GROUPE ESC CLERMONT
GRADUATE SCHOOL OF MANAGEMENT








WELCOME GUIDE FOR INTERNATIONAL STUDENTS & ECTS INFORMATION

Groupe ESC CLERMONT GRADUATE SCHOOL OF MANAGEMENT

EARNED EXCELLENCE
AACSB ACCREDITED EST. 1916
THE BEST BUSINESS SCHOOLS IN THE WORLD

CCI de Clermont-Ferrand / Issoire
La Voix des Entreprises

Lisa Fiacre/ Relations Internationales / 11/05/2010
Original version : 1992

ECTS INFORMATION PACKAGE FOR INTERNATIONAL STUDENTS
WELCOME GUIDE

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PART I - INFORMATION ABOUT THE INSTITUTION

1. NAME AND ADDRESS OF THE INSTITUTION

Groupe ESC Clermont Graduate School of Management
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☎+33(0) 4 73 98 24 24 / Fax +33(0) 4 73 98 24 49

2. ECTS COORDINATORS

Michael BRYANT
Directeur du Développement International
+33 (0) 4 73 98 24 24
Lisa FIACRE (Contact person for international students)
lisa.fiacre@esc-clermont.fr
Direct phone number: ☎+33(0) 4 73 98 24 08

ACCESS MAP

GOOGLE MAPS LINK

http://maps.google.com/maps?f=q&hl=en&geocode=&q=4+BOULEVARD+TRUDAINE+63037+CLERMONT-FERRAND&sll=37.0625,-95.677068&sspn=34.945679,67.148438&ie=UTF8&ll=45.780626,3.092834&spn=0.003756,0.008197&z=17

3. INTERNATIONAL OFFICE LOCATION

The **international Office** is located on the second floor – old building

4. GENERAL DESCRIPTION OF THE INSTITUTION & ACADEMIC AUTHORITIES

The *Ecole Supérieure de Commerce de Clermont-Ferrand* was founded in 1919 by the Auvergne Regional Chamber of Commerce. The school is part of the *Conférence des Grandes Ecoles* which comprises the top Graduate Schools of Management and Engineering in France. The main degree program – Master in Management – has been accredited by the French Ministry of Education since 1951. In 1979 the name of the school was officially changed to Groupe ESC Clermont to include the various educational and training activities organized by the school. In 1985 the school was admitted to the select inner circle of Schools of Management the *Chapitre des Ecoles de Management de la Conférence des Grandes Ecoles.*

Groupe ESC Clermont is part of the French higher education system which is comprised of universities and other institutions called the *Grandes Ecoles.* The system also includes the "*classes préparatoires"* which are specific two-year undergraduate programs preparing students for the competitive national entrance examination to the *Grandes Ecoles*. The need to create more specialized institutions outside the university system became particularly strong in the 18th century, when new techniques appeared. The first *Grandes Ecoles* in engineering were set up at that time and the trend continued throughout the 19th century. The first *Grandes Ecoles* of management appeared at the end of the 19th and the beginning of the 20th century. Currently, more than 60 % of the managing directors and the chief executives in France's 100 largest firms are graduates of the *Grandes Ecoles*. Broad courses of study enable these graduates to assume top positions and offer them a wide variety of different career possibilities.

Groupe ESC Clermont is a well-established and highly recognized institution within the French higher education system. The school has constantly strived to innovate and improve the service it provides to the business community by educating young managers and providing high quality training to experienced professionals. The last 25 years have been particularly creative in terms of the school's development, with a considerable expansion of student numbers and program diversity. These efforts to maintain an excellent standard of academic and professional education were recognized in 2009 by the French Ministry of Education which, after a detailed audit, renewed the accreditation or *visa* for the school's main degree - Master in Management - for six years, the maximum period allowed. This accreditation has traditionally been the highest accreditation possible for French institutions of higher education. In addition, this program has also been recognized as an official Master within the French higher education system with the label *grade Master*.

A special commission of the *Conférence des Grandes Ecoles* has the authority to accredit degree programs offered by its members either as MSc or as *Mastère Spécialisé*. All the MSc and Specialized Masters programs are accredited by the *Conférence des Grandes Ecoles*. In addition, the MSc in International Business Development and the MSc in International Project Management have been recognized as outstanding programs as *Responsible Export* (Export Manager). This is an official label at Master's level and provides a guarantee of quality for professional programs.

The Project Management program – *Chef de Projet Commercial* - is officially accredited by the French Ministry of Industry as a fully recognized professional qualification.

All programs were accredited by AACSB international in 2005.

5. CONTACT LIST

General Director

Andrés ATENZA andres.atenza@esc-clermont.fr

Director of studies

Lionel PRADELIER lionel.pradelier@esc-clermont.fr

Specialized Masters & MSc

Marie FRANCHEL marie.franchel@esc-clermont.fr
Isabelle BOYER isabelle.boyer@esc-clermont.fr
Otilia LOURENCO otilia.lourenco@esc-clermont.fr

Dean International Development & Institutional ECTS Coordinator

Michael BRYANT mike.bryant@esc-clermont.fr

International Relations Manager, Erasmus, Socrates and Head, International students

Lisa FIACRE lisa.fiacre@esc-clermont.fr

International Relations Manager, Head of out-going students

Myriam REVERET myriam.reveret@esc-clermont.fr

INTERNATIONAL DEVELOPMENT, TUTORS AND ACADEMIC ADVISORS FOR INCOMING AND OUT-GOING STUDENTS

Spanish speaking-countries, Portugal, Brazil, and Italy

Valmé BLANCO valme.blanco@esc-clermont.fr

German speaking-countries, Netherlands, Turkey, Middle-east countries, Asia and North Africa

Helga FOURE-JOOPEN helga.foure-joopen@esc-clermont.fr

English-speaking countries, Scandinavia and Vietnam

Mary VIGIER mary.vigier@esc-clermont.fr

Russia and East countries

Dave SHEEHAN dave.sheehan@esc-clermont.fr

6. ACADEMIC CALENDAR 2010/2011 (Programme MIM)

2010

1-15 September	Pre-entry Master in Management (MIM)
9 & 10 September	**Orientation Days for international students***
13 – 17 September	**Intensive French course**
20 September	Classes begin graduate program (MIM), (S1)
1 September – 8 October	Pre-master's programme (MSc Programs)
11 October 2010	**MSc Classes begin**
13th September	Classes begin foundation (undergraduate), S1
From 17 to 19 September	Freshman Seminar**
25 September	Bus Tour in the Auvergne Region ***
From 1 November to 5 November	Autumn Break (only for MIM)
From 11 to 17 December	Final exams – End of Semester 1 (1A & 2A)
From 20 December to 2 January	Christmas Holidays

2011

6 & 7 January	**Orientation Days for international students***
	Intensive French week to be confirmed
10 January	Classes begin 2A, Semester 2
10 January	Classes begin 3A
5 February	Company FAIR
14 February	Classes begin foundation program (undergraduate), SII Semester 2
From 28 February to 4 March	WINTER HOLIDAYS (only for MIM)
From 21 to 25 March	INTERNATIONAL WEEK

From 25 April to 30 April	SPRING BREAK (only for MIM)
From 21 to 22 April	Student's Union elections
From 14 to 21 May	Final exams

* All international exchange students are advised to take part in the orientation sessions .
** International students are welcome to take part in the freshman seminar.The fee (approx 100 Euros) includes the transportation and full –the venue of the seminar has not yet been fixed
You will be required to register and pay for the trip in the student's union office when you arrive.

SPECIALIZED MASTERS PROGRAMS & MSc
All programs last one year and a half and are divided into two parts:
Mid- October – end May: Academic part
June onwards: Professional part (miminum 6 months)
Please contact Isabelle Boyer or Marie Franchel at isabelle.boyer@esc-clermont.fr / marie.franchel@esc-clermont.fr for precise dates for each program
A pre-Masters program is organized from the beginning of September to mid-October.

7. LIST OF DEGREE PROGRAMS OFFERED

A. MASTER IN MANAGEMENT
Diplôme de l'Ecole Supérieure de Commerce de Clermont
Accredited and conferred by the French Ministry of Education.
(Taught in French and English)

B. MSc
Accredited by the Conférence des Grandes Ecoles.

- International Project Management (Taught in English and in *French-English)
- International Business Development (Taught in English)*
- Finance, Auditing and Risk Management (Taught in English)

** Both MSc award the title of Export Manager Professional certification level 1,

C. SPECIALIZED MASTERS (MS)
Mastères Spécialisés
Accredited by the Conférence des Grandes Ecoles.

- European Resource Management (Taught in French)

D. Project Management
Chef de Projet Commercial
(Intermediary degree: Bachelors/Masters) Accredited by the French Ministry of Industry
(Taught in French)

8. ADMISSION, REGISTRATION PROCEDURES AND REQUIREMENTS

MASTER IN MANAGEMENT
Admission to the First Year MIM
A class of 240 is recruited to this program annually through a highly selective entrance examination system after completing one of the following programs:

- Track 1: Pre-requisite: 2 years *Classes Préparatoires*.
  This is a two-year liberal arts program including mathematics, economics, and philosophy, French, English and a second foreign language. Students are selected on the basis of their grades in the *Baccalauréat* examination. This program prepares candidates for the national competitive entrance examination to one of the French *Grandes Ecoles* business schools. This written examination ranks students on the basis of competency in the following areas:
  Mathematics
  French language skills and ability to write concisely
  English as a foreign language
  A second foreign language
  An optional subject

Each school fixes a minimum "set *grade*" which candidates must reach at the written entrance examination. They are then called for interview at the business school in question. The interview panel is comprised of one full-time or adjunct participating faculty member, an alumnus and/or a representative from the business world. Candidates are offered a place in the program on the basis of a

ranking of all candidates using their cumulative scores from the written examination and the interview. In addition to the interview in French, candidates must also pass oral examinations in English and in a second foreign language to test their listening and speaking skills.

