

# INCOMING Student and Trainee Guide

## Academic year 2022-2023



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**9, AVENUE FRÈRE ORBAN – 7000 MONS –  
BELGIUM**

**(MEZZANINE FLOOR)**

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## YOUR ADMINISTRATIVE COORDINATORS AT THE INTERNATIONAL RELATIONS OFFICE

- **Mrs Géraldine BERGER**

Head of Office – Institutional Mobility Coordinator, ECTS and EURAXESS - [relint@umons.ac.be](mailto:relint@umons.ac.be)

- **Mrs Marine VECCHIATO**

INCOMING Mobility Coordinator for Erasmus and assimilated programmes (studies and placements) for all faculties and schools, except for FPSE, FTI-EII and FWEG – [marine.vecchiato@umons.ac.be](mailto:marine.vecchiato@umons.ac.be)

- **Mrs Eleonora FUSELLA**

OUTGOING and INCOMING Mobility Coordinator for Erasmus and assimilated programmes (studies and placements) for FPSE & FWEG – [eleonora.fusella@umons.ac.be](mailto:eleonora.fusella@umons.ac.be)

- **Mrs Sarah GRAINDORGE**

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General e-mail address: [incoming.relint@umons.ac.be](mailto:incoming.relint@umons.ac.be)

### PART 1 INCOMING STUDENT

You are a university student with an exchange agreement with the University of Mons and you have been nominated to spend a semester or a full academic year here.

During this period, you will be required to attend classes, take exams and acquire a certain number of credits that can then be validated by your home university on your return.

#### I. BEFORE YOUR ARRIVAL

Before your arrival, you will have compiled a file with the following documents:

Application forms

- Student Application Form
- Learning Agreement for studies
- Copy of your ID or passport
- Copy of your Health Insurance Card or proof of private health insurance
- Copy of your previous transcripts of records (for higher education).

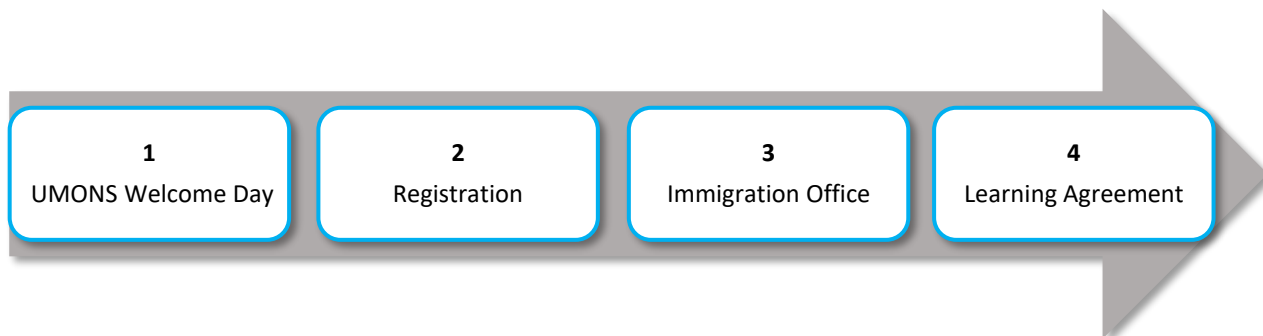
By now, for most of you, the 'Learning Agreement' will have been analysed by your UMONS faculty coordinator and will have been approved. As such, you can start your stay here in the best conditions.

For some students, some modifications will still have to be made to the study programme (see [Learning Agreement for studies](#), page 6).

If you have specific needs, and would like any form of assistance during your stay at UMONS, the association 'Les Cèdres' is there to deal with any requests (see [Les Cèdres](#), page 21).

## II. DURING YOUR STAY

Upon arrival at UMONS, several administrative procedures need to be carried out. They should be done in the following order:



### 1. UMONS Welcome Day (Compulsory)

The aim of the UMONS Welcome Day is to provide you with all the information necessary for your stay here in Mons. It will take place on **Tuesday 13<sup>th</sup> September 2022** for students staying for the first term or for the entire academic year, and on **Monday 06<sup>th</sup> February 2023** for students arriving in the second term.

This **compulsory** event is a great way to get to know a bit about Mons, to find out about student life here and even to meet some of the members of staff that you will come to know during your stay.

During this Welcome Event, the International Relations Office will offer you a "Welcome Pack". It contains important documents, information about the city of Mons and a welcome gift. The documents will also be sent by e-mail.

### 2. Registration

This procedure will be done online: Your IRO coordinator will ensure to register you the day after the information session (Welcome Day). Once the registration is done, the IRO send you by e-mail all the documentation you need:

Your registration sheet, your registration certificate, and the acknowledgment of receipt of UMONS rules (that you have to sign and **send back to your IRO coordinator by e-mail**). You will also receive the UMONS rules and provisions.

You will receive an automatic e-mail with your IT access to create your UMONS account.

You will then have to login on your personal access and **upload a passport-sized photograph**. This picture is needed to automatically create **your badge** that will be printed at the Registration Office and sent by post to your address in Mons.

### 3. City of Mons Immigration Office

#### Population (Immigration Office)

*Send an e-mail to initiate the procedure*

Rue Buisseret 2, 1st Floor – 7000 MONS

+32 65 40 54 10

[service.etrangers.etudiants@ville.mons.be](mailto:service.etrangers.etudiants@ville.mons.be)

#### Opening Times:

Monday to Friday from 08:00 to 12:30

First Saturday of the month from 09:00 to 12:00

Owing to the fact that the status and situation of foreign students can be very different, you should contact the Immigration Office (Le Service des Etrangers) in Mons via their website <https://www.mons.be/> as soon as you are registered at the University.

The Immigration Office will send you an e-mail including the list of all the documents you need to provide them.

For students coming **from the European Union**:

- Proof of identity (your **ID card** or **passport**),
- Proof of **insurance**: European Health Insurance Card (EHIC)
- Your **address** in Belgium
- Your signed **Learning Agreement** for studies and/or traineeship
- Your **declaration of registration** at UMONS (provided by the Registration Office at UMONS)
- 4 passport-sized **photographs** and **5 EUR**
- **Funding declaration**
- You will have to pay 28 EUR to receive your residence permit

For students coming **from non-European countries**:

- Proof of identity (your **ID card** or **passport**),
- Proof of **insurance** covering you for the whole mobility programme
- Your **address** in Belgium
- Your signed **Learning Agreement** for studies and/or traineeship
- Your **declaration of registration** at UMONS (provided by the Registration Office at UMONS)
- 4 passport-sized **photographs** and **5 EUR**
- Funding declaration
- **Visa** (student visa – Visa D)
- You will have to pay 28 EUR to receive your residence permit

Once you have sent all the required document to the Immigration office (IO), the procedure is launched. In the following weeks, a neighbourhood police officer will come and check if you actually live to the address mentioned at the IO. Do not be surprised, this is the standard procedure.


