuelle*, which will cover all or part of the costs which are not reimbursed by the *Caisse Primaire d'Assurance Maladie*. There are two such insurance schemes specifically for students in France: LMDE and SMEREP. There will be several packages on offer and you should review your needs before choosing the packages (do you have a medical condition requiring frequent visits to the doctor, dental problems, do you wear glasses/contact lenses etc.). Usually, the cost of the package is proportional to the level of reimbursements.

If you choose on the student *mutuelles* below, remember to bring your student card and EHIC card to register.

SMEREP

www.smerep.fr

Accueil Paris

54, boulevard Saint Michel (métro Cluny) – 75006 Paris

Monday to Thursdays from 9.00 to 17.50, Fridays from 9.00 to 17.20

LMDE

www.lmde.fr

Accueil Jussieu

10, rue Linné (métro Jussieu) - 75005 Paris

Monday to Thursdays from 9.00 to 18.00, Fridays from 9.30 to 13.00 (except in September, October and November when the office is open Friday afternoon until 18.00)

Housing Benefit

The French Government grants housing benefit, subject to specific conditions, to students enrolled on university programmes in Paris. The benefit is worth up to 200€ per month for a studio flat. Housing benefits are administered by the *Caisse d'Allocations Familiales* (CAF).

To apply, students simply need to pay rent (including for a room in a hall of residence or in a family home) and need to have signed a contract and have their name on the lease.

Application forms for the *Demande d'aide au logement* will be included in induction packs. They are also available on www.caf.fr and can be completed on line.

Housing benefit can be backdated for a maximum of 3 months, so you are advised to apply within three months of moving in. Please note that you cannot receive housing benefit for the first month of a contract.

In addition to the application form, students will be asked to provide the following documents:

- a copy of their passport
- bank details (*relevé d'identité bancaire - RIB*)
- a certificate of enrolment at ULIP
- a copy of their European Health Insurance Card (EHIC)
- a signed form from their landlord (*Attestation de loyer*) which is included in the application form
- a declaration of income (*Déclaration de ressources*) included in the application form – they should declare any salary or grants received, but not their student loans
- a letter certifying that they have enough resources to support themselves while in France
- their birth certificate (please note the CAF may ask for a certified translation)
- for non European Union students, a copy of their *carte de séjour*

Help and advice are available from the Accommodation Officer.

The application pack should be returned by post to the CAF Centre for your area.

Paris (75)

CAF de Paris: 0820 25 75 10

• 1^{er}, 2^e, 3^e, 4^e, 5^e, 6^e arrondissements

CAF de Paris, 4^e centre de gestion Pot de Fer, BP 522, 75724 Paris Cedex 15

• 7^e, 8^e, 14^e, 15^e, 16^e arrondissements

CAF de Paris, 1^{er} centre de gestion Finlay, 50 rue du Dr Finlay, 75015 Paris

• 9^e, 10^e, 19^e arrondissements

CAF de Paris, 2^e centre de gestion Laumière, 67 avenue Jean Jaurès, 75956 Paris Cedex 19

• 11^e, 12^e, 13^e, 20^e arrondissements

CAF de Paris, 3^e centre de gestion Nationale, 101 rue Nationale, 75656 Paris Cedex 13

• 17^e, 18^e arrondissements

CAF de Paris, 5^e centre de gestion La Chapelle, 47 rue de la Chapelle, 75872 Paris Cedex 18

Seine et Marne (77)

☎ 0820 25 77 10

Seine-Saint-Denis (93)

☎ 0820 25 93 10

Yvelines (78)

☎ 0820 25 78 10

Val de Marne (94)

☎ 0820 25 94 10

Essonne (91)

☎ 0820 25 91 10

Val d'Oise (95)

☎ 0820 25 95 10

Hauts-de-Seine (92)

☎ 0820 25 92 10

Students living at the Résidence **Grande Arche** should return their application to the following address: CAF, 47 bis rue Louis Blanc, Courbevoie, 92984 Paris-La Défense Cedex

Housing Insurance

Household insurance is compulsory in France. All properties must be insured against water damage and fire (*dégâts des eaux, incendie*) Although it is not compulsory, it is wise to get covered for your legal liability with respect to the property (*responsabilité civile*), as well as for any valuable personal belongings.

