

# International Student Welcome Guide 2023/2024

## Saint-Étienne Campus

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**lyon**  
business  
school



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# A brief word from our President

Dear International Students,

Welcome to **emlyon** business school !  
Triple accredited, **emlyon** is one of the best high-ranked institution !

You have decided to join **emlyon** business school as part of your studies abroad and I would like to congratulate you on joining us.

The Faculty and Administrative teams are deeply committed to offer you not only a unique high-quality educational experience but also a rich, stimulating and challenging new stage of your life.

This information pack will be your guide for months ahead and help you to integrate and complete the required procedures. In addition, The Student Services Center will be there to support you throughout your stay.

I am convinced that your experience with us will be determinant, full of success and fulfilment.

I thank you for your trust and wish you the best for your studies and your stay in France !

**Prof. Isabelle Huault**  
Executive President & Dean



## Saint-Etienne Campus

### Campus presentation

The Saint-Etienne campus is located in the south of Saint-Etienne, on one of the city's major avenue called *Cours Fauriel*. Set in an old industrial factory, the campus has a surface of 10.000 square meters and offers a combination of high quality educational facilities and creative infrastructures.

More information [here](#).



## Campus access

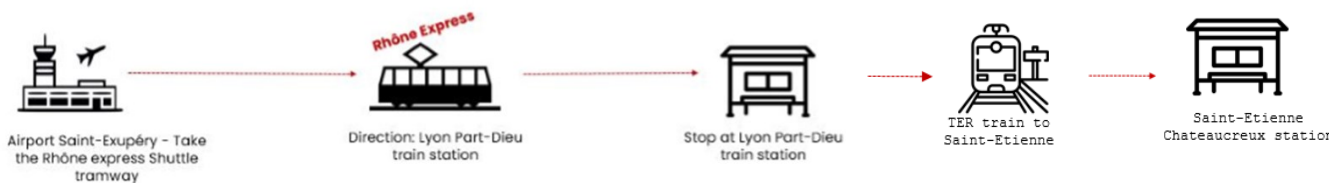
### From Lyon-Saint-Exupéry Airport to Saint-Etienne Chateaucieux station

Option 1: BlaBlaBus



To book you a ticket, go on this [website](#).

Option 2 : Rhone-Express and TER



Rhôneexpress : The journey is around 30 minutes and costs 10€ (for 12-25 y.o) or 15.20€ (full price). More information [here](#).

TER : A one-way ticket between Lyon Part-Dieu station and Saint-Etienne Chateaucieux station costs 12,10€. You can buy your ticket [here](#).

### From Saint-Etienne Chateaucieux station to the campus

Step 1 : from the train station to the town center



Step 2 : from the town center to the campus



The campus is located across the bus stop Espace Fauriel.

For more information on itineraries and prices of the Saint-Etienne public transport services, please check [STAS website](#) or [Moovizy](#) app.

# Immigration

## First step: the visa

If you are a national from the European Union, the EEA or Switzerland, you do not need to apply for a student visa.

Do you need a student visa for your stay in France ? Check [here](#).

If you need a visa, please check if you are concerned by the pre-consular "Etudes en France" procedure [here](#). Find out more information about the pre-consular procedure "Etudes en France" on your student [makersboard](#), in the section "Before arriving in France."

If you are not concerned by the "Etudes en France" pre-consular procedure, you will certainly need to apply directly through the French consulate. Check [here](#) how you will have to apply.

Please note that in any case, you must first be accepted to **emlyon** in order to apply for a visa. You will need to apply at least **3 months** before your estimated arrival in France.

## Pre-Departure Checklist

- **Passport (or ID cards for EU citizens)** and a scanned copy for safe-keeping.
- **An original birth certificate (in the original language).** This document is very important for administrative procedures in France. French administrative bodies prefer to see the original and make a copy themselves. As always, keep a scanned copy! You will have to get your birth certificate translated in France by a [certified translator](#).
- **European health insurance card (for EU citizens only)** valid for at least the full academic year (September 1st to August 31st).
- **Extra passport photos** taken under the same regulations as for the European passport.
- **Important medical record**, especially vaccination records.
- **Contact details** from home in case of an emergency.
- **Some cash for your arrival** since your credit card might not work in France. Please be careful and do not carry large amounts of cash.
- **A plug adaptor** if necessary. In France we use E type plugs with a 230V tension and 50Hz frequency.