**After this verification, the Immigration Office will give you a document attesting to your foreign student status. You must keep this document in a safe place!**

#### 4. Learning Agreement for studies

It is possible that your “Learning Agreement” (which had to be completed and then approved before your arrival) needs to be modified. Reasons for this modification could include a change of timetable, cancellation of a course, the selection of a course which does not correspond to your expectations, etc.

**For this, you must complete a modification form.** This form is included in the ‘During the Mobility’ part of the ‘Learning Agreement’.

The procedure to request modification of your initial study programme is as follows:

- 
- 1 **Student**  
*The student must complete this form and have it signed by their faculty coordinator at UMONS, before handing it in to the faculty secretariat.*
  - 2 **International Relations Office at UMONS**  
*The International Relations Office verifies the modifications conform to the ‘Learning Agreement’ and sign the document only if the form already bears the signatures of the faculty coordinator and the student.*
  - 3 **Home Institution**  
*The International Relations Office sends the completed form to the coordinator at the student’s home institution.*
  - 4 **International Relations Office at UMONS**  
*Upon receipt of approval from the home institution, the International Relations Office will inform the student and their UMONS faculty coordinator of this.*

If you are studying at UMONS for one term, your request for modification of your study programme must be made **within the 5 weeks** that follow the official beginning of the teaching period of the academic year (in case of you are studying at UMONS for the first term or the entire academic year), or **within the 5 weeks** that follow the official beginning of the teaching period of the second term if you are only studying at the UMONS for the second term.

**Once this timeframe has passed, no changes can be made to your study programme.**

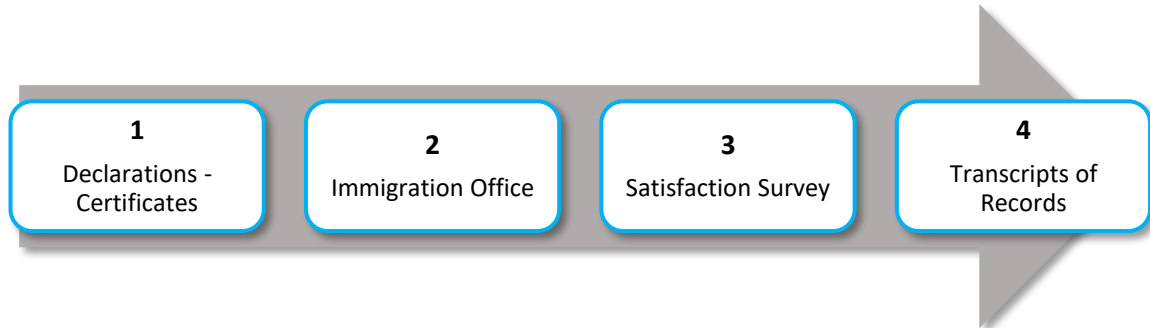
**Therefore, your Learning Agreement must comply with the courses you take. It is important to highlight that your academic success could be compromised if you do not update your study programme.**

**You will be allowed to modify your learning agreement ONLY ONCE! We advise you to wait until you are sure of your new study programme before sending us the modifications.**

You can see the list with all the administrative and academic coordinators from the different faculties on our website: <https://web.umons.ac.be/en/international/coordonateurs-facultaires/>

### III. AT THE END OF YOUR STAY

The end of your stay at UMONS requires you to carry out a series of administrative procedures. They should be done in the following order:



#### 1. Declarations

Your home institution will probably require you to have one or more declarations and/or certificates completed (departure form, proof of stay, proof of course attendance, etc.).

The International Relations Office at UMONS will complete any necessary documents and will provide you with the original (if your home institution does not accept a scanned copy that we prefer during the sanitary crisis) and will send a scan of the document to your home institution.

It is essential that you hand in the originals or scanned copy to your home institution in order for you to receive full funding. Due to the current sanitary measures, your home institution may accept a scanned copy.

Please note: **Only one original will be drawn up.** Should you lose this original no replacement can be given!

#### 2. City of Mons Immigration Office

A few days before you leave, we recommend that you send an e-mail to the Immigration Office (in Mons) in order to inform them of the end of your stay and your return to your home country.

This formality will help you to avoid any issues once you return to your home country and will allow the local administration to close your file.

After this administrative step, do not forget to **leave your residence permit** to your coordinator at the International Office Relations.

#### 3. Satisfaction Survey

At the end of your stay, you will receive an email inviting you to complete our satisfaction survey about your stay at UMONS. You will be asked to answer questions about different aspects of your stay at the University. Please, do not forget to fill in the survey. It will only take you a few minutes and it will help us improve the way we welcome and help our international students!

#### 4. Transcripts of Records

Your exam results will be recorded by the faculty secretariat and then sent to the International Relations Office. They will then draw up your transcript. **This will be done automatically; you do not have to request this service.** Your IRO coordinator will send the Transcript of Records by e-mail to both you and your home university (if an original copy is needed, please inform us).



This document will be the only official ToR. However, you will be able to check your results via your MY UMONS account. Along with your transcript, you will receive information about the resit assessment period. Do not forget to email the International Relations Office if you have to retake some exams.

This document is drawn up in the **5 weeks that follow the official end of the exams.**

## PART 2 INCOMING TRAINEE

You are a university student with or without an exchange agreement with the University of Mons and you have been nominated to carry out a placement for a fixed period.

You can do this within the Erasmus+ framework or based on a placement agreement, which has been specifically established for this purpose.

During this mobility period, you will be required to work within a research department or laboratory in order to improve your training or as part of your Master thesis.

### I. BEFORE YOUR ARRIVAL

Before your arrival, you will have compiled a file with the following documents:

**Candidate File**

- Learning Agreement for Traineeship (Erasmus+ programme) ou Placement Agreement
- Copy of your ID card or passport
- Copy of your European Health Insurance Card or proof of private health insurance.

