



volwassenenonderwijs
in samenwerking met



CENTRE REGULATIONS

Centrum voor Levende Talen CVO

2026 – 2027

Welcome to CLT

The director and all staff members bid you heartily welcome at CLT (Centrum voor Levende Talen – The Language Centre), an adult education centre (CVO) organising language courses in partnership with Leuven University (KU Leuven).

Our centre boasts over 50 years of experience, a wealth of language courses and a passion for people and languages. High-quality education in a pleasant atmosphere, that is what we cater for. Your time with us should be enjoyable as well as instructive.

The centre regulations constitute a document approved by the board and lay down the rules regarding the relations between the centre management and the students.

Registration for any CLT course implies the acceptance of the present regulations. The regulations can be consulted on the CLT website (www.clt.be) and at the CLT office. A hard copy of the centre regulations is available on request.

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What is our centre's ambition?

CLT aims at providing high-quality language education, focusing expressly on an effective and stimulating didactic approach. Furthermore, we want to respond promptly to innovations answering the students' specific needs. Lastly, we wish to contribute to a cornerstone in education: learning to live together by learning to understand others.

Your communication skills are at the heart of our concerns.

Theoretical knowledge is important, but not a goal in itself. It is our purpose that you arrive at communicating successfully in the target language. We use real-life situations as a starting point and thus create an interactive learning environment which helps you develop all your language skills – with fluent speaking at the top of our priority list.

Our centre develops curricula tailored to your needs. Chances are you will combine your language course with a busy professional, academic or social agenda. Besides, your choice may be based on a variety of reasons: you need the language for your job or studies, you would like to fully enjoy your next holiday trip or you simply love learning a new language. Given that diversity, we strive at guiding and assisting you in the most effective way possible.

In order to enhance your self-confidence in the practice of your new language, we invest in contemporary and innovative training methods, interactive methods, authentic and challenging tasks, varied interactive online exercises, choice assignments in function of needs and interests, digital applications with added value for the learning process, personal feedback and growth focuses, different 'blended' formulas, more than language activities that immerse the student in the culture and allow them to develop multiperspectively, thus strengthening you in your social functioning.

Our centre is not only a learning but also a living community, which is reflected in mutual appreciation and respect. Learning a new language is about more than learning new words. It offers you an insight into the underlying society and culture, resulting in a stronger awareness of your own identity and of the richness and diversity of cultural life across the borders.

Language is the cement that brings people together and bonds them.

Why would you choose our centre? Here are the 7 main reasons:

- a team of highly motivated professional teachers
- result-driven training
- interactive and varied lessons
- practice-based professional methods
- a student-oriented approach
- innovative teaching techniques
- learning a language and living it

Who is who?

1. The board

The board is the actual organiser of the centre and sets out policy. It also ensures the necessary conditions for a good educational organisation are met.

Name of the non-profit organisation and the address of the registered office:

Centrum voor Levende Talen (KBO 413.538.417)

Dekenstraat 4 bus 4014

3000 Leuven

2. The director and her team

The team consists of:

- the director: Maryse Boufflette
- the assistant directors: Katrien Delanghe, Kris Donvil, Mien Geukens, Liesbeth Plateau, Sofie Lybeer and Ann Van den Bossche

The team is responsible for the centre's day-to-day management and administration.

3. The administrative staff

The student administration of the centre is managed by the administrative office.

You can go there for forms and certificates, for information about the timetables, the classrooms, the accessibility of the teachers, etc.

We count on you to submit all required documents, such as justification forms, study certificates and attestation to the office without delay. It will allow us to finalise your registration in the quickest possible way.

The (identification) data you provide us with must be complete and correct.

Registration is personal and can, therefore, never be passed on to third parties.

CLT office opening hours

The centre is open from 19 August 2026 until 30 June 2027.

The centre is closed from 1 July until 18 August 2027 and during holiday periods (dates of holiday periods: see section 'Organisation 2026-2027').

Opening hours may be subject to change: please always check our website www.clt.be for the latest updates.

