

REGLEMENT – CONDITIONS GENERALES DES COURS ET EXAMENS

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REGULATIONS – GENERAL CONDITIONS FOR COURSES AND EXAMS	2
ANNEX 16	2
Preamble	2
Article 1 – Definitions	2
Types of Courses	3
Types of Certifications	3
Article 2 – Schedule / Timetables / Fees	3
Article 3 – Access, Security	4
Article 4 – Registration	4
Registration for Exams	4
Registration for Courses	5
Article 5 – Conduct of Exams / Transmission of Results / Complaints	5
On the Day of the Exam	5
After the Exam	6
Complaints	6
Request for Duplicate or Reissue of Diplomas / Certificates	7
Article 6 – Course Materials	7
Article 7 – Behaviour	7
Article 8 – Children / Minors	8
Article 9 – Communication	9
Article 10 – Payment	9
Article 11 – Cancellation Policy	10
Article 12 – Personal Data Protection	11
ANNEXE	16

REGULATIONS – GENERAL CONDITIONS FOR COURSES AND EXAMS

Effective Date: 01/01/2026

ANNEX 16

Preamble

The Institut français du Rwanda, operating under the name “Centre culturel francophone du Rwanda” (CCFR), is a cultural and educational institution belonging to the network of French Institutes abroad. It is authorised by the French Ministry for Europe and Foreign Affairs (MEAE) to provide language courses, and by the Centre international d’études pédagogiques (CIEP) / France Éducation International (FEI) to organise and issue official certifications for French language exams (such as DELF and DALF – see 1.10), as well as business French certifications (TEF) within the Common European Framework of Reference for Languages (CEFR).

The neutral gender is used in this agreement solely to simplify the text: terms such as “learner”, “teacher”, “candidate”, and “minor” apply equally to all genders.

As part of its mission, the Institut français du Rwanda ensures:

- The promotion of the French language and Francophonie.
- The organisation of language courses adapted to local and international audiences.
- The implementation and supervision of internationally recognised official French exams.
- The development of cultural and civic activities promoting intercultural dialogue.

Article 1 – Definitions

Institute / CCFR: Refers to the Institut français du Rwanda, operating under the name “Centre culturel francophone du Rwanda” or “CCFR”.

User / Candidate / Learner: Any individual or entity registered for an activity, course, or exam organised by the CCFR.

Child / Minor: Any person under 18 years old registered for an activity, course, or exam.

Parent / Responsible Adult: The adult legally responsible for the child or designated by written authorisation to accompany and pick up the child.

Official Schedule: The period set and communicated by the CCFR during which the course or exam takes place and during which the teacher is responsible for the users.

Course: A structured educational activity aimed at transmitting knowledge, skills, or know-how to a specific audience. Courses may be group or individual, in-person or remote, and may be part of a programme (session, certification). Opening a course requires a minimum number of participants.

Session: A set of courses allowing the user to progress through intermediate levels, generally organised over 6 to 8 weeks, depending on the number of weekly courses and the schedule set by the CCFR.

Exam: Any official test organised by the CCFR, notably French language certifications (DELFL, DALF, TCF, TEF), recognised by French and international authorities.

Certification: An official diploma or certificate issued after an exam or test, guaranteeing the candidate's level of French language proficiency within the CEFRL.

Types of Courses

- **Group Course:** Training provided to a group of learners, in-person or online, according to a set schedule.
- **Individual Course:** Training tailored to the learner's specific needs, with schedules defined in consultation.
- **Corporate Course:** Language training designed for employees or collaborators of an organisation, planned to measure.