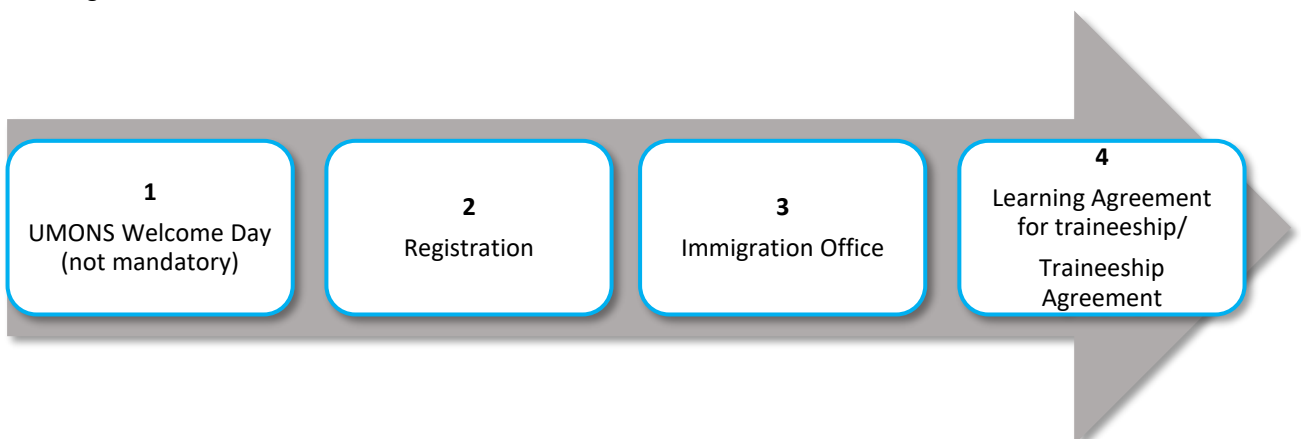
By now, for most of you, the “Learning Agreement for Traineeship” or the “Traineeship Agreement” will have been analysed by those concerned at your home institution, by yourself, by your placement supervisor at UMONS and the UMONS International Relations Office. As such, you can start your stay here in the best conditions.

For some students, certain modifications will still have to be made to the study programme (see [Learning Agreement for Traineeship/Placement Agreement](#), page 13).

If you have specific needs, and would like any form of assistance during your stay at UMONS, the association ‘Les Cèdres’ is there to deal with any requests (see [Les Cèdres](#), page 21).

### II. DURING YOUR STAY

Upon arrival at UMONS, several administrative procedures need to be carried out. They should be done in the following order:



## 1. UMONS Welcome Day (optional for trainees)

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Exceptionally, those information sessions will be held online, via Teams, in order to respect the measures linked to the sanitary crisis.

After this virtual Welcome Event, the International Relations Office will contact you to fix an individual appointment to give you a "Welcome Pack". It contains important documents, information about the city of Mons and a welcome gift. The documents will also be sent by e-mail.

This session is **optional for trainees**. Since the placement periods are variable, we are aware that it is sometimes impossible to attend this session at the beginning of each semester. Therefore, an individual appointment can be made on your arrival in order for you to receive the information usually communicated during the welcome sessions.

## 2. Registration

This procedure will be done online: Your IRO coordinator will ensure to register you upon your arrival at UMONS. Once the registration is done, the IRO send you by e-mail all the documentation you need:

Your registration sheet, your registration certificate, and the acknowledgment of receipt of UMONS rules (that you have to sign and **send back to your IRO coordinator by e-mail**). You will also receive the UMONS rules and provisions.

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- Your **address** in Belgium
- Your signed **Learning Agreement** for studies and/or traineeship
- Your **declaration of registration** at UMONS (provided by the Registration Office at UMONS)
- 4 passport-sized **photographs** and **5 EUR**
- **Funding declaration**
- You will have to pay 28 EUR to receive your residence permit

For students coming **from non-European countries:**

- Proof of identity (your **ID card or passport**),
- Proof of **insurance** covering you for the whole mobility programme
- Your **address** in Belgium
- Your signed **Learning Agreement** for studies and/or traineeship
- Your **declaration of registration** at UMONS (provided by the Registration Office at UMONS)
- 4 passport-sized **photographs** and **5 EUR**
- Funding declaration
- **Visa** (student visa – Visa D)
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Once you have sent all the required document to the Immigration office (IO), the procedure is launched. In the following weeks, a neighbourhood police officer will come and check if you actually live to the address mentioned at the IO. Do not be surprised, this is the standard procedure.

**After this verification, the Immigration Office will give you a document attesting to your foreign student status. You must keep this document in a safe place!**


#### 4. Learning Agreement for Traineeship/Placement Agreement

Your “Learning Agreement” or “Placement Agreement” (which must be completed and approved prior to your arrival at UMONS) may need to be modified after you register at UMONS.

An extension of your placement or the addition/deletion of a subject in your programme may be reasons for modifying your Learning Agreement for Traineeship/Placement Agreement.

**For this, you must complete a modification form.** This form is included in the “During the Mobility” part of the “Learning Agreement” or the Placement Agreement.

The procedure to request modification of your initial study programme is as follows:

- 
- 1 **Student**  
*The student must complete this form and have it signed by their placement supervisor at UMONS, before handing it in to the faculty secretariat.*
  - 2 **International Relations Office at UMONS**  
*The International Relations Office verifies the modifications conform to the ‘Learning Agreement’ and sign the document only if the form already bears the signatures of the UMONS placement supervisor and the student.*
  - 3 **Home Institution**  
*The International Relations Office sends the completed form to the coordinator at the student’s home institution.*
  - 4 **International Relations Office at UMONS**  
*Upon receipt of approval from the home institution, the International Relations Office will inform the student and their UMONS placement supervisor of this.*

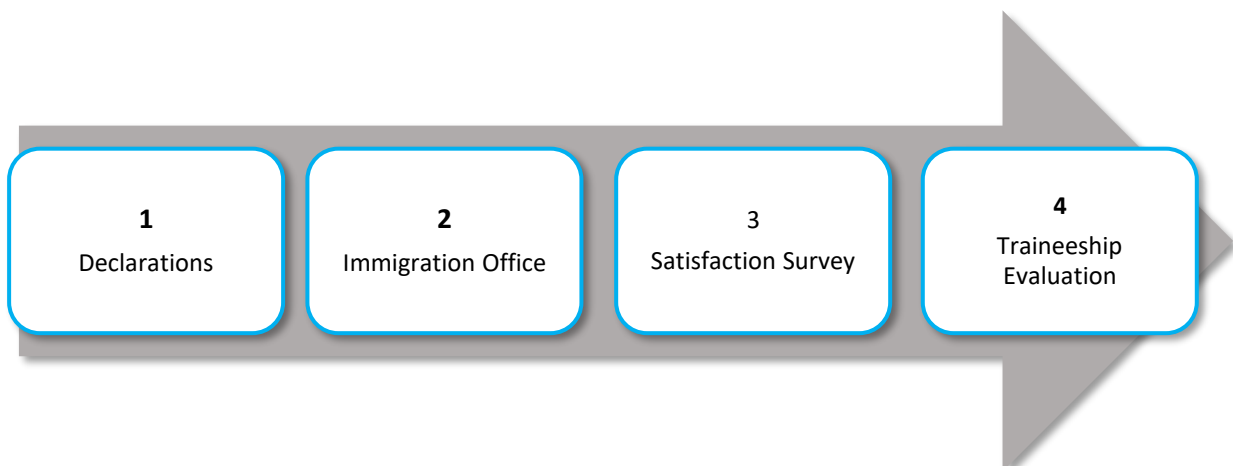
Any changes must be submitted as soon as possible and no later than **one month before the end of your mobility programme.**

