



ERASMUS STUDENT GUIDE



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1. WELCOME TO THE HAUTE ECOLE ALBERT JACQUARD

Dear student,

Welcome to the Haute Ecole Albert Jacquard in Namur !

We are glad that you have chosen our university college to spend your study period.

Namur is a wonderful place to study and have a good time. Since December 11th, 1986, Namur is the capital of Wallonia and counts around 110.000 inhabitants, in the middle of the European Union. It's a small and safe city but nevertheless full of animations for students and young people.

The Haute Ecole Albert Jacquard is an international institution and offers you the best conditions to spend your study period. Our college and its programs meet the requirements of the Bologna process and of the Erasmus+ program. Therefore, we can be sure to provide an ideal environment, with high-level teachers and innovative teaching approaches.

In this guide, you'll find everything you need to help you prepare your stay in Namur but also answer any practical question you might have in any domain during your study period in Namur, such as means of transport, cultural life, school organisation, administrative documents, etc.

Be sure we'll do our best to put you in the best conditions and be at your disposal for any question you may have.

I hope you'll enjoy your stay in Namur and that your study period will be to your satisfaction.

Véronique Van Cauter / International service Coordinator

2. BELGIUM IN A NUTSHELL



2.1. Languages

French, Dutch and German are Belgium's three official languages. An invisible linguistic border divides the country roughly into two parts : the French-speaking South and the Dutch-speaking North. There is also a German-speaking community along the German border. Brussels is an important bilingual entity (French-Dutch), with a majority of inhabitants who speak French. Apart from a few exceptions, the other regions are monolingual.

2.2. *The climate*

The climate may not be the reason why you have chosen to study in Namur. Belgium is known for its changing skies. The weather is often unpredictable. Temperatures may vary widely from day to day. Winters are usually mild, and summers usually quite pleasant. Nevertheless, the warm personality of its inhabitants make up for it !

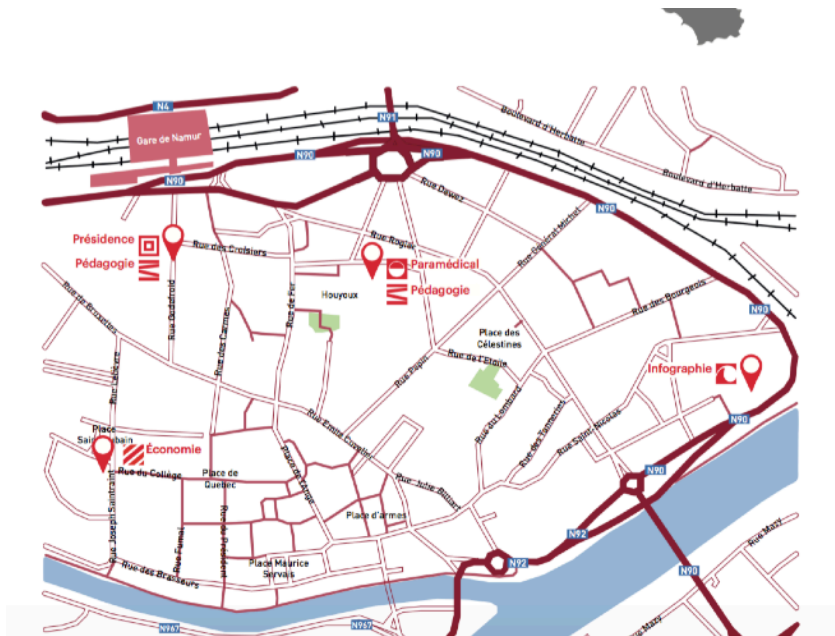
3. PRESENTATION OF THE HEAJ (HAUTE ECOLE ALBERT JACQUARD)

The Haute Ecole Albert Jacquard is a Belgian French-speaking higher education institution. Its head office is located in Namur and its teaching activities are divided into four departments:

- the education department
- the economics department
- the technical department (computer graphics)
- the paramedical department

Its more or less 2,700 students are spread over the different departments on several campuses.

The Haute Ecole Albert Jacquard was created on the 1st of September 1996 according to the decree of the 5th of August 1995 establishing the general organization of the higher education in the « Hautes Ecoles » and is a state-run university college.