Types of Certifications

- **DELFL (Diploma in French Language Studies):** Official diploma issued by the French Ministry of National Education via France Éducation International, certifying French language skills at levels A1 to B2 of the CEFRL. Valid for life and internationally recognised. May be required for certain jobs, training, or administrative procedures (e.g., acquiring French nationality).
- **DALF (Advanced Diploma in French Language):** Official diploma for levels C1 and C2, required for access to French-speaking universities and high-level positions.
- **TCF (Test of Knowledge of French):** Standardised test, valid for 2 years, often required for higher education in France, administrative procedures, or professional needs.
- **TEF (Test of Evaluation of French):** Standardised test, valid for 2 years, required for access to French-speaking universities, immigration to Canada/Quebec, and certain administrative or professional procedures.

Article 2 – Schedule / Timetables / Fees

2.1 Schedule

The schedule for courses and exams is set by the CCFR and communicated officially before sessions begin. Any changes are notified via official channels (website, notice board, email, social media). The CCFR may adapt the

schedule for pedagogical, organisational, or security reasons. Courses cancelled due to exceptional or regular closures (school holidays, public holidays, national days such as Umuganda, etc.) are automatically postponed to the end of the initially planned session.

2.2 Timetables

Courses and exams are held at the times indicated in the official schedule. Users must respect the communicated times and arrive in good time (10-15 minutes before). The CCFR is responsible for users only during the official duration of the course or exam.

2.3 Fees

Fees for courses, tests, and exams are revised annually and published on the CCFR website. Fees do not include course materials.

Article 3 – Access, Security

Access to the CCFR is subject to compliance with current security instructions. Users agree to submit to security checks, which may include:

- Passing through a detection gate,
- Scanning of personal effects with a metal detector,
- A body search in case of a power outage.

Any body search must be carried out by an agent of the same sex as the person being checked. Refusal to submit to security checks results in denial of access to the CCFR premises. Users must respect the instructions given by security staff and behave in accordance with safety and respect for the premises. User vehicles are not allowed inside the CCFR; parking is reserved for staff.

Article 4 – Registration

Registration for Exams

4.1.1 Registration Procedure

Registration is free and is done online on the official website of the Institut français du Rwanda: <https://if-rwanda.org/examens-et-certifications/#/> in order of registration (subject to payment within the allotted time and subject to availability). Before registering, each candidate must obtain information about the relevant exam on the Institut français website and/or at the reception desk of the Centre culturel francophone du Rwanda – 25 KG 624 Street – Kimihurura. Additional documents may be requested (ID card, residence permit or passport, identification form) to complete registration, especially for exams or tests where these documents are mandatory. A waiting period of 20 days between two registrations for TCF Canada and Quebec and TEF is required. The Institut français du Rwanda may advise the candidate on the choice of exam, but the final choice

belongs to the candidate; the chosen option cannot be changed once payment has been made. Payment is required only for candidates who have successfully registered and concerns only exam fees.

4.1.2 Validation of Registration / Incomplete Registration

Once registration is completed online, a confirmation email containing an invoice to be paid within 72 hours is sent automatically. The candidate must pay this invoice and provide proof of payment (see 10.3) within the allotted time. The candidate must also send by email a copy of the identity document that will be presented on the day of the exam. On the closing day of registrations, the candidate must pay and send proof of payment (see 10.3) before 4:00 p.m. Any proof received after this time will not be considered. If these conditions are not met, registration for the exam will be considered invalid. The candidate will not be refunded or transferred to another session and will lose all exam fees.

Registration for Courses

Registration is free and is done online on the official website of the Institut français du Rwanda: <https://if-rwanda.org/cours/#/> in order of registration (subject to payment within the allotted time and subject to availability). Registration is personal and non-transferable.

4.2.1 Placement Test / Confirmation

For FLE courses, exam preparation, and conversation courses, all new adult French course registrants must take a placement test to be assigned to the appropriate course. Only re-registrations and beginner course registrations are exempt from this procedure. Based on the test results, the user will receive confirmation of registration at the corresponding level, if and only if the minimum number of registrants required to open the level is reached. The CCFR reserves the right to refuse registration in case of non-compliance with the general conditions, insufficient or excessive registrations, or exceeding the maximum capacity of the courses or the room.