**Once this timeframe has passed, no changes can be made to your study programme.**

**We therefore draw your attention to the fact that the success of your year may be compromised by simply not updating your Learning Agreement for Traineeship/Placement Agreement.**

### III. AT THE END OF YOUR STAY

The end of your stay at UMONS requires you to carry out a series of administrative procedures. They should be done in the following order:



## 1. Declarations

Your home institution will probably require you to have one or more declarations and/or certificates completed (departure form, proof of stay, proof of course attendance, etc.).

The International Relations Office at UMONS will complete any necessary documents and will provide you with the original (if your home institution does not accept a scanned copy that we prefer during the sanitary crisis) and will send a scan of the document to your home institution.

It is essential that you hand in the originals or scanned copy to your home institution in order for you to receive full funding. Due to the current sanitary measures, your home institution may accept a scanned copy.

Please note: **Only one original will be drawn up.** Should you lose this original no replacement can be given!

## 2. Immigration Office

A few days before you leave, we recommend that you send an e-mail to the Immigration Office (in Mons) in order to inform them of the end of your stay and your return to your home country.

This formality will help you to avoid any issues once you return to your home country and will allow the local administration to close your file.

After this administrative step, do not forget to **leave your residence permit** to your coordinator at the International Office Relations.

## 3. Satisfaction Survey

At the end of your stay, you will receive an email inviting you to complete our satisfaction survey about your stay at UMONS. You will be asked to answer questions about different aspects of your stay at the University. Please, do not forget to fill in the survey. It will only take you a few minutes and it will help us improve the way we welcome and help our international students!

## 4. Traineeship Evaluation

Your Traineeship Evaluation will be carried out by your supervisor. The results will be sent to you within a reasonable amount of time following your return.

## PART 3 LIFE ON CAMPUS

### 1. Academic Calendar

The Academic Calendar is on your USB Key in the Welcome Pack.

### 2. Learning French

To help international students learn or improve French, UMONS offers various French courses (FLE – Français Langue Etrangère) at the Centre of Modern Languages (CLV). Before the official start of the term (September and January), you will have the chance to attend a one week-seminar to improve your French, enjoy some cultural activities and discover the region.

Furthermore, French courses are organised throughout the year and students can get 5 ECTS if they pass them. If you wish to have more information about the 2-week seminar or our other French courses, please check our website: <https://web.umons.ac.be/en/international/french-language-courses/> or send an email to [Laurence.CHAINAYE@umons.ac.be](mailto:Laurence.CHAINAYE@umons.ac.be).

### 3. TANDEmONS

The TANDEmONS initiative aims to encourage meetings between students of different nationalities and cultures. This allows international students to integrate as effectively as possible and provides UMONS students, who are already well acquainted with student life in Mons, the opportunity to discover a new culture and language. If you wish to take part in this adventure, please send an email to [tandemons@umons.ac.be](mailto:tandemons@umons.ac.be) or visit their Facebook page: <https://www.facebook.com/Tandemons-1418243691797004/>

### 4. Accommodation

There are two accommodation possibilities during your mobility programme: either in one of the University's halls of residence or housing in the private sector.

#### Halls of Residence

Accommodation in halls of residence is available to international students. However, it is impossible to satisfy all requests since the number of rooms available is limited.

Information on how to reserve accommodation in halls is communicated following acceptance of your stay at UMONS and upon completion of your file.

UMONS has several halls close to its campuses. Some rooms from other halls could be provided to international students, depending on availability.



**Cité de la Grande Triperie**

Rue de la Grande Triperie 30-34 – 7000 MONS



This recently renovated residence has 100 single bedrooms, all with toilet and shower facilities. The building also has communal kitchens, and has been designed as a modern, comfortable and eco-friendly living environment. This hall is situated in the heart of the town, only a 5-minute walk from the Grand Place, meaning that there are plenty of amenities close by.

**Cité Kots UMONS 1 and 2**

Rue de la Grande Triperie, 11 – 7000 Mons



This residence, with its calm but central location, has single bedrooms (bathroom and kitchen facilities shared between 10 bedrooms) and double bedrooms, most of which have their own kitchenettes and bathroom. This hall has communal spaces on the ground floor, including a sports hall and a laundry, and there is a garden at the back of the building.

**Cité Jacques Franeau**

Rue du Parc, 26-28-30-32 – 7000 Mons

Ruelle du Cerf Blanc, 1-3 – 7000 Mons



This housing area, located near the Warocqué School, is composed of 6 buildings which have single rooms, double rooms and double occupancy duplexes. There is a communal kitchen and study room in each of the buildings. In total, there are 70 bedrooms, the vast majority of which have private bathroom facilities.

**Cité Pierre Houzeau de Lehaie**

Boulevard Dolez, 69 – 7000 Mons



This residence offers 288 single bedrooms with individual bathrooms and shared kitchen facilities. The building also has a laundry room and a common room. What's more, this is the site of the Houzeau canteen and one of the student bars.

**Cité d'Egmont**

Place Warocqué, 16 – 7000 Mons



This building is on the Warocqué crossroad. It has 14 individual bedrooms, and has communal bathroom, toilet and kitchen facilities.

**Cité UPKOT**

Rue de la Croix-Rouge, 2 – 7000 Mons



This building is well located, close to Warocqué School and the campus "Plaine de Nimy". There is a garden at the back of the building. It is possible to rent a parking spot. It offers 151 bedrooms and is situated close to all amenities (shops, buses, train station).

**Accommodation in the private sector**

If no more housing is available in halls of residence once your application to UMONS has been accepted and confirmed, you will be provided with a list of available accommodation located in the town centre.