- Track 2: Pre-requisite: Two-year undergraduate program – *DUT/BTS.*
  Students who have completed a two year undergraduate program (*DUT/BTS*) at a university can also apply for admission through an alternative national entrance examination organized by a consortium of 12 management schools *Passerelle ESC*. The process is similar to the *Classes Préparatoires* admissions system – written examination followed by an interview. In addition to the interview in French, candidates must also pass oral examinations in English and in a second foreign language to test their listening and speaking skills.

Admission to the Second Year MIM program

Approximately 80/100 students are recruited annually directly into the Second Year of the MIM program. These students have obtained either a Bachelor's degree, or a Master's degree, usually in an area other than business. The admissions process involves written examinations and interview.

International students

International students can apply for admission to all the programs offered at the school.

Degree-seeking students. International students who seek the MIM degree are normally admitted into the Second Year of the program, on condition that they already possess at least a Bachelor degree or the equivalent. Written applications must be sent to the Program Director and they are then submitted to the Admissions Committee and whenever possible interviews are organized. Alternatively, telephone interviews may be used. Students are admitted on one year probation and they must successfully complete the required courses in order to be authorized to continue the program. This rule is imposed by the French Ministry of Education. Entry to the MIM is normally only by competitive national entrance examination. International students should apply though the Passerelle World organisation – www.passerelle-world.com.

Non-degree seeking or exchange students. As part of the school's mission to educate students to learn and work in a multicultural environment, international students are welcomed into our programs for various periods of time. Exchange agreements have been signed with over 100 university partners abroad. These agreements define the exact terms and conditions governing the exchange of students. In certain cases these agreements include the possibility of obtaining one of our degrees. Students are thus considered to be on a Double Degree program. International Exchange students apply through the international office at their home institution.

MSc

Candidates must first meet the necessary entry requirements:

- Candidates without extended professional experience: a four-year higher education degree.
- Candidates with professional experience: a minimum three-year higher education degree and at least three years of working experience in a position with responsibilities.
- TOEFL: minimum score of 550 for all candidates applying for programs taught in English (520 if candidates sign up for the pre-master's course)
- TOEFL IBT: 80 (69 if candidates sign up for the pre-master's course)
- IELTS : 6.5

SPECIALIZED MASTERS (MS)
Candidates must first meet the necessary entry requirements:

- Candidates without extended professional experience: a five-year higher education degree.
- Candidates with professional experience: a minimum four-year higher education degree and at least three years of working experience in a position with responsibilities.

PROJECT MANAGEMENT
(Intermediary: Bachelors/Masters)
Candidates who fulfill the minimum entry requirements of a two-year undergraduate degree and at least three years' working experience are given a written test and an oral examination.

9. ADMISSION AND FACILITIES FOR SPECIAL NEEDS STUDENTS

Facilities available to special needs students depend on the degree of disablility. Special learning materials can be provided and extra time can be give for examinations. Please contact **Lisa Fiacre** (lisa.fiacre@esc-clermont.fr) for more details.

10. FINANCIAL SUPPORT

In addition to Erasmus grants available to international exchange students coming from European Institutions (application at home instution). Other sources of funding are available to degree-seeking students (e.g. Bourses Eiffel - students with exceptional academic profiles)
Some useful websites: EDUFRANCE - www.edufrance.fr , EGIDE www.egide.asso.fr

11. MAIN UNIVERSITY REGULATIONS

The main university regulations for all programs can be found on the intranet and extranet
http://extranet.esc-clermont.fr

PART II – INFORMATION ON DEGREE PROGRAMMES

12. QUALIFICATIONS AWARDED (For Admission requirements see Part I section 8)

Master in Management
Diplôme de l'Ecole Supérieure de Commerce de Clermont

MSc
International *Project Management (IPM) /International Business Development (IBD)/ Finance, Auditing and Risk Management (FA)*

Specialized Masters
Mastère Spécialisé (European Resource Management / Net Management/ Managing Industrial Partners)

IAPI Export Manager (Masters level diploma) - Ingénierie d'Affaires et de projets internationaux (Taught in French)

Project Management
Chef de Projet Commercial

13. EDUCATIONAL & PROFESSIONAL GOALS

Master in Management
This is the school's main program leading to the Master in Management degree – *Diplôme de l'Ecole Supérieure de Commerce de Clermont*. It is a three year program including academic instruction and integrated professional experience with compulsory internships and international experience. There are six general learning goal domains. In each goal domain, there may be one or more sub-goals. Explanation for each goal is provided in italics in following table 'the Learning Goals for the Master in Management Program'.

1. **1: "Managing and Operating Organizations"**
   1.1. Understanding the environment of organizations and the way they function: Analysis and management of operating standards.
   - *Knowledge of the individuals and elements in the business environment*
   - *Knowledge of the different core functions of organizations*
   - *Knowledge of the concepts and tools of management that facilitate organizational learning*
   - *Ability to identify management situations which organizations confront, to diagnose these situations, and initiate methods leading to appropriate solutions for the context (managerial and cultural).*

   1.2. Ability to adopt a strategic vision of the way organizations function:
   - In order to effectively contribute to their management;
   - In order to participate in their development.

   - *Integrate the different organizational functions – conceived as open systems in the organizational environment*

- *Ability to assess an organization's future and initiate actions based on organizational performance*
- *Develop a spirit of initiative and innovation with the aim of improving the competitiveness of organizations*

2 : "Information Systems"

1.3. Knowledge of the methods of collecting and managing information

- *Ability to research, collect, analyze, store, organize, and present information emanating from multiple sources, in various formats, utilizing different technological tools from various generations.*

1.4. Knowledge of information technologies and their impact on organizations

- *Acquire a relevant "technical culture" in the information technologies area*
- *Master up-to-date tools for processing and representing information*
- *Measure the significance of various communication and information technologies for organizations in particular, and for society in general*
- *Recognition of the challenges and changes resulting from the introduction of these technologies*

1.5. Ability to integrate these instruments into the operations of organizations

- *Knowledge of the major functional areas covered by information systems, the available technologies, and managing projects*
- *Understanding of the decision-making, strategic, and operational dimensions of information systems*
- *Ability to manage an information systems project, [in leading change] and the resulting changes*

3 : "Ethics and Responsibility"

1.6. Knowledge of the stakes in terms of ethics and responsibility linked to the operation of organizations and the related functions

- *Knowledge of the ethical dimensions characteristic of companies*
- *Knowledge of the issues linked to corporate responsibilities (social responsibility, environmental responsibility, etc.)*

1.7. Integration of the ethical dimension into work practices

- *Ability to adopt an ethical behavior both as an individual and as part of a community*
- *Ability to understand the ethical codes of other cultures*

4 : "Interpersonal Communication"

1.8. Ability to transmit and receive information and knowledge

- *Mastery of at least two foreign languages, both the linguistic and cultural dimensions*
- *Ability to create and analyze documents on complex subjects*
- *Ability to make professional oral presentations*

1.9. Acquire the emotional intelligence necessary to manage in a multicultural context

- *Ability to listen and show empathy*
- *Ability to present arguments in a convincing way*
- *Ability to negotiate*
- *Master interpersonal skills and emotions [Interpersonal and emotional intelligence]*

5 : "Team Work and Leadership"

1.10. Ability to work in a team

- *Master the personal skills necessary for team work*

- *Be capable of integrating into and participating in a multidisciplinary and/or multicultural group*

1.11. Ability to lead a team

- *Be able to set up, manage, control, and motivate a team*
- *Be capable of managing group decision making processes*

6 : "Personal and Professional Development"

1.12. Ability to adapt to one's environment

- *Ability to operate autonomously and independently*
- *Integrate intercultural dimensions into work practices*
- *Openness to others and to the world at large*

1.13. Ability to plan one's own professional development

- *Ability to identify one's own progression in the " life-long learning" process*
- *Ability to measure one's own employability and to develop one's own learning strategies*

MSc and Specialized Masters Programs

The following table shows the Learning Goals that are common to all of the MSc and Specialized Masters Programs.

1: "Managing and Operating Organizations"

1.1 Understanding the environment of organizations and the way they function; Analysis and management of operating standards.

- *Understanding of the international stakes and consequences of globalization on the organization*
- *Knowledge of the different individuals involved in and elements of the international environment of the organization*
- *Knowledge of the different core functions of organizations*
- *Knowledge of the different concepts and management tools that enable one to understand the operation of organizations and develop them at an international level*
- *Ability to identify management situations which organizations confront, to diagnose these situations, and initiate methods leading to appropriate solutions for the context (managerial and cultural)*
- *Understanding of information technology and its impact on organizations (collecting and managing information)*

1.2 Ability to adopt a strategic vision of the way organizations function, in order to:

- ➢ Effectively contribute to their management;
- ➢ Participate in their development.

