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# Survival Guide

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## Code of Conduct

The ground rule of using facilities is **treat everything with respect** so we can continue helping students grow for years to come, not just during the time you are there. Together we can make 42 Luxembourg a place where everyone feels welcome and respected, and where great minds can make great things happen.

A lot of you use the building and its facilities on a daily basis. It is therefore important that the building gets treated respectfully, so in this way we can all be:

🍀 Happy and relaxed within and outside these walls  
🍀 Be responsible towards the building and each other  
🍀 Have an awesome time

These rules outlined below are accepted by everyone. You commit to respect the rules of good citizenship, to show a great morality, respect for places and people and contribute to the smooth running of the institution and all of its missions. And encourage others to do the same.

If you believe someone is violating the code of conduct, point it out to them in a friendly way. If this doesn’t work or if you don’t feel comfortable doing so, you can report it to one of the staff members.

**Be respectful**: treat each other with respect. Everyone is welcome at 42 Luxembourg!

**Be open:** 42 Luxembourg is an open, diverse, inclusive and welcoming community.

**Be friendly**: meet new people and make new friends along the way.

**Be considerate**: respect people's boundaries, differences, and feelings.

**Be a team player**: the Curriculum is not a competition. Help and support each other!

### Rules

1. Don’t shut down the computers. Never.
2. Don’t leave open liquid containers on the desk.
3. Do not unplug, move, disassemble, or damage any and all IT resources available at 42 Luxembourg.
4. Do not plug any personal devices into the power outlets below the desks.
5. Do not use identifiers and passwords from another user.
6. Do not hide your identity or impersonate another user when accessing 42 Luxembourg
7. Do not use any and all IT resources in a way that can harm other users’ studies or peacefulness
8. No food and open containers in the cluster. A closed bottle of water / non alcoholic beverage is tolerated on the floor or in your bag
9. Make sure that your behaviour does not affect other student's ability to work. No shouting, no singing, no music from the speakers
10. Clean up after yourself. Do not leave a mess on the workspace desk. You do not have a dedicated working space. All Computers are for all Students.
11. Do not use the audio output on the back of the Computer to increase the durability of the devices. Please use an adapter or Bluetooth.
12. Do not download or distribute illegal files, warez, pornography on the 42 Network.
13. Carrying any kind of weapon is sanctioned by a definitive exclusion and without appeal.
14. Use, possession, or transfer of drugs inside 42 Luxembourg is sanctioned by a definitive exclusion and without appeal.
15. Smoking & vaping is forbidden inside 42 Luxembourg.
16. It is forbidden to drink alcohol inside 42 Luxembourg and it is also forbidden to enter under the influence of drugs or alcohol.
17. Show up fresh & clean (showered, with brushed hair & teeth)

### TIG

(Travaux d’intérêt Générale)

When you break the rules, you'll earn yourself some community service time. It's like a temporary pause on your 42 computer adventures. Expect an email nudging you to schedule your TIG time in intra. Once you've completed your community service, your login privileges are back on.

### Intellectual property and confidentiality

42 Luxembourg reserves the right to communicate about and promote any product from its students created within their studies at 42 Luxembourg in order to give positive exposure to its community.

Any source code, or related products, made by you as part of your studies and through the knowledge or use of techniques, means or data provided by 42 Luxembourg, remain the exclusive property of the student, yours.

42 Luxembourg cannot claim any ownership or intellectual property over your work at 42 Luxembourg, or over any company you founded in relation to your studies at 42 Luxembourg. In a similar way, 42 Luxembourg cannot be held accountable over any company you founded in relation to your studies at 42 Luxembourg.

It is forbidden to disseminate confidential or sensitive information from 42 Luxembourg or all its structures or related activities without prior consultation with the 42 Luxembourg administration, such as the 42 Luxembourg logo, all and any documents and/or educational contents drawn up by 42 Luxembourg. This prohibition includes all the files and data related to the school, its students and employees, and 42 Luxembourg’s partners.

### Theft or damage

Any theft to the detriment of the establishment will be the subject of legal and civil proceedings.

Any voluntary material damage will be subject to disciplinary sanctions and the amount of damage will be borne by those responsible.

The establishment declines any and all responsibility in the event of loss, theft or deterioration of the personal objects of any nature deposited by the students in its enclosure. Don’t bring such personal objects to 42 Luxembourg in the first place.

## Pedagogy

### Piscine

#### Slack

Slack is our main communication channel. You should receive an invitation to join the 42 Luxembourg Slack Server and you need to login with your @42luxembourg.lu email address.