## Validate your Visa after arriving in France

If you **have a D-type Long stay Visa** (CESEDA R311-3-6), you must validate your visa through the [ANEF platform](#). Log in and follow the instructions.

The validation of your visa is mandatory and must be done **within the first 3 months after your arrival** in France.

A step by step tutorial is available on your student [Makersboard](#) in the section "Validate your visa."

If you are a national from the European Union, the EEA or Switzerland, you are not concerned by this procedure.

## Need to renew your visa or residence permit?

If you are a non-EU student already in France, you may need to renew your visa or residence permit **from 4 months until maximum 2 months (60 days) before the expiration date of your current residence permit/visa.**

The procedure is entirely online and the International Student Support will complete a pre-check of your documents.

Please contact us directly :

- [internationaloffice42@em-lyon.com](mailto:internationaloffice42@em-lyon.com)

# Housing in Saint-Etienne

## Living costs in Saint-Etienne

**Monthly budget: around 850€**

- Rent : 400€
- Charges (electricity, internet, water...): around 100€
- Transportation : 10€ (under 26y.o), 47€ (full price)
- Food : 200€
- Mobile Phone : plans starting at 2€ (depending on the provider)
- Extras : depending on your spending habits.

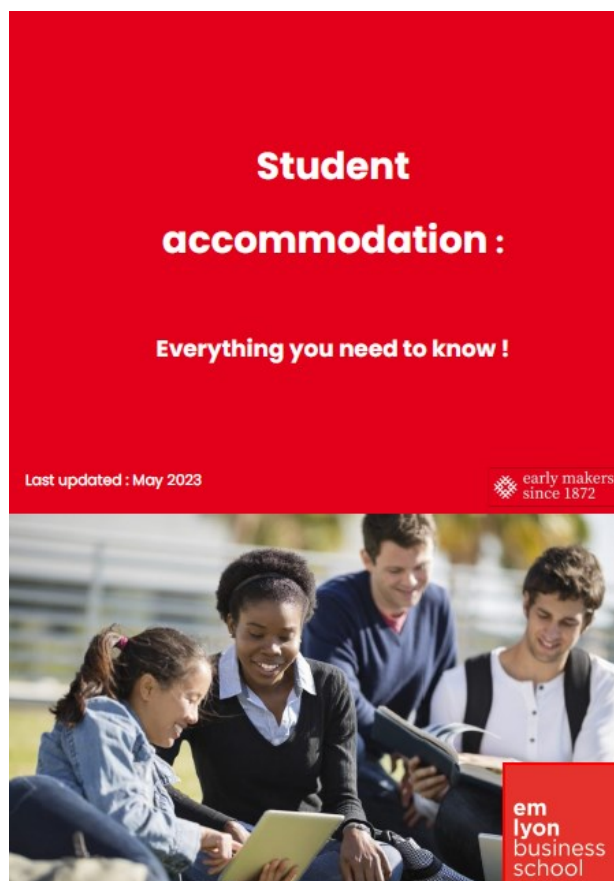
*Please note that this is a tentative budget which depends on your choice of accommodation and lifestyle.*

## New! The accommodation Guide

It is not easy to find accommodation, especially in large French cities, so we have made a detailed guide with all the information you need !

Find the guide on [Makersboard](#) !

Download the guide [here](#) !



**Student accommodation :**

**Everything you need to know !**

Last updated : May 2023

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## Good deals

### Culture



Saint-Étienne has a rich cultural offer (museums, festivals, theatres, parks, etc) and is renowned for its manufacturing heritage. It is since 2010 one of the Unesco cities of Design. Saint-Étienne offers an ideal quality of life and has been elected 3 years in a row in the top 10 of French cities where life is pleasant.

You want to discover Saint-Étienne? Here are some useful websites:

1. [Tourist office](#)
2. [Stéphanois hors cadre](#)
3. [Saintépass](#) (reductions for 16-25y.o)

### Bars and Food



**Good to know:** it is forbidden in France to drink alcohol or smoke before the age of 18.

You may want to go out and try some famous cuisine of the world. Say no more, we have quite the amount of restaurants and bars in Saint-Étienne! You can also choose to enjoy some French cuisine and especially some Saint-Étienne specialties such as "râpées", "fourme" and "bugnes".