- *Integrate different organizational functions, conceived as open systems in the organizational environment*
- *Ability to assess an organization's future and modify its operation*
- *Develop an initiative and innovative outlook with the aim of improving the competitiveness of organizations*

2: "Interpersonal Communication"

2.1 Ability to transmit and receive information and knowledge

- *Mastery of at least two foreign languages, in their linguistic and cultural dimensions*
- *Ability to create and analyze written documents on complex subjects*
- *Ability to give professional oral presentations*

2.2 Acquire the emotional intelligence necessary to manage in a multicultural context

- *Ability to listen and show empathy*
- *Ability to present arguments and be persuasive*
- *Ability to negotiate*
- *Mastery of interpersonal relations and emotions [Culture of relational and emotive intelligence]*
- *Integration of the intercultural dimension into work practices, openness to others and to the world*

LG3: "Team Work and Leadership"

3.1 Ability to work on a team

- *Master the personal skills necessary for team work*
- *Ability to integrate oneself into and participate in a multidisciplinary or multicultural group*

3.2 Ability to lead a work group or sales team

- *Be able to set up, manage, control, and motivate a work group or sales team*
- *Be able to lead the group decision-making process*
- *Be able to evaluate the results obtained, point out areas for improvement, and initiate corrective processes*
- *Integrate the ethical dimension into work practices*

14. ACCESS TO FURTHER STUDIES

Master in Management and Master of Science Graduates can access doctoral programs

15. COURSES AVAILABLE TO INTERNATIONAL EXCHANGE STUDENTS (MASTER IN MANAGEMENT PROGRAM)

International students are mainly integrated into the second-year graduate program (semesters I & II, Year 2) which is often the most adapted to their requirements. The Master in Management Program is split into an English and a French program. International exchange students must stick to one of the programs. Both semesters are comprised of core management courses and intensive elective courses. First semester students can stay on until the end of Janaury to take extra elective courses.

The third-year graduate program is only open to international exchange students in exceptional cases (mainly dual degree student).

Guidance will be given to international students on choosing courses by the academic advisors in Clermont (see contact list in section 5) timetable.. Students should complete a provisional ***learning agreement*** *(list of course choices) before arrival with their academic advisor at the home institution.*

16. COURSE STRUCTURE DIAGRAM WITH ECTS CREDITS

MASTER IN MANAGEMENT PROGRAM				
YEAR OF PROGRAM	**LEVEL OF STUDY**	**SEMESTER I SEPT – DEC (can be extended to end jan)**	**SEMESTER II JAN-MAY**	**AWARD**
YEAR I 60 ECTS CREDITS	**FOUNDATION** COMMON CORE (TAUGHT ONLY IN FRENCH)	INTRODUCTION TO MANAGEMENT COMMON CORE COURSES & some Optional modules	COMMON CORE COURSES & some optional modules	ADMISSION TO GRADUATE PROGRAM FOR THE FRENCH STUDENTS
YEAR 2 60 ECTS CREDITS	**GRADUATE** (TAUGHT IN FRENCH OR ENGLISH)	CORE MANAGEMENT COURSES & ELECTIVES	CORE MANAGEMENT & ELECTIVES (NB Semester study abroad period for French students)	
YEAR 3 60 ECTS CREDITS	**GRADUATE** (TAUGHT IN FRENCH OR ENGLISH)	ADVANCED MANGEMENT COURSES & SPECIALISATIONS	6-MONTH INTERNSHIP IN FRANCE OR ABROAD	MASTER IN MANAGEMENT

LES MSc (COURSE STRUCTURE)
Veuillez contacter le bureau des programmes Mastères pour les programmes détaillés.

THE FUNDAMENTALS OF MANAGEMENT	120 HEURES / 30 CREDITS ECTS
SPECIALIZED TRAINING	480 HEURES / 30 CREDITS ECTS
PROFESSIONAL EXPERIENCE	6-MONTH INTERNSHIP 30 ECTS

17. ECTS GRADING SYSTEM, EXAMINATIONS AND ASSESSMENT REGULATIONS

The ESC uses the European Credit Transfer System. Professors evaluate students via coursework, group work reports & presentations, case studies, tests and end-of-term exams. Each professor has his/her own methods of evaluation. When taking exams international students should concentrate on answering the questions precisely (keep sentences as short and simple as possible). ESC professors will not penalize students for grammatical errors but will not give credit if they cannot understand the general meaning. As a rule, re-sit exams are not organized.

The Ects Grading System

ECTS Grade	Definition
A	EXCELLENT - outstanding performance with only minor errors
B	VERY GOOD - above the average standard but with some errors
C	GOOD - generally sound work with a number of notable errors
D	SATISFACTORY - fair but with significant shortcomings
E	SUFFICIENT - performance meets minimum criteria

FX	FAIL - some more work required before the credit can be awarded
F	FAIL - considerable further work is required

ECTS credits: The recommended workload for full time students is as follows.

1 full academic year = 60 credits
1 semester = 30 credits

It is the *home* institution that decides on the minimum workload to be completed by their students studying at ESC Clermont.

Each student is required to complete a learning agreement before their arrival and should finalize this as soon as possible and obtain approval from their home institution. Students should complete this document carefully, noting the correct codes and titles of courses. This document will be used to register international students for the courses. Providing correct & up to date information is therefore ***essential*.**

Please note that students may have to use an electronic sign-up system in order to choose elective courses on a first come first served basis i.e. elective courses during the second semester, first-year cultural modules, international week modules or third year specialization modules. Certain courses are only offered when there is an adequate number of students signed up. This is why it is essential to sign up before the deadlines. Students will be informed about this by email (ESC email) every time choices must be given.

All international students have access to at least 40 hours of French classes (4 ECTS credits). Students will be divided into groups according to their level and will take a short test when they arrive.

18. ECTS DEPARTMENTAL COORDINATOR

The ESC Clermont does not have individual ECTS departmental coordinators due to the fact that all programs and courses are in the same subject area or domain (Socrates/ Erasmus code 4.0). The Institutional ECTS coordinator is Mr Michael BRYANT (see part I - section 2)

19. WHERE TO FIND COURSE DESCRIPTIONS & SYLLABI OF INDIVIDUAL COURSE UNITS

Course descriptions are currently being updated and will be made available on line for students to consult through the school's website

Faculty members are expected to update this information regularly. Printed versions of these course descriptions are also available. (See additional documents provided.) For the MIM program all descriptions are provided in French and English. This enables academic tutors at partner universities abroad to give advice to international exchange students before coming to study with us. It is also used to compile each international student's learning agreement. This is the formalization of the academic expectations for each student.

Indeed, for all students in all programs, the course descriptions and syllabi provide the basis for the intellectual expectations of the faculty members. Students must be aware of what they will learn, how they are expected to be involved in the learning process and how they will be assessed. The course

descriptions follow the model prescribed by the Socrates – Erasmus program in Europe and conform to the ECTS (European Credit Transfer System) standards. Information in the course descriptions includes:

- Course or module title, code, number of class hours, number of ECTS credits allotted.
- Name of the faculty member responsible for the course or teaching module. (In certain cases several participating and supporting faculty are involved in teaching the same module. In these cases it is important for students to know that coordination is taking place).
- Objectives
- Program outline.
- Skills and competencies to be acquired.
- Bibliography.
- Assessment and grading system.

In addition to the course descriptions, faculty members are expected to provide students with detailed syllabi. Normally, these are distributed on the first day the class meets.

20. LANGUAGE COURSES:

Evening classes at beginners or intermediate level are available in most modern languages as well as weekly French classes for international students. Advanced-Level content-based language courses are also available in French, English, German, Spanish and Italian.

IMPORTANT! Courses, and in particular, optional or modular courses, cannot be guaranteed every year!

PART III
GENERAL INFORMATION FOR STUDENTS

21. ARRIVAL IN CLERMONT-FERRAND - INTERNATIONAL EXCHANGE STUDENTS - INTERNATIONAL OFFICE

Address: Groupe ESC Clermont, 4 Bd Trudaine, 63037 Clermont-Ferrand Cedex, France

Clermont-Ferrand is in the heart of France.

- Direct motorways to Paris – A71 (3.5 hours), Lyon – A72 (2 hours) , Montpellier - A75 (3 hours)), good rail links and international airport
- Train (departures from the Gare de Lyon, Paris) - 3 ½ hours. Tickets can be booked directly on the SNCF (French rail travel) website : http://www.sncf.com/en_EN/flash/
- By Car (approximately 3 ½ – 4 hours drive from Paris) – A71 Motorway

The international Airport (Clermont-Ferrand - CFE) is on the outskirts of the city – about 20 minutes drive from the centre (by bus or taxi)

Please plan to arrive on a week day during the daytime when offices, agencies and shops will be open.

- **Lisa Fiacre** is your contact person. If you need to contact us either before, during or after your studies at Clermont, please do not hesitate to call us at our direct number (33) (4. 73.98.24.08) or by email lisa.fiacre@esc-clermont.fr or leave us a message on our answering machine (same number).
- Information concerning housing and administrative formalities can be found in section 35

22. THE AUVERGNE REGION

The city of Clermont is located in the Auvergne region is an outstandingly unspoilt area in the Massif Central. Leisure activities include skiing, hiking, biking, windsurfing and hang-gliding.
Clermont-Ferrand is located 380 Km due south of Paris. Clermont is a dynamic city (International short film festival, international music festivals, theatre, concerts, etc....)
The greater metropolitan area comprises:

420 000	Inhabitants
40 000	Students
4 500	International Students
6	Grandes Ecoles' Graduate Schools of Engineering & 1 Graduate School of Management (ESC Clermont)
2	Major Universities
6 000	Full-time Researchers
300	Sports Associations and clubs
15 000	Companies (Michelin, Cap Gemini, Airbus, IBM....)

Clermont-Ferrand lies at the crossroads of a major European freeway system.
From North to South: Paris - Clermont - Montpellier
From East to West: Geneva - Lyon - Clermont - Bordeaux

23. CAMPUS

ESC Clermont is located in a **downtown campus**, close to the historic medieval center. There are two main buildings and one annex. These buildings are:

- an **18th century building** which is part of the **regional architectural heritage**.
- a **modern facility** completed in 1992.
- an **annex** approximately 600 feet (200 meters) from the main building provides up to 11,000 square feet (1000 square meters) additional teaching space. This building is also of historical significance.

