



Alliance Française
Nairobi

Foire Aux Questions Frequently asked questions, Covid-19 crisis

-updated 3rd June 2020.

1. What's happening at the AF ?

The Alliance Française's premises are temporarily closed since Monday, 16th March in compliance with the GoK directives with regard to the COVID-19 crisis. Our top priority is your health and safety!

Good news, we are ready and equipped! With our online library [Culturethèque](#), active social media pages, an e-newsletter sharing cultural content, an eplatform [Apolearn](#), that complements class lessons and Mpesa for ease of payments. All our services, including translations, continue to function!

2. How can we carry on with our classes?

Our teachers are trained and committed to delivering the same quality of teaching through e-learning platforms and videoconferencing as you would expect in traditional classroom settings. Enjoy live classes with real teachers!

[find the updated calendar here.](#)

If you were still in class before we closed, you can either continue online or wait for Alliance Française to reopen.

For children classes, we regret that it is not possible to offer the online- option. We will resume the classes where we suspended them as soon as we reopen. Our teachers are at hand to share digital resources with parents who wish to guide the children at home. We also offer online live storytelling for children every Monday (follow our social media pages for more info).

3. I don't have internet access from home, what can I do?

You may not be able to participate in video conferencing if you have a slow connection, but as long as you can use Whatsapp, emails, and our e-learning platform Apolearn, you will be able to stay in touch with your classmates and teachers. If your group class is continuing online, and you have missed out, you will be able to join another group suited to your level as soon as we reopen.

4. I don't have a laptop; can I still do 100% online group classes?

Our learning platform, Apolearn and video-conferencing platform, Zoom can also be used from a smartphone or tablet. However, you will be more comfortable with a desktop or laptop. The webcam is not mandatory (but more fun!) but you will need a microphone and speakers for oral interactions.

5. My teachers and classmates are on online group classes, how can I catch-up if I am not able to join online?

If your classmates are able to continue with the classes through Zoom, rest assured you won't be left out! You will be able to join another group suited to your level, as soon as we reopen.

6. What will happen for the next session, if I had paid for the entire level?

If you paid for the entire level and have not completed it yet, you can either join the 100% online group classes and continue with your training to complete your level, or restart where you stopped as soon as Alliance Française reopens.

7. How can I register for the next session?

Registrations are ongoing for 100% online intensive classes, evening extensive classes, Saturday classes and conversation workshops. Email: regISTRATION1@alliancefrnairobi.org or regISTRATION2@alliancefrnairobi.org, or call 07 24 71 46 80 and make your payment via Mpesa (PAYBILL, BUSINESS NUMBER 898660, ACCOUNT = your student number).

8. I'm a new student. Can I register for the next session?

Yes, bienvenue! If you're not a complete beginner, you will be invited to take a quick online test to confirm your level. Contact us to register and receive your student number and proceed to pay via Mpesa.

9. Will I have to buy the course book and pay for registration fees when I sign up for the new online classes?

For the 100% online classes, you will not be required to buy books nor pay for registration fees. However, we highly recommend that you do obtain the textbooks that will add value to your learning. You can purchase the books at Alliance Française premises, from 9am to 3pm during weekdays (4000ksh). Should you prefer a digital version of the book (3500ksh), you can purchase it as well, from the comfort of your home, by contacting our registration team who will send you an activation code. You will then go to <https://biblio.hachettefle.fr/>, create your account and activate your access to your digital book with the code.

If you choose to continue with French classes once we reopen, you will be required to do buy books and pay the registration fees.

10. At what times will the classes be held?

Choose your preferred timings while registering! From 7am to 7pm, daily classes, once a week (Saturdays) twice a week (Tuesday & Thursday) or three times a week (Monday, Wednesday & Friday). For conversation workshops, Saturdays at 9am or 12pm.

11. What are the fees for the 100% online group classes?

For the online group courses, applicable fees are:

- ❖ Intensive classes: 6500ksh, 30hrs (20hrs video conferencing + 10hrs e-learning)
- ❖ Extensive evening classes: 6000ksh, 27hrs (18hrs video conferencing + 9hrse-learning)
- ❖ Conversation workshop: 3000ksh for 8hrs (100% video conferencing)
- ❖ Saturday classes: 9000ksh, 32hrs (24hrs video conferencing + 8hrs e-learning)

12. Who will teach the 100% online group classes?

It will most probably be your usual teacher but depending on registrations and availability of our pedagogical team, it may be with another teacher from the AF team.

13. Which online tools will we use for learning?

You will use Apolearn (e-learning platform with self-corrective activities and virtual classroom to interact with your teacher and classmates before and after the video conferencing) and Zoom (group video conferencing).

14. If the situation persists, will official exams be taken online?

[DELFL exams](#) (Diplôme d'Etude de la Langue Française) cannot be taken online. For now, the March, May and June exam sessions have been postponed. An updated calendar will be shared as soon as possible once it has been finalized in association with the French Ministry of Education.

However, whilst our premises still remain closed to the general public, we are making arrangements for candidates to sit for either the TCF, the TEF, or [the DFP exams \(Diplôme de Français Professionnel\)](#), awarded by the Chamber of Commerce and Industry of Paris. On passing a level, your efforts will be rewarded with an internationally recognized diploma that is valid for life!

As the sessions for the TCF, TEF and DFP exams are organized upon request (choose the exam date that is most convenient for you, and register at least 2 weeks in advance), we can arrange a schedule that will comply with the public health security measures in these times. With a maximum of three to four candidates at a time in our computer room, we will be able to ensure a social distancing between candidates and staff at all times.

As the main part of these exams is completed online through our secured IT system, the candidates and one invigilator only will be allowed to access the room. The room and the equipment will be disinfected before and after each use. The individual oral section will take place in a classroom, with only one candidate and one accredited examiner at a time. The classroom and furniture will also be disinfected.

You may want to revise in preparation. This is possible for the DFP exams with [the Français3.0 application](#) (download on your smartphone) and the [guides available on The Chamber of Commerce and Industry of Paris's website](#).

15. How do we guarantee consistency if some students have poor internet connection or power cuts?

If you were already registered for classes before closure, see answer n°3. If you register for a new session, we regret that the Alliance Française cannot take responsibility for the quality of the internet connection you may have at home. However, be assured that your teacher will do his/her best to enable you to catch up even though you have an internet issue. The group video conferencing class can also be recorded and sent, on request.

16. What if a student cannot access Apolearn?

Every student at Alliance Française has access to the online platform Apolearn. In case of any difficulty, please click on "forgot password" from the home page. You will then check your email and junk box for a notification email to renew your password. If you do not receive any email, contact your teacher or projects@alliancefrnairobi.org

17. How can I have access the online library?

If you do not have an account yet, register now for free by completing this form: <https://urlz.fr/c5Qa> and submitting it to: mediatheque1@alliancefrnairobi.org