



# AGENT MANUAL 2012

Lyon Bleu International  
*French in Lyon*

## Contents

Key Information	Page 2
A brief introduction	Page 3
The school	Page 4
Our courses - General information	Page 5, 6
Our courses - Programmes	Page 7, 8, 9
Cultural activities	Page 10
Accommodation	Page 11,12
Registration & General conditions	Page 13,14





## Lyon Bleu International AGENT MANUAL

### KEY INFORMATION

#### Lyon Bleu International

82 rue Duguesclin 69006 LYON France  
Tel: +33 (0) 4 37 48 00 26- Fax: +33 (0) 9 58 10 63 82  
[www.lyon-bleu.fr](http://www.lyon-bleu.fr) - Established 1999



**Director/Owner :** **Frédérique Di Tullio** [f.ditullio@lyon-bleu.fr](mailto:f.ditullio@lyon-bleu.fr)

**Administration:** Annette Schatzmann [a.schatzmann@lyon-bleu.fr](mailto:a.schatzmann@lyon-bleu.fr) (office manager)  
Magali Girard [admin@lyon-bleu.fr](mailto:admin@lyon-bleu.fr) (assistant)

**Director of Studies:** Stéphanie Davergne [s.davergne@lyon-bleu.fr](mailto:s.davergne@lyon-bleu.fr)  
Emma Bichari [e.bichari@lyon-bleu.fr](mailto:e.bichari@lyon-bleu.fr)

Languages spoken: French, English, German, Spanish, Italian  
Teaching staff 6 to 12 (all are qualified in teaching French as a foreign language)

#### Accreditation Label Qualité FLE since 2011

[www.ciep.fr/qualitefle](http://www.ciep.fr/qualitefle)

*Lyon Bleu has been accredited in July 2011*



#### Member of Groupement FLE [www.groupement-fle.fr](http://www.groupement-fle.fr) since 2000

*Lyon Bleu is an active member of the « Groupement FLE » - a professional organisation of FLE schools throughout France, and fully meets the Quality Standards required by this organisation.*



#### Member of IALC [www.ialc.org](http://www.ialc.org) since 2009

*Lyon Bleu is a member of Ialc (International Association of Language Centres) and fully meets the Quality Standards required by this organisation.*



#### Certified by CSN (Swedish government) [www.csn.se](http://www.csn.se)



#### Certified by the main German Lands for Bildungsurlaub

#### A French organisation of professional training recognised as such by the French Government

Location - Lyon 6ème, city centre

Nearest Underground stations: Foch, Masséna, Hotel de Ville

Distance to main railway station (20 minutes), Part-Dieu shopping centre and business district (15 minutes), Lyon St Exupéry airport (40 minutes)

Building / Facilities: On main street, ground floor, completely refurbished premises  
14 equipped classrooms, large student's room, computer room, Wi-Fi (free) coffee/hot drinks)

A lively and upmarket neighbourhood which is central and easy to get to

The school is surrounded by numerous cafés, restaurants, local shops etc.

Lyon Bleu is fully wheelchair accessible

Office hours 08.30 – 17.30





## Lyon Bleu International AGENT MANUAL

### THE SCHOOL

Lyon Bleu International is a private school dedicated to teaching the French language and culture. Located, since 1999, beside the city centre of Lyon, France's second largest city.

In the heart of the city, our school offers a harmonious and convivial environment, a stone's throw from the historical centre of Lyon in one direction and the business district on the other, with numerous choices of public transport, in a stylish and lively neighbourhood.

Lyon has a very rich cultural heritage and is famous for its gastronomy and vineyards. At the crossroads of the main European cities, close to the Mediterranean Sea and Alpine ski resorts, Lyon is perfectly located for people wanting to visit France and Europe. Lyon also offers a very dynamic cultural life and a variety of entertainment opportunities.

At Lyon Bleu International we offer and provide:

- A wide range of programmes suited to all objectives, time available and budget
- Smaller groups, with a maximum of 12 participants of diverse backgrounds, for better progression and better value for money
- Well trained and motivated teachers and an administrative service to answer all your questions - to help you with the formalities of registration, for visa application or quite simply to assist you.
- A friendly and studious atmosphere
- Carefully selected French host families and residences for accommodation,
- Diverse weekly cultural activities
- Preparation for international exams: DELF/DALF



## THE COURSES

## General information

- All group classes require a registration of 2 weeks minimum, except: One-to-one French & Cuisine, French & Culture, French Senior 50+ and Business French 1
- Evening courses require a registration of 4 weeks minimum
- 1 lesson = 45 minutes

### Group classes

Our groups contain a maximum of 12 students.