Access to the school is controlled through an electronic badge system. This allows students and staff to enter the main building at any time 24 hours a day, 7 days a week. In this way we are able to make full use of the computer laboratories, classrooms, study rooms, student association offices, and leisure and sports facilities.

24. STUDY FACILITIES

The **school buildings** comprise around 100,000 square feet (9000 square meters). Approximately half the space is devoted to teaching areas accommodating groups ranging from 8 to 400 participants in large and small classrooms, small rooms for group work, amphitheaters and one large auditorium. In 2002 the school rented a further 6,600 square feet (600 square meters) for teaching rooms in a nearby historic building, with an option to purchase an additional 50,000 square feet (4,500 square meters). This was done in anticipation of future expansion in the coming years. This vision is detailed in the current strategic plan. Future projects include building a whole new campus close to the city centre.

The **teaching rooms** are of varying sizes and reflect the diverse needs of the academic organization. Students are usually taught in groups of 30-35 with some lectures for larger groups (up to 120) and smaller classrooms for specialized modules (20-25). Foreign languages are taught in groups of 15-18 and the language rooms are equipped with audio and multi-standard video-recorders. The teaching rooms are fully equipped.

The **main auditorium** accommodates up to 400 and is fully equipped with the latest audio-visual equipment for teaching. It is also used for conferences, round-table discussions, concerts, film shows, and theatrical presentations. This auditorium is also made available to the school's corporate partners for annual meetings or training sessions. For outside organizations, these facilities and other classrooms are rented out at normal market rates.

25. STUDENT FACILITIES

These include lounges, TV room, recreational facilities, , an exercise work-out room, shower facilities, and 14 offices for the different student associations. The school actively encourages students to become involved in one of the 25 student associations. Academic credit is given to students who fulfill certain requirements to validate a particular project. The student union has overall responsibility for organizing the associations and its president reports back to the MIM Program Director.
A complete list of sports facilties around the city can be found at the end of this document (USEFUL ADDRESSES)

26. COMPUTER AND TECHNOLOGICAL FACILITIES

ESC Clermont has a policy of **continuous investment in and upgrading of its computer and technological support services**. All computer terminals are replaced at a maximum every four years.

In previous years additional funding for this investment has been obtained from various regional and European agencies.
Nine full-time information systems and multi-media support **staff** organize the facilities that serve the students and staff at the school on the Trudaine and Pardieu campuses.
The **computer system** is based on a network linking all the rooms and offices in the two main buildings. Fiber optic cables allow for 1 gigabyte per second transmission between the 5 distributors and the work stations. The main servers are housed in a centrally located room with appropriate temperature control and electronic security protection. These servers provide the necessary technological support for the wide variety of academic and administrative requirements for the school to operate.
All rooms in the buildings are equipped for high-speed access (3 megabytes per second) to the **computer network**, providing **free internet use**. These physical connections are complemented by a **wireless system** throughout the school.
All students in the Master in Management program are **required to purchase a laptop computer** when admitted to the school *(except international exchange students*). ESC Clermont is part of a consortium of French business schools which negotiates special rates for its students at very competitive prices. Students in other programs can benefit from these special rates and they are encouraged to purchase their own laptop computers.
The ten **computer laboratories** are equipped with 160 fixed work stations. There are more than 100 additional computers for the administrative staff and part-time faculty members. All the full-time faculty members are equipped with laptop computers.
A **video-conferencing system** is operational and is used for joint-teaching and conferences with corporate and university partners.

27. DOCUMENTATION AND INFORMATION CENTER

Welcome to the Infothèque!

The infothèque is a documentation and information center where you can have access to a wide range of Business and Management publications. You will find magazines specialized in Marketing, Finance, Human Resource, and Strategy.

The infotheque is housed in 16 145, 87 ft² of space on two levels. The main floor is composed of 7 rooms.
More than 12.000 publications, magazines, and journals are available either in a hard copy or through internet subscription with full-text. Numerous data bases can also be consulted either at one of the 7 work stations or at distance through the internet.
8 laptop are available so that students can have access to the intranet and extranet of the business School.

Approximately, 1.100 of these journals are in English but many of them are in foreign languages (English, german, Spanish, Italian, Russian) Students can access data specialised in international business, cases studies or worldwide news.
The Infothèque also provised rooms which enable students to exchange with others students or professors, about various subjects (thesis, work research, debates…)

In the Infothèque, You will find 5 members of staff who will welcome and advise you from Monday to Friday, from 8h30 am until 8h00 pm, during the academic period.

Our e-mail address is: infotheque@esc-clermont.fr

Lisa Fiacre/ Relations Internationales / 11/05/2010
Original version : 1992

28. THE REPROGRAPHIC CENTER

The reprographic center produces more than three million photocopies a year servicing the academic and administrative needs within the school – teaching materials, examination subjects, general information etc.
Students also have access to these facilities. Furthermore, photocopy machines are linked directly to the school's intranet allowing students to print directly from fixed or laptop computers from any location, (home or in the school)

29. INTERNSHIPS AND CORPORATE LINKAGES OFFICE

This office employs four full-time administrative staff members. Through its various links with businesses in France and abroad, this office provides a comprehensive internship service:
More than 1,500 internship offers are received every year.
Internship propositions are sorted into categories and professional sectors on the school's intranet and can be consulted by all registered students. The data base is updated regularly and it is accessible to students on study abroad via the internet.
Support and advice is also given with legal contracts covering all types of internships and professional placements that students may be carry out during the course of theirstudies.
Throughout their internships regular contact with the administrative staff to deal with any non-academic issues related to their experience in a company.

30. INTERNATIONAL PROGRAMS, EXCHANGES AND STUDIES ABROAD

Students in the MIM (Master In Management) program are required to study or work abroad for a minimum of six months as part of their program. (Some exceptions are made for certain students). The school provides detailed preparation for study for one semester or for one academic year on a double degree scheme thoug its international office.

- General meeting on study abroad opportunities.
- Special guide for study abroad (available from the student services & international office)
- Detailed information on the *school* ***intranet / extranet***
  - **http://extranet.esc-clermont.fr**
- (Administrative and academic procedures for all Partner Universities abroad, financial aid, website links).
- Study Abroad Fair – an opportunity for students to meet returning students, international students on campus, and whenever possible, visiting faculty.
- Information sessions by country organized by the faculty responsible and administrative staff from the International Office
- Individual tutoring for students to prepare their studies abroad.

Faculty members are assigned as study abroad tutors to every international partner destination. Their role is to advise and assist students in choosing their courses abroad. This takes place before departure

and where necessary these study abroad tutors liaise with specialist faculty in the appropriate departments. Students prepare a provisional Learning Agreement. This document specifies the courses the student intends to follow abroad during the semester or year at the partner university. These have been mutually agreed upon with faculty in the host institution. The provisional Learning Agreement is approved by the Program Director before departure. After arrival in the host university abroad, students are allowed two weeks to submit a modified Learning Agreement for approval. Credit is transferred back to the school and integrated into the overall academic results for degree program.

One full-time administrator is responsible for covering all the non-academic issues related to the study abroad. This person provides individual assistance for students before, during and after their study abroad. In addition, this person also provides the necessary link to cement the advising process.

31. MEDICAL FACILITIES - HEALTH & MEDICAL CARE

A student medical service can be found at the CROUS (Please telephone beforehand to request an appointment), Médecine Préventive (Pavillon B - Rez-de-Chaussée), 25 Rue Etienne Dolet, 63000 Clermont-Ferrand

☎04.73.93.29.88

The following services are available to students:

- a general practitioner
- a social service for students
- psychologist
- a gynaecologist - (contraception, check-up)
- family planning service & advice
- vaccination service
- sick bay - minor injuries / first -aid

You will be required to pay for a consultation with a general practitioner. The cost of an appointment is currently €22. The doctor will give you a form to fill out in order to be reimbursed by the social security or your private health insurance

32. FACILITIES FOR SPECIAL NEEDS STUDENTS

Facilities available to special needs students depend on the degree of disablility. Special learning materials can be provided and extra time can be give for examinations. Please contact **Lisa Fiacre** (lisa.fiacre@esc-clermont.fr) for more details.

33. STUDENT ASSOCIATIONS

As part of its mission to educate students to become responsible, entrepreneurial managers, the school encourages students to become involved in one of the 20 to 25 student associations in the school. By participating in such activities students learn to become leaders, to manage a team, to run a budget, to obtain funding for their activities. These activities and skills are an integral part of management education. Company recruiters have traditionally recognized experience gained in student associations as one of the particular strengths of the education given within the *Grandes Ecoles* system. At Groupe ESC Clermont, this type of experiential learning is an integral part of the educational philosophy.
The main student associations are listed below:

***BDE* – Bureau Des Elèves** – Students' Union. This is the main students' representation organization which coordinates the activities of all the other associations. In addition, the BDE represents the student body as a whole. Elections are held every year. All full-time students can participate. The President holds office for one year. The Students' Union fee of should be paid directly to the students' union office.

