Nantes Université

Registering and Paying for Assessment Sessions General Terms and Sales Conditions
University Language Learning Centre

Introduction

The Nantes University (NU) Language Learning Centre is a professional training facility. Address: Service Universitaire des Langues - Chemin de la Censive du Tertre - BP 81227, 44312 Nantes Cedex 3

Object

These terms and conditions only apply to registrations for assessment and certification sessions organised by the Nantes University (NU) Language Learning Centre, and which are included in the list of assessments/certifications that can be paid for via the University Language Learning Centre's online payment platform.

By placing an order, via a registration form, an email, a letter, a purchase order, or an agreement, the candidate (referred to hereafter as the Client) is considered to have accepted these terms and conditions in full.

Any differing, general or specific conditions put forward by the Client, regardless of when they may have been brought to the University Language Centre's attention, cannot take precedence over these terms and conditions unless they have been accepted in writing.

Article I: The Public and Conditions of Access

Article I.1 Candidate Category

All certification sessions organised by the University Language Learning Centre are open to the public, except for the TOEIC Listening and Reading assessment which is available exclusively to students who are registered on diploma courses delivered by the Nantes University, either full-time or on a professional training basis, and to students from one of the Nantes University's partner institutions.

Article I.2 Candidate's Responsibilities

The candidate agrees to abide by the Nantes University's internal regulations when present on University premises.

The candidate confirms that they have read the assessment handbook and that, on the day of the test, they are in possession of valid proof of identity. They confirm that they meet the age, nationality and language conditions required to sit the assessment for which they have registered and have met the registration deadlines between each examination session.

It is the responsibility of the candidate to be present at the time and on the date of the exam session, for the duration of the test, and to ensure that all personal details provided at the time of registration are correct (family name, first name, date of birth, nationality, email address, postal address). If any personal details need changing or correcting, it is the responsibility of the candidate to inform the University Language Learning Centre before, or at the very latest, on the day of the assessment.

Any changes to personal information requested after an assessment or after certificates or diplomas have been issued, and requests for replacement or duplicate certificates are subject to additional charges which will be borne by the candidate.

Article I.3 University Responsibilities

The Nantes University agrees to receive the candidate on the day of the assessment within the time slot indicated on the letter of notification and to conduct the session under appropriate exam conditions. The end of the session will only be considered to have been officially delayed one hour after the end of the attendance time specified on the letter of notification. The University Language Learning Centre accepts no responsibility in the event of theft.

Disputes or complaints regarding how the assessment was conducted cannot be accepted after results have been published. The candidate must inform the administrators or invigilators running the session of their concerns and observations at the end of the session. In such cases, the invigilator will complete a report or complaint form. This will be sent to the University Language Learning Centre, which will consider the candidate's comments.

The University agrees to accommodate candidates entitled to special examination arrangements in line with the relevant procedures for each exam, provided that a detailed request (supported by medical certificates) is made within the specified timescale. This may vary from between one and three months depending on the type of arrangement needed and the partner certification body's deadlines.

The Nantes University reserves the right to change the assessment date or venue in the event of force majeure. In this situation, the University Language Learning Centre will inform and reconvene candidates within reasonable timescales.

If a session has to be cancelled due to exceptional circumstances or insufficient candidate numbers, the University Language Learning Centre will suggest an alternative date or reimburse the assessment fees.

Article I.5 Fees

The Nantes University is free to set prices and registration fees for organising assessments for internal and external candidates. Prices are set per test and per person and are valid on an individual basis.

Each candidate category will be subject to different pricing terms, approved by the Board of the Nantes University. Prices include VAT. Candidates should refer to the registration fees for each assessment. Assessment fees can be downloaded from the Nantes University website: https://pratiquerleslangues.univ-nantes.fr/tarifs-et-paiement/

Any external establishment or entity wishing to register candidates on a block booking basis should contact the administration department at the University Language Learning Centre to set up a service agreement and arrange invoicing.

Under its internal policy, the Nantes University will partially assume the assessment costs of any full-time higher education student who voluntarily applies to sit a test for the first time as part of their studies (Licence (Bachelor), Master, Doctorate) at the Nantes University.

Students will receive funding support for the first assessment session they sit. This support only applies to assessments offered by the University and is available for one assessment per qualification only: once at Licence level, once at Master level, once at Doctorate level, and once during the Engineer cycle. Any additional registrations will be counted as a second sitting.

In the case of assessments, students are required to sit by their department or course, the first sitting will be free of charge, with the department taking responsibility for the costs. Any requirements for certification are stated in the course/diploma syllabus. If in doubt, students should contact their course leader.

Students are responsible for paying the costs of any additional assessment sessions they sit as part of the same course, unless the relevant department decides to pay the corresponding fees.