Minimum number of students necessary for a class is 3.

If the number of students in a group is less than 3 the class is considered equivalent to a one-to-one class. Lyon Bleu International reserves the right to implement the following changes:

- > A course of 3 lessons becomes 2 lessons.
- > A course consisting of 2 lessons becomes 1 lesson

Minimum age: 18

### Our teachers

All courses are taught by highly trained and qualified teachers specialised in teaching France as a foreign language. A teacher's coordinator who is also responsible for the development of our teaching material supervises the teaching team.

### Schedules

Group lessons are held from Monday to Friday, in the morning or in the afternoon according to the level of the student.

#### Semi Intensive

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning groups	9h45 12h00	8h45 11h00	8h45 11h00	8h45 11h00	8h45 11h00
Afternoon groups	14h30 16h45	13h30 15h45	13h30 15h45	13h30 15h45	13h30 15h45

#### Intensive

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning groups	9h45 11h30	8h45 12h45	8h45 12h45	8h45 12h45	8h45 12h45
Afternoon groups	14h30 18h30	13h30 17h30	13h30 17h30	13h30 17h30	13h30 17h30

One-to-one lessons are scheduled according to the student's wishes.



## Lyon Bleu International AGENT MANUAL

### Teaching Methods

Lyon Bleu International wishes to provide a quality alternative to large traditional academic structures. We want to concentrate our efforts on improving the quality of our classes and of our pedagogy:

- Active and modern teaching methods and materials based on practice and communication
- Well trained and motivated teachers
- Exercises based on the four fundamental functions of the language
- Grammar and verbs in practical context
- A different workshop each day to practice and improve language skills
- Small groups of 12 participants for faster progression

### Teaching materials

Each week the teachers and the director of studies create original, adapted and updated teaching material for the needs for the groups, by using the most recent literature of French as a foreign language teaching, in addition to a diverse and current selection of written and oral documents..

### Tests, levels and evaluation

In Lyon Bleu, 6 levels are open all year long from "Absolute Beginner" to "Advanced" levels. We based the levels of Lyon Bleu on the Common European Framework of reference for foreign language teaching: A1, A2, B1, B2, C1, C2.

Syllabus: Each level is organised around a teaching programme which has been carefully planned out over a number of weeks. This ensures that the linguistic objectives - grammatical, lexical and communicative - are reached and gives each student a clear vision of their progression.

Lyon Bleu offers a system of evaluation which allows us to place the student in the most suitable group according to his/her needs, to evaluate progression and to move to the next level as soon as he/she is ready:

- **An on-line written test before arriving**
- An oral test on the 1st day
- A weekly evaluation and testing by the teachers

### Certificates

A certificate of attendance showing the level which has been reached at the end of the course is sent by regular mail to the student (reference to the Common European Framework of reference for foreign language teaching)

### DELF and DALF exams

DELF A1 A2 B1 B2 Units and DALF C1 and C2 Units can be prepared thanks to a specific course which combines semi-intensive and on-to-one classes. Lyon Bleu International isn't an exam centre but will take care of registration formalities and help students in their preparation.

### Holidays and bank holidays

The school is open all year round except the last week of August and for two weeks during the Christmas period.



## Lyon Bleu International AGENT MANUAL

Please note that the school will also be closed during French bank holidays unless otherwise stated.

You can find all these dates on the calendar published on our website [www.lyon-bleu.fr](http://www.lyon-bleu.fr)

For 1 to 6 week programmes, any lessons that fall on bank holidays will be partially compensated for by the attendance of other classes on the programme (for all courses except intensive courses) or will be deducted from the total price paid (applicable in the case of intensive courses)

### **1<sup>st</sup> day at school**

The student is required to be present at Lyon Bleu International **at 8.00 am** for the oral part of the test which will confirm level and group.

Following that, our administrative staff welcomes the students and they receive a pack, which contains all the useful information they may need during their stay in Lyon and information on the school and its classes.