- **BDS – Bureau Des Sports** – Sports' Union. This association coordinates the various sports teams and groups in the school. Students participate in local, regional and national competitions. Classes are not normally organized on Thursday afternoons. This allows students to participate actively in sports' events or other associations.
- **Junior Enterprise – SEGMA**. This association is organized like a consulting company, carrying out market studies and surveys for businesses. The Clermont Junior Enterprise is part of the national federation or junior enterprises and it has a successful history of over 30 years' activity winning numerous prizes.
- **Alternatives** – Job Agency. This association works as an intermediary between companies seeking temporary workers and the students at the school. Through its work the association provides a reliable, efficient service for local, and national, business and at the same time it enables students to earn a small income. This is particularly important for students with financial difficulties.
- **Sup de Coeur** – Humanitarian Association. Students are actively involved in a wide range of humanitarian activities including helping children in hospital through clown entertainment, collecting funds and goods for the needy, etc.
- **Au Secours** – First Aid. The aim of this association is to educate others about the importance of first aid skill and to organize training sessions with external professional organizations.
- **AIESEC – Association Internationale des Etudiants en Sciences Economiques et Commerciales.** This international association assists students in finding placements abroad. The members also play an active role in welcoming international students and contributing to the activities of the International Week.
- **BDA – Bureau Des Arts**. This association promotes interest in the arts – cinema, theater, dancing, fine arts, etc. In addition to staging plays and dances sequences, the BDA works closely with the school's management in organizing regular art exhibitions in the school premises.
- **Mouse Connection** – Computers and Informatics. Students in this association provide valuable assistance to fellow students who need advice and help with any computer related questions – laptop configurations, preparing PowerPoint presentations, dealing with minor technical problems. This association also works closely with the school's administration and in particular with the Information Systems and Technology Support Services.
- **Other associations**: A number of other associations cover a wide range of activities from sailing to wine-tasting and learning about food and international cuisine to running a campus radio.

The school provides these associations with logistical support: free accommodation, access to telephones and postal services where appropriate. More importantly, students on the MIM program can obtain credit towards their final degree for participation in a student association. The requirements are described in a document issued to all students. Applications for academic credit are examined by a special Student Associations Committee, composed of the Director of Programs, Dean of Faculty, two

faculty members and the Head of Career Services and Placement. This committee decides whether students are granted academic credit or not.

34. LANGUAGE COURSES (See Part II - section 20)

PRACTICAL INFORMATION FOR MOBILE STUDENTS

35. FRENCH ADMINISTRATIVE FORMALITIES

A. Residency Permit (1st application)

Any period of study abroad requires official paperwork which, if dealt with immediately after arrival, will make the rest of your stay and any future formalities much easier. You will find the main formalities in the following section. Two very useful websites to visit are as follows: www.campusfrance.org / http://www.campusfrance.org/en/index.htm & www.egide.asso.fr / http://vosdroits.service-public.fr // http://www.thefrenchdoor.org

All **non-european** foreign students intending to stay in France for more than three months are required to apply for a residency permit. (European students no longer have to apply for this permit.)

To obtain your residency permit for the first time, you must bring the VISA VALIDATION FORM that was issued to you before you left your home country to the ESC International office with a photocopy of your passport (identification pages) and a photocopy of your visa.. (you mus have a permanent address before applying)

The ESC International office will take this to the immigration office in Clermont and you will be issued with a certificate to proove that you have submitted your forms. With this certificate you will find information about two compulsory medical visits. 1. a lung x-ray and 2. visit with a doctor.

You must go to the University Medical Service (Rue Etienne Dolet) to make the appointments in advance. As soon as the medical visits are completed, you will receive a medical certificate which you should take to the prefecture (OFII desk – Office Francais de l'immigration et de l'intégration) on the first floor.

During this visit you should also bring the following documents/ papers:

- Passport
- 2 identical passport-sized photos (3,5cm x 4,5cm) (recent photo, no hat or headband allowed, clear photo on light or white background)
- Proof of an address (lease or rent payment receipt, electricity bill or certificate from the person who is providing you with housing)
- The medical certificate obtained from your medical visit
- On the same day, you will also be required to purchase a tax stamp : the cost will in the letter you will receive to confirm your medical visit (this covers the cost of the compulsory medical visit for which you will be given an appointment date and time once your application has been submitted)

B. Procedure to RENEW the Residency Card (students staying for more than one year at the ESC Clermont)

The residency card is valid for 1 year only – Students must renew their application before the expiry date the following year (the medical visit only takes place for the 1st application). The application for renewal should be submitted to the international office at the ESC Clermont AT LEAST 1 week before the expiry date.

1) The student brings the complete application with photocopies of all required documents to the International Office (NB photos and medical visit form should be originals)

2) Please place the photocopies in the same order as on the checklist

3) Student signs the 'CERFA' form in black (signature well in box –no overlapping) - in box next to photo on the "Demande de titre de séjour" side of the form

4) The International Office takes the applications to the prefecture every Friday. Students must hand in their applications to the International Office by Thursday afternoon before 3PM.

5) The Prefecture sends the 'RECIPISSE DE CARTE DE SEJOUR" or temporary cards to the International Office on the following Friday (if possible)

6) The International Office invites the student to collect their temporary card (Student must sign)

7) The Prefecture sends the complete application to the central office in Paris where the permanent card will be made

The Prefecture sends a letter to the student with an interview date and time to collect his/her definitive residency card. The student must take all the original documents to this interview. Students doing their compulsory internship in another region can still renew their residency card in Clermont-Ferrand (IF THEY CAN PROVIDE A CERTIFICATE OF RESIDENCE IN CLERMONT-FERRAND). They must plan one trip to Clermont to collect the card from the Préfecture.

Required Documents for renewal (only send copies with your application and take original documents with you for the interview):

- Copy of Valid Passport and last residency permit
- Birth certificate clearly stating full names and birth dates of both parents translated into French (we advise you to have the official translation made in your home country to save time and money)
- Student registration certificate issued by the Clermont Graduate School of Management
- Copy of grades and exam results obtained during the previous study period at the ESC Clermont
- Proof of sufficient financial resources showing a minimum of €430 per month or 5160€ per year (**all documents should be translated into French and converted into EUROS**): Please supply one of the following: Proof of grant or Scholarship/ bank statement or certificate (see

model below) / Notarized or bank validated statement of financial support from parents or legal guardians / Statement of financial support **from** a French resident, organization or authority and a copy of their identity card or residency card.

MODEL OF A BANK STATEMENT IN FRENCH

(To be printed on the bank's official stationary. A rédiger sur du papier en tête de la banque)

ATTESTATION DE RESSOURCES

Je soussigné(e), Mr/Mme (Nom du Directeur), Directeur Général de la Banque, (Nom et adresse de la banque), certifie par la présente que (Nom du gardien), est titulaire du compte bancaire suivant (N° de compte):

Le solde de ce compte est à ce jour (..... - équivalent en euros €). (Mr ou Mme ----------) s'engage à utiliser cette somme pour financer les frais de logement et de nourriture de son fils / sa fille pendant ses études à l'Ecole Supérieure de Commerce de Clermont en France pendant l'année académique (xx-xx)

Signature :

Nom : (Nom du Responsable / Directeur)

Titre Officiel : (Titre Officiel)

Nom de la Banque

Attestation de banque (modèle):

I the undersigned, Mr /Ms (Name of the Bank Manager), Manager of the Bank, (Name and Address of Bank), do herby certify that : (name of parent or guardian), holds a deposit/current account at my branch with the following account number :(account number) :

This account is at this present time credited with the total sum of (give sum/ Balance of account and its equivalent in EUROS) which (name of parent or guardian) which will be used to finance (his/her son's / daughter's) living expenses during his/her studies at the Clermont Graduate School of Management, France during the academic year (xx-xx)
Signed :
Name : (Name of Bank Manager or Official)
Official Title : (Official title)
Bank : (Name of Bank)
Date :
Official Stamp

- Proof of an address (lease or rent payment receipt, electricity bill) NB you cannot apply for the residency card before you have found permanent accommodation.
- 2 stamped self-addressed envelopes (buy two postage stamps from the post-office)
- 4 identical passport-sized photos (3,5cm x 4,5cm) (recent photo, no hat or headband alowed, clear photo on light or white background)

**Visas must be applied for from the French Embassy in your home country. Make sure that you start these formalities well in advance and that your passport is valid for longer that your period of studies. Also try to obtain a MULTIPLE ENTRY/ EXIT visa which will allow you to travel around Europe while you are waiting for your residency permit to come through (this can be long – especially during peak student arrival periods – September / October!).*

Please note that students who are applying for the residency card for the first time and who do not have a multiple entry/ exit visa will not be allowed to travel out of France until they have completed the visa formalities and have obtained the certificate from the OFII office. Students should therefore deal with their application as soon as possible to avoid travel problems during the mid-term break.

36. MEDICAL INSURANCE

NON-EUROPEAN STUDENTS WHO COME FOR A FULL ACADEMIC YEAR MUST PAY THE STUDENT SOCIAL SECURITY FEE TO OBTAIN THE FRENCH MEDICAL INSURANCE

Making sure that you have proper health or accident insurance throughout your period of studies in France is highly important. The ESC Clermont requires all international students to provide proof of health and personal liability insurance. STUDENTS SHOULD MAKE SURE THAT THEY COME TO FRANCE FULLY INSURED (At least for the first few weeks until the French social security comes into effect on 1st October)

Non-European Students (under 28 years of age) staying for a complete academic year of more.

Non-European students under the age of 28 should sign up for French social security and pay a fee of approximately €200 you will need provide the following documents. Registration will be dealt with at the business school:

- Residency permit or proof that you have applied for it (temporary card)
- Chèque

Students are strongly advised to purchase a complementary insurance policy with one of the French student insurance companies (The two main companies are : ME – Mutuelle Etudiante/SMERRA) since medical and hospital fees are not totally reimbursed by the French social security !