Insurance companies

There are many insurance companies on the market and it is always a good idea to compare offers.

MACIF offers an insurance policy called contrat PREM'S for single students under the age of 26. The contract covers theft, water damage, fire and broken glass, and costs in the region of 50€ per year for a studio flat or a one bedroom flat. Information in English is available from www.macif.fr

MACIF

Point d'accueil de Paris/Sèvres-Babylone
1-3 rue d'Assas, 75006 Paris

Banks

Many banks offer housing insurance. You may be able to negotiate a good deal when opening your bank account.

La Mutuelle des Etudiants (LMDE)

For those of you subscribing to a *mutuelle*, the LMDE offers student deals from 59 € per year. www.lmde.fr



IT facilities and Code of Conduct

All students enrolled at the Institute have access to computing facilities to support their learning and research. Students must present a valid ULIP student card to be able to gain access to the Learning Resources Centre and student workstations. Students will be asked to sign an agreement stating that they will abide by the LRC regulations and code of conduct.

All students are provided with a ULIP address and mailbox. Official communications from the Institute to the student will use this mailbox. Students may forward mail from the ULIP address to a personal mailbox of their choice and personal mailboxes will be accessible from Institute systems where technically possible.

Computing facilities are provided primarily for use in pursuit of academic study, enabling students to:

- Create, store and print documents using the pre-installed software (primarily Microsoft Office)
- Use other software installed by the IT service
- Search the internet
- Access your ULIP and other web-based e-mail accounts

Students must not:

- Use or attempt to use another user's account
- Allow your account to be used by someone else
- Make any attempt to change the computer configuration
- Download or install any software
- Engage in any commercial use of the computer facilities
- Access pornographic, violent or abusive web sites
- Access local or on-line games, joke or amusement web sites
- Access chat and instant messenger services
- Bring food or drink into the Learning Resources Centre
- Engage in conduct to the disturbance of other users

All computer users in the Institute must take precautions to ensure that devices are kept free from "computer viruses" and must not knowingly introduce any virus, trojan horse, or other 'nuisance' programme into the network. In this context, a 'virus' is a computer programme which can 'infect' other computer programmes by modifying them in such a way as to include a (possibly modified) form of itself. A 'trojan horse' is a computer programme which deliberately and secretly performs some function which the person running the programme does not wish to happen.

Actions which deliberately render Institute computer systems unusable (whether by physical damage or otherwise) are not permitted and may result in disciplinary action and/or suspension of student accounts.



Learning Resources Centre

The Learning Resources Centre (LRC) is open to all students enrolled on ULIP courses. The Loans and Help Desk services operate during office hours, but students have extended access to the Centre and its resources six days a week using their electronic access badges. The Service includes document collections (books, videos, newspapers and periodicals, and document files) relevant to your courses, a multimedia room, and the students' computer rooms and photocopying and printing facilities. The multimedia room houses our collections of feature films and documentaries, and is equipped with workstations for multimedia work and with individual video viewing stations. There is also a student viewing room where course-based films are shown and which is available, upon request, for smaller group viewings of films or for multimedia presentations.

Each user receives their own personal network account from which they can access the Institute's electronic resources (including our "Weblearn" virtual learning environment) and other Web-based resources, save information onto their individual network drives, and print out documents. All students are given a ULIP email account which is an important means of communication between them and the University. Students can also connect to the Internet within the Resources Centre from their personal laptops via Wifi.

Students are given an induction into the Learning Resources Centre at the start of their studies. Staff are happy to provide further guidance on using resources and on all forms of information retrieval, whether within the range of electronic resources provided for ULIP students, more widely in Paris, or over the Internet.