4.2.2 Validation of Registration / Incomplete Registration

Payment is requested only when the course opening is confirmed. The CCFR is not responsible for payments made outside this request: the user must wait for the invoice. Registration is validated only after receipt of proof of payment (see 10.3), which must be made no later than 72 hours before the start of the session.

Article 5 – Conduct of Exams / Transmission of Results / Complaints

On the Day of the Exam

5.1.1 Invitation

The official invitation is sent by email at least 72 hours before the exam and also confirmed by SMS. The following exams are organised over two or more days: DELF/DALF. The exam centre reserves the right to choose the day(s) of the exam, provided the candidate is informed at least 72 hours in advance. The invitation specifies:

- The date of the exam,
- The exact times of the exam (arrival, start, and end times),
- The location of the exam,
- The list of documents to bring.

5.1.2 Attendance on Exam Day

The candidate must not go to the exam location without an invitation. The candidate must present:

- At the exam location 30 minutes before the start time indicated in the invitation,
- With the following documents:
 - An original identity document: for Rwandan nationals, passport, identity card, residence permit, or driving licence; for candidates of another nationality: a valid passport.
 - Proof of payment (see 10.2).

5.1.3 Rules During the Exam

Presenting false documents will result in a fraud procedure with France Éducation International. Producing false documents is also punishable by law in Rwanda. Impersonating another person will also result in a fraud procedure with France Éducation International and is punishable by law in Rwanda. The use of any electronic device is strictly prohibited (phones, smartwatches, etc.). Any behaviour deemed fraudulent will result in the immediate exclusion of the candidate and the cancellation of their exam.

After the Exam

5.2.1 Transmission of Results

For TCF Quebec, TCF Canada, and TEF Canada exams, results are generally available 4 weeks after the exam date. For DELF/DALF, results are published within 15 working days, and diplomas are issued two months later.

5.2.2 Communication of Results / Collection of Certificates/Diplomas

DELF/DALF results are valid for life. They must be collected in person at the exam centre, upon presentation of an identity document. Written and signed authorisation (sent by email using the address used during registration) is required if a third party collects the documents on behalf of the candidate. TCF Canada and Quebec results are automatically sent to candidates by email 4 weeks after the exam. They are valid for 2 years. TEF Canada results are automatically sent to candidates by email 2 weeks after the exam. They are valid for 2 years.

Complaints

In case of disagreement with DELF/DALF results, the candidate may submit a written request for review within 3 days after receiving the results. For TCF Canada and Quebec, the candidate may submit a written request to the exam centre within 20 days after receiving the results by email. Only the oral and written expression tests of TCF

Canada and TCF Quebec may be subject to re-evaluation and/or a new paid correction, according to the rates in force at the exam centre. For TEF Canada, a link is provided to submit an appeal. Only written and oral expression may be subject to such an appeal. Re-evaluation and/or new correction fees are the responsibility of the candidate and are non-refundable, regardless of the outcome of the appeal.

Request for Duplicate or Reissue of Diplomas / Certificates

5.4.1 DELF / DALF

In case of loss of the diploma, the candidate may request a duplicate upon payment of the current fee. The request must be made by email stating the reason. In case of an error in the diploma, the request for reissue must be made by email, specifying the error to be corrected. It is subject to payment of reissue fees, according to the rates in force. Requests for reissue and duplicates are processed within 6 weeks from submission.

5.4.2 TCF CANADA / TCF QUEBEC / TEF CANADA

Requests for duplicates or reissue of certificates are free of charge. They must be submitted by email and will be processed within a maximum of 5 working days. If applicable, the request must specify the error to be corrected. The initial certificate must be attached to the request, as well as a copy of the applicant's identity document.

Article 6 – Course Materials

The term "Course Materials" covers two distinct categories:

6.1 Materials Purchased by the User

Books, exercise books, or any other educational material purchased directly by the user from the CCFR or an external supplier. These are essential for levels A1 to B2 and are not included in the course price. These materials remain the property of the user and their use is strictly personal.