1) Administrative body

The administrative body of the Haute Ecole Albert Jacquard is the Fédération Wallonie-Bruxelles (French Community of Belgium), and its responsible minister is the one in charge of higher education and scientific research.

2) Type of education

As specified in the social cultural educational project the Haute Ecole Albert Jacquard offers higher education undergraduate and post-graduate degrees (in 3 or 5 years) in full-time day classes.

3) Name and address of the institution

Haute Ecole Albert Jacquard
rue Godefroid 32
5000 Namur
BELGIUM
Email : cri@heaj.be
Telephone : +32 81 234 380

4) List of programs offered

The education department offers the following Bachelor's degrees :

- Primary school education
- Preschool education
- Lower secondary education in Plastic Arts

This department also offers a one-year specialization in psychomotility accessible to graduates with a bachelor's degree in education, in the social domain (social worker) and in the paramedical domain.

The economics department offers the following Bachelor's degrees:

- Accountancy – Taxation
- Accountancy - Management
- Office Management
- Public relations
- Real estate (organized in collaboration with the HEI Charlemagne in Liège)
- Insurance

The technical department offers :

- A Bachelor's degree in Computer graphics
- A one-year specialization in video games
- A Master's degree in Transmedia

Program in English :

Our Haute Ecole also offers a full program in English, i.e.

- the Bachelor's degree in computer graphics

It enables Belgian and international students to follow a complete Bachelor's program in English.

4. WHAT ARE ECTS ABOUT?

Main features of the ECTS (European Credit Transfer System) system.

The ECTS system mainly aims to promote transparency, to create the necessary conditions for cooperation between institutions and to enlarge the range of options offered to students. Its implementation by the institutions facilitates the recognition of students' academic results through the use of measurement units understood by everyone in the same way: “credits” and grades.

The ECTS system is based on three keys elements :

- information about the course programmes gathered in an information package ;
- a mutual agreement between the partner institutions and the student: the Erasmus bilateral agreement ;
- a learning agreement in which the ECTS credits clearly appear.

The ECTS credits represent the workload supposedly needed in the form of a numerical value allocated to each course unit. They express the workload needed for each course unit necessary to successfully complete an academic year in the institution, i.e. lectures, practical work, seminars, work placements, research or field survey, self-study – in the library or at home – as well as examinations or any other assessment method. The ECTS is thus based on the global student workload and is not exclusively limited to attendance hours.

In the ECTS system 60 credits represent the workload for a year of study. Generally 30 credits are equivalent to half a year of study.

5. FORMALITIES

5.1. *Before your arrival :*

Administrative steps

Before coming to Belgium there are few formalities to be completed.

If you are a European citizen, your passport or identity card is the only document required to enter Belgium.

If you're coming from outside Europe, you will need a visa. Please go the following website to get all the required information:

http://diplomatie.belgium.be/en/services/travel_to_belgium/visa_for_belgium

Your application to the HEAJ

In order to spend a study period at the HEAJ, you need to :

- Fill in an online application form at : <https://forms.gle/aREz3dyuKHYVE6u47>
- Fill in a learning agreement with the list of courses you'd like to complete

For the autumn semester (from mid-September to mid-January), the deadline for applying is **June 1st**

For the spring semester (from February to June), the deadline for applying is **November, 15th**

5.2. *At your arrival in Namur*

Once you have arrived at the Haute Ecole, you'll have to :

- Get in contact with the international service. You'll be welcomed by the international team and receive all practical information and a certificate of attendance.
- Register at the local administration (town council) with your certificate of attendance, your identity card or passport, evidence of health care insurance and 4 recent ID card photographs. Students should go to the service :

« Population étrangers »

Hôtel de Ville de Namur, rue de Fer, 5000 Namur

Tel : +32 81 24 6233 or 6232 / email : etrangers@ville.namur.be

5.3. *Before leaving the HEAJ*

Before going back to your university, you'll need to complete different steps :

- Inform your international coordinator of the precise date of departure
- Meet the international coordinator to fill in the 3rd part of your learning agreement (called « after the mobility ») or receive an attendance certificate.

Your transcript of records will be sent to your international coordinator at the latest 5 weeks after the end of your study period.