**Please note: UMONS declines all responsibility in the event of dispute with landlords in the private sector.**

If you do not have accommodation on your arrival, there are a number of temporary solutions:

- Youth hostel: <http://www.lesaubergesdejeunesse.be>
- Ibis hotel: [www.ibismons.be/](http://www.ibismons.be/)
- Infotel hotel: [www.hotelinfotel.be](http://www.hotelinfotel.be)
- Le Terminus hotel: [www.le-terminus.be](http://www.le-terminus.be)

Some useful information:

**A "kot":** A single room in a building where other students live. This type of accommodation is usually furnished, but the bathroom and kitchen are often shared.

**A studio:** Bigger and more expensive than a "kot", sometimes furnished, with a private kitchen and bathroom.

When reserving accommodation, you may be asked to pay a deposit equal to one month's rent before coming to Belgium. This deposit will be refunded upon departure provided you have left the accommodation in good condition.

If you later decide that you no longer want the accommodation, you will be responsible for finding a replacement tenant and you may have to pay the rent equivalent to the months you would have occupied the accommodation.

#### Some useful links:

- Logement intergénérationnel: Un toit deux âges: <http://www.1toit2ages.be>
- Infor Jeunes: <http://www.infor-jeunes.be>
- KotPlanet: <http://www.kotplanet.be>
- kots.be: <http://www.kots.be>
- Facebook pages about accommodation : <https://www.facebook.com/groups/706053069469135/> ; <https://www.facebook.com/groups/724727964285046/> ; <https://www.facebook.com/groups/339291109556745/>
- Websites about accommodation : <https://ikot.be/fr/colocation-mons> ; <https://www.kotplanet.be/category/kots/> ; <https://www.kotamons.be/> ; <https://lc.cx/mnPw> ; <http://be.chambrealouer.com/location/BE-Belgique/mons> ; <http://mons-kot.be/> ; <https://www.student.be/fr/mons/kots-a-louer> ; <https://skot.be/kot-mons> ; <https://www.appartager.be/> ; <http://www.vivastreet.be/annonces-colocation/mons> ; <https://kotsetstok.wixsite.com/kots>

## 5. The University Campuses

UMONS is at the heart of the city of Mons. Different UMONS campuses are located in the centre and on the outskirts of the city.

## 6. Computer Facilities

There are several computer rooms available for student to use:

- Nimy site: Salle Escher from 8:00 to 20:00.
- Warocqué site: Room 028L from 7:30 to 18:30.
- Houdain site: Room 06 from 8:00 to 20:00.
- Epargne site: Language Lab from 9:00 to 17:00.

## 7. Timetables

The course timetables are available online via the *Hyperplanning* platform

[www.umons.ac.be/horaires](http://www.umons.ac.be/horaires)

## 8. Libraries

### Library of the Faculty of Architecture and Urban Planning

Rue d'Havré, 88 – 7000 Mons – Tel.: +32 65 55 48 16

[bibliotheque.fau@umons.ac.be](mailto:bibliotheque.fau@umons.ac.be)

#### Opening hours

- Monday to Thursday from 8:00 to 12:00 and from 12:00 to 16:30
- Friday from 8:00 to 12:00 and from 12:30 to 16:00.

### Central Library

Rue Marguerite Bervoets, 2 – 7000 Mons – Tel. +32 65 37 30 55

[bibliotheque.centrale@umons.ac.be](mailto:bibliotheque.centrale@umons.ac.be)

#### Opening hours

- Monday to Friday from 8:30 to 17:00.

**Linguistics Library**

Avenue du Champs de Mars, 6 (Pentagone) – 7000 Mons – Tel.: +32 65 37 36 48

[bibliotheque.linguistique@umons.ac.be](mailto:bibliotheque.linguistique@umons.ac.be)

Opening hours

- Monday to Friday from 8:00 to 17:00.

**Library of the Faculty of Engineering**

Rue de Houdain, 9 – 7000 Mons – Tel.: +32 65 37 40 10

[bibliotheque.fpms@umons.ac.be](mailto:bibliotheque.fpms@umons.ac.be)

Opening hours

- Monday to Wednesday from 8:00 to 17:00.
- Thursday from 8:00 to 18:00,
- Friday from 8:00 to 16:30.

**Library of the Warocqué School of Business and Economics**

Tel.: +32 65 37 30 67 or +32 65 37 32 27

[bibliotheque.FWEG@umons.ac.be](mailto:bibliotheque.FWEG@umons.ac.be)

**Library of the Faculty of Psychology and Education and the Faculty of Human and Social Sciences Library**

Léna Jonas – Tel.: +32 65 37 30 64; Isabelle Vanden Eynde – Tel.: +32 65 37 30 66

[bibliotheque.FPSE@umons.ac.be](mailto:bibliotheque.FPSE@umons.ac.be)

**Testothèque – Tests Library**

The “Testothèque” is only accessible to students and graduates from the Faculty of Psychology and Education. Items may be taken out on loan for 2 days.

Opening hours

- Monday, Wednesday and Friday from 8:30 to 12:00 and from 13:00 to 17:00.

**Library of the Law School**

Isabelle Fadeur – Tel.: +32 65 37 30 62

[bibliotheque.droit@umons.ac.be](mailto:bibliotheque.droit@umons.ac.be)

**Library of the Faculty of Science and the Faculty of Medicine and Pharmacy**

Avenue du Champ de Mars, 6 (Pentagon Building) – 7000 Mons – Tel.: +32 65 37 36 47

[bibliotheque.FSFMP@umons.ac.be](mailto:bibliotheque.FSFMP@umons.ac.be)

Opening hours

- Monday to Friday from 8:00 to 17:00

## 9. University Cafeterias

There are 2 cafeterias where UMONS staff and students are able to purchase and eat lunch: the cafeterias "**Houzeau**" and "**Plaine**".

The "**Houzeau**" cafeteria can be found on the ground floor of the Pierre Houzeau de Lehaie student hall of residence (Boulevard Dolez 69), while the "Plaine" cafeteria is at the "**Plaine**" campus (Plaine de Nimy, Avenue du Champs de Mars).

Every lunchtime, the two self-service cafeterias serve a choice of hot meals as well as a "suggestion of the week" and various cold dishes or sandwiches. Chips, salad, soup, desserts, fresh fruit and a range of drinks can also be purchased.

Hot meals are served Monday to Friday from 11:30 until 14:00, while sandwiches are served from 10:00 until 17:00. In addition, the "Plaine" cafeteria is open from 10:00 until 17:00 and is equipped with Wi-Fi. During the hours that meals are served, only diners can use the cafeteria.

Both cafeterias offer the same menu at the same time (with some exceptions). The menu is updated regularly.

Dishes can also be taken away in microwaveable dishes.