If you can’t login or did not receive the invitation contact either [jenna.puetz@42luxembourg.lu](mailto:jenna.puetz@42luxembourg.lu) or [nadja.sondag@42luxembourg.lu](mailto:nadja.sondag@42luxembourg.lu)

#### Exams

Exams take place every Friday from 13:00 to 17:00.

You need to log out and leave the cluster 1 hour before the exam starts,

To participate you need to register for the event AND the project on intranet.

#### What is the exam?

An individual test to evaluate how much you’ve learned so far. There will be four exams, every Friday.

The exams are the only times when collaboraion and external references are not allowed. Participation is not mandatory but will of course influence your results at the end of the Piscine.

#### How does it work?

The allowed functions will be specified under “authorised functions”. You can recode any other function you find necessary. Using a function that is not explicitly allowed is considered cheating and will result in a negative -42 note in the exercice.

Any functions that are not explicitly allowed is prohibited.

There is no Norminette in the exam.

#### Exam rules

You are allowed to bring 4 sheets of blank paper, a pen and a bottle of water.

Don’t be late, no entry afte the exam started.

Shut off your phone, if it rings, you are out of the exam.

No headphones & no smart watches.

If you have a question, raise your hand but don’t leave your place. A staff member will approach you.

#### Start the exam

* Login to the Computer with the exam user. NOT WITH YOUR REGULAR USER.
* Username: exam
* Password: exam
* If you login with your regular user name, you will not be able to continue the exam.
* Open up a terminal.
* At the start of the exam you can now safely open and start examshell by typing examshell.
* Enter your login credentials - make sure you got your username and password.
* Allow everything that pops up (including image and ssh connection)
* You have 10 minutes to start examshell and authenticate. If you take longer than that, the exam can not be continued and you have to exit.
* Read the instructions carefully
* You’re on your own from here.

#### Rush & Rush Evaluations

Rush Projects are weekend projects during the Piscine.

The Rush starts on Friday evening after the Exam and ends on Sunday at midnight.

Rushes aren’t mandatory so if you register for a Rush project be sure that you can come to the campus on that weekend.

Rush Projects are the only projects that are evaluated by a staff member or student of the common core.

The evaluation time will be communicated by the staff member and all participants of the group need to be present.

### Pace & Milestones

**Pace**: corresponds to a period of time to complete the entire common core (ranging from 8 - 22 months). For each pace, there is a set number of days to achieve each milestone.

**Milestones**: Key objectives, composed of a set of pedagogical expectations. The common core milestones are represented by the circles in the Holygraph.

**Freeze**: Take a break of up to 6 months (3 kinds of freeze: Regular, bonus day, compensation days.

#### Pace Matrix

There are 6 paces, spanning the Common Core (7 circles) completion between 8 months and 22 months.

Each pace has defined milestone dates. You can always complete a milestone before the deadline.

Upon your first connection, you will be asked to answer several questions. The amount of time you plan to invest estimates your initial pace.

There are no advantages or disadvantages associated with a pace.

You don’t see which pace you’re in, only your next deadline.

#### Milestones

**When achieving a milestone on the deadline:**

* the Milestone achievement date is recorded.
* you continue progressing, bonus days are added to your account.

**When achieving a milestone before the deadline:**

* the Milestone achievement date is recorded
* you continue progressing, bonus days are added to your account.
* you might be invited to “Speed-up” - change Pace

**Missing a Milestone Deadline**:

Your pace is recalculated, it takes you longer to complete the common core but no penalties whatsoever.

**Drop-out**:

Pace 7 is seen as “probationary” period; thus no student should be in this Pace at normal times. You will get an alert if you’re in the probationary period.

You’re in the probationary pace (24 months) and you miss the next deadline: you are no longer a 42 Luxembourg student.

If you are in the probationary period or are afraid that you will slide into this period, contact a staff member and we will help you sort this out!

#### Freeze

**Regular Freeze**:

* Minimum of 2 weeks, 180 days maximum!
* Suspend the curriculum because of unpredictable personal issues
* Freezes of more than 2 weeks will be approved by the staff
* No access to the intranet
* Postpones the milestone deadlines

**Bonus Days**:

* Are acquired upon validation of a Milestone
* You can take days to weeks off
* No Staff approval or justification needed
* Access to the intranet
* Postpones the milestone deadlines

**Compensation Days**:

* Are “granted” by the staff as a reward
* You can take days to weeks off
* Approved by Staff
* Access to intranet
* Postpones the milestone deadlines

### Evaluations

* The evaluation happens on the evaluated student’s computer.
* It needs to happen at the time it is scheduled.
* Take time & be sincere - do an in-depth evaluation.
* Don’t double book.
* Evaluations are monitored.