6. YOUR ARRIVAL IN NAMUR

6.1. *How to get to Namur?*

- *By plane*

If you arrive at Brussels Airport, the train is the cheapest way of getting to Brussels, the capital city. A train leaves every 20 minutes from the airport terminal. You might have to change at Bruxelles-Nord (Brussels North) and take an Intercity (IC) train for Namur (or Arlon or Luxembourg).

If you arrive at Brussels South Charleroi Airport: from there, a shuttle leads you to the station of South Charleroi (Bus A). From there, you should take an Intercity train for Namur or Ottignies.

The institution is 10 minutes walk from Namur's station. You'll find more information on the enclosed map.

- *By train*

If you come by train, including Eurostar, you will arrive at Bruxelles-Midi (Brussels South). From there, you should take an Intercity train for Namur (line Arlon or Luxembourg). The journey takes about 1h.

- *By car*

If you come from Brussels, take the E411 (Brussels-Luxembourg highway), take exit 14, follow the « Namur center » signs.

- *Airports*

Brussels South Charleroi Airport (30 minutes from Namur)

<http://www.charleroi-airport.com>

To reach Namur from this airport, you should first take a shuttle to the train station (Charleroi-sud) and then a train to Namur (in the Direction of Liège)

Brussels Airport (50 minutes from Namur)

<http://www.brusselsairport.be/>

If you want to reach Namur by train, take a train to « Bruxelles-Nord » (Brussels north) and there, take a train to Namur. It takes about 1h15.

Liege Airport (40 minutes from Namur)

<http://www.liegeonline.be/fr/entr/liegeair.html>

To reach Namur, it's easier to take a taxi to Liège train Station and there, a train to Namur (Direction Charleroi, Mons)



7. INSURANCE

Students are covered by the HEAJ's "civil responsibility" insurance, which covers all damage to persons or goods caused within the University if that damage is HEAJ's responsibility. Any other insurance is at the expense of the student.

Students who are EU residents are expected to go to a national health service facility, taking with them the E111 form they have obtained in their home country. The HEAJ requires and assumes that all incoming international students have valid personal (travel) insurance from an internationally recognised insurance agency for the duration of their stay in Namur.

This insurance should cover all costs related to treatment of sudden illnesses, accidents and repatriation.

8. YOUR INTEGRATION AT THE HEAJ

8.1. *Integration weeks*

The « Pôle académique de Namur », an organization gathering all higher education institutions of the area of Namur, organises 2 integration weeks before the academic year.

It includes 2 weeks of French classes (generally in the morning) and activities to discover the Belgian culture, cuisine and heritage.

It will enable you to get to know Namur, your institution and meet other Erasmus students as well as improving your level of French before starting the real school year.

All information is available at : <http://www.poledenamur.be/etudiant/mobilite-internationale/iw>

8.2. *French course*

French instruction is organized for foreign students in collaboration with the Pôle académique de Namur. The course objective is to help students in daily life situations and prepare them for attending lectures and taking exams in French.

The course lasts around 40 hours / semester and represents 3 ECTS credits per semester.

The students take a level assessment test during the first class so as to join the right group – beginner or intermediate.

At the end of the course the students takes a test assessing their evolution in the different language competences and receive a description of their level in French based on the Common European Framework of References for Languages. The exam takes place during the last lesson.

8.3. Welcome day at the HEAJ

Upon your arrival in Namur, you will be welcomed with all Erasmus students by the complete international team : the coordinator and the international representative of your department.

You will receive all practical information and documents in a specific folder designed for Erasmus students and make a « tour » of the different important buildings and services of our Haute Ecole and of your specific department. You will also meet some important staff members and be briefed about the academic organisation.

8.4. Welcome party for foreign students

In addition to the welcome day for Erasmus students, the HEAJ also organises a welcome party where all foreign students, including fully-registered students, can meet and exchange. It's also a good opportunity to taste Belgian products (beer-chocolate-cheese-sweets) and have a lot of fun !

8.5. Tutoring

The first days in a new environment are always difficult. You have to find your bearings, meet new fellow students, locate rooms and all sorts of necessary information... This necessary adaptation process takes time and energy.

Therefore, before coming to Namur, you will be put in contact with one or more HEAJ students who will help you get familiar with our university college and Namur's social life. This person will be accompanying you at the HEAJ before and during your stay and will guide you throughout your study period.