M

Mutuelle (see Health cover)

N

Numéros utiles

SOS Médecins	0820 33 24 24 / 3624
SOS Dentaires (87Bd Port Royal, Paris 13)	01 43 37 51 00 / 01 43 36 36 00
Urgences médicales de Paris <i>(visite médicale à domicile)</i>	01 53 94 94 94
Aide aux victimes	0810 09 86 09 (gratuit)
SOS Help	01 46 21 46 46
American Cathedral Counselling Center	01 47 23 61 13
Drogue, alcool, tabac infos services	0 800 23 13 13 (gratuit)
Renseignements téléphoniques	118 008 / 118 710
Taxis	G7 : 01 47 39 47 39 / 3607 Taxis bleus : 0891 70 10 10

Numéros d'urgence

Police 17
SAMU 15 – problèmes médicaux
Pompiers 18 – feu, inondation, accident

Tous les numéros d'urgence sont gratuits et accessibles par tous les postes commutés, même lorsque la ligne téléphonique a été supprimée, même lorsqu'il n'y a pas de tonalité. Ceci est aussi valable de n'importe quelle cabine téléphonique, sans qu'il soit nécessaire de posséder ni carte ni aucun autre moyen de paiement quelconque.

Pharmacies de garde

If you need to buy medicine on Sundays, at night or on bank holidays, there will always be a pharmacy on call in your area. Ring your local police station to find out who is on call at any particular time.

There are also three pharmacies open 24 hours a day in Paris.

Pharmacie Les Champs
84, av. des Champs Elysées
75008 Paris
☎ 01 45 62 02 41

Grande Pharmacie Daumesnil
6, place Félix Eboué
75012 Paris
☎ 01 43 43 19 03

Pharmacie Européenne
6, place Clichy
75009 Paris
☎ 01 48 74 65 18

P

Personal Advisers

Every student enrolled on a ULIP programme is assigned to a member of full-time academic staff who acts as their Personal Adviser throughout their chosen course of study. You are assigned to a Personal Adviser irrespective of whether they teach you. Sometimes it may actually help if they do not, simply because you can discuss your progress together with greater detachment. The Study Abroad Tutor acts as Personal Adviser to all Study Abroad Students.

The Personal Adviser system is intended to be constructive, so your Personal Adviser should not be seen as someone to whom you go only if you have problems. They provide a focus, a first door to knock on, whether to help you to reflect on how things are going, or to put you in contact with other services. The Personal Adviser's role is to provide advice and support to students and to maintain an overview of their academic progress and achievements. Personal

Advisers will exercise discretion and liaise as necessary with administrative colleagues in Student and Academic Services and the Academic Coordinator, who has responsibility for all aspects of the undergraduate curriculum and the monitoring of student progress. Your Personal Adviser is normally the person you should approach when you need a reference in support of an application for a job, for an award or for further study.

Personal Advisers will circulate 'office hours'. These are the times when they are available to see their students without prior appointment (at least twice each week during term). Alternatively, you can make an individual appointment at a mutually convenient time.

You are required to attend appointments with your Personal Adviser at the beginning of each academic year, then on two other occasions in each semester. It is important that you keep these appointments. If you do not attend that matter will be taken seriously and referred to the Dean.

It is the duty of your Personal Adviser to represent your interests, within the Institute and outside. If you are unavoidably absent from a class, you must inform your Personal Adviser, as the course tutor will report the fact if your absence is unexplained. If you are ill, and you feel this has hindered your preparation for assessed coursework or examinations, it is essential that you make your Personal Adviser aware of this and that you obtain the necessary medical certification in advance of formal assessment procedures so that we may take your illness into account.

Any other matter, whether trivial or traumatic, academic, social, financial, medical, or to do with home, may be brought to your Personal Adviser's attention. In addition to her/his formal duties, your adviser can also offer advice on learning strategies, career development, or general difficulties you may encounter in managing your life and/or finances in Paris. They will refer you for specialist advice to other members of academic or administrative staff.

Plagiarism and Other Academic Offences

As the purpose of requiring students to produce written assignments is to test both their knowledge and their ability to construct a reasoned argument on a particular topic, it is naturally important that each assignment is entirely the work of the person who submits it. Resorting to plagiarism prevents academic staff from assessing your work and progress, and therefore from guiding you best through your studies.

What is plagiarism? It consists in using someone else's ideas or phrasing and representing those ideas or phrasing as your own, either with the intention to deceive or through carelessness.