**Honour your commitments, if you can’t make it for an evaluation, have the courtesy to inform the other person! Repeatedly missing evaluations will be sanctioned.**

How to be Evaluated: <https://www.youtube.com/watch?v=CF0lx9o1RCE>

How to Evaluate: <https://www.youtube.com/watch?v=eTt5NQUO3LY>

During the Evaluation: <https://www.youtube.com/watch?v=_GgfLzcgNvQ>

After the Evaluation: <https://www.youtube.com/watch?v=hzMe_CDM8ug>

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Rush Projects are the only projects that are evaluated by a staff member.

The evaluation time will be communicated by the staff member and all participants of the group need to be present.

### Cheating

Integrity and honesty are foundational principles of our learning environment. As students of 42 Luxembourg, you all share a collective responsibility to uphold these values. Cheating and plagiarism not only undermine the learning experience for yourself but also for your peers.

It's important to understand that there will be consequences for individuals continuously cheating.

**If you get caught cheating:**

**1st Time**: Mandatory Meeting with a Staff Member of the Pedago Team

**2nd Time**: Mandatory Meeting with a Staff Member of the Pedago Team + 2 days of account blocking and Milestone deadlines will not be postponed.

**3rd Time**: Mandatory Meeting with a Staff Member of the Pedago Team + 5 days of account blocking and Milestone deadlines will not be postponed.

**4th Time**: Expulsion

*Cheating is never the solution! If you think about cheating because of an approaching deadline or other pressure, contact a staff member and we will work on how to help you meet your deadline without cheating.*

### TIG (Community Service)

The campus has several rules as mentioned in the beginning, when you break the rules, you’ll earn yourself some community service time. In that case you won’t be able to log in and you get an e-mail telling you to schedule your TIG time. Once you’ve completed your community service, you can log back in.

### Reasonable Accommodation Commission

We are committed to fostering an inclusive and accessible learning environment where every student has the opportunity to succeed. We recognise that students may have diverse needs due to medical conditions, disabilities, or other circumstances that require special accommodations.

Our goal is to ensure that all students can fully participate in our program and activities. We are dedicated to providing the necessary support and resources to accommodate these needs effectively and respectfully.

To submit a request contact pedago@42luxembourg.lu

As soon as we receive your request for a reasonable accommodation, we will designate a reference person.

The reference person will contact the student concerned to draw up one or more reasonable accommodation proposals in collaboration with the student concerned and inform him/her of the recommended approach.

The request will then be forwarded to the commission for reasonable accommodation at the Ministry of Education, Children and Youth.

The student and the reference person are invited to take part in a consultation meeting prior to the commission’s decision.

Following this meeting, the commission issues a decision. The commission then decides what action to take on the request and, if necessary, what reasonable adjustments to make.

The chair of the committee informs the director, the referee and the student.

Please be aware that this process might take up to 6 weeks.

A list of documents to join your request will be shared with when you contact us.

### How to report a problem

We are committed to maintaining a safe, respectful, and inclusive environment for all our students. We understand that concerns and issues may arise, and we are dedicated to addressing these promptly and fairly.

We encourage students to voice their concerns through our student issue reporting process. Whether through email at [wecare@42luxembourg.lu](mailto:wecare@42luxembourg.lu) or via our anonymous [online form](https://forms.office.com/Pages/ResponsePage.aspx?id=Kv78sTmEvUSNhPtY30K3nfAmGyIu5utEtzMsg7_pgjhUNlZYRU5BWFBBOEJKQUIwRU5UUkE3SkJWSC4u), all complaints will be taken seriously and handled with the utmost confidentiality.

Our goal is to resolve complaints effectively and to continually improve our practices based on the feedback we receive.

For email submissions depending on the nature of the message, it will be treated by:

* Nadja: for everything related to the curriculum.
* Catherine: for everything related to mental health, discrimination & harassment.
* Jenna & Joe: matters concerning the campus & facilities and everything else.

After the designated person reviewed your message, the matter will be presented to the management and a decision/response will be communicated to you within an appropriate time.

If you find yourself unhappy with the decision or solution offered by 42 Luxembourg, you can insert revision.

