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HEAJ
HAUTE ÉCOLE
ALBERT JACQUARD

heaj.be

*Enjoy
your stay
in Namur!*

Erasmus Student Guide

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Welcome to the HEAJ

Dear student,

Welcome to the Haute Ecole Albert Jacquard (HEAJ) in Namur!

Thank you for choosing 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 has been the capital of Wallonia at the heart of the European Union and counts around 110.000 inhabitants. 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 that 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. This guarantees 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...

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 meet your expectations.

Véronique Van Cauter
International Service Coordinator



Albert Jacquard (1925 - 2013) was a French geneticist, popularizer of science and essayist. He was well known for defending ideas related to science, degrowth, needy persons and the environment.

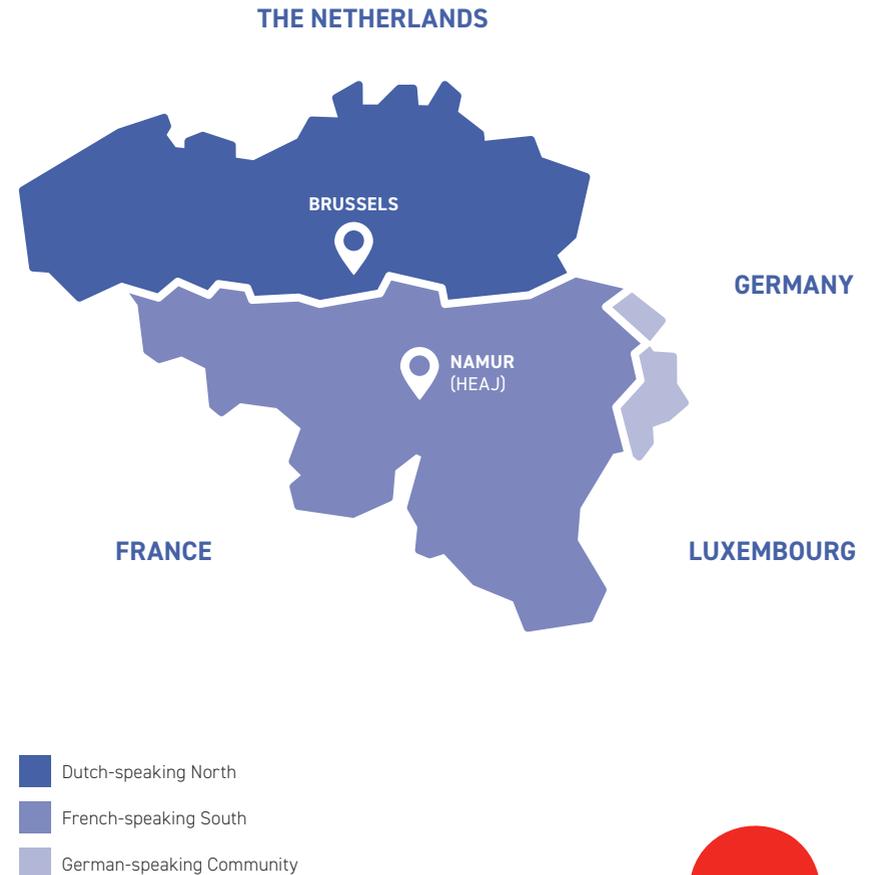
Belgium in a nutshell

LANGUAGES