### Exotic grocery stores



Exotic grocery stores can help you find some grocery products of your home country. In most supermarkets in France, you have exotic products sections but they are not as well supplied as exotic grocery stores.

Here are some examples of exotic grocery stores : "Cabane Bamboo" in the town centre, "International Store" near the Centre 2 shopping area.

## The Hall Mazerat Biltoki



The Hall Mazerat Biltoki is a closed market where local producers will be able to sell their products. If you wish to eat fresh, local and typical food of the region of Saint-Étienne, you are in the right place.

**Access :** 2 cours Victor Hugo, 42000 Saint Etienne  
**Tram :** T1 and T3, « Bourse du travail » station

### Solidarity grocery stores

Solidarity grocery stores sell products at a minor cost compared to regular grocery stores or supermarkets. However, you need to match certain conditions to be able to have access to these prices. Each solidarity grocery store has its own conditions of access, so you have to check them before going to one. Most of the time, conditions of access are based on your financial situation. You can see a social worker who can help you with this and guide you to the right store.

More information about the solidarity grocery store AGORAÉ [here](#). It is located in the main entrance of the University of Saint-Étienne (Tréfilerie Campus).

**You will need to fill in a file of application** to get this service.

### Anti Food-waste apps



Every year 10 million tons of food is either lost or wasted in the country, costing the French 16 billion euros per year.

Fighting against food waste is thus a major challenge and it is clear that we can all make a difference in the way we shop and eat.

Here is a shortlist of anti-food-waste apps :

1. [Too Good to Go](#)
2. [Phenix](#)
3. [Zero Gaspi](#)

# Life in France

## LiveinFrance

To make easy your arrival, we have made a partnership with [LiveinFrance](#). This platform will help you with all the process before and during your stay in France regarding procedures such as your visa, your accommodation, your administrative documents, your insurance, etc. To do this, simply create an account and follow the steps. The registration is entirely free.



## Transportation

### Bus-Tram

Saint-Etienne's public transport (bus, tramway) is operated by [STAS](#)

### Train

The national train network is operated by [SNCF](#). A [discount card](#) is available for youths (ages 12-27). There is also an [unlimited travel card](#) for a monthly fee (ages 16-27). [Ouigo](#) runs a low-cost high-speed rail service in France.

### Bicycle & electric scooter

- Vélivert: Take a bike at a station and drop it in another station! Subscriptions are available [here](#).

### Carpooling and intercity buses

[Blablacar](#) is a famous French startup for carpooling. They also operate [intercity buses](#), which is an affordable way to travel around the country or even in Europe. Other main companies are [Flixbus](#) and [Eurolines](#).

## Phone & Internet providers

<b>ORANGE</b> and its low-cost company <b>SOSH</b>	<b>BOUYGUES TELECOM</b> and its low-cost company <b>B&amp;YOU</b>
<b>SFR</b> and its low-cost company <b>RED by SFR</b>	<b>FREE</b> : one of the newest telephone and Internet company in France.

## Banks and loans

### Banks

There are several banks in France. You can choose one with an agency or an all-online one. However, please note that not every bank accepts clients who stay less than a year.

To create an account in a French bank, you must usually provide:

- Proof of identity : your passport or ID card for Europeans
- An enrolment certificate
- A proof of address

**emlyon** business school has several bank partners. They can be subject to change so you must always check the [IAEL platform](#) section "tuition fees". You can also check other all online banks such as Monabanq, n26, Revolut, Orangebank and Monese.

### Loans

You may obtain a bank loan through **emlyon** financial partners only if you have a French fiscal resident guarantor for your loan. If not, we advise you to obtain a loan in your country of origin before your arrival or via Prodigy Finance if your program is eligible.

[Prodigy Finance](#) is an innovative platform that offers loans at preferential rates to international postgraduate students attending top universities. All **emlyon** MSc students are eligible.

## The Financial Aid Guide (In French)

You will find in this guide all the financial aids that emlyon offers.

You can download it on your [Makersboard](#).