LEUVEN CAMPUS

Dekenstraat 4, 3000 LEUVEN room 00.38 - 016/32 56 61 – clt@kuleuven.be

The office is open:

Monday	09:00 - 11:00 17:00 - 19:30
Tuesday	09:00 - 11:00 17:00 - 19:30
Wednesday	09:00 - 11:00 17:00 - 19:30
Thursday	09:00 - 11:00 17:00 - 19:30
Friday	09:00 - 11:00
Saturday	09:00 - 11:00

4. Problems and complaints

Should you encounter any problems, you can always call on your teacher or a member of the administrative staff.

Serious complaints concerning members of staff should first be taken up with the staff member concerned. If needed, you can contact the director (016 32 56 61 or maryse.boufflette@clt.kuleuven.be).

Communicate potential complaints about the operation, infrastructure and organisation via clt@kuleuven.be.

Confidential problems should be discussed with a *confidential counsellor*. The director appoints one or more of her staff members as confidential counsellor(s).

You can get the contact details via clt@kuleuven.be.

For complaints regarding evaluations: see section 'Evaluation regulations'.

Registration

5. Can anyone register at CLT?

In order to be admitted to a CLT course, you must comply with the regulations concerning full-time compulsory education. This implies that you are, at the moment of your registration, 16 years old or 15 years old having completed the first two years of full-time secondary education.

In addition, you must have Belgian nationality or comply with the regulations concerning legal residence.

If you are a resident of an EU country, your (online) registration is only valid once our administrative offices have received a copy of your ID.

If you are a non-EU national, you will have to bring one of the following documents to our administrative offices:

- a valid passport with valid visa;
- a valid proof of identity from a country exempt from a visa requirement together with the document 'Aankomstverklaring' (Arrival Declaration);
- an electronic foreigner ID card issued in Belgium;
- immatriculation certificate (orange card);
- another proof of legal residence.

When registering, the following documents may also be requested:

- the certificates, attestations and diplomas that you have previously obtained;
- attestations for the exemption or the reduction of the registration fee;
- a potential request for exemption;
- a potential application for Flemish training leave;
- a physical or digital referral document confirming an intake with the Integration Agency (Agentschap voor Integratie en Inburgering) and the

track a student must follow (applicable when you are registering for a Dutch [NT2] course for the first time in a CVO in Flanders).

Registration is personal and can, therefore, never be passed on to third parties.

Based on this information, we can fully complete the administrative file. In this way, we are assured that we can deliver correct (partial) certificates in the future.

Upon registration, we can retrieve relevant information about previously obtained study certificates from the Learning and Experience Database (LED) of the Flemish government.

If you do not wish to give permission for this, you can counter this at any time with a simple notification during registration: in that case, you must submit the required study certificates yourself during registration.

If you are **between 12 and 16** years old, and you take lessons as a student in full-time secondary education, you can be admitted to an NT2 course under the following specific conditions:

- you participate in the NT2 course on a voluntary basis;
- you take the NT2 course outside the lessons of your secondary education school;
- your secondary school provides you with a certificate that includes at least the following elements:
 - a description of your language deficit in relation to the training programme that you follow as a student in secondary education;
 - the contact details of the person designated by the secondary school for the follow-up of the NT2 course for which you are enrolled as a student at the centre.

This attestation is added to your student file upon registration, as prepared by our centre. Our counsellor contacts the contact person of your secondary school if necessary, for example at the start and the completion of the course, in the event of early termination, or in the event of stagnating learning progress.

6. I want to learn Dutch. How do I register?

I want to learn Dutch. How is my level determined?

Your first registration for an NT2 course (Dutch as a Second Language) always starts with an intake interview at the Agentschap Integratie en Inburgering (AGII - Agency for Social and Civic Integration), unless you have already conducted this intake interview. The

track in which you can register is determined on the basis of this intake interview and your education degree. You may need to take an additional test of logic at the Agentschap Integratie en Inburgering.