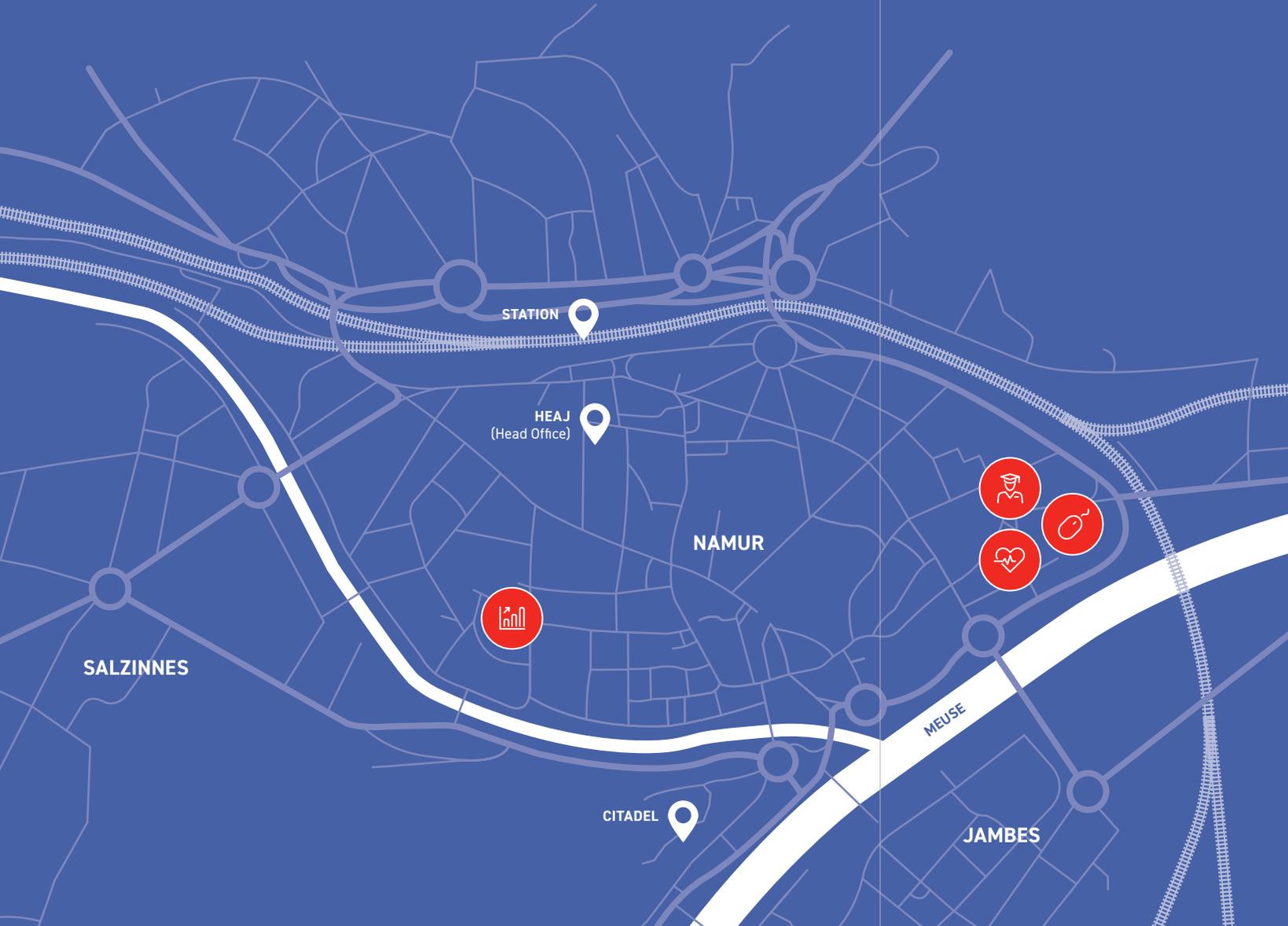
French, Dutch and German are Belgium's three official languages. An invisible linguistic border divides the country roughly into two parts: the **French-speaking South** and the **Dutch-speaking North**. There is also a **German-speaking community** along the German border. **Brussels** is an important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

CLIMATE

The climate may not be the reason why you have chosen to study to 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!



Presentation of the HEAJ



A UNIVERSITY COLLEGE IN NAMUR

The HEAJ (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:



**Digital & Creative Media (ICN)
(Computer Graphics)**
Av. Comte de Smet de Nayer 20



**Business & Communication (ECo)
(Economics)**
Place Saint-Aubain 1 (Namur)
Av. Président Roosevelt 97 (Tamines)



Education
Place de l'École des Cadets 4



Paramedics
Place de l'École des Cadets 4

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

The HEAJ 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 staterun university college.