## THE COURSES Programmes

### General French programmes

#### **INTENSIVE COURSE = 25 lessons / week**

##### **5 lessons of 45 minutes / day**

Comprehensive course that will work on all areas of language learning + 1 workshop / day  
*Some examples of Workshops: phonetics, conversation, written expression, song, cinema, Press and TV, dictation, focus on grammar, French culture, etc.*

#### **SEMI INTENSIVE COURSE - 5 DAYS = 15 lessons / week**

##### **3 lessons of 45 minutes / day**

Comprehensive course that will work on all areas of language learning

#### **SEMI INTENSIVE COURSE GRAMMAR - 3 DAYS = 15 lessons / week**

##### **5 lessons of 45 minutes / day**

Course recommended for people wishing to improve grammar and to study only 3 days per week

#### **SEMI INTENSIVE COURSE VOCABULARY - 3 DAYS = 15 lessons / week**

##### **5 lessons of 45 minutes / day**

Course recommended for people wishing to improve vocabulary with practice and to study only 3 days per week.

#### **ONE-TO-ONE CLASSES**

##### **1 lesson, 5 lessons, 10 lessons, 15 lessons, 20 lessons, 25 lessons**

These classes are perfect for those searching for a more intensive learning experience, or to work on a particular aspect of the language. Should your customer wish an entirely



## Lyon Bleu International AGENT MANUAL

tailor-made programme, it's possible to combine General French courses and French for specific objectives courses with additional one-to-one lessons.

### **COMBINED FRENCH COURSE**

This course combines perfectly the dynamics of group classes with individually tailored private lessons. A very flexible formula, ideal for those who have a limited time available to reach their objectives.

### **COMBINED SEMI INTENSIVE 1**

**15 group lessons + 5 one-to-one lessons / week**

### **COMBINED SEMI INTENSIVE 2**

**15 group lessons + 10 one-to-one lessons / week**

### **COMBINED INTENSIVE 1**

**25 group lessons + 5 one-to-one lessons / week**

### **COMBINED INTENSIVE 2**

**25 group lessons + 10 one-to-one lessons / week**

### **“À LA CARTE” CLASSES**

The student designs his/her own course from any of the classes on offer according to his/her aims and budget. He/she can choose from all the activities we offer: general French courses, workshops and one-to-one classes. Feel free to contact us by e-mail [learnfrenchinlyon@lyon-bleu.fr](mailto:learnfrenchinlyon@lyon-bleu.fr) or phone + 33 (0) 4 37 48 00 26 for any question relating to programmes and/or cost.

## **GENERAL FRENCH LANGUAGE PROGRAMME FOR COMPLETE BEGINNERS**

### **Formula n°1: Intensive course**

**50 group lessons / 2 weeks**

This course is available on very specific dates for a minimum duration of 2 weeks  
Please refer to our calendar for start dates

### **Formula n° 2: Combined French course**

**10 group lessons + 15 one-to-one lessons / 2 weeks**

Possible start date every Monday

## **PREPARATION DELF DALF**

**15 group lessons + 5 one-to-one lessons / week**

Combines a semi-intensive group programme and 5 one-to-one tailor made lessons to work on preparation for Delf and Dalf exams.

## **EVENING COURSES**

**2 X 2 lessons of 45 minutes / week**

Comprehensive French course that works on all areas of language learning. To complete an intensive French programme for people working, those already studying French during the day, and for people working with a limited budget.



## Lyon Bleu International AGENT MANUAL

### Business French programmes FRENCH FOR SPECIFIC OBJECTIVES

#### **FRENCH BUSINESS 1 STANDARD**

**20 individual lessons / week**

#### **FRENCH BUSINESS 1 INTENSIVE**

**30 individual lessons / week**

#### **FRENCH BUSINESS 2 STANDARD**

**15 lessons in group + 15 individual lessons / week**

#### **FRENCH BUSINESS 2 INTENSIVE**

**15 lessons in group + 20 individual lessons / week**

French courses designed for business professionals, businessmen and women, diplomats and clients who wish to improve their Business French language skills in the shortest time possible. Our programmes are based on the student's existing language skills, his/her expectations and personal, professional and social needs.

### Cultural experience

#### **FRENCH & CULTURE**

**15 group lessons / week + 3 cultural activities / week**

Combines a semi intensive French course and a programme of discovery of French culture in and around the historically charged city of Lyon.

The programme is designed to help you to discover French history and culture while encouraging you to practice and speak French in a uniquely French context.

The cultural programme is adapted according to each season and takes advantage of the programme of the official Office of Tourism of the city of Lyon.

#### **FRENCH & CUISINE**

**15 group lessons / week + weekly cooking programme**

Discover traditional recipes of Cuisine Lyonnaise, and more general French gastronomy in a practical workshop with demonstration and tasting.