### Student Coaching

#### Catherine

Catherine is here to assist you with personal and professional development and other personal issues you might encounter during your time at 42 Luxembourg.

You can contact her on Slack @Catherine Federspiel or send her an email to: [c.federspiel@cconsulting.lu](mailto:c.federspiel@cconsulting.lu)

Please note that everything you share with Catherine will be kept strictly confidential.

#### Carole

You can contact her on Slack @Carole Hertel or send her an email to: carole.hertel@42luxembourg.lu

Please note that everything you share with Catherine will be kept strictly confidential.

## Communication

We communicate via Slack, Intranet & Email.

### Slack

Make sure you are in the **42luxembourg\_global\_announcements**, it is the channel that we use to communicate all the important information and updates.

**We have the following channels**:

*42luxembourg\_global\_general* – the general channel of 42 Luxembourg

*42luxembourg\_global\_random* – for memes and other fun

*42luxembourg\_staff\_adm\_event* – everything about events on and off campus

*42luxembourg\_staff\_it\_pedago* – for questions to the staff about the pedagogy or to report IT issues

*42luxembourg\_student\_association* – the channel of the student association

**Please refrain from commercial advertising, political, trade union or religious propaganda.**

## Campus

### Building Access

The premises are accessible to students without limitation of the time and duration, 7 days a week - 24 hours a day.

After 19:00 use the East entrance, hold your card against the black Salto box on the wall. Wait until the handicap door opens.

The 5th floor is only accessible from 7:30 to 16:00.

Access to the premises is strictly limited to registered students. That means that as a student, you can not introduce or facilitate the introduction of people from outside 42 Luxembourg.

In order to gain access to the premises, you will receive a personal card. This card belongs to you and you only.

**You must have your personal card with you at all times, and you must be able to present it to any staff member upon request.**

Your right to access the building can be suspended by the staff. In such a situation, you must leave the building until further notice. In case the staff calls you in while suspended, please present yourself to the reception desk.

In case you lose your card, you will have to replace it. Present yourself to the Staff to be issued a new card. Important: personal card renewals are charged €10.

### Doormen & Security Guards

If there any issues within the campus outside of office hours please contact:

### Lockers

42 Luxembourg provides lockers, free of charge for the storage of wardrobe and bags as well as personal belongings. No dangerous or hazardous objects as well as perishable food may be stored in the lockers!

* To use a locker, bring a lock.
* Only use one locker at the time and only during the time you’re at the campus.
* 42 Luxembourg is not liable for loss or damage to items stored in the lockers.
* There is no entitlement to the provision of a locker.
* Leave the locker in a clean condition. Damage and contamination must be reported to the staff.
* A locker which is used during an extended time will be opened by 42 Luxembourg. Items taken will be treated as lost property and kept for a maximum of 3 months. The broken lock will not be replaced or reimbursed.

### Canteen

With the Restopolis card you can eat at the Canteens in Belval at student price.

To get your Restopolis card, contact a staff member.

To charge your card go to the [Restopolis website](https://portal.education.lu/restopolis20), scroll a little - click on “Load Account” then enter the ID on your card.

The canteens here in Belval are:

* Food Lab - where you can buy drinks, menus and snacks (on the ground floor of the Maison du Savoir)
* Food House - where you can buy drinks, starters, hot and cold main dishes, vegetarian food, desserts and you have a salad bar (near Maison du Savoir)
* Food Zone - where you can buy drinks, starters, hot main dishes, and vegetarian food (on the ground floor of Maison de l’Innovation)
* Food Café - where you can buy drinks, menus and snacks to take away (on the first floor of Maison du Savoir)

(Another canteen is planned for September 2024 on the ground floor of our building)

### Supermarkets

Delhaize – Inside Belval Plaza Shopping Centre

Aldi – 2 Minutes walk

### Vending Machine

You can find a vending machine as well as a coffee machine (0,60€ per coffee) iin the kitchen on the 4th.

### Kitchen

You can use the kitchen on the 4th floor but **you must keep it tidy**. The kitchen is shared by students from 42 Luxembourg, and coaches and participants of Digital Learning Hub courses!

Do not use the microwaves & fridges in the kitchen, they are for the staff and coaches from the Digital Learning Hub.

#### Frigde Rules

There is a fridge available on the 4th floor and 5th floor. You have to put your food into a transparent bag and label it with your name and the date when the food entered the fridge.

All items that are not in tranpsarent bags or labeled will be thrown away without notic.