# Health and Insurance

## The Health Insurance System

For a stay of **more than 90 days** on the French territory it is mandatory to register to the CPAM through the dedicated [website](#). All international students are entitled to this coverage and **registration is completely free**. Social security coverage is provided by the CPAM (Caisse Primaire d'Assurance Maladie) and partially covers your healthcare expenses. **Attention!** Registration and coverage **take time** (at least several weeks). We recommend that you get an international insurance for the first 90 days at least.

If you have an **illness or such before coming to France** and you need medical follow-up, we strongly recommend that you **come with an International Insurance** covering you from the 1st day of your arrival.

If you are from **the European Union, the EEE or Switzerland**, you must obtain a **European Health Insurance Card (EHIC)** before your arrival in France.

If your **stay is less than 90 days** then you must have **international insurance coverage** for your time in France.

## Complementary health insurance

Complementary insurance plan called "mutuelle" is an additional health insurance that you can subscribe to in order to receive a better reimbursement of your medical expenses. This is not free and will require annual or monthly payment.

**HEYME** is an **emlyon's** partner and we have a 10% discount code for you: **EMLYON-10**



## Declaring a general doctor

You can register with a general doctor to the CPAM directly on your Ameli account. This will allow you to receive a better refund. This doctor will get to know the patient's medical history and manage your records.

## The "carte Vitale"

Once your registration to the CPAM is done, you will be attributed a unique 13-digit identifier and then you will be able to order your "carte Vitale". This free card includes your health insurance number and provide access to health care and direct reimbursement.

## Emergency numbers

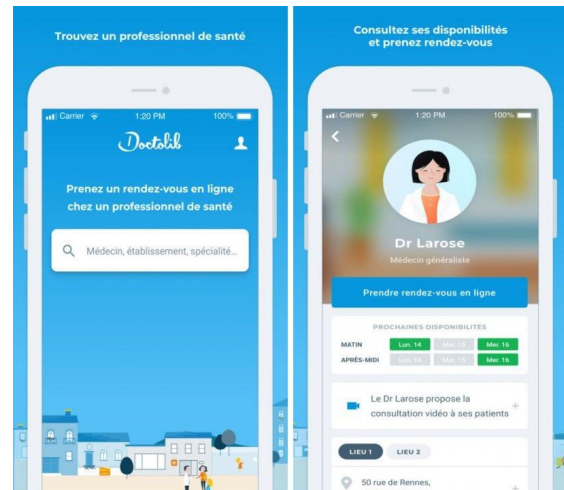
Numbers for more specialized services are available on [Makersboard](#) in the section « Health and Insurance ».



## Doctolib

[Doctolib](#) is an online platform and mobile app that allows you to book an appointment online directly with the doctor of your choice. You can find general practitioners, specialists and doctors who speak languages other than French.

In order to look for a doctor speaking a particular language, you must first write the name of the city in French. It is better to precise if you want to see a specialist because if you leave it blank, you'll get the list of general practitioners by default. Filter your search by clicking on "langues parlées" (spoken languages) and choose your language in the drop-down menu. This will update the list of doctors and show you the next available appointments.



## Third Party Liability Insurance

This is a **mandatory insurance** that covers you in the event of damage or accidents that you may cause to third parties (people or property) in your academic or private life. This guaranty can be included in some insurance contracts : housing insurance, bank contract, car insurance, etc.

If you do not have such insurance covering you in France, note that **emlyon** offers you the possibility to contract one during your IAEI registration with our partner Mutuelle Saint-Christophe.

## International Insurance

**emlyon** business school provides international insurance coverage for all of its students. The international mobility insurance applies for academic purposes only. You can benefit from a wide range of guarantees valid almost worldwide during the whole academic year. Your contract does not apply to countries in a current state of foreign or civil war or countries registered on the list of countries not recommended by the Ministry of Foreign Affairs.

Please note that **incoming exchange students are not covered by this insurance**.

The guarantees are detailed in documents available on [Makersboard](#) in the section « Health and Insurance »

- Hospitalization
- Medical expenses (medical examination, medicine, etc)
- Repatriation
- Third Party Liability Abroad
- Loss of luggage

In case of a health problem or an emergency, you must follow the advice on the assistance card in order to benefit from the reimbursement of your medical expenses.