- If you choose a beginner level, you can, after referral by the AGII, register without delay. Bring your physical or digital referral document from the Agency with you during registration.
- If you have already obtained a certificate from another Adult Education Centre (Centrum voor Volwassenonderwijs - CVO) or from ILT (Instituut voor Levende Talen - Leuven), you can move on to a higher level based on that study certificate. We will make sure that you can register for a track and a level which are suitable for you.

How, where and when can I take a placement test to determine my level?

If it is your first time registering for a Dutch course at a CVO, it is not possible to take a placement test, as your first registration for an NT2 course always starts with an intake interview at the Agentschap voor Integratie en Inburgering (AGII - Agency for Social and Civic Integration).

I followed a course at CLT in 2025-2026.

When can I register as a priority?

Pre-registrations start from 15 June 2026 onwards for courses beginning in September or October 2026. After the proclamation and the discussion of your results, you can register for the next level course via myCLT.

For on campus registrations, please check our website www.clt.be for the current opening hours.

I was not a student at CLT in 2025-2026.

How, where and when can I register?

You can register on campus for courses starting in September or October 2026 as of 19 August 2026.

For courses starting from November 2026 onwards, registrations always start a few weeks before the start of the lessons. You can always find the most recent registration dates on our website.

All on campus registrations of school year 2026-2027 will take place at our location on the Dekenstraat in Leuven. Consult our website www.clt.be where you can find the current opening hours.

7. I want to learn another language than Dutch. How do I register?

I have chosen a language. How will my level be determined?

- If you opt for a starter level, you can register without any further formalities.
- If you already hold a certificate of a certain level, issued by an officially recognised centre for adult education (CVO), you can register for the next level at CLT. Bring your certificate with you to the secretary's office during registration or send it to clt@kuleuven.be when you wish to register online.
- If you have prior knowledge of the language but do not hold a study certificate, you will have to take a placement test on our website, the result of which will determine your level.

You can take the test only once. This is not a final assignment. Your teacher can still change your level during the first lessons.

The result of a placement test is valid for two school years: the year in which the test was taken and the next school year.

How, where and when can I take a placement test to determine my level?

In order to take the placement test, you are required to register via our website. You will find the registration link to the level test on the page of each language.

You can take the test only once, either online from home or in our centre after prior appointment. The duration depends on your level (between 15 and 60 minutes).

➤ Online

- What do you need? A computer with internet connection, headphones or speakers.
- At the end of the online test, you will learn the level for which you can register.

➤ At CLT

- Make an appointment by telephone or e-mail.
- At the end of the online test, you will learn the level for which you can register.

The result of the placement test remains valid for two school years: the school year in which the test was taken and the next school year.

If the outcome of the test leads to doubts with regard to the designated level, the teacher may impose an additional oral test and/or writing assignment.

Students disputing the level obtained from the placement test will be referred to a test coordinator who can decide to impose an additional oral test and/or writing assignment.

If a level is changed subsequent to an additional test, an official report with the final decision will be drawn up. On the basis of the latter document, the CLT office will register the final level.

Contact our IT team (ict@clt.kuleuven.be) if you experience technical difficulties when taking the placement test.

I followed a CLT course in 2025-2026.

When do priority registrations start?

Priority registration for the next module of the same language is possible after the end-of-year exams. When registering for another language, the student may be required to take a placement test. Online registration (for a follow-up module or for another language) and payment is only possible via your personal administrative page in myCLT.

Priority registration is possible:

- online at any time from 15 June 9 a.m. until 18 August;
- at the CLT office from 15 until 29 June; the placement test is available online.

I was not a student at CLT in 2025-2026.

How, where and when can I register?

Registration is possible via www.clt.be:

➤ for a crash course

- from 15 June for courses starting at the beginning of September and from 19 August for other crash courses starting at a later date. Registration closes when the course is full, if one third of the course time has elapsed, or if the school decides this is in the best interest of the students.