Non-European Students (under 28 years of age) staying for 1 semester or less.

if you are only staying in France for a few months you can purchase a private health insurance for the number of months of your stay for approximately 35-40 euros per month. Private insurance companies can provide comprehensive health insurance cover on a monthly basis. See addresses below:

European Students under 28 years of age

Students from the EU should come to France with an E128 form or a European Social Security card (valid for ther total length of stay in France) which they can obtain from their local social security office at home. Even though European students are exempt from the student social security fee, **they are strongly advised to purchase a complementary insurance policy with one of the French student insurance companies (The two main companies are : ME – Mutuelle Etudiante/SMERRA)** since medical and hospital fees are not totally reimbursed by the French social security ! Furthermore students are also advised to get extra private insurance before leaving their country if they intend to

arrive before October 1st. This extra insurance should last until the 1st October when the French student social security and complementary student insurance policies ME/SMERRA will come into effect.
Mutuelle des Etudiants (ME) : 57 Bd François Mitterand, 63000 Clermont-Fd (opposite the bus station)
Smerra : 63 bd Côte Blatin, 63000 Clermont-Ferrand – 04.73.35.16.97

All students over 28 years of age

If the student has been issued with the E128 form or European Insurance card, he or she is covered by French social security. Students unable to provide this form or card must purchase a private insurance.

Here are some insurance companies offering private health cover: Crystal Students +, AIPS, 21 rue d'Uzès – 75002 Paris, France: web site: http://pee.ouvaton.org / www.assistance-etudiants.com, www.aprilmobilité.com / www.ava.fr / http://www.mirepoix-ollier.com/crystal-studies.html
NB: Address of the social security office in Clermont-Ferrand: Caisse Primaire d'Assurance Maladie du Puy-de-Dôme (C.P.A.M.) (Service Migrants), rue Pélissier, 63031 Clermont-Ferrand cedex 9, ☎ 04.73.42.81.57 (8h30 - 18h00)

How to claim for medical expenses (European Students and students covered by French Social Security - see previous section)

Peel the labels off each medicine package on the prescription and stick them on to the form given to you by the doctor keeping to the same order that they appear on the prescription (this is explained on the form). Send the forms off to your student insurance office (ME/SMERRA or other). Send a copy of the original doctor's prescription with this.

37. COST OF LIVING

Living expenses including rent, food, other bills, can be estimated at around €550-750 per month minimum depending on the student's lifestyle and the type of accommodation rented (university halls of residence being the cheapest form of housing). During the first month you will need extra money for rent deposits, connecting electricity, gas, telephone and various other extras especially if you are going to rent your own flat. You are strongly advised to open a bank account as soon as you arrive in France and to deposit/ wire enough money to cover all these initial expenses.

38. OPENING A BANK ACCOUNT

You will require the following documents which may vary depending on the bank you choose. The ESC partner's welcoming agency 'MOVERSIA' can help you to open a bank account with its partner bank. The advantage being that you will have an appointment as soon as you arrive and the bank will not charge you for certain services which are normally fee-paying. Moversia will not charge any fee for this service to any international students (More information at http://www.thefrenchdoor.org/)

- valid passport or residency permit
- proof of address - copy of your lease or rent payment receipts

Once you have opened your account you should ask your bank to provide the following documents:

- a check book

- A bank debit card which you can use to pay for shopping, services or withdraw money.
- R.I.B. (Relevés d'identité bancaires) slips showing details of your bank account - mainly asked for whenever direct bank transfers are needed - e.g. to receive housing benefit

Some of the main banks in Clermont-Ferrand:

- Crédit Agricole
- Crédit Lyonnais
- Société Générale
- Banque Nationale de Paris (MOVERSIA's partner bank)
- Banque Populaire
- La Poste (compte CCP) – Post Office
-

39. ACCOMMODATION

Various HOUSING possibilities are available in Clermont **:**

The Clermont Graduate School of Management works with a partner welcoming agency 'MOVERSIA' which was founded by a former student of the school. Moversia offers practical and personalized services to international students to help them to settle in Clermont by finding them suitable accommodation and helping them with all the paperwork, and various other practical matters (getting the electricity hooked up)..

Moversia offers a 'Welcome Pack' which includes the following:

Accommodation search which can begin before arrival in Clermont according to a student's specific needs and what is available on the market (photos viewed via internet).
Pick-up service (Airport/ Station)
Administrative assistance for housing, housing benefit application, insurance
Practical help: Obtaining internet access, buying a mobile phone
More information about this offer is available on www.thefrenchdoor.org and www.moversia.com

The 'Moversia' welcome package is fee-paying service for exchange students or students from partner institutions paying reduced-rate fees (who do not pay full-tuition fees to the ESC Clermont). This service is fee of charge for full-tuition fee paying students. Complete information about the cost of this service is available on the website: www.thefrenchdoor.org

Students looking for their own accommodation
Some students will prefer to arrive and look for their own accommodation in Clermont. This is possible without help. It usually takes about a week to find an appartment. It may proove to be more difficult for someone who speaks very little French. The international office can reserve temporary accommodation for you for the first few nights. Please give specific details of your date and time of arrival and how many nights (1 night in a residence or hostel can cost around 20-25 euros depending on what is available)

If you intend to look for a flat you should try to arrive a few days before classes begin. You will find some useful information in the following section.

WHERE TO SEARCH?

City Housing Service *'Sercvice logement en ville'*, **CROUS 25 rue Etienne Dolet, 63000 Clermont-Ferrand www.crous-clermont.fr**

This service has a list of addresses of privately rented appartments or rooms. Opening hours: 9h00/ 11h45 - 13h30/16h30 (Addresses will not be given over the phone)

O.S.E. Point Logement

Recent student appartment block with services run by a non-profit-making student's association: Centre Viaduc, 63 Bd Côte Blatin, 63038 Clermont-Ferrand. ☎ 04.73.35.16.95

Websites

http://www.centreimmo.com/annonces_immobilieres/clermont-ferrand_immobilier.html

http://www.clermont-ferrand.fr/-Accommodation-.html

http://www.mapiaule.com/annuaire_logement.php?id_ville=10&id_categ=19

http://www.espaceinfojeunes.net/5_se_loger/

Small newspaper ads

You can also consult the small ads in the free weekly newpaper – L'Info - available at the beginning of the week: **"L'Info"**, 7 Place de Jaude, 63000 Clermont-Ferrand./ also 'Paru Vendu' (http://www.paruvendu.fr/immobilier/). Students usually look for ''studios'' or ''fully furnished single flats'' (F1). A furnished two-roomed appartment (F2 meublé) could be shared by two or more students depending on the number of beds & the size of the flat. Some useful questions to ask when calling landlords:

- Est-ce qu'il s'agit d'un F1 ou Un F2? - (Combien de pièces?) - Is the room an F1 (one-bedroomed) or F2 (one-bedroomed with separate kitchen or two-bedroomed) – How many rooms ?
- Est-ce que l'appartement est meublé ou vide ? - Is the flat furnished or empty
- Si le chauffage est électrique ou au gaz ? (le gaz étant plus économique) - is the heating electric or gas (gas being the cheapest form of heating)
- Le montant du loyer? - Cost of monthly rent

- Est-ce qu'il y a des charges à payer en plus du loyer ? Si oui, lesquelles? (Chauffage, électricité, eau, entretien de l'immeuble etc.) – Is there an extra bill to pay on top of the rent – generally referred to a 'charges' which can cover a variety of things such as heating, electricity, cleaning the staircase, fixing the lift etc.
- Distance approximatif du Centre Ville ? (à pied/ en car) – Approximate distance from the town centre (on foot/ by car)
- Faudra-t-il payer une caution ? / ou des frais d'agence ? – Is there a deposit / or agency fees ?

Glossary of French housing terms

- **STUDIO** - usually a one-roomed flat with a bathroom/toilet
- **F1** - kitchen with living room which converts to a bedroom plus toilet & bathroom
- **F2** kitchen, bedroom and bathroom are usually all separate plus
- **Meublé** - furnished

- **non meublé avec kitchenette -** a fully equipped kitchen but no other furniture
- **Chauffage collectif** - all flats in the building are heated together and heating expenses are included in the extra charges on top of rent
- **Chauffage Individuel** - the lodger contacts the electricity & gas company him/herself to have the gas or electicity switched on / bills usually arrive once every other month
- **Les Charges** - Extra costs which are not included in the rent and can include varied list of items such as cleaning and upkeep of appartment building / lift repairs/'collective' heating /upkeep of gardens around the building/ water rates/ car park / garage / cellar etc etc...

Abbreviations frequently used in the small ads:

ap. – après - after
à déb. - à débattre – can be negociated
s'adr. - s'adresser à - contact
caut. – caution – refundable deposit
chauff – chauffage - heating
ch./chge – charges – extra monthly charges
gaz - chauffage au gaz – gas heating
conf – confort - confortable
cuis. – cuisine - kitchen
état nf - état neuf – new condition
fble – faible- low/ weak
gge/ gar. – garage – inside car parking facilities
grds - grand(e)s - large
imm./im. – immeuble - building
ind. - individuel / single - individual
kitch - kitchenette (coin cuisine équipée) – small cooking area
lib. de suite - libre ou disponible de suite – free straight away
ns - nous - us
park. – parking – car parking space
part. – particulier - private
pend. – penderie – cupboard / Wardrobe
pr. - près - near
px – prix - price
s.d.b - salle de bains - bathroom
tél – téléphoner - telephone
tt - tout / tt conf. - tout confort – very confortable with all the amenities
tcc - toutes charges comprises – all extra monthly costs included
t.b.é. - très bon état – very good condition
vds – vends - sell

N.B. Once you have found your apartment, you will have to sign the lease with the owner in which the following should be clearly stated ; monthly rent, total deposit, any extra monthly costs or 'charges' (hallway & landing cleaning, repairs, water, and sometimes heating), how many months notice is required, should be clearly described. Read the lease thoroughly to avoid any surprises such as who pays the annual gas heater maintenance fee! Before you move into your room, another very important document (Etat des Lieux) will be drawn up between the owner and tenant in which the general condition of the apartment and its equipment should be clearly described. Anything in bad shape or in need of repair should be noted on this document (dripping taps, floor stains, ripped wallpaper, number of holes in the wall. If something is overlooked, the tenant must quickly inform the owner in writing to avoid being asked to pay for something unjustified or totally lose his or her deposit. A tenant can also lose his/her deposit if the apartment is not thoroughly cleaned before he/she moves out.
Do not forget to insure your apartment for the complete period.