# The Health & Wellbeing center

The Health & Wellbeing center by APICIL was established to provide the school's students with free, confidential, preventive healthcare, promote healthy lifestyles and provide healthcare (through medical consultations).



## A psychological support and guidance unit

**Psychologist – Meryll Martinez** – from Mondays to Fridays  
<https://calendly.com/martinez-meryll> // [psychologue@em-lyon.com](mailto:psychologue@em-lyon.com)  
04 72 18 46 26



Two toll-free phone numbers are available:

- A confidential hotline for psychological support  
Open 24 hours a day, seven days a week – French and English: **01 84 78 27 07**
- The Nightline is an anonymous, confidential, night-time hotline on which students in need of a listening ear can talk to volunteer listeners who are also students.  
Every Thursday to Monday from 9:00 PM to 02:30 AM  
**04 85 30 00 10** // Chat: [nightline-lyon.fr](https://nightline-lyon.fr)

## A medico-social team

**Nurse – Alicia Milla** – Mondays and Thursdays  
<https://calendly.com/milla-alicia> // [infirmierie@em-lyon.com](mailto:infirmierie@em-lyon.com)  
04 77 49 24 63  
**Doctor – Thierry Bussière** – Thursdays, 09:00 AM – 12:30 AM  
[infirmierie@em-lyon.com](mailto:infirmierie@em-lyon.com)

## A disability, diversity and inclusion department

**Advisor – Maxence Rogue** – Mondays to Thursdays,  
<https://calendly.com/rogue-maxence> // [handicap@em-lyon.com](mailto:handicap@em-lyon.com)  
04 72 18 46 37



## Workshops and talks

**Activities Coordinator – Jocelyne Massard** – Mondays to Thursdays,  
[polesante@em-lyon.com](mailto:polesante@em-lyon.com)  
04 72 18 29 88

## Measures to fight discrimination and Sexual and Gender-Based Violence (SGBV)

The School introduced measures to fight discrimination and Sexual and Gender-Based Violence (SGBV). This entailed creating a reporting protocol and an online reporting platform:  
[speakup.emlyon.com](https://speakup.emlyon.com).

## For any emergency situation

Contact the **SAMU** by dialing **15**  
**Suicide information line: 3114** (for people in difficulty or accompanying persons / family / supervisory teams... to obtain advice on what to do)



# Campus administration

## Administration Registration (IAEL)

You will have to register to **emlyon** by completing an online file on the [IAEL platform](#). This is a **very important step** as you need to complete this registration in order to receive your enrolment certificate (« certificat de scolarité »). You will need this document for many other procedures with the French administration.

Make sure to click on the « **validate your file** » button at the bottom right of the screen in order to complete your file !

## Student Card

The team will order your card **once your IAEL file is complete**. You will not receive your card if your file is incomplete. The **emlyon** business school student card is an ISIC student card that is recognized in over 100 countries and offers a range of advantages and services. For more information, please check the ISIC website.

**This card can be charged:**

• **For catering:**

- > By credit card using the catering machines, physically available on campuses.
- > By cash with the cashier.
- > [Online](#)

• **For printing:**

- > [Online](#)

• **For CROUS restaurants:**

- > Via the website or the app [IZLY](#)

## WIFI

There is a free WIFI network for emlyon students. Choose the **EMLEDUC** network and connect with your **emlyon** credentials (that you will receive before your arrival). Any IT issues? [Contact My Support](#).

## Campus services

### Creativity & Learning Hub

The Learning Hub is your virtual library. Located on the first floor, it offers several working spaces : silent rooms when you need a quiet place to work, brain bubbles for collaborative work and a hub café to have a break between two classes. You may also access the many databases available on several computers at your disposal. You can also rent books in order to help you in your work.

More information [here](#).

### Maker's Lab

**emlyon** business school makers'lab are prototyping workshops that are unique among French business schools. Dedicated to creativity and learning by doing, they are open to the entire **emlyon** ecosystem, whether graduates, students, staff, professors, researchers, incubators or partner companies. You can use your maker's lab (*located on the ground floor*) to prototype your ideas in record time thanks to the resources provided, including 3D printers, laser cutting machines and high-tech computers.