6.2 Materials Provided by the CCFR

Paper documents, digital files, exercises, or any other educational material provided by the CCFR as part of courses or exams. These materials are intended exclusively for the individual use of the user and may not be reproduced, distributed, or used for commercial purposes without prior authorisation.

Article 7 – Behaviour

7.1 Attendance

Users must attend courses and exams regularly to ensure educational progress. Repeated or unjustified absences may result in exclusion from the session without refund (see 11.1).

7.2 Punctuality

Users must arrive on time for courses and exams. Any delay disrupts the educational process and will result in denial of access to the room.

7.3 General Discipline

Users must comply with instructions given by teachers and CCFR staff. Any disruptive or inappropriate behaviour may result in immediate exclusion.

7.4 Respect

Respect for teachers, staff, other users, and premises is mandatory. Any inappropriate or disrespectful behaviour may result in immediate exclusion. It is strictly forbidden to use your phone to make or receive calls during classes. Users must put their phones on “silent mode” to avoid disrupting classes or exams.

7.5 Use of Premises

Users must ensure the cleanliness and proper use of rooms, equipment, and facilities. Any deliberate damage or gross negligence may result in sanctions and billing for repairs.

Article 8 – Children / Minors

Children under 18 registered for a course or exam must be dropped off and picked up by a parent (see Article 1.7) at the door of the classroom or exam room. Special authorisation may allow a minor to be picked up by a person designated by the parents or, for children aged 12 and over, to leave the CCFR alone (see Article 1.8).

8.1 Register of Minors

For all minors, a special register must be completed at the entrance to the CCFR by the parent or adult designated by the parents. This register must indicate at least:

- A telephone contact available during the course,
- If applicable, the name and contact of the person authorised in writing to pick up the child.

8.2 Exemption for Children Aged 12 and Over

Parents may sign a temporary or annual exemption request (special authorisation – model available in the annex), renewable, allowing the child to:

- Join their parent/responsible adult at the exit of the CCFR (the child is then authorised to leave the classroom or exam room alone under the responsibility of their parents),
- Leave the CCFR alone under the responsibility of their parents. The authorisation must specify whether the child is picked up inside or outside the CCFR.

8.3 Limitation of Responsibility

The CCFR (teachers and staff) is responsible for children only during the official duration of the course or exam (see Article 2.2). The CCFR is not a “daycare”. It cannot supervise children outside the official hours of courses or exams. If no parent or responsible adult comes to collect the child at the end of the course or exam, the CCFR may be forced to alert the competent authorities.

Article 9 – Communication

All official information (schedule changes, cancellations, organisation) is communicated via the channels defined by the CCFR (website, notice board, email, social media). Users must provide valid contact details and regularly check communications. The CCFR cannot be held responsible if users do not provide accurate, valid, or updated contact details or do not regularly check communications sent via official channels.

Article 10 – Payment

10.1 Terms

Amounts paid for courses or exams are non-refundable, except in cases of exceptional circumstances (see Article 11). They must be paid in full within the following deadlines, otherwise the registration will be cancelled:

- Within 72 hours following registration for exams: bank details are indicated on the invoice sent to the candidate after registration. If not mentioned, the candidate must request them from the exam centre reception.
- No later than 72 hours before the start of the course session.

10.2 Payment Methods

The payment methods accepted by the CCFR are:

- Bank transfer
- Credit card
- BK Pay banking application

No cash payments or credit arrangements are accepted. Any payment made in foreign currency is converted according to the exchange rate provided by the French Ministry for Europe and Foreign Affairs, in force on the day of payment. The CCFR is not responsible for exchange rate fluctuations after payment.

10.3 Proof of Payment

Access to courses or exams is only authorised after confirmation of payment by the CCFR; proof of payment must be provided by the user:

- The original, legible, or digital proof of payment (PDF or JPEG format) must be sent by email or brought physically to the centre before the deadline indicated on the invoice.
- A receipt will be issued and sent by email upon receipt and validation of the proof of payment.