- for courses starting from 21 September 2026 onwards
 - for first semester courses from 19 August 9 a.m. until the course is full, if one third of the course time has elapsed, or if the school decides this is in the best interest of the students.
 - for year courses from 19 August until the course is full, if one third of the course time has elapsed, or if the school decides this is in the best interest of the students.

- for courses starting from 1 February 2027 onwards
 - online and at the CLT office from 19 August 9 a.m. until the course is full, if one third of the course time has elapsed, or if the school decides this is in the best interest of the students.

PLEASE NOTE:

You cannot register online for a higher level on the basis of a certificate issued by another centre. This is only possible at the CLT office upon submission of a copy of the certificate in question.

8. When is my registration valid?

Your registration is valid only if:

- you have registered in time (before one third of the course time has elapsed);
- you have paid the registration fee or submitted the required documents for (partial) exemption;
- the identification data you have supplied us with are complete and correct (no certificates are issued to a fictitious person, which is what you would be if your identification data were forged);
- you have accepted our centre's regulations when registering either at the CLT office or online;
- you fulfil the conditions for admission and have submitted the required certificates and proofs of study;
- you have the Belgian nationality or comply with the stipulations of legal residence.

If you do not have the Belgian nationality, the centre is required to add a copy of the proof of legal residence to your student file, such as the identity card for EU countries, a national passport with valid visa, an electronic foreigner card or an immatriculation certificate model A (cfr. Art. 5).

Students are registered in the order they present themselves and pay.

Waiting lists may be started up if necessary.

Registration is personal and can never be passed on to third persons.

Upon registration every student is given a receipt that is also electronically available. It states the official CLT logo and mentions the student's first and last name, the department they have registered for and the amount paid (registration fee, course materials and possibly parking card).

The student must be prepared to present the receipt at any time.

9. How can I pay?

Your registration is only valid after the registration fee has been paid. You can either present yourself at the CLT office or register electronically and pay online. We accept payment in cash or with Bancontact, Visa, Mastercard and Payconiq.

For practical reasons it is not possible to register via telephone or e-mail.

When registering online, any (partial) exemption of the registration fee is not always automatically applied. You may choose to pay the full registration fee online, in which case the centre will refund the overpayment, or you may register in person at the CLT office to pay the correct amount straight away.

10. What and how much do I have to pay?

Registration fee

You can find the registration fees per course on our website: www.clt.be.

Our centre does not have any influence on potential price changes. The fact that you received a partial training at a certain price in the past does not create any rights for the pricing of other parts, modules, etc. in the future.

Students pay a rate of €4 for the registration fee in adult education per lesson hour (50') if they are enrolled in a course within the following study areas:

Europese hoofdtalen richtgraad 1 en 2 (Major European languages except for **English**, **French** and **German**, proficiency levels 1 and 2)

Europese neventalen richtgraad 1 en 2 (Minor European languages, proficiency levels 1 and 2)

Europese talen richtgraad 3 en 4 (European languages, proficiency levels 3 and 4)

Hebreeuws (Hebrew)

Oosterse talen (Oriental languages)

Scandinavische talen (*Scandinavian languages*)

Slavische talen (*Slavic languages*)

No exemptions from the registration fee are granted.

For the above courses with a rate of €4 per lesson hour per module there is no maximum fee cap.

Students pay a rate of €2.25 per lesson hour per module if they are enrolled for English, French or German. For these courses, some students are eligible for a partial exemption from the registration fee (€1 per lesson hour). For these courses, a student pays a maximum of €450 per language proficiency level and per semester. For more information and regulations regarding the exemption of registration fees and the validity of a certificate go to:

<https://www.vlaanderen.be/vermindering-van-inschrijvingsgeld-in-het-volwassenenonderwijs/vermindering-of-vrijstelling-inschrijvingsgeld-volwassenenonderwijs>

If they have enrolled in a **Flemish Sign Language** course students pay €0.03 per lesson hour of the module.

No exemptions from the registration fee are granted.

For the Flemish Sign Language course, a student pays a maximum of €180 per course. This fee cap is not limited in time.