A diverse programme of visits based around cuisine and gastronomy, which allow students to discover French cooking traditions and the world-renowned Lyonnaise specialities.

#### **FRENCH SENIOR 50+**

**15 group lessons / week + 5 cultural activities / week**

**Average age of participants: 50+**

Combines French language courses and French culture with a semi intensive course and a programme of discovery of French culture and the city of Lyon. This programme is designed to help our students discover French history and French culture while allowing participants to practice and speak French in a friendly and rich context.

## Lyon Bleu International AGENT MANUAL



# CULTURAL ACTIVITIES

As the second largest city in France, Lyon has a very rich cultural heritage and is famous for its gastronomy and vineyards.

At the crossroads of the main European cities such as Paris, Milan, Barcelona, Frankfurt, Brussels, Geneva, London, etc., close to the Mediterranean sea and Alpine ski resorts, Lyon is perfectly located for people wanting to visit France and Europe.

The city of Lyon has been classed part of "World heritage" by UNESCO since 1998.

Lyon also offers a very dynamic cultural life and a variety of entertainment opportunities:

- Arts: Lots of modern theatres, a national Opera house, museums, expositions international, concerts, etc.
- Sports : Sports facilities, swimming pools, ice-skating rink, bike lanes
- Leisure: Movie theatres, clubs, restaurants, pubs, etc.
- Many parks and monuments to visit throughout the city

Useful links:

[www.lyon.fr](http://www.lyon.fr)

[www.lyon-france.fr](http://www.lyon-france.fr)

[www.onlylyon.org](http://www.onlylyon.org)

[www.culture.lyon.fr](http://www.culture.lyon.fr)

Our team is here to inform and guide our students so they can make the most of their time with us in Lyon.

Every one of our course programmes offers activities relating to French culture and living in France. All aspects of everyday French life are dealt with in vocabulary classes and practical activities.

Lyon is, culturally, a very active city throughout the entire year. Up to date information (leaflets, brochures, posters, etc.) about shows, concerts, exhibitions, theatre, cinema etc. can be found throughout the school with staff on hand to provide further information.

In the afternoons and evenings we offer a variety of regular activities including, but not limited to the following:

- Guided tours of Lyon
- Museums
- Food tasting
- Cooking workshop
- Picnics
- Concerts

We also propose diverse and stimulating travel ideas for the weekends.

A programme of cultural events and free time activities which allows students to make the most of their time in Lyon is provided and updated each month by our staff, in order to offer the widest range of choices to our students.



## ACCOMMODATION

We offer 2 types of accommodation:

### Lodging with a French family

This option lets the student meet French people and share a part of their daily life. We select families for their seriousness and their wish to meet and integrate a foreign student.

A host family in Lyon provides:

- Individual room
- Access to the kitchen and bathroom (respect for the rules of family life)
- Washing machine (minimum 1 wash per week but generally unlimited)
- Linen
- 1 or 2 meals per day with the family (breakfast and dinner) according to the student's choice

We ask our host families to sign a document called "Chartre d'engagement" which guarantees Lyon Bleu's standards and expectations in terms of accommodation service and the relationship with the student.

In addition to this we have a system of visits and verification for families who collaborate with Lyon Bleu international. We ask our students to fill out a quality questionnaire so that we can integrate their feedback and maintain our high standards of quality.

Important:

*Arrival on Sunday - Departure on Saturday*

*Transfer from and to the airport on request only (from 50€ to 70€ one trip)*

The meeting between student and host family is organised by Lyon Bleu based on the information received concerning the student's arrival.

***Please confirm time and place of arrival 1 week before arrival at the latest.***

### Studio in a Hotel residence:

The student can rent a studio in one of Lyon Bleu International's partner Hotel residences.

The residences with which we work are visited regularly by our school director and administrative staff, and prices are constantly being renegotiated so that students of Lyon Bleu receive discounts on the price offered to the general public.

The residences are all close to the school (10 to 15 mins by bus or subway, or 15 to 30 mins on foot)

The studios are furnished and equipped (kitchen and bathroom, TV and internet connection).

The advantage of this option is its flexibility, as the student can rent it for only as long as they wish to stay in Lyon.