Private Residences and Youth Hostels (temporary accommodation as well as permanent accommodation) http://www.mapiaule.com/annuaire_logement.php?id_ville=10&id_categ=19 **:**

Foyer Home Dome,(12 place de Regensburg, 63000 Clermont-Ferrand. 04.73.29.40.70)
http://homedome.fr/ The Foyer Home Dôme which is a privately-run young people's housing residence.

It is comprised of two blocks of flats which are situated in the town centre. The Home Dôme has a total of 360 individual rooms (similar to those in student halls of residence) and 32 studios with two to three beds in each. Toilets / showers and telephones are available on each level and there is a self-service restaurant which caters for up to 400.

On arrival you will need to provide the following documents:
certificate of enrollment at our insitution

- 3 passport photos
- photocopy of passport

The monthly rent is €411. Residents pay 4 euros for a complete meal in the refectory .

Bookings can also be made at the Foyer Home Dôme for a few days whilst you look for an appartment or for the complete academic year. A full year contract is legally binding. If you leave the room before the expiration of the lease, you could lose your initial deposit. A room for one night will cost 28 euros and then 23 euros per night for a stay of a minimum of 3 nights and 21 euros per night for a stay of more thatn 4 nights.

Maison d'étudiants Chavarot - 8 rue de Lezoux, 63000 Clermont-Ferrand – 04.73.99.63.00 / fax 04.73.99.63.63 – MAISON.CHAVAROT@WANADOO.FR - http://www.unme-asso.com/html/frameset.htm
This small residence run by an association (mainly for girls – they can take up to 3 or 4 boys) is very close to the school (5 minutes walk). Full board including rent & all meals costs around €422-€462 per month. Rooms vary in size and cost and are adequately equipped with a bed, table, chair, shelves, wardrobe and a separate toilet & washbasin. Showers are shared on the same floor. The main advantage of this residence is its proximity to the school and its warm family atmosphere and traditional cookery. (Half-Board = compulsory)

Foyer Bon Pasteur – 10 rue de Bon Pasteur, 63000 Clermont-Ferrand 04.73.98.49.00– with fee-paying parking facilities.
This larger residence, very similar in organization and price to the Foyer Chavarot (above), used to be a convent. It's a beautiful historic building close to the business school which also rents some of its classrooms there. Again most of the rooms are reserved for girls. The only drawback to this residence is that it has rather strict rules with regard to noise and visitors which may seem a little too restrictive to young people.. Students must take at least one meal there per day. Rooms may also be reserved for a few days.

Corum St Jean – 17 rue Gaultier de Biauzat, 63000 Clermont-Ferrand - 04.73.31.57.00
http://www.corumsaintjean.fr/ - Réception / Main building - 13 Rue Gaultier de Biauzat,
☎04.73.31.57.00

Small flats / rooms can be rented for the full academic year in one of the three residences. Rooms must be reserved very early (in the summer) to guarantee a room. This foyer is closer to the center of town – about 15 minutes walk from the school (Close to Place Gaillard). The Foyer has modern facilities. Various meal plans are proposed. Prices depend on meal plans and whether rooms are individual or shared.

Foyer Anna Rodier 'La Phare'
21 rue de Riom, 7 ave de l'Union Soviétique, 63000 Clermont-Ferrand : 04.73.92.46.40

Agence du Parc in ROYAT - About 2 miles from the school, 114 Avenue de Royat, 63400 Chamalières, ☎ 04.73.35.86.62
Comfortable shared flats - one room with kitchenette (approx €300 per month) – the only drawback is that it is a little too far from the school & social activities.

Résidence le Rabelais (20 minutes on foot from school) **-** 22 rue des Meuniers, 63000 Clermont-Ferrand - Tél 04.73.91.11.05. Fully furnished appartments of different sizes are available, each equipped with cooking facilities, toilet & bathroom. The residence offers other services such as washing machines, photocopiers, and T.V. room and ticket office. Bedding and cooking ustensils are not provided. (N.B.minimum length of lease: 12 months)

Reasonably priced hotels

http://www.hotels-clermont.com/

- http://www.tourisme.fr/office-de-tourisme/clermont-ferrand/clermont-ferrand-hotel.htm

For a more detailed list of hotels, please check the above websites

- **Hôtel Deux Avenues** 4 Av. de la Republique, ☎04.73.92.37.52
- **Hôtel Bellevue**1 Av de l'Union Soviétique, ☎ 04.73.92.43.12
- **Hôtel Ravel** 8 Rue Maringues, ☎ 04.73.91.51.53
- **Hôtel Formule** Rue Pierre Boulanger, ZI Brezet, ☎ 04.73.92.32.00
- **Hôtel du Lycée** 8 Avenue Carnot, ☎ 04.73.92.67.71
- **Petite Vitesse** 63 Avenue de l'Union Soviétique, 04.73.91.36.41
- **Hôtel Albert Elisabeth** 37 Ave Albert Elisabeth, ☎ 04.73.92.47.41

Résidence / Hotels :
http://www.nomadeo.com/fr/residence/residence_liste.php?ville_mere=CLERMONT-FERRAND

University halls of residence

(about 25 minutes walking distance from the School)
Résidence du Clos St Jacques 25 Rue Etienne Dolet, 63000 Clermont-Ferrand, 04.73.34.44.01

Each year a small percentage of rooms in university halls of residence are reserved for international students has to be shared out between the various institutions of higher education in Clermont-Ferrand. The number of rooms available to our own international students is therefore very limited. Rooms are given on a first come first served basis.

Rooms in university halls of residence are small and simple but are well maintained, well-heated in winter and cost very little compared to private accommodation. Each room has a single bed, table, chair, cupboard & washbasin. There are limited cooking facilities, though students can bring a coffee maker or an electric kettle. Meals are taken at the refectory.(Bring towels, sheets (optional), a sleeping bag is also useful). WIFI access is not available to non–university students in the student halls of residence. Students can use the WIFI in the business school.

If you obtain a room in university halls of residence, you must agree to **stay** in the room and pay the rent for the **full academic year (September to June 30)** – 10 installments of €130 plus a refundable deposit of one month's rent payable on arrival. **(Rent is payable for this period even if courses are over**

before the end of June). Once your paperwork is completed and you have obtained the residence permit you may claim housing benefit which will amount to around €40 per month

You will also be asked to take a free medical exam (at the CROUS medical service) to complete your file: S.S.I.U. (Service de Santé Inter-Universitaire), CROUS – bât B, 25 Rue Etienne Dolet, 63000 Clermont-Ferrand, ☎04.73.93.29.88

N.B. It is compulsory to insure this room for the complete academic year. Reasonably priced insurance policies can be taken with the ME or SMERRA (see section on medical insurance)

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40. FINANCIAL SUPPORT FOR STUDENTS

(See Part I - section 10). International Exchange students can also apply for:

HOUSING BENEFIT - ALS – Aide au Logement Sociale

Your rent may be significantly reduced by claiming for the housing benefit called 'ALS'. To be eligible you must deal with all of your other administrative formalities first! (Residency permit, bank account etc). However once your claim is accepted you will receive back-payments. ALS housing benefit can be claimed on the CAF website : www.CAF.fr or directly by visiting the CAF offices (Caisse d'Allocations Familiales), BP 100, Rue Pélissier, and 63032 Clermont-Ferrand.

N.B The Student's Union at the Business School also deals with sending a batch of ALS applications at the beginning of the year. Students receive the ALS when they obtain permanent residency card.

Documents required to apply for the ALS housing benefit:

- ALS application
- official details of bank account (to have the payments directly transferred to your account)
- proof of income for the previous two years or scholarship
- School enrollment certificate
- photocopy of passport
- photocopy of residency permit

NB: If you are a resident of the Foyer Home Dome you can obtain information on the ALS benefit from the 'service animation'at the foyer...

41. HOUSING INSURANCE

Important – please insure your flat! This is NOT included in the rent

You should insure your flat in case of fire, flooding, theft etc. - Either check with the CROUS' housing service or contact the Mutuelles Etudiants which has low rates for students (see address list).

42. MEALS

Student refectories

There are 3 self-service refectories. Students may purchase meal tickets in advance from the 'KIOSK' shop in the school's 'students union') - The price of a ticket is currently around 2€20.