More information can be found on the websites below:

<https://www.vlaanderen.be/onderwijs-en-vorming/school-en-studiekosten/kosten-volwassenenonderwijs>

For a blended learning course the student will be charged for both the classroom-based and the distance learning components.

The registration fee for a course in the field of **Dutch as a Second Language (NT2)** varies according to the target proficiency level ('richtgraad').

RICHTGRAAD 1:

The registration rate of €1.5 per lesson hour in adult education applies to all modules in the field of Dutch as a Second Language (NT2) **richtgraad 1 (proficiency level 1)**.

Some students are entitled to a full or partial exemption from the registration fee.

A **maximum fee cap of €180** applies to courses in Dutch as a Second Language (NT2):

- In the study areas of Alfa NT2 and NT2 Ligo-CBE (basic education):
 - NT2 alfa mondeling richtgraad 1 (*alfa oral proficiency level 1*)
 - NT2 alfa mondeling richtgraad 1 – schriftelijk richtgraad 1.1 (*alfa oral proficiency level 1 – written proficiency level 1.1*)
 - Latijns Schrift / Latin script courses – Basiseducatie (*for learners with a non-Latin script background*)
 - NT2 richtgraad 1 (*proficiency level 1*)
 - including open modules (Alfa) NT2 en maatwerk (*customised courses*) (Alfa) NT2
- In the study area of Dutch as a Second Language (NT2) proficiency levels ('richtgraad') 1 and 2 of secondary adult education:
 - NT2 richtgraad 1 (*proficiency level 1*)
 - Reading and Writing for 'Andersgealfabetiseerden' (*for learners with a non-Latin script background*)
 - including open modules of the NT2 richtgraad 1 (*proficiency level 1*) programme

The following applies to the maximum fee cap of €180:

- It is not limited in time.
- The registration fee for modules of NT2 courses at richtgraad 1 (*proficiency level 1*), taken before 1 September 2023 is included and counts towards the fee cap. The increased registration fee paid by the student from the fourth registration onwards in the past also counts.
- It includes the first participation in the [NT2 test](#).
- Course material is not included.

No increased registration fee from the fourth registration onwards:

- The student no longer pays an increased registration fee from the fourth registration in the same module within a period of 6 school years.
- Only newcomers with a signed integration contract dated before 1 September 2023 are eligible for a transitional measure until the end of that contract. They will still pay the increased registration fee of €1.50 per lesson hour.
- The third-party payment regulation Brussels no longer applies.

NT2 test

- The **first attempt** at the [NT2 test](#) is included in the course registration fee and the maximum [fee cap of €180](#). The student does not pay separately for this first attempt.
- A **resit** of the NT2-test costs:
 - €22.50 per test component
 - €0 if the student qualifies for one of the [partial or full exemption categories](#)

RICHTRAAD 2, 3 en 4: rates

Students pay **€0.60 per lesson hour** for modules of NT2 courses of richtgraad 2, 3 and 4 (*proficiency levels 2, 3 and 4*). Students who meet [certain criteria](#) pay €0 or €0.30 per lesson hour.

There is a **maximum registration fee of €300** per course per semester for NT2-courses of richtgraad (*proficiency levels*) 2, 3 and 4.

A semester is defined as the period from 1 September to 31 December, or from 1 January to 31 August. The start date of the module determines which period the module falls into. The end date of the module is not relevant in this case. If a student takes multiple courses during one semester, they will pay a maximum of €300 per course.

Have you already taken the same module 3 times within a period of 6 school years? **From the fourth time** you register in that period, you will pay an **increased registration fee**.

In this case, the following rates apply:

- €3 per lesson hour if you are not eligible for a full exemption from the registration fee.
- €1.5 per lesson hour if you are eligible for a full exemption from the registration fee.

This registration fee does not count towards the maximum amount of €300 per course per semester.