"Ideas or phrasing" includes written or spoken material, of course – from whole papers and paragraphs to sentences, and, indeed, phrases – but it also includes statistics, artwork, etc.

"Someone else" can mean a professional source, such as a published writer or critic in a book, magazine, encyclopaedia, or journal; electronic resources such as material you discover on the Web; another student at your institution or anywhere else; a paper writing "service" which offers to sell written papers for a fee.

A common form is where an assignment contains unattributed passages from books, articles or lecture handouts. Although sometimes this may occur because the author is dishonestly seeking an easy short-cut to the production of assignments, very often it happens because the student concerned either thinks this is what is required, or is unclear about how to use quotations.

Any passage used in a written assignment from another writer (or verbatim notes from a lecture) must be enclosed within quotation marks and attributed to its author, otherwise it will be considered as plagiarism.

If you are unsure at any time about how to judge the boundaries of plagiarism, you should speak to the course tutor. The following site give details of plagiarism and other offences and the associated penalties:

www.rhul.ac.uk/Registry/academic_regulations/Examination_Assessment_Offences

R

Restaurants universitaires

Ils sont accessibles sur la simple présentation de votre carte d'étudiant. Dans ses 14 restaurants universitaires et ses 24 cafétérias, le CROUS de Paris propose, pendant et au delà des heures habituelles, des formules de restauration diversifiée, avec ou sans ticket :

- Repas traditionnels en libre-service,
- Boutiques servant des plats exotiques ou régionaux,
- Formules rapides ou composées en brasserie, rôtisserie, saladerie ou pizzeria.

Les tickets sont spécifiques à chaque CROUS et sont en vente, aux guichets des restaurants, aux heures des repas. Payables exclusivement en espèces, ils peuvent être achetés à l'unité dans certains restaurants. Ticket étudiant: 2,90 €.

Nous avons listé ci-dessous quelques restos U et vous pouvez consulter la liste complète de tous les restaurants & cafétérias sur www.crous-paris.fr

Chatelet	10, rue Jean Calvin – 75005
Bullier	39, A. Georges Bernanos – 75005
Censier-Jussieu	31, rue Geoffroy-Saint-Hilaire - 75005
Cuvier	8 bis, rue Cuvier – 75005
Mabillon	3, rue Mabillon – 75006
Mazet	55 bis, rue Mazet – 75006

S

Safety and security

The Institute shares premises with the British Council and all users of the building must be vigilant about security issues:

- The police have instructed us not to allow bicycles to be chained to the barriers, or other street furniture, at the front or side of the building. Security guards have been asked to ensure that this instruction is observed. Parking space for bicycles is available on the Esplanade.
- The security guards must be able to control access to the building. They may, therefore, have to ask groups of students to move away from the main entrance.
- When entering the building staff and students must show their staff/student card when requested to do so.
- Within the building it is essential to keep all emergency exits, and the corridors that lead to them, clear of obstruction at all times. Restricting access to these exits could cost lives.

Sécurité sociale (see Health cover)

Special Needs

Students with special needs should make these known to their Personal Adviser or to staff in Student and Academic Services so that appropriate support provision can be made. The Institute may be able to help in one or more of the following ways:

- Extra tutoring time
- Peer mentoring
- Extended deadlines for coursework
- Large print/ other specified format handouts and / or reading material
- Provision of reading lists / handouts in advance
- Photocopies of lecture notes
- Permission to record lectures
- Special examination arrangements

The Institute encourages students with special needs to maintain close contact with the staff in Academic and Student Services who provide the following types of support:

- Liaising on behalf of students with academic staff and co-ordinating the provision of academic assistance, such as advance access to teaching materials and examination arrangements.
- Arranging assistance around the Institute and in lectures, such as personal helpers and book fetchers.
- Providing assistance for students in applying for support funding, such as the Disabled Students' Allowance which provides financial help on top of the standard student package if you have a disability or specific learning difficulty like dyslexia. Further information may be found at www.skill.org.uk/ or www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/DG_10034898

Students are asked to note that access to some public buildings in Paris, public transport and other facilities can be difficult for those with mobility problems.