### Recreational Room

You have one recreational room with a fridge, microwaves, coffee machine and kettle on the 4th floor and a smaller area on the 5th floor.

Please keep these areas clean!

### Luxembourg Learning Centre & University Library

The Luxembourg Learning Centre is the big white/grey building you can see from the cluster and is basically the library of the university.

Feel free to drop by and explore their services.

To book a space at the Learning Centre just present yourself at the reception or send an email to [askalibrarian@uni.lu](mailto:askalibrarian@uni.lu) (You can only book 24h in advance)

To access the offer of e-books of the Learning Centre you will have to register with the [Bibiotheque nationale du Luxembourg](https://bnl.public.lu/en.html) in Luxembourg city.

[Learn more](https://www.uni.lu/llc-en/).

### Infirmary

The infirmary is located on the second floor.(C1.02.09) To access you need to go to the office of the technical service which is located on the same floor (C1.02.13). From 21:30 you can open the room with your badge. This room can also be used by nursing mothers.

A diagram of a building

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### Pharmacy

**Pharmacie de Belval**, 9 Av. Du Blues, Open from Monday to Friday, 08:30-18:30 & Saturday from 09:00-18:30 -  6 walking minutes from 42 Luxembourg

**Medi-Market**, 7 Av. Du Rock’n’Roll (Belval Plaza Shopping Centre)– over-the-counter medicines only (health/beauty)

### Hospitals

**Hospital Centre Emile Mayrisch**, Rue Emile Mayrisch 4240 Esch-sur-Alzette, [chem.lu](https://www.chem.lu/), 4km from 42 Luxembourg  
**General Practitioner**: Dr. Fiona Monacelli, 2 rue John Lennon 4371 Belvaux, speaks EN, FR, DE, LU & PT, 2 walking minutes from 42 Luxembourg  
**Dentist**: Dr. Luc Küntziger, 5-7 rue d’Esch 4440 Soleuvre, speaks EN, FR, DE, LU, 2.7km from 42 Luxembourg  
You can easily book an appointment with a doctor through [doctena.lu](https://www.doctena.lu/en/)

### Fire status

The fire instructions and in particular a map of fire extinguishers and emergency exits are posted on the premises of 42 Luxembourg so that they are known to you and all other participants. Fire drills will happen from time to time to train to evacuate in proper order.

A screenshot of a video game

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### Accidents

In case of a medical emergency call 112

Any accident or incident occurring in the building must be immediately declared by any person witnessing the accident to the security guard and to the Managing Director of 42 Luxembourg (or a Staff member).

A first aid kit is available at the Bocal on the 4th floor, as well as in the kitchen.

### Police

In case of an emergency call 113  
Police Esch: 104 BD John Fitzgerald Kennedy, 4171 Esch-sur-Alzette  
Call: 24 45 01 00 0

## The Staff

The easiest way to contact a staff member is through Slack or E-mail.

### Bocal

The Bocal is the place you can go to if you have any question or need help.

(Bocal is french for mason jar)

You can also book a meeting with a staff member through [here](https://outlook.office365.com/book/HelloStaff@dlh.lu/).

### Contact

Feel free to contact to contact any Staff member, send us an email to [info@42luxembourg.lu](mailto:info@42luxembourg.lu) or drop by the Bocal.

|  |  |
| --- | --- |
| **Management** | |
| Dr. Serge Linckels | Managing Director  [serge.linckels@42luxembourg.lu](mailto:serge.linckels@42luxembourg.lu) |
| Marco D’Amico | Deputy Managing Director  marco.damico@42luxembourg.lu |
| **Pedago** |  |
| Nadja Sondag | Pedago  [nadja.sondag@42luxembourg.lu](mailto:nadja.sondag@42luxembourg.lu) |
| Jenna Pütz | Communication & Student Experience  [jenna.puetz@42luxembourg.lu](mailto:jenna.puetz@42luxembourg.lu) |
| Mira Pinto | Events  [leamira.pintofonseca@42luxembourg.lu](mailto:leamira.pintofonseca@42luxembourg.lu) |
| Joe Leiner | Designer & Student Experience  [joe.leiner@42luxembourg.lu](mailto:joe.leiner@42luxembourg.lu) |
| **IT** | |
| Georges Kessler | System Admin  [georges.kessler@42luxembourg.lu](mailto:georges.kessler@42luxembourg.lu) |
| Rui Pinto | System Admin  [rui.pinto@42luxembourg.lu](mailto:rui.pinto@42luxembourg.lu) |
| **Administration** | |
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