9. AVAILABLE SERVICES AT THE HEAJ

9.1. *Student card*

Some days after your arrival, you will receive a student card that will allow you to have access to different services such as photocopies, libraries, sport facilities, cultural discounts,...

9.2. *Library*

Students have access to all libraries of our institution and of the university and all university colleges of Namur. The brochure detailing this information will be received on the welcome day.

9.3. *Sports*

All Erasmus students have access to the sport facilities of the University of Namur. Full information will be included in the welcome pack.

There are 3 public swimming-pools in Namur. They are located in Jambes, Salzinnes and Saint-Servais which are easily reached by bus (10 minutes) or on foot (15 to 25 minutes).

More information on: <https://www.namur.be/fr/loisirs/sports/>

If you want information on all facilities offered, visit:
<https://www.namur.be/fr>

9.4. *Students' associations*

Each department is represented by students' associations, either on an administrative point of view (students' councils) or with a more festive objective (« cercles »). They defend the rights of students and organize parties and special events.

Their website : <http://ceaj.net>

9.5. ESN Network

The Erasmus Student Network has an antenna in Namur and proposes many activities to Erasmus students. To join their group, visit their Facebook page : [ESN Namur - Erasmus student network](#)

9.6. Restaurants

Most departments from the Haute Ecole Albert Jacquard have catering facilities offering full hot meals or cold dishes (sandwiches, salads).

9.6.1.1. Education department : Canteen with hot (3€) and cold meals (sandwiches 2€)

9.6.1.2. Computer graphics department : canteen with hot meals (3,5€ for 3 services), snacks and cold dishes (salad bar for 2€, sandwiches for 2,10€) + microwave oven available to students

9.6.1.3. Economics department :

- St-Aubain campus : no canteen
- Tamines campus : canteen with hot meals (from 3,5 €) and cold dishes (sandwiches for 2,50 €)
- Jambes campus : no canteen

Note : At the Place Saint Aubain and in Jambes, microwave ovens are available for students.

10. EVERYDAY LIFE

10.1. Transport in Namur

- *Buses*

They are usually used for small journeys within the city or for small intercity distances.

TEC= Transport En Commun (public transports but it only concerns bus services)

TEC Namur-Luxembourg

<http://www.infotec.be>

- *Trains*

They are used for all journeys between cities. Nearly all Belgian towns have a railway service and one or more stations.

SNCB (Société Nationale des Chemins de Fer Belges)= the Belgian railway company

<http://www.belgianrail.be/en/Default.aspx>

Thalys : to go to Paris, Cologne and Amsterdam (around 2 hours)

<http://www.thalys.com>

Eurostar : to go to London (1h30)

<http://www.eurostar.be/>

- *Bikes*

Bikes are available throughout the city thanks to a rent service called « Li bia vélo ». It costs 1€ for half an hour but monthly subscriptions are possible.

Info on : <http://en.libiavelo.be/>

Remark : Namur is a small city ; so it can easily be crossed in 25 minutes on foot and most campuses are reached within a 15 minute walk.

10.2. Accommodation

The Haute Ecole Albert Jacquard has no student rooms (called « kot » in Belgian French) of its own.

You can easily find an individual student room or a flat with the help of the “Inforjeunes” service (<http://www.inforjeunes.be/>) or on the website of the association “Kots à Namur” (<http://www.kotanamur.be/>).

If you should arrive in Namur without accommodation, our advice is that you spend the first few nights at the Youth Hostel (Auberge de jeunesse Félicien Rops). You can book a room from 18 €/ night.

More information at : http://www.lesaubergesdejeunesse.be/en_US/website/action/hotel?id=8

10.3. Culture

Namur offers many cultural possibilities, such as cinemas, theatres, a cultural center, concerts,...

The main theatre is of Italian style (Baroque) and proposes plays but also concerts and other events.