In order that the Institute may provide the most appropriate support possible to students with special needs, it requires that all students who request special adaptations or auxiliary support provide documentation of their condition and their support needs from an appropriate professional. Documentation should be recent and should contain the following information:

diagnosis, prognosis, limitations and recommendations. Documentation of a medical condition should be from a medical doctor. Documentation of special psychological needs should be from a psychiatrist or clinical psychologist. Documentation of Specific Learning Difficulties should be from an educational psychologist and carried out when the student was 16 or older. Additional documentation from other professionals such as teachers, physiotherapists, speech therapists, counsellors, social workers etc. which an applicant or student may feel clarifies their support needs are welcomed. All documentation submitted must be in English.

All information and documentation regarding an applicant's or student's condition will be used exclusively for the purpose of planning and implementing appropriate support provision which will enable them to gain the maximum benefit from the educational opportunities at the Institute and will be treated as confidential. However, in order to plan and provide appropriate support, information about an applicant's or student's support requirements will be shared with those Institute staff directly involved in the planning and delivery of the individual's support provision. Information will not be discussed with the student's parent or guardian without the express permission of the student. Specific details of an applicant's or student's disability, medical condition, Specific Learning Difficulty or special psychological need would not normally be shared, except in cases where there is a clear reason to do so, or at the specific request of the student.

In exceptional circumstances, where a student is thought to be in imminent danger of serious harm, or causing harm to others, the Institute may disclose information as would be appropriate to avert this harm.

Staff

FULL-TIME ACADEMIC STAFF

Andrew Hussey BA MPhil PhD (Manchester)

a.hussey@ulip.lon.ac.uk

Room 306

01 44 11 73 81/95

- Dean
- As Convenor of the BA and MA programmes, has overall responsibility for academic provision and the welfare of BA and MA students.

Specialist in French Avant-gardes, especially Surrealism, Situationism and Lettrism. Also a historian of Paris, with interest in cinema (especially Jean-Luc Godard), the contemporary novel (especially Michel Houellebecq), popular culture (especially French rock and rap music as well as French football) and the Arab world. Regular contributor to the Observer, BBC2 TV, BBC Radio 3, France 24 and other media.

Simon Kitson BA (Ulster) DPhil (Sussex) FRHistS (London)

s.kitson@ulip.lon.ac.uk

Room 303

01 44 11 73 91

- Director of Research

Specialist in French history and in particular Vichy France and the occupation but also experienced in teaching other aspects of French Studies.

Hélène Desgraupes LèsL MèsL MDid DEA Doctorat (Paris)

h.desgraupes@ulip.lon.ac.uk

Room 305

01 44 11 73 72

- Lecturer

- Examinations Officer: responsible for the smooth running of undergraduate examinations.
- Learning and E-Learning Adviser: responsible for the promotion of e-learning and for ensuring that learning effectively support the student learning experience at ULIP. Specialist in French and foreign poetry, as well as the teaching of French as a foreign language and Applied Phonetics.

Louise Lyle MA (Hons) (Glasgow) MA (Pennsylvania) PhD and PGCE (Sheffield)

l.lyle@ulip.lon.ac.uk

Room 301

01 44 11 73 79

- Lecturer

Specialist in the influence of the life sciences on French literary texts of the late nineteenth and early twentieth centuries.

Anna-Louise Milne BA (Oxon) MèsL (Paris) MPhil PhD (Columbia)

al.milne@ulip.lon.ac.uk

Room 302

01 44 11 73 71

- Senior Lecturer
- Academic Coordinator: responsible for student induction and orientation, and for ensuring that students follow a programme of studies that matches the intended outcomes of the degree.
- Quality Assurance Officer: responsible for the monitoring and maintenance of academic standards.

Specialist in twentieth-century French intellectual history, especially modernist period and associated literary reviews. Also the political and social geography of Paris. Teaches a course on the history and representation of Paris.

Brigitte Rollet LèsL MèsL MFle DESS DEA Doctorat (Paris)

b.rollet@ulip.lon.ac.uk

Room 304

01 44 11 73 86

- Senior Lecturer
- Undergraduate Admissions Tutor: responsible for undergraduate admissions, recruitment and Open Day events.