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.

TYPE OF EDUCATION

As specified in its socio-cultural and 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.

The Bachelor's degrees in Public Relations and in Computer Graphics enables Belgian and international students to follow a Bachelor's program in English!

LIST OF PROGRAMS OFFERED & PROGRAM COORDINATORS



Digital & Creative Media (Computer Graphics)

Bachelor's degree in Green Packaging Design (3 years)

Bachelor's degree in Computer Graphics (3 years):

- Graphic & Advertising Communication
✉ vinciane.lamy@heaj.be
- Transmedia Web Design
✉ alexandre.tournay@heaj.be
- 3D Animation
✉ jerome.lievens@heaj.be
- Image Réelle
✉ tito.dupret@heaj.be
- Video Games · Animation
- Video Games · Art
- Video Games · Technical Art
✉ cedric.storm@heaj.be
- 2D Animation & Illustration
✉ christelle.coopman@heaj.be
- 3D Visual Effects
✉ benoit.saint-moulin@heaj.be

Bachelor's degrees + Master's degrees (5 years):

- Transmedia Architecture
✉ gael.gilson@heaj.be
- Video Games
✉ christophe.laduron@heaj.be



Business & Communication (Economics)

Bachelor's degree in Management Assistant (3 years):

- ✉ maud.genet@heaj.be
- Production Assistant
- Languages & Management

Bachelor's degree in Accounting (3 years):

- ✉ oriane.papart@heaj.be
- Governmental Accounting
- Environmental Accounting
- Taxation
- Administration

Bachelor's degree in Public Relations (3 years):

- ✉ eric.crucifix@heaj.be
- Multilingual Communication
- Journalism & Press Communication
- Social networks & web/multimedia Communication

Bachelor's degree in Real Estate Assistant (organized in collaboration with the HEI Charlemagne in Liège)



Education

Bachelor's degree in Early Childhood Care & Education (3 years)

- ✉ ludivine.brocca@heaj.be

Bachelor's degrees + Master's degrees (4 years):

- Education section 1
✉ marie-noelle.haesebrouck@heaj.be
- Education section 2
✉ sarah.cals@heaj.be
- Education section 3
✉ sandrine.nicolas@heaj.be

Honours year in Psychomotricity (1 year)

- ✉ sandrine.nicolas@heaj.be



Paramedics

Bachelor's degree in Psychomotricity (3 years)



What are ECTS about ?

The ECTS system (**European Credit Transfer 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.



Formalities

BEFORE YOUR ARRIVAL

Administrative steps :

Before coming to Belgium there are a 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 :

www.bit.ly/3y40WHz

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 : www.bit.ly/31EOa80
- 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**.

AT YOUR ARRIVAL

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

- Get in touch 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 take an online appointment and go to the service :

« Population étrangers » :

 Hôtel de Ville de Namur
Rue de Fer
5000 Namur

 Link to the different administrative steps and documents to bring : www.bit.ly/3MYE0F1 (foreign students · City of Namur)

 + 32 (0)81.24 62 33 or 62 32

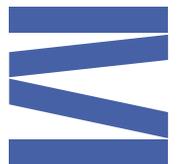
 etrangers@ville.namur.be

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.



Your arrival in Namur

HOW TO GET TO NAMUR?

By car:

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

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 plane:

If you arrive at **Brussels Airport** (50 minutes from Namur): 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). It takes about 1h15.