Article I.6 Data Protection

In accordance with the provisions of Data Protection Law, n°78-17 of 6 January 1978, and the new regulation n°2016/679, known as the General Data Protection Regulation (GDPR), the Client has the right to access, modify, correct or delete any personal data concerning them which has been collected via the website of the Centre for Professional Training or by any other means. To exercise this right, the Client should email dpo@univ-nantes.fr.

Personal data collected via various forms, and any future information provided, will be kept for a maximum of 10 years and only used to provide the services offered or for internal statistical purposes. It will not be passed on to any third parties, with the exception of possible technicians responsible for processing orders and who are required to respect the confidentiality of information provided and only to use it for the specific tasks they are required to perform.

Article II: Arrangements for registration and payment

Article II.1. Registration

Candidates should register via the online platform at http://certif.univ-nantes.fr. This platform manages registration and online payment for the following assessments: TOEIC, Linguaskill, BRIGHT, GOETHE Test, ESPRO Bulats, CLES, CELI, HSK, CELPE-Bras, DELF/DALF and TCF.

Technical information concerning the platform: http://certif.univ-nantes.fr

Candidates enter their personal information themselves, or, in the case of internal registrations, data will be collected via the Nantes University's system upon provision of a University ID number.

Registration and online payment are connected to the candidate's unique email address. Under the platform's security rules it is not possible to register or to pay twice in the same registration session. The Nantes University cannot be held responsible for incorrect information provided by the candidate during the online registration process.

If the user leaves the platform before the confirmation page, no data will be saved. Applicants are advised not to use browsing functions such as "refresh" or "back", which could interfere with the platform. Registration sessions will time out after 25 minutes.

An automatic electronic message will be sent to the candidate to confirm acceptance of their registration and successful payment. If payment fails, the candidate should contact the University Language Learning Centre to cancel their registration and then repeat the online transaction.

HSK, CELPE-Bras and CELI candidates must register with both the test provider and the University Language Learning Centre. Registrations can only be confirmed definitely when all steps have been completed. It is the responsibility of candidates to complete all steps and to adhere to registration deadlines. The University Language Learning Centre will not be held liable if the applicant fails to complete any stages in the registration process and reserves the right to cancel the registration if it has not been completed correctly.

It is only possible to register during registration periods set by the University Language Learning Centre. Registrations cannot be accepted outside these periods.

Registrations will only take effect upon receipt of payment to the University Language Learning Centre. Registrations cannot be deferred in the event of it not being possible for a candidate to attend an assessment session.

Article II.2 Payment of Registration Fees

Registration fees should be paid by credit card via the secure online system at http://certif.univ-nantes.fr.

If the candidate prefers not to pay registration fees online, they can pay on site by credit card, cheque or cash (maximum payment of 300€). Candidates should go to the University Language Learning Centre or post their payment to the centre at Chemin de la Censive du Tertre - BP 81227 - 44312 Nantes Cedex 3 **within three working days** of registering online at http://certif.univ-nantes.fr

If payment has not been received within the specified timeframe, the University Language Learning Centre

reserves the right to delete the candidate's registration.

Article II.3 Cancellation of Registration

There are two distinct cancellation periods, starting from the date of registration:
• 10 days for courses which are not "distance" or "off-site" (Article L.6353-5 of the employment code);
• 14 days for “distance" or "off-site" courses (Article L.121-16 of the consumer code).

Requests to cancel - including details of the Client’s family names, first names, postal address and/or a valid email address, and the reference number of the order to be cancelled - should be made in writing and sent by post to the Service Universitaire des Langues Chemin de la Censive du Tertre - BP 81227 44312 Nantes Cedex 3.

The University will send acknowledgement of receipt, by post, to the client making the request, at the address stated on the invoice, contract or agreement.

Article II.4. Reimbursement of Registration Fees

Fees will not be reimbursed for absences unless supporting evidence is provided. Supporting evidence for absences should be sent to the University Language Learning Centre, which has full discretion for decisions regarding refunds.

Supporting evidence must take the form of official documentation (medical certificate, notification of death, court summons).

A reimbursement form can be downloaded from the University Language Learning Centre website: https://pratiquerleslangues.univ-nantes.fr/tarifs-et-paiement/.
Signed reimbursement forms (photocopies not accepted) and supporting evidence should be sent by post within the timescale specified by the University Language Learning Centre. Requests for reimbursement cannot be accepted later than one month from the date of the assessment session. Incomplete requests will not be processed.

The University Language Learning Centre will only email clients if a request for reimbursement is refused. Costs associated with registering for assessment or requesting a reimbursement will not be refunded.

If a request for reimbursement is accepted on exceptional grounds, the refund will be paid within a maximum of twelve months from the date of receiving the request form.