More information [here](#).

### Gymnasium

As of September 2020, the campus has a brand new gymnasium open to every student. If you wish to do some physical exercise, go to the front desk to ask the keys.

## Restauration

Located on the ground floor, you can find different lunch offers such as main courses, sandwiches, salads, burgers, drinks, etc. We also have several micro-waves at your disposal in the eating area if you wish to bring food from home.

**Coffee machines and water fountains:** don't forget to bring your own mug as per our waste-reduction approach (0-cup campus).

**To Good To Go:** application to fight against food waste. You just need to download the application, then click on "Plus" > "My Profile" > "Hidden stores" and enter the following code: **J4CEJDBS**.

The surprise baskets cost €3 (equivalent to €7 at a "normal" price) and are put online at 02:30 PM in the app. You can pick-up your basket at the front desk starting at 05:00 PM. Unpicked-up baskets will not be redistributed the next day.

## On campus security

The Security Command Post is located in the entrance hall. The security phone number: +33 4 78 33 77 42

Security is present on campus:

Monday through Friday: From 07:30 AM to 11:30 PM

On Saturday: From 09:00 AM to 01:30 PM

✉ [security-ste@em-lyon.com](mailto:security-ste@em-lyon.com)

Contact: **Romain CHAVANNE** | Head of Security and General Resources

+33 (0)4 77 49 63 45

+33 (0)6 42 92 16 94

A defibrillator is available in the entrance hall.

### Fire response instructions

**As soon as the building alarm bell is sounded, you must get out and get away from the building**

Here is a video to acquire the right fire response practices. [Video](#)

### Theft safety instructions

This video is meant to raise awareness and show you what needs to be done when faced with individuals demonstrating unusual behaviors in keeping with vandalism, incivility, or theft attempts on campus.

[Video](#)

**Never leave your stuff unattended, even on campus!**  
**Lost & Found / Go to the front desk at the entrance**

### Instructions for helping a person in danger

**Reflex 1: Call security +33 4 78 33 77 42**

**Or send someone to the security Command Post if you need to stay by the victim**

Security will contact emergency services and will guide them through campus

Here is a short video to get the right reflexes!

[Video](#)

### Attack safety instructions

For further information about how to proceed daily and what to do as the threat of intrusion is evolving, here is an "Attacks/Intrusions" guidebook. This guidebook is meant to inform you and raise your awareness on what to do in case of an armed attack.

You are also provided with a short training via this [PDF](#) and this 9-question video: [Here](#)

# Your main contacts

## Student Services Center

### Welcome Desk

- [welcomedesk@em-lyon.com](mailto:welcomedesk@em-lyon.com)

### International Student Support

Immigration, housing, Health and Insurance, and life in France

- Saint-Etienne campus : [internationaloffice42@em-lyon.com](mailto:internationaloffice42@em-lyon.com)

### Student Support team

Administrative registration, student card, diplomas

- Saint-Etienne campus : [iael42@em-lyon.com](mailto:iael42@em-lyon.com)

Certificates, transcripts

[certificateonline@em-lyon.com](mailto:certificateonline@em-lyon.com)

### Financial Support

Mobility Grants (Erasmus +, OFAJ, Bourse de la Région Auvergne Rhône-Alpes, EIFFEL):

- [scholarships@em-lyon.com](mailto:scholarships@em-lyon.com)

Need-based grants (CROUS, Emergency funds, foundation **emlyon..**):

- [scholarships@em-lyon.com](mailto:scholarships@em-lyon.com)

## Academic Exchanges

Incoming academic exchanges

[incoming.globalbba@em-lyon.com](mailto:incoming.globalbba@em-lyon.com)

Outgoing academic exchanges

[outgoing.globalbba@em-lyon.com](mailto:outgoing.globalbba@em-lyon.com)

Intercampus Mobility

[intercampusbba@em-lyon.com](mailto:intercampusbba@em-lyon.com)

## The IT Helpdesk

<https://mysupport.em-lyon.com/>

## Health and Well-being center

Nurse: [infirmierie@em-lyon.com](mailto:infirmierie@em-lyon.com)

Psychologist: [psychologue@em-lyon.com](mailto:psychologue@em-lyon.com)