🌐 www.brusselsairport.be

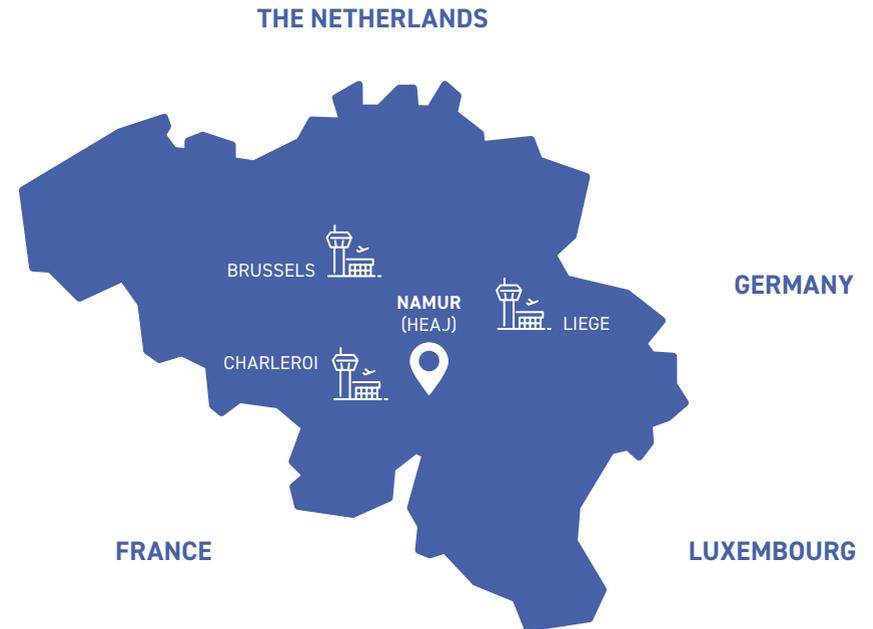
If you arrive at **Brussels South Charleroi Airport** (30 minutes from Namur): from there, a shuttle leads you to the station of Charleroi Sud (South Charleroi). From there, you should take an Intercity train for Namur or Ottignies (Direction Liege).

🌐 www.charleroi-airport.com

If you arrive at **Liege Airport** (40 minutes from Namur): to reach Namur, it's easier to take a taxi to Liege train station and there, a train to Namur (Direction Charleroi or Mons).

🌐 www.liegeairport.com

The institution is a 10-minute walk from Namur's station.





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 national health insurance card available free of charge from your home country health fund. 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.



Your integration at the HEAJ

INTEGRATION WEEKS

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

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

This 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. For French-speaking students, the French classes are replaced by English classes. All information is available at: www.poledenamur.be

FRENCH COURSE

During the academic year, French classes are 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 take 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.

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 your buddy student and some important staff members and be briefed about the academic organisation.

WELCOME PARTY

In addition to the welcome day for Erasmus students, the HEAJ also organises an international event where all foreign students, including fully-registered students, can meet and exchange with Belgian students and teachers. It's also a good opportunity to taste Belgian products and have a lot of fun!



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.



Available services at the HEAJ

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, sport facilities, libraries, cultural discounts...

LIBRARY

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

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).

If you want information on all facilities offered, visit:

 www.namur.be/fr/loisirs/sports

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 facebook page :

 www.facebook.com/ce.jacquard

ESN NETWORK

The **Erasmus Student Network** has a local branch in Namur and proposes many activities to Erasmus students.

Their social networks :

 www.facebook.com/ESN.Namur

 www.instagram.com/esnnamur

HEAJ RESTAURANTS

Most departments from the HEAJ offer meals on their site.

Digital & Creative Media department :

Cold & hot meals (a microwave is available for students).

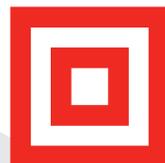
Education department :

Hot meals (4€) + sandwiches & salads.

Business & Communication department :

- Namur 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.



Everyday life

TRANSPORT IN NAMUR

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:

www.libiavelo.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:

www.belgianrail.be

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

www.thalys.com

Eurostar: to go to London (1h30):

www.eurostar.be

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:

www.letec.be

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.



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:

🌐 www.inforjeunes.be

You can also visit our website full of housing possibilities:

🌐 www.heaj.be/en/int/useful-links/

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:

🌐 www.lesaubergesdejeunesse.be

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 (Église Saint-Loup), cruises...