<https://www.theatredenamur.be>

Another, smaller but very cosy theatre, called « Théâtre jardin passion » offers a different approach and is only 10 minutes from the center : <http://www.theatrejardinpassion.be>

4 cinemas are available :

- Namur center :
 - Cameo : <http://www.lecameo.be>
- Jambes :
 - Acinapolis : <https://www.acinapolis.be/namur-jambes>
- Salzinnes :
 - Le Forum : Rue du Belvédère, 41 5000 Namur /
Tél. 081 222 619

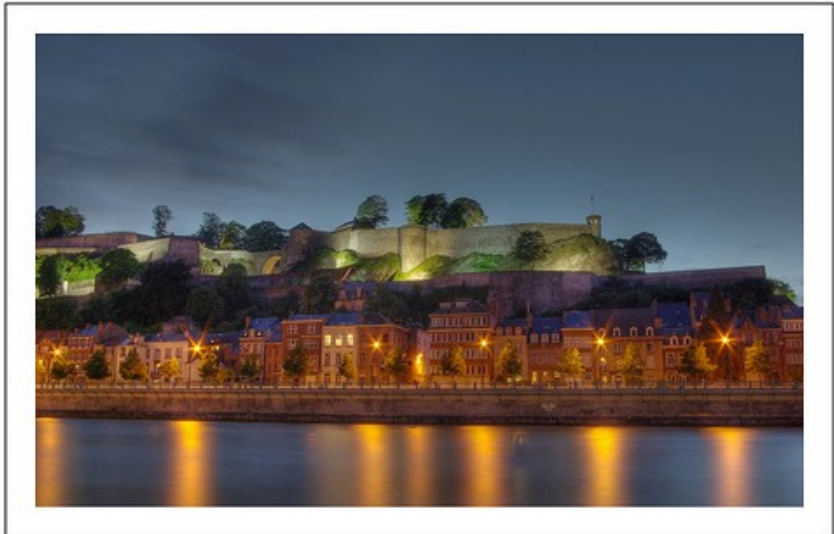
The cultural center is right in the city center and has a very varied program :

https://www.province.namur.be/maison_de_la_culture

For all other events : <https://www.namur.be/fr>

10.4. Tourism

The center of Namur offers many touristic sites and possibilities such as the citadel, the Cathedral (Saint-Aubain), museums (among which Félicien Rops, De Groesbeek de Croix, Musée des arts anciens), churches (Eglise Saint-Loup), cruises,...



Full information can be obtained at : <http://www.namurtourisme.be/>

Besides, the province of Namur also has a lot to offer : castles, rivers, small villages, outdoor activities, etc. It's surrounded with green valleys where you can practice canoeing, mountain bike, cycling, jet-ski, fishing or simply go for a walk in a wild and pure nature.

More info at : <https://www.province.namur.be/tourisme>

Namur also organizes a lot of interesting events like :

- Namur en mai : street art festival <https://www.namurenmai.org/>
- Folknam, a folklore festival : www.folknam.be
- The FIFF (Festival du film francophone de Namur), a festival of French-speaking movies : www.fiff.be
- The Verdur Rock (Rock music festival at the citadel) : www.verdurrock.be
- The « Fêtes de Wallonie », a popular feast celebrating Wallonia : www.fetesdewallonie.be

11. PRACTICAL DETAILS

11.1. Cost of living

The cost of living for a student in Namur is about 600/650 € per month.

Some sample prices:

- Accommodation (including heating): average price 250-300 €
- Restaurant in town: from 11 €
- School canteens : 5 €
- Bread: 2,00 € (about 900g)
- Cinema: 6,00 €
- A glass of beer: 2 €
- Bus ticket : 2,10 €

11.2. Banks

If you want to open a bank account in Belgium, you'll need the following documents :

- Your ID card or passport
- An address in Namur
- An attendance certificate from the Erasmus office
- A residence certificate or « annex 15 » for students from outside the EU

Banks are usually open from 9h to 16h30 from Monday to Friday and some are open on Saturday morning.

11.3. Hospitals and medical assistance

European telephone Number in case of emergency : 112

Hospitals :

- CHR (Centre hospitalier régional), Avenue Albert 1er 185, 5000 Namur / 081/72 61 11
- Clinique St-Luc, Rue Saint-Luc 8, 5004 Bouge / 081/20 91 11
- Clinique St-Elisabeth , Place Louise Godin 16, 5000 Namur / 081/72 04 11

11.4. Useful numbers and addresses

Firemen : 112

Police : 101 (Place du théâtre, 5 5000 Namur)

Post Office : Ave Golenvaux, 43 5000 Namur

Student secretary offices

- Computer graphics department : 081/24 70 30
- Pedagogical department : 081/22 31 09
- Economics department : 081/23 44 92
- Paramedical department : 081/22 31 09

Social service (Rue Godefroid, 32 5000 Namur) : 0473/83.29.25

11.5. Mobile phones

If you wish to use a mobile phone in Belgium you have to know that there are three main competing networks:

Proximus: www.proximus.be

Orange : www.orange.be

Base: www.base.be

You can buy a local number and calling credits in many shops or at the post-office. The logo of the network(s) is usually displayed outside.