## 10. Social Services Office – U-HELP

The Social Services Unit (U-HELP) offers students and their families assistance in many areas, including giving personalised information, financial aid and psychological support. They also have a housing guide available free of charge, which lists available housing, and they consolidate all the offers and requests for student jobs.

### "U-HELP" Social Services Office

Place du Parc 22 (upstairs)  
7000 MONS  
+32 65 37 30 93

[service.social@umons.ac.be](mailto:service.social@umons.ac.be)

Monday, Tuesday, Thursday & Friday  
from 8:30 to 12:00

## 11. Educational Support Department (SAP)

The Educational Support Department helps students get the most out of their student experience and reach their full potential by:

- **Providing information**

Discover the study programmes available, the courses on offer, the pathways to study, the opportunities, etc.

- **Helping them find their study path or specialisation**

Choose courses according to personal interests, the modules covered, a professional project, the appropriate study path, or even transitional courses.

- **Guiding them on how to pass their studies**

Help students develop learning strategies tailored to their personal characteristics and the requirements of the university.

Throughout their studies, the Educational Support Department is there to help students with any personal and psychological challenges. They are there to support students, help them understand their limits and visualise and overcome any difficulties.

**Free and Confidential Service**

You can book an appointment (by phone or e-mail [pascale.dubois@umons.ac.be](mailto:pascale.dubois@umons.ac.be)) with Pascale DUBOIS, educational psychologist and student advisor, from Monday to Friday from 08h30 to 12h and from 13h30 to 16h.

**Educational Support Department (SAP)**

Verlaine Building (1st Floor)  
Rue du Rossignol 1 - 7000 MONS

+32 65 37 30 97

[sap-etudiants@umons.ac.be](mailto:sap-etudiants@umons.ac.be)

**12. Les Cèdres**

This UMONS non-profit centre for research and action offers support and personalised educational assistance for students with specific needs <sup>1</sup>.

Les Cèdres can help by:

- welcoming and establishing the status of students with specific needs
- analysing the specific needs of individual students
- developing individual support plans
- assisting with educational support for students with specific needs (sign language translation, specific teaching methods, individual explanations, etc.).

**Les Cèdres**

Campus Plaine de Nimy  
Avenue Maistriaux 19 - 7000 MONS  
(Building 4, 1st Floor, Room 124)

+32 65 37 33 73

[lescedres@umons.ac.be](mailto:lescedres@umons.ac.be)

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<sup>1</sup> Defined as any student who may be hindered from participating equally in academic life as a result of physical disabilities, learning difficulties, chronic illness, or other difficulties.

**13. U-PSY**

U-Psy is the Service of Psychological Support of the University. The psychologist is available for students during the whole year. This is a free service, and it is strictly confidential. The psychologist receives students upon request during private consultations and in an environment totally independent from the faculties. The students can be heard and supported in the difficulties that they could encounter in their study project.

**U-PSY**

Place du Parc 22 (1er étage)  
7000 MONS

+32 65 37 22 74 / +32 479 86 45 32  
[aurelie.villers@umons.ac.be](mailto:aurelie.villers@umons.ac.be)

Upon appointment only, during the week.  
(not available on weekends & holidays)

**14. 100% Respect**

Someone's behaviour is causing you troubles or emotional suffering?

Are you a witness of someone's suffering caused by hostile or degrading behaviours?

DON'T BE SILENT !

Speak is always the first step towards progress.

The 100% RESPECT campaign aims to stop all abusive behaviours. Each call or e-mail will be taken into account !

**100% Respect**

+32 471 67 79 60  
[respect@umons.ac.be](mailto:respect@umons.ac.be)

Do you want to talk directly with a student of your faculty who received a special training ? All the information are available on :  
[www.umons.ac.be/respect](http://www.umons.ac.be/respect)

## 15. Student Associations



Many of the students of UMONS are members of associations within their respective Faculties or Institutes. They communicate via websites, forums and social networks. It would be impossible to list them all here, but you can find more information here: <https://web.umons.ac.be/fr/vie-campus/les-associations-detudiants/>

**ESN** aims to work in the interest of students who are spending a part of their academic life at a higher education institution abroad. The organisation works to improve the conditions for present and future exchange students, to promote the exchange experience, and is involved, directly or indirectly, in every aspect of this subject as broadly as possible.

ESN Mons was created in February 2015 by Aude Segers, former president of the association, and works with the UMONS International Relations Office and the *Pôle Hainuyer* (academic group) in order to support international student integration and to help these students during their mobility programmes in Mons.

Website: [www.esnmons.be](http://www.esnmons.be)

Facebook page: [www.facebook.com/esn.mons/](https://www.facebook.com/esn.mons/)

## 16. Culture at UMONS : discover the MUMONS

At UMONS, culture is at the heart of university life. Students and staff members have privileged access to many cultural activities organised by the University and its partners.

Theatre, cinema, exhibitions, concerts, photography workshops, improv, conferences...

The mission of MUMONS is to facilitate access to culture for all UMONS members.

### MUMONS

Bâtiment des Sciences et de la Médecine  
Avenue du Champ de Mars, 24 - 7000 MONS

[mumons@umons.ac.be](mailto:mumons@umons.ac.be)  
[www.mumons.be](http://www.mumons.be)  
+32 65 37 22 15

## 17. UMONS-Sport

UMONS-sport is a sports club run mainly by students. Whether you are an accomplished sports enthusiast or a simple amateur, UMONS offers activities for everyone and for all tastes. UMONS-sport organises numerous diverse weekly activities, such as badminton, Zumba, climbing and jogging. These sessions are open to UMONS members by means of a single payment of 10 euros for the UMONS-sport card, which can be purchased at the Sports Units or from one of the activity leaders. Activities take place in sports clubs in the local area or at the UMONS sports hall on the Plaine de Nimy campus.

### UMONS-Sport

Rue du Grande Triperie 11 - 7000 Mons

Perrine DAGONNIER +32 65 37 37 06

[sport@umons.ac.be](mailto:sport@umons.ac.be)  
or

<https://web.umons.ac.be/fr/vie-campus/umons-sport>

Every day from 9:00 to 16:00 except Tuesday afternoon, or  
by appointment



## 18. YOU FM

### YOUFM – UMONS Radio



YOUFM is the UMONS radio station, broadcasting on 106.9 FM and on the internet at [www.youfm.be](http://www.youfm.be)

YOUFM received its broadcast license in June 2008 and has since been recognised as a community radio station with a cultural and educational purpose by the audio-visual regulatory authority.

YOUFM has more than 30 programmes, over 60 hosts, and the best music 24/7!