Full information can be obtained at:

🌐 www.namurtourisme.be

Besides, the **Province of Namur** also has a lot to offer: castles, rivers, small villages, outdoor activities... 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 information at:

🌐 www.province.namur.be/tourisme



«Searching for Utopia» by Jan Fabre

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:

🌐 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:

🌐 www.theatrejardinpassion.be

2 cinemas are available:

- The «Caméo» in the city center :
🌐 www.lecameo.be
- The «Acinapolis» in Jambes :
🌐 www.bit.ly/3GsHE3w

The cultural center, called «Le Delta», is right in the city center and has a very varied program:

🌐 www.ledelta.be

For all other events:

🌐 www.namur.be



CULTURAL EVENTS / CALENDAR

Namur also organizes a lot of interesting events like:

February (carnival):

- «Grands Feux»: fires set all around Namur to celebrate the end of the winter.

April (3rd weekend):

- «FolkNam»: folklore festival with parades in the city center.

May (Ascension weekend):

- «Namur en Mai»: street art festival with performances and animations in the city center:
www.namurenmai.org

End of June:

- «Verdur Rock»: outdoor rock music festival at the citadel:
www.verdur.be
- «Festival de la Musique»: music festival with concerts during two weeks in Namur.

July:

- «Foire de Namur»: popular fair with entertainment attractions.
- «Quai Novèle»: animations along the Meuse quays.

August (2nd Sunday):

- «Nuits de Buley»: nautical jousting in «La Plante».

September:

- «Les Fêtes de Wallonie»: popular feast celebrating Wallonia during two weeks with folklore, animations, concerts,...:
www.fetesdewallonie.be

October:

- «FIFF» (Festival International du Film Francophone de Namur): cinema festival celebrating French-speaking movies:
www.fiff.be
- «Festival du film Nature» (Festival International Nature): nature film festival with photos and movies:
www.festivalnaturenamur.be

November:

- «KIKK Festival»: digital arts festival:
www.kikk.be

December:

- «Christmas Market» and light festival.

Full information and other events can be found on:

www.namur.be/fr/loisirs

And if you wish to discover other parts of Wallonia:

www.visitwallonia.be





Citadel of Namur at the confluence
of the Sambre and Meuse rivers.

Practical details

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 250/350€
- Restaurant in town: from 11,00€
- School canteens: 5,00€
- Bread: 2,00€ (about 900g)
- Cinema: 6,00€
- A glass of beer: 2,00€
- Bus ticket: 2,10€

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.

HOSPITALS & MEDICAL ASSISTANCE

European telephone Number in case of emergency: 112

Hospitals:

- CHR (Centre Hospitalier Régional):
 📍 Avenue Albert 1er 185
 5000 Namur
 ☎ +32 (0)81.72 61 11
- Clinique St-Luc:
 📍 Rue Saint-Luc 8
 5004 Bouge
 ☎ +32 (0)81.20 91 11
- Clinique St-Elisabeth:
 📍 Place Louise Godin 16
 5000 Namur
 ☎ +32 (0)81.72 04 11

Medical houses: global medical service for any citizen:

🌐 www.maisonmedicale.org/trouver-une-maison-medicale/

Doctors accepting new patients:

🌐 www.rgn.be/fr/acteurs-de-soins

Doctors on duty (from 6 pm to 8 am and at weekends)/emergencies:

🌐 www.rb.gy/qduqj

☎ 1733



USEFUL NUMBERS & ADDRESSES

- **Firemen:**
☎ 112
- **Police:**
☎ 101
📍 Place du Théâtre 5
5000 Namur
- **Post Office:**
📍 Av. Golenvaux 43
5000 Namur

HEAJ student secretary offices:

- Digital & Creative Media department:
☎ +32 (0)81.24 70 30
- Education department:
☎ +32 (0)81.22 31 09
- Business & Communication department:
☎ +32 (0)81.23 44 92
- Paramedics department:
☎ +32 (0)81.22 31 09
- Social service:
📍 Rue Godefroid 32
5000 Namur
☎ +32 (0)473.83 29 25
🌐 www.heaj.be/en/services-and-projects/social-service/

SHOPS & SUPERMARKETS

Paysans/Artisans: shop where you can buy products from local producers:

🌐 www.paysans-artisans.be

L'Entre-Pot: shop where you can buy loose grocery products:

🌐 www.lentre-pot.be

Bigger supermarkets:

- Spar:
🌐 www.monspare.be/magasins/spar-namur
- Colruyt:
🌐 www.rb.gy/8t4cs
- Carrefour:
🌐 www.rb.gy/wuxjc
- Delhaize:
🌐 <https://stores.delhaize.be/fr/delhaize-jambes>

HEAJ GOES GREEN

Environment and climate action are key priorities for the EU now and in the future. The **European Green Deal Communication** recognises the key role of universities to engage with students and the wider community to become climate neutral by 2050.

In this scope, the HEAJ, promotes sustainable transport modes and more environmentally responsible behavior and aims to respect the «5R» principle: «Reduce, Reuse, Repair, Recycle, Refuse».

We'd like our incoming students to commit to respect the environment and these principles as much as possible to play a role in this «green» transition. Here are some pieces of advice to follow:

- Eat local, seasonal, loose and organic products as much as possible;
- Don't eat too much meat (not more than twice a week);

- Close windows, doors and switch off the light when you leave a room;
- Reduce and sort your waste by using the different bins at your disposal/avoid buying items in plastic packaging;
- Reduce your heating system to 19 degrees.

To get more information on how to live your **Erasmus life** while respecting the environment, you can visit this website:

🌐 www.greenerasmus.org



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 simcard and calling credits in many shops or at the post-office. The logo of the network(s) is usually displayed outside.

INTERNET 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

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

Namur is also part of a new project called « Namur Innovative City Lab » and 26 new Internet access points will soon be installed in the city center.

« L'Enjambée » was inaugurated in May 2020. This footbridge over the river between Namur and Jambes is another realization of the « Namur Innovative City Lab », a portfolio of pipeline projects financed by the European Regional Development Fund.



The International Service Team



Véronique VAN CAUTER
Coordinator

✉ veronique.vancauter@heaj.be



Annick MOUTIAUX
Administrative assistant

✉ annick.moutiaux@heaj.be



Gretchen BRANDT
Digital & Creative Media department

✉ gretchen.brandt@heaj.be



Emmanuel FALZONE
Education department

✉ emmanuel.falzone@heaj.be



Benoit SCHARFF
Business & Communication department

✉ benoit.scharff@heaj.be



Pocket dictionary

First steps

hello!	salut!
good morning	bonjour
good afternoon	bonjour
good evening	bonsoir
good night	bonne nuit
goodbye	au revoir
yes	oui
no	non
how are you?	comment vas-tu?
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!

Time

today	aujourd'hui
tomorrow	demain
yesterday	hier
day	jour
month	mois
week	semaine
year	an, année
morning	matin
afternoon	après-midi
evening	soir
night	nuit

Numbers

one	un
two	deux
three	trois
four	quatre
five	cinq
six	six
seven	sept
eight	huit
nine	neuf
ten	dix
eleven	onze
twelve	douze
thirteen	treize
fourteen	quatorze
fifteen	quinze
sixteen	seize
seventeen	dix-sept
eighteen	dix-huit
nineteen	dix-neuf
twenty	vingt
thirty	trente
forty	quarante
fifty	cinquante
sixty	soixante
seventy	septante (Belgium)
	soixante-dix (France)
	quatre-vingt
eighty	nonante (Belgium)
ninety	quatre-vingt-dix (France)
	cent
hundred	mille
thousand	



A series of horizontal dotted lines spanning the width of the page, providing a guide for handwriting practice. There are 20 dotted lines in total, evenly spaced from top to bottom.