11.6. Internet and Intranet access

All departments are equipped with the wi-fi and you can be connected from nearly everywhere in the school.

Our school website is : www.heaj.be

The Intranet for the computer graphics department is at : <http://extranet.infographie-sup.be/>

In the city of Namur, the connection is also very good and you can find a lot of free wi-fi in the center.



From 2016, Namur is also part of a new project called « Namur innovative city lab » and 26 new access points will soon be installed in the center.

- THE INTERNATIONAL SERVICE –



International representative for the economics
department

Benoit SCHARFF

benoit.scharff@heaj.be



International representative for the education
department

Emmanuel FALZONE

emmanuel.falzone@heaj.be



International representative for the
technical department

Gretchen BRANDT

gretchen.brandt@heaj.be



International coordinator
Véronique VAN CAUTER

veronique.vancauter@heaj.be



Administrative assistant
Annick MOUTIAUX

annick.moutiaux@heaj.be

We hope you'll enjoy your stay in Namur !

www.heaj.be

<https://www.heaj.be/fr/international/>

ENGLISH-FRENCH GLOSSARY / POCKET DICTIONARY

First steps :

Hello! :	salut !
Good morning :	bonjour
Good afternoon :	bonjour
Good evening :	bonsoir
Good night :	bonne nuit
Goodbye :	au revoir
Yes/No :	oui/non
How are you ? : vous ?	comment vas-tu ? / comment allez-
Thank you :	merci
Sorry :	pardon, excusez-moi
Please :	s'il vous plait
Can you help me ?	pouvez-vous m'aider ?
I don't understand	je ne comprends pas
I can't speak french	je ne parle pas français
I don't know	je ne sais pas
My name is...	je m'appelle...
How much is it ?	combien ça coûte ?
What time is it ?	Quelle heure est-il ?
Cheers !	santé !

Numbers :

zéro

1.	un
2.	deux
3.	trois
4.	quatre
5.	cinq
6.	six
7.	sept
8.	huit
9.	neuf
10.	dix
11.	onze
12.	douze
13.	treize
14.	quatorze
15.	quinze
16.	seize
17.	dix-sept
18.	dix-huit
19.	dix-neuf
20.	vingt
30	trente
40	quarante
50	cinquante
60	soixante
70	septante
80	quatre-vingt

90

nonante

100

cent

1000

mille

Days / seasons

Monday

lundi

Tuesday

mardi

Wednesday

mercredi

Thursday

jeudi

Friday

vendredi

Saturday

samedi

Sunday

dimanche

Spring

printemps

Summer

été

Autumn

automne

Winter

hiver

Time :

Today

aujourd'hui

Tomorrow

demain

Hier

yesterday

Week

semaine

Year

an, année

Morning

matin

Afternoon

après-midi

Evening

soir

Night

nuit

Food and drink :

Breakfast

petit-déjeuner

Lunch

déjeuner (F) dîner (B)

Dinner

dîner (F), souper (B)

Tea

thé

Coffee

café

Wine

vin

Beer

bière

Water

eau

Orange juice

jus d'orange

Milk

lait

Bread

pain

Fruit

fruit

Salt

sel

Pepper

poivre

Sugar

sucré

Glass

verre

Plate

assiette

Knife

couteau

Fork

fourchette

Spoon

cuiller

Enjoy your meal !

bon appétit !

Bill

addition

Shopping

Bakery	boulangerie
Bookshop	librairie
Market	marché
Supermarket	supermarché
Shop	magasin

Travelling

Airport	aéroport
Plane	avion
Flight	vol
Arrival	arrivée
Departure	départ
Boarding	embarquement
Train	train
Station	gare
Platform	quai
Single ticket	aller simple
Return ticket	aller-retour
Bus	bus
Bus stop	arrêt de bus