Restaurant du Clos St Jacques

25, Rue Etienne Dolet (Main building). Serves traditional meals

11h30-13h15 18h30-19h45

Restaurant Philippe Lebon

28 Bd Côte Blatin

Self-service restaurant
11h30-13h15 18h30-19h45
Restaurant la Rotonde
Rue de la Rotonde - 63000 Clermont-Ferrand
Set menus, grilled food...11h30-13h30
CROUS cafeterias (meals are paid for in cash not with tickets)
Cafétéria du Clos St Jacques - 25 Rue Et. Dolet- 7h00-17h00 - Saturday morning from 7-10am
Cafétéria La Serre (UFR de Lettres) - 8 Bd F. Mitterand - 8h30-17h45
Cafétéria des Cézeaux - Réstaurant des Cézeaux, Campus des Cézeaux 7h30-16h30
Cafétéria Le Manège - 11 Rue d'Amboise - 11h00-14h00 (closest to the business school – about 6-10 minutes walking distance)
The Guide 'Etape du Bon Vivre contains a list of restaurants in town

Grocery Shopping

Centre of Clermont:
- **Intermarché,** rue Fontgième, Clermont-Fd
- **Leader Price,** avenue d'Italie, Clermont-Fd (good quality own-brand products at low prices !)
- **Casino,** place des Salins, Clermont-Ferrand
- **Atac,** bd Côte Blatin (under the Viaduct), Clermont-Ferrand
- **Champion,** 11 rue barrière de Jaude, 63000 Clermont-Ferrand

Hypermarkets & shopping centers:
- **Géant**, bd St Jean Z.I. Brézet - (ligne T2c No. 10A) bus route 10A
- **Auchan Plein Sud**, 63170 Aubière, avenue Jean Moulin (ligne T2c No.13) bus n°13

43. OTHER USEFUL ADDRESSES & SERVICES

Administration

- **CAF Caisse d'Allocations Familiales du Puy-de-Dome,** Cité administrative, Rue Pélissier BP 100, 63002 Clermont Cedex 1, ☎04.73.42.80.00
- **C.P.A.M. (**Caisse Primaire d'Assurance Maladie du Puy-de-Dôme) ☎ 04.73.42.81.00

Bookstores
FNAC books, music, concert tickets & computers & hi-fi) Centre Jaude - 2e étage (2nd floor of the Centre Jaude shopping centre)
Les Volcans, University Bookstire Bd François Mitterand (opposite the bus station)
GILBERT – Avenue des Etats-Unis (you can find second-hand books here)

Bus Services (T2C City bus service) information & bus passes, place de Jaude ☎04.73.26.44.90

Cinemas in the city centre (réduction carte étudiant/ student rates when you show your student card)

- Ciné Jaude Jaude shopping center (top floor) ☎04.73.93.27.15
- Ciné Capitole Place de Jaude - ☎04.73.93.55.75
- Les Ambiances (films in original language) – 7 rue St Dominique

CROUS – Welcome Office for students and information
Opposite the CROUS main building – 25 rue Etienne Dolet, 63037 Clermont-Ferrand

Electricity & Gas Board/ Company
Information and getting the electricity & gas switched on ☎04.73.91.00.08 - Adresse : Brezet, 63000 Clermont-Ferrand

Fitness clubs

- Gymnasium, 19r Ste Claire ☎ 04.73.30.83.83
- Tonus 1, 33 Bd Gambetta, 63400 Chamalières ☎ 04.73.93.10.80
- New Swing Club, 6 Ave de la République, ☎ 04.73.90.02.90

Ice skating rink

- Patinoire, Route de Cournon, Bd Gustave Flaubert (ouvert du 1er sept au 30 juin) ☎04.73.28.18.16

Information desks / sites

- **CROUS** Maison d'accueil des Etudiants Etrangers - 25 Rue Etienne Dolet, 63000 Clermont-Ferrand
- **ESPACE INFO JEUNES**, Young people's information center, 5 rue St Genès, 63000 Clermont-Ferrand ☎04.73.92.30.50 - Information, small ads, free services & travel shop for 16-25 year olds – legal advice
- **TOURIST OFFICE -** Office Municipal de Tourisme, Place de la Victoire, (next to the cathedral)

WORLDTOP Association

***WORLDTOP* is an association of Clermont families interested in meeting international students.**
This association organizes activities and get-togethers between students from all around the world to give international students the opportunity to discover other cultures and inmerse them in a multicultural context. It also enables students to exchange linguistic knowledge and develop long-lasting relations.
A meal with family or friends, a ride out or a tour of the region…there are 1000 ways to share and communicate.. Administrative difficulties Don't panic *! WORLDTOP* is here so as to help you and answer all your questions.
Don't hesitate to contact them.



WORLDTOP ASSOCIATION
33, cours Sablon
63000 Clermont-Ferrand
Mail : worldtopcf@yahoo.fr
Site : www.worldtop.fr
Tel : 04 73 14 19 30

International Student Card (ISIC) http://www.isic.fr/
This is an international student card for the under 26's which offers reductions in a wide range of areas (cost around €13 per year)..

Launderettes

You can find a convenient launderette in Rue du Port (close to the school), other useful addresses:

- **Laverie automatique** - 10 rue Sainte Antoine, open 7am – 9pm 7 days a week
- **Le Lavomatique self-service** - 2 rue Gregoire de Tours, open daily from 7am to 8pm. A washing machine and dryer are available in the students union Read the latest edition of the Guide Pratique' brochure available from the tourist office.

Washing facilities are also available in the school next to the students union. However only 1 machine and dryer available

Libraries (Municipal & University)

- Bibliothèque Centrale - Lettres & Patrimoine - 1 Bd Lafayette - ☎04.73.40.62.40
- Département Lettres & Sciences Humaines - 29 Bd Francois Mitterand ☎04.73.34.66.04
- Section Droit & Sciences Economiques - 41 Bd F. Mitterand - ☎04.73.43.42.90
- Médiathèque de Jaude - 9 place Louis Aragon - ☎04.73.93.65.64

Medecine Preventitive – University student health care service, 25 Rue Etienne Dolet, 63000 Clermont-Fd. - (☎04.73.93.29.88)

Phones, phone numbers and yellow pages
www.pagesjaunes.fr / www.pagesblanches.fr

Communication has never been so easy. However, the choice of phone companies and offers for cell phones, phone and internet connections can be daunting, especially to an international student who has just arrived in France. The best people to advise you about the best deals available are the French students in the Student's Union Office. They will know the latest deals and best offers.

If you wish to get a fixed phone line you can log on to the French Telecom website at http://www.agence.france telecom.com/
Almost all public phones can only be operated with a credit card or international phone card available in most newsagents.
Making phone calls abroad
To call abroad dial 00 and then country code + number
Check up on cheap rates (times) in the phone book – usually after 9pm in the evening or on Sundays and national holidays

Post offices

Postage stamps, international money orders, telephone cards, post office current accounts, parcels etc
St Eloy – Central post office - Rue Maurice Busset, 63000 Clermont-Ferrand
Gaillard - Place Gaillard, 63000 Clermont-Ferrand
Delille – between place Delille & train station (rue de Maringues)

Sports & Leisure Activities

- SUAPS – 15 bis rue poncillon, 63000 Clermont-Ferrand 04.73.29.32.01
- Fédération Nationale du Sport Universitaire, Complexe Sportif des Cézeaux. ☎04.73.40.70.34
- Bureau des sports (BDS) ESC Clermont
- STADIUMS - Stade Philippe Marcombes, 121 Avenue de la Libération, ☎04.73.93.45.52
- Stade Universitaire, 15 bis Rue Poncillon, ☎04.73.93.24.18
- Maison des Sports, Place des Bughes ☎ 04.73.92.17.05

- Gymnase Honoré & Jean Fleury, Place de Coubertin ☎ 04.73.93.22.60
- Gymnase Anatole France, Rue Anatole France, ☎ 04.73.92.13.27
- Sports Facilities are also available in the school, excercise machines, tennis/ basketball court – contact the Bureau des Sports for use.

Swimming pools

- Stade Nautique Coubertin, (close to the bus station/ gare routière) Indoor & Outdoor swiming pools, paddling pool, diving boards, sauna (student rates)
- Chamalières (Piscine Municipale des Hautes Roches, Rue Paul Lapie, 63400 Chamalières 2 pools, wave pool and water slide- ☎04.73.35.20.25

Theatre, concerts & shows

You can find our 'what's on' in Clermont-Ferrand from the monthly magazine 'Le mois' available from the tourist office or from the FNAC record & book store in the Centre Jaude shopping centre where you can also purchase tickets.

- Opéra Municipal, Bd Desaix, ☎04.73.37.56.55
- Maison des Congrès et de la Culture, Entrée principale, Bd F. Mitterand, ☎04.73.35.50.10
- Maison du Peuple: - Place de la Liberté, ☎04. 73.37.81.50
- Maison des Sports - Place des Bughes, ☎04.73.92.17.05
- Théâtre de Verdure (en été, au Jardin Lecoq) Pour les Spectacles, s'adresser au Comité Municipal des Fêtes - ☎04.73.42.63.63

Reminder! Before you leave Clermont! Have you....?

- Closed your bank account?
- Paid all outstanding bills and had your electricity/phone etc cut off?
- Informed your landlord etc of your day of departure and fixed an appointment? (some leases require 3-months notice)
- Left your new address with the student affairs office?

44.

IN CASE OF EMERGENCY

Mike BRYANT : +33.(0)6.11.55.69.87
Emergency Doctor ☎04.73.42.22.22
Police - ☎17
Pompiers -☎ 18 (fire /flooding etc)
SAMU - ☎15 - ambulance/medical emergencies

Emergency Chemist : Pharmacie Ducher : open 24 hours, 1 Place Delille , 04.73.91.31.77

Emergency Dental Treatment
Hotel Dieu, Centre de Soins dentaires, Bd Léon Malfreyt, BP 69, 63000 Clermont-Ferrand
04.73.75.03.05

Thank you to....all organisations, associations and services listed in this guide and especially to the professors, staff and students of the ESC Clermont who work hard to integrate international students in thier courses and activities..

Free documents available from the Tourist Office – Place de la Victoire:

- "Le Guide des Rues"- City map – free at the tourist office
- "Clermont-Fd Fière de Son Passé" (History of Clermont-Ferrand)
- "Guide Pratique de Clermont-Fd" (Useful addresses)
- "L'étape du Bon Vivre " (Hotels/Restaurants)
- "Carte du réseau T2C" (bus routes and schedules available from the main office in the city centre – Place de Jaude**)**

Useful websites

The city of Clermont:
http://www.ville-clermont-ferrand.fr (tourist office)
http://www.cr-auvergne.fr (regional tourism)
www.voyages-sncf.com (rail tickets/times/cost)
Student health insurances: www.lmde.com
www.smerra.fr www.travelexpat.com
www.crous-clermont.fr (Clermont student services website)