Expert on French cinema, media and literature, with a special focus on the constructions of gender.

PART-TIME ACADEMIC STAFF

Only permanent members of staff are included in this list. The teaching team is backed up by other specialists in the field of French Studies as required.

Anne-Lise Chabot

French as a foreign language, French grammar at all levels, oral communication skills in French.

Lyna Kauv

French as a foreign language, French grammar at all levels, translation.

Laura Owen

Georges Bataille and Colette Peignot, post-colonialism and the Maghreb, translation.

Mat Pires

General linguistics and sociolinguistics, discourse analysis, norms and practice in writing. Also lectures in translation theory and translates professionally.

Michèle Simonin

Business French.

Jeremy Stubbs

Paris au pluriel; Language, media & society; The Arts of Negation.

ADMINISTRATIVE STAFF

The **Student and Academic Services** office is located on the ground floor.

Opening Hours: Monday to Friday, 9.15 – 13.00 and 14.00 – 17.00.

Claire Miller-Bersoullé, Head of Student and Academic Services

c.miller@ulip.lon.ac.uk

01 44 11 73 76

Responsible for the management and administration of all student services: enquiries, admissions, registration and records; academic progress, examinations and graduation.

Catherine Duperray, Secretary

c.duperray@ulip.lon.ac.uk

01 44 11 73 83

Assists the Head of Student and Academic Services in all aspects of student services and provides practical advice and information to undergraduate and postgraduate students on general welfare matters including accommodation, funding, banking, counselling and healthcare.

The **Learning Resources Centre** is on the First Floor adjacent to the teaching accommodation. The Loans and Help Desk is staffed weekdays from 10.00 to 13.00 and from 14.00 to 18.00.

Mrs Lucy Mitchell, Learning Resources Centre Manager

l.mitchell@ulip.lon.ac.uk

01 44 11 73 93

Student-Staff Committee

The Institute Student Staff Committee meets at least once each semester on dates advertised in advance. The principal role of the committee is to provide a formal channel of communication within the Institute where matters of concern to staff and students can be considered.

- The minutes (and action lists) of each meeting are copied to the Dean, Academic Corrdinator, Head of Student and Academic Services and the President of the Students' Union.
- Appropriate business and the actions which result are to be reported in the Annual Review.
- The student representation is intended to reflect the profile of the Institute in terms of gender, undergraduate/postgraduate, mature, overseas.
- The Committee has an effective link into relevant Students' Union committee(s).

T

Tuition Fees 2009-10

Unless students can provide evidence of having taken out a tuition fee loan, students are required to pay the first instalment of their tuition fees on enrolment day. Payment deadlines for 2009-10 are as follows:

1st Instalment: Upon Enrolment

2nd Instalment: Start of Term 2 – by 15th January 2010.

3rd Instalment: Start of Term 3 – by 30th April 2010.

Payments received after 4pm on the relevant final date for payment will be subject to a late payment charge to cover administrative and other costs.

Students who withdraw will normally be liable for tuition fees as follows:

(a) withdrawals after the end of the third week of the first term and before the end of the 1st week of the 2nd term (i.e. between 11th October 2009 and 15th January 2010): the student is liable for 33% of the tuition fee.

(b) withdrawals before the end of the 2nd term (i.e. between 16th January 2010 and 26th March 2010): the student is liable for 66% of the tuition fee.

(c) withdrawals after the end of the 2nd term (i.e. from 27th March 2010 onwards): the student is liable for 100% of the tuition fee.

Acceptable methods of payment are cheques in sterling pounds made out to “Royal Holloway University of London”, card payment via e-pay (<http://www.rhul.ac.uk/epay>), and bank transfers to the RHUL bank account. Whichever method of payment you use, be sure to indicate your student number.

Tutorat (see Personal Advisers)

W

Welfare

In addition to the support offered by your Personal Adviser, the Secretary in Student and Academic Services can offer advice and support or provide you with additional information on general welfare matters including accommodation, funding, banking, counselling and healthcare:

Catherine Duperray, c.duperray@ulip.lon.ac.uk, 01 44 11 73 83