YOUFM works in collaboration with UMONS Extension and the Science Carré. Outside the University, it also has several partners: Manège. Mons, the Modern Art Museum BAM, the Mundaneum, Plaza Art, la Chapelle, the International Love Film Festival, etc.

#### YOUFM

[radio@umons.ac.be](mailto:radio@umons.ac.be)

Email Studio: [youfm@live.com](mailto:youfm@live.com)

MSN Studio: [Youfm@live.com](mailto:Youfm@live.com)

Facebook:

<http://www.facebook.com/youfmbe>

## 19. University Press (PUM)

The service that publishes the course syllabi is located below the cafeteria on the Plaine de Nimy campus. These syllabi<sup>2</sup> (course notes written by the lecturers and student notes) and reference books are available here.

Opening times are available online:

<http://portail.umons.ac.be/FR/universite/admin/logistique/pum/Pages/PUM.aspx>

#### Presses Universitaires (PUM)

Campus de la Plaine

Avenue du Champ de Mars 20 - 7000 MONS

+32 65 37 36 56

Students of the Faculty of Engineering students can buy their syllabi at the **FPMs Students' Course Press** located in the Cité Houzeau (5. Halls of Residence). Information can be found on the Facebook page:

<https://www.facebook.com/pages/Mutuelle-d%C3%89dition-FPMs/107876299350688?fref=ts>.

<sup>2</sup> Course notes written by teachers or students' notes validated by teachers.

## PART 4 USEFUL INFORMATION

### 1. Halls European Health Insurance Card



The European Health Insurance Card (EHIC) is a free card that enables you to access the public health system, should you need to, during a temporary stay in any of the EU member states, Iceland, Liechtenstein, Norway or Switzerland. Using this card means that you receive healthcare according to the same conditions and for the same price (free in certain countries) as those who are insured in that country.

The European Health Insurance Card:

- is not a replacement for a travel insurance policy as it covers neither private healthcare, nor transport back to your country of origin, nor compensation in the case of loss or theft
- does not cover medical fees for treatment planned abroad
- cannot guarantee free medical treatment, as healthcare systems vary from one country to another, and what may be free of charge in your country may not be in another.

If you are a non-EU citizen, you will need to take out health insurance with a third-party insurer that will provide you with a certificate clearly indicating the coverage period.

Since individual health insurance is compulsory in Belgium, we recommend that you go to a health insurance provider ("mutuelle") of your choice as soon as possible after arriving in Belgium to ensure that your insurance or your European Health Insurance Card allows you to be refunded for healthcare.

There are several health insurance providers located in the town centre:

	Mutualité Chrétienne	Rue des Canonniers 3 7000 MONS +32 65 40 26 26 <a href="mailto:haipi@mc.be">haipi@mc.be</a>
	Mutualité Libérale Hainaut-Namur	Rue des Arbalétriers 88 7000 MONS +32 65 35 22 57
	Mutualité Neutre du Hainaut	Rue Masquelier 8 7000 MONS +32 65 84 29 32 <a href="mailto:mons@mut216.be">mons@mut216.be</a>
	Partena Mut	Boulevard Saintelette 73/75 7000 MONS +32 65 32 06 05
	Solidaris Mons-Wallonie Picarde	Boulevard Gendebien 6 7000 MONS +32 68 84 89 50 <a href="mailto:315.emut@solidaris.be">315.emut@solidaris.be</a>

## 2. Hospitals

### C.H.U. Ambroise Paré

Boulevard du Président Kennedy 2  
7000 MONS  
+32 65 41 40 00 (General)  
+32 65 41 41 41 (Consultations)  
[www.hap.be](http://www.hap.be)

### C.H.R.-Mons-Hainaut – Clinique Saint- Joseph

Avenue Baudouin de Constantinople 5  
7000 MONS  
+32 65 38 55 11  
<http://www.chrmonshainaut.be/>

See also:

[https://portail.umons.ac.be/FR/universite/admin/aff\\_etudiant/serv\\_social/sante/Pages/HopitauxetmaisonsmedicalesdeMons.aspx](https://portail.umons.ac.be/FR/universite/admin/aff_etudiant/serv_social/sante/Pages/HopitauxetmaisonsmedicalesdeMons.aspx)

## 3. Doctors

Last Name	First Name	Address	C.P.	Town	Phone nb	Languages
AOUN	Rym-Sarah	117, chée du roeulx	7000	MONS	0499/85.00.65	French, English, Arabic
BLOMART	Muriel	54b, rue Ste Barbe	7000	MONS	065/34.93.87	French, English, Spanish
	Hélène	24, Rue des Montrys	7040	Asquillies	0493/ 35.70.64	French, English
DEGHILAGE	Marie	320, route d'Ath	7050	Jurbise	0494/08.19.60	French, English
DUEZ	Violaine	315, av. du champs de bataille	7012	Jemappes	0477/ 55.23.55	French
FONGHO	Bertrand	361, av. du champs de bataille	7012	Jemappes	0496 821 208	French
HUART	Charlotte	320,route d'Ath	7050	Jurbise	0492/ 51.43.14	French, English
LECLERCQ	Cécile	36, rue de la Raquette	7000	MONS	0479/ 55.20.00	French, English
LEROY	Guillaume	241, chaussée de Beaumont	7032	Spiennes	065/84.36.00	French, English
LOISEAU	Charlotte	320, route d'Ath	7050	Jurbise	0484/ 92.98.33	French, English
MBIATAT	Danielle	117, chée du roeulx	7000	MONS	0489/ 15.63.95	French, Italian
PERRINI	Claudia	27 E,rue bruyère de jurbise	7020	Maisières	065/ 33.76.00	French, English
TCHUISSE	Lidwine	57 rue Masquelier	7000	MONS	0465/ 23.01.02	French, Italian

Please note, on Saturdays, Sundays and Public Holidays, there is a doctor on call from 8:00 to 22:00, just as there is an on call doctor during the week from 18:00 throughout the night.

This out-of-hours station is located behind the emergency ward of the Ambroise Paré hospital.  
The number to call from within Mons is **1733**.

This on-call service is provided by a General Practitioner and is not an emergency service.