Article 11 – Cancellation Policy

11.1 Refunds

Courses and exam fees are not refundable, except in the case of a professional transfer abroad. Course books and exercise books are not refundable. In the case of a transfer abroad, a refund request may be submitted by a signed letter sent by email to the general secretariat (sg@if-rwanda.org), accompanied by a signed and stamped letter from the employer, a bank account statement (RIB), a copy of the identity document, and proof of payment. The refund request will be processed within up to 4 weeks after receipt of all required documents. If accepted, the refund is made only by bank transfer. The exam centre reserves the right to refuse any incomplete request or any request not covered by the above case.

11.2 Session Postponement

11.2.1 Postponement of Course Session (total or partial)

A postponement of a course session may be granted only in proven cases of:

- Long-term or serious illness,
- Accident,
- Bereavement of a close relative.

Repeated non-attendance by the user, weather conditions (notably rain), traffic conditions (such as traffic jams), or refusal of Article 3 are not considered acceptable reasons for postponement or compensation.

11.2.2 Postponement of Exam Session

Postponement of an exam session is only possible in the following cases:

- The candidate is sent on assignment and/or transferred to another workplace by their employer. An official assignment letter signed and stamped by the employer must be provided.
- The candidate is ill/injured. A medical certificate signed and stamped by a doctor must be provided.
- The candidate has lost a close relative. A death certificate and official proof of relationship must be provided.

The postponement request must be submitted in writing to the exam centre, accompanied by the required supporting documents (scanned in PDF format: bank account statement and copy of identity document), justifying the candidate's absence from the exam. This request must be sent to the general secretariat (sg@if-rwanda.org) on the day of the exam or within 24 hours following the scheduled exam

date. Once the postponement request is accepted, the candidate will be informed by email of a new exam date within 6 months of the originally scheduled exam. Beyond this period, the candidate must pay the registration fees again. Only one postponement is possible. In the event of another absence, the candidate must pay the registration fees again.

11.2.3 Reasons for Refusal of Exam Session Postponement

- Late submission of proof of payment (after the payment deadline and the end of registration).
- Unjustified absence on the day of the exam.
- Non-compliance with the cancellation or postponement deadlines provided for in the regulations.
- Failure to present the required documents (valid identity document, invitation, etc.).
- Falsification of documents (identity document, proof of payment, etc.).
- Fraud or attempted fraud during the exam.
- Impersonation of the registered candidate.
- Failure to observe the waiting period between two registrations for the same exam.
- Candidate error during registration (choosing the wrong session, centre, or exam).
- Expired complaint deadline (for any postponement or refund request).
- Temporary or permanent ban from taking the exam by France Éducation International or the certifying body.
- Force majeure not justified or not recognised by the exam centre.

Article 12 – Personal Data Protection

As part of registration for a course or exam organised by the Institut français du Rwanda, certain personal data is collected (name, first name, contact details, information necessary for educational and administrative organisation). This data is processed in accordance with Regulation (EU) 2016/679 on data protection (GDPR) and applicable French law. It is used exclusively for the following purposes:

- Internal management of registrations and organisation of courses and exams.
- Communication with registrants in case of schedule changes, cancellations, or practical information related to the chosen activity.
- Preparation of anonymised internal statistics to improve the institution's educational and cultural offer.

This data is never transmitted to third parties for commercial or external purposes. It is kept only for the time necessary to manage registrations and the activities concerned, then archived or deleted in accordance with legal obligations.

In accordance with the GDPR, users have the following rights: access, rectification, erasure, restriction of processing, objection, and data portability. Users may exercise these rights by sending a written request to the

general secretariat, responsible for data processing at the Institut français du Rwanda. In case of difficulty, users may contact the Commission nationale de l'informatique et des libertés (CNIL).