More information concerning registration fees for NT2 courses can be found on the following website:

[https://www.vlaanderen.be/onderwijs-en-vorming/school-en-studiekosten/hoeveel-kost-
een-opleiding-nederlands-als-tweede-taal-nt2](https://www.vlaanderen.be/onderwijs-en-vorming/school-en-studiekosten/hoeveel-kost-een-opleiding-nederlands-als-tweede-taal-nt2)

For non-subsidized courses different fees apply. For more information, please check www.clt.be.

Course materials

The above-mentioned fee is increased by the cost of course materials such as textbooks, syllabi, course notes and photocopies and the online learning platform. You will be informed of the estimated price of course materials upon registration. You can find an overview of the prices on <https://www.clt.be/en/praktisch/fff/>

Syllabi developed by the teachers and which will be used during on campus classes are paid to the centre upon registration.

Syllabi used in online courses and textbooks purchased through Standaard Boekhandel are not invoiced at the time of registration. In case you wish to pay for the course materials by means of training cheques, kindly contact the CLT office via clt@kuleuven.be.

Please keep in mind that your level will only become final after the first lessons and that material purchased from Standaard Boekhandel is not refunded.

Our centre tries to work as cost-effectively as possible. However, if unforeseen circumstances arise, we may have to adjust the prices of certain raw materials, consumables, etc. This occurs, for example, in the event of a sharp rise in raw material or energy prices. In that case, a price increase will only be implemented to meet that specific increase.

Possible parking space rental

CLT does not have its own parking space for students.

KU Leuven offers parking space at your disposal in the underground car park of the Social Sciences Faculty, 53 Parkstraat. At the time of registration students can apply for a parking card at the price of €42,50 for a semester, not including a €30 deposit. The deposit will be refunded when you return the undamaged card to our office by 23 June 2027 at the latest. If you only rent the card for the first semester, the deadline for handing in the card is 23 January 2027.

Students must observe the Leuven University car park regulations, which can be found here: [KU Leuven car park regulations](#).

PLEASE NOTE: the car park is open to CLT students from 17:30 to 22:30 on weekdays and from 8:30 to 13:30 on Saturdays. Students whose class starts at 17:00 however, have access from 16:30 onwards. The parking card only gives access to the car park during the class hours of the chosen course.

A parking card is personal and can, therefore, never be passed on to third parties.

11. Is it possible to obtain full registration fee exemption?

It is only possible to obtain a full exemption from the registration fee if you register for a course in the study area of **Dutch as a Second Language (NT2)**, but **not from course materials (CLT or commercial course books)**.

Caution! Private courses are not eligible for an exemption.

Total exemption for a NT2-course is granted if you meet the following conditions **at the time of registration**:

- you do not yet have a secondary education diploma and you are enrolled in a course in (alfa) NT2 richtgraad 1 and 2 with Ligo-CBE (centre of basic education).
- you receive material assistance at the time of registration in accordance with the law of 12 January 2007 on the reception of asylum seekers and certain other categories of foreigners;
- you have a temporary protection status in implementation of the Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection in the event of a mass influx of displaced persons and on measures promoting a balance of efforts between Member States in receiving such persons and bearing the consequences thereof.
- you acquire an income through social services or a living wage at the time of registration, or you are dependent on someone in these categories;
A student who is over 65 will only be exempt from registration fees if he or she receives an income guarantee for the elderly (IGO);
- at the moment of registration, you are residing as a prisoner in one of the Belgian penal institutions (art. 2, 16°bis decreet volwassenenonderwijs);
- you have not yet completed compulsory full-time education.
- You are a jobseeker and your course is followed within the framework of a pathway to work or a suitable training offer determined and recognized by the VDAB;
- you are registered as a job seeker, and at the time of registration you are not yet entitled to a provisional allowance;
- You are included in the system of unemployment with company allowance in a pathway to work. This is not stated as such in the regulations (about the system of unemployment with company allowance or STW, formerly known as 'bruggpensioen'), but it is included in a pathway to work.

If you are dependent on someone, we expect both a certificate proving that that person belongs to one of the categories concerned and a declaration of honour that you both sign.