**In case of emergency, please call 112.**

<http://www.amgmons.be/index.php?page=postedegarde>

#### 4. In an emergency phone 112!



The emergency number "112" is the only emergency number that you can phone for free throughout Europe. Call this number if you need **the fire service, medical assistance or the police.**



#### 5. Pharmacies

<b>BEFFROI</b>	Rue des Fripiers 10 – 7000 MONS	+32 65 31 86 52
<b>Bois de Mons</b>	Chaussée de Binche 92 – 7000 MONS	+32 65 35 31 08
<b>BOLOME C.</b>	Avenue de la Joyeuse Entrée 60 – 7000 MONS	+32 65 31 53 23
<b>CORNEZ F.</b>	Avenue de l'Hôpital 91 – 7000 MONS	+32 65 31 90 06
<b>DE NEEF N.</b>	Chemin des Mourdreux 5A – 7000 MONS	+32 65 33 66 15
<b>DELPATURE – HANSART</b>	Rue de l'Athénée 19 – 7000 MONS	+32 65 35 33 84
<b>LHOIR</b>	Chaussée de Bruxelles 30A – 7000 MONS	+32 65 33 56 33
<b>MAESEN B.</b>	Rue des 4 Fils Aymon 2 – 7000 MONS	+32 65 35 43 44 +32 478 99 38 08
<b>MARIAGE</b>	Rue de Bertaimont 20 – 7000 MONS	+32 65 35 10 64
<b>MARTIN</b>	Rue de Nimy 25 – 7000 MONS	+32 65 35 38 70 +32 496 20 05 83
<b>MESSINES</b>	Grand'rue 85 – 7000 MONS	+32 65 35 22 47
<b>MEYLEMANS N.</b>	Rue d'Havré 100 – 7000 MONS	+32 65 35 12 09
<b>Multipharma</b>	Rue d'Havré 52 – 7000 MONS Rue Rogier 9	+32 65 35 13 72 +32 65 35 33 42 <a href="http://www.multipharma.be">www.multipharma.be</a>
<b>Pharmacie du Car d'Or</b>	Grand'Rue 11 – 7000 MONS	+32 65 35 14 94 +32 478 20 29 55
<b>SCHNEIDER</b>	Avenue d'Hyon 2 – 7000 MONS	+32 35 33 55 50
<b>SOBEGA PHARMA</b>	Rue des Quatre fils Aymon 2 – 7000 MONS	+32 65 35 43 44
<b>St-Georges</b>	Rue de Nimy 62 – 7000 MONS	+32 65 36 14 12
<b>VREUX</b>	Grand'Rue 56 – 7000 MONS	+32 65 35 21 09

A list of out-of-hours pharmacies can be found here: <http://www.pharmacie.be/>

#### 6. Dentists

In alphabetical order:

<b>Centre dentaire des Alliés</b>	Place des Alliés 4bis 7000 MONS	+32 65 34 85 97 <a href="http://www.centredentaire-des-allies.be/">http://www.centredentaire-des-allies.be/</a>
<b>Cabinet dentaire de Mons</b>	Route d'Obourg 69b 7000 MONS	+32 65 31 81 48 <a href="http://www.cabinetdentairedemons.com">http://www.cabinetdentairedemons.com</a>

## 7. Transport

The City of Mons has a train station. What's more, the closest airport can be found on the outskirts of Charleroi, which is situated around 50 km south of Mons (Brussels South – Charleroi).

It is easy to get around Mons on foot and by bike. There is also the Intra-Muros Bus Circuit which you can use to travel within the city and out to the local shopping centre.

An information sheet giving details about how to get around Mons can be found in your Welcome Pack.

Some useful links:

- SNCB: [www.b-rail.be](http://www.b-rail.be)
- Brussels South – Charleroi: [www.charleroi-airport.com](http://www.charleroi-airport.com)
- Brussels Airport (Zaventem): [www.brusselsairport.be](http://www.brusselsairport.be)
- TEC: [www.infotec.be](http://www.infotec.be)

## 8. Opening a bank account

In order to facilitate your stay, you will probably have to open a bank account in Belgium. However, this process will only be possible after you register with the UMONS. Banks will ask you for the following documents:

- A valid identity document (passport and visa or identity card)
- Your address in Belgium
- Your certificate of registration at UMONS

We cannot direct you to a particular bank, but there are many located in the town centre.

## 9. Mobile phone network

Belgium is covered by a mobile phone network, also called GSM.

There are 3 main access providers:

- Base: [www.base.be](http://www.base.be)
- Orange: [www.orange.be](http://www.orange.be)
- Proximus: [www.proximus.be](http://www.proximus.be)

## 10. Family Planning Centres

Family Planning Centres where everyone can go to find support, whatever their age or family planning needs. In these welcoming environments, everyone is treated equally, and their problems are treated confidentially, and with no discrimination based on beliefs, gender, sexual identity or orientation.

The centres are there to deal with any questions regarding sexual and emotional relationships, including questions about contraception, pregnancy, abortion, STIs, relationship difficulties, etc.








You can go straight to the centres, listed below, without needing to make an appointment. Your need being identified they will be able to help you or refer you on to the necessary service.

In alphabetical order:

<b>Centre de planning familial des FPS de Mons</b>	Boulevard Gendebien, 5 7000 Mons	+32 68 84 84 58 Cpf.315@solidaris.be <a href="http://www.associatif315.be/">http://www.associatif315.be/</a>
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	Opposite the Mons train station	
<b>La Famille Heureuse de Mons</b>	Rue de la Grande Triperie 46 7000 MONS	+32 65 33 93 61 <a href="mailto:planningfamilialmons@skynet.be">planningfamilialmons@skynet.be</a>
<b>Planning Familial "Les Arbas"</b>	Rue des Arbalestriers 100 7000 MONS	+32 65 31 49 00 <a href="mailto:Planningfamilial-lesarbas@skynet.be">Planningfamilial-lesarbas@skynet.be</a>

### 11. Supermarkets

	AD Nimy	Rue de Nimy 117-121 7000 MONS
	Aldi Mons	Chaussée de Binche 101 7000 MONS
	Hypermarché Carrefour Mons Grands Prés	Place des Grands Prés 1 7000 MONS
	Carrefour express LUKOIL Mons	Chaussée de Bruxelles 102-114 7000 MONS
	Carrefour express Havré	Rue d'Havré 18 7000 MONS
	Colruyt	Chaussée de Binche 123 7000 MONS
	Delhaize Mons	Chaussée du Roeulx 292 7000 MONS
	Lidl	Chaussée du Roeulx 176 7000 MONS

### 12. Recycling

Hygea is an environmental management organisation responsible for door-to-door collection of household refuse and recyclable materials. They also manage bottle banks and the network "Ecoparcs".

In Belgium, waste sorting is regulated. To help you follow these rules, information and a starter kit will be given to you in your Welcome Pack. If you wish to have more information about recycling, please check the website: <https://www.hygea.be/profils/citoyen/bien-trier-ses-dechets.html>

*Have a nice stay with us!*