## Lyon Bleu International AGENT MANUAL

### Important :

*The student is not restricted in his/her choice of arrival and departure days*

*Transfer from and to the airport on request only (from 50€ to 70€ one trip)*

*The student is expected to make his/her own way to the residence.*

*The student will receive all the necessary information concerning his/her arrival at the residence at the latest one week before his/her arrival date.*

### **We can also help to find other types of accommodation:**

- Hotel
- Shared apartment
- Youth hostel YMCA (limited number of nights)
- Furnished studio or apartment (only possible for long stay – more than 10 months)

**Feel free to contact us for any further information you may need or requests you may have.**

## TERMS of RESERVATION

The accommodation option chosen by the student must be clearly noted on the registration form along with arrival and departure dates.

A **150 €** deposit is requested so that Lyon Bleu International can reserve accommodation—**refunded on arrival, in full, or deducted from the remaining balance to be paid for classes.**

Accommodation booking fees: **35 €**

**Important: Lyon Bleu offers this search for accommodation as a service but does not enter into a rental contract with the student.**

## Airport Transfer:

### By train:

From August 2010, Rhône Express provides a direct shuttle service between St Exupéry airport and the Part Dieu train station (central Lyon).

This tramline operates every 15 minutes between the airport and the center of Lyon (Part Dieu train station), 365 days a year.

Time of trip is 30 minutes.

Average ticket price is 13€ (one-way)

### By taxi:

Airport transfer can be organised **on request only** (from 50€ to 70€ one way).



## REGISTRATION and GENERAL CONDITIONS

**Upon receipt of an enrolment form, Lyon Bleu will confirm registration within 24 hours by e-mail**

### Agent Agreement

If requested by the agent, payment details can be agreed by both parties and included in a signed agent agreement. This will also include the method of payment of the agent's commission.

Our standard commission rate is 25%, calculated on course fees only and *can be raised according to the number of students sent in a year or for groups.*  
*Feel free to contact us and/or request an agreement form.*

### Insurance

It is the responsibility of all students to have sufficient insurance to cover all eventualities including health, possessions and course cancellation. It is the responsibility of the agent to make the student aware of this.

### Refunds and cancellation

All requests for cancellation and refunds must be in writing and respect the following terms:

- If the request for cancellation is made not less than 60 days before the start date of classes, 100% of the HOLDING FEE will be refunded, less registration fees and accommodation booking fees which corresponds to the costs incurred by Lyon Bleu International in the treatment of the application.
- If the request for cancellation is made between 59 and 30 days before the start date of classes, 50% of the HOLDING FEE will be refunded less registration fees and accommodation booking fees which corresponds to the costs incurred by Lyon Bleu International in the treatment of the application.
- If the request for cancellation is made less than 30 days before the start date of classes, the HOLDING FEE will not be refunded

In the case of courses which are cancelled by Lyon Bleu International, the remaining classes which have not been taken by the student will be refunded 100%.

A student who begins a course is liable for the whole amount as stated on the registration form he or she will have signed.

**No refunds are given for late arrivals or early departures.**

### Concerning students applying for an entry visa to France :

The student declares his/herself to be informed by the agent of the conditions necessary for obtaining a visa before beginning the registration procedure or making any payments to Lyon Bleu International.

A certificate of pre-registration will be provided upon payment of the registration fee(s) and accommodation reservation fee(s). It's possible that an advance course payment (partial or full) may be requested. This full or partial payment will be refunded (less the relevant administrative fees) in the case of visa refusal, on presentation of the correct documents issued from the appropriate consular authorities proving the refusal.



## Lyon Bleu International AGENT MANUAL

### Bank details

If payment is by bank transfer it is understood that the student / client is responsible for paying **all** associated bank charges.

SARL LYON BLEU INTERNATIONAL

Banque Populaire Loire et Lyonnais

2 place des Cordeliers, 69002 Lyon

BPLL Lyon Agence 001

N° compte : 00201905807, Guichet : 00000, Clé RIB : 46, N° banque : 13907

Code IBAN : FR76 1390 7000 0000 2019 0580 746

SWIFT / BIC : CCBPFRPPLYO

### Included in the course fee:

Level-testing, course tuition, file with information on Lyon (Welcome pack), the costs of certain activities in the cultural program, certificate of attendance, free use of library / dvd library, facilities and multimedia room.

Lyon Bleu International reserves the right to cancel the registration if this fee is not paid within the stipulated deadline.

**Registration for classes at Lyon Bleu International implies the full knowledge and acceptance of the school rules and regulations**  
**Available on our website [www.lyon-bleu.fr](http://www.lyon-bleu.fr)**