Additional categories – full exemption – richtgraad (proficiency level) 1 (NT2)

A student following an integration programme

A student following an integration programme is also **exempt** from the registration fee if he meets the following conditions **at the time of registration**:

- They have an integration contract signed before 1 September 2023. This is a transitional measure that applies until the end of that contract. This integration student will pay increased registration fees from the 4th registration onwards.
- They are domiciled in the City of Brussels.
- They are a minor integration citizen aged 16-18 years.
- They are retaking a course in preparation for a resit on the NT2 test.

A student NT2 without an integration contract

An NT2 student without an integration contract is also exempt from the registration fee if he meets the following criteria **at the time of registration**:

- They are domiciled in and attending classes in the City of Brussels.
- They are aged 12 to 16 and enrolled through a partnership with a secondary school.
- They are retaking a course in preparation for a resit of the NT2 test.

Additional categories – full exemption - richtgraad (proficiency level) 2 (NT2)

The NT2-student is also also **exempt** from the registration fee if he meets the following criteria **at the time of registration**:

- They have an integration contract or integration attestation.
- They have an integration contract or integration attestation and are domiciled in the City of Brussels. The exemption is granted for teaching locations in Brussels and Flanders. These students do not have to pay the increased registration fee.
- They are domiciled in and attending classes in the City of Brussels. These students do not have to pay the increased registration fee.
- They are aged 12 to 16 and enrolled through a partnership with a secondary school.

Caution! To be legally valid as evidence, certain certificates (e.g. OCMW) may not be older than one month at the time of registration and need to be handed over to the office not later than the registration moment of the module (1/3 moment).

For more information and regulations regarding the exemption from registration fees for **NT2 courses** and the validity of a certificate, go to

<https://www.vlaanderen.be/onderwijs-en-vorming/school-en-studiekosten/hoeveel-kosten-voor-een-opleiding-nederlands-als-tweede-taal-nt2#vrijstellingscategorien>

12. Can I obtain a partial exemption?

You can obtain a partial exemption from the registration fee if you register for a course in the study area of **Dutch as a Second Language (NT2)**, but **not for the course material (CLT or commercial course books)**. You can also obtain a partial exemption from the registration fee for an English, French and German course.

Caution! Private courses are not eligible for a partial exemption.

The rate of **€0.30 per lesson hour** for a course in the study area of **Dutch as a Second Language (NT2)** and the rate of **€1 per lesson hour** for an **English, French or German course** applies at the time of registration if:

- you receive an income via a provisional allowance or unemployment or you are dependent on someone in these categories;
- you are a holder of one of the following certificates, or you are dependent on someone in these categories:
 - a certificate issued by the competent authority, showing an incapacity for work of at least 66%;
 - a certificate proving the right to an integration allowance for the disabled;
 - a certificate proving registration with the Flemish Agency for Persons with Disabilities (Vlaams Agentschap voor Personen met een Handicap). This certificate must be requested before the age of 65;
 - a certificate issued by the competent authority, showing a reduction in the earning capacity to a third or less of what a healthy person can earn by practising on the general labour market;
 - a certificate issued by the competent authority, showing a reduction of self-reliance of at least seven points. This exemption also applies if you are older than 65 years of age.

If you are dependent on someone, we expect both a certificate proving that that person belongs to one of the categories concerned and a declaration of honour that you both sign.

Caution! To be legally valid as evidence, certain certificates may not be older than one month at the time of registration and need to be handed over to the office not later than the registration moment of the module (1/3 moment).

For more information and regulations regarding the exemption from registration fees for a NT2 course and the validity of a certificate, go to

<https://www.vlaanderen.be/onderwijs-en-vorming/school-en-studiekosten/hoeveel-kosten-voor-opleiding-nederlands-als-tweede-taal-nt2#vrijstellingscategorien>

and for information and regulations regarding the exemption from registration fees for an English, French or German course and the validity of a certificate, go to

<https://www.vlaanderen.be/vermindering-van-inschrijvingsgeld-in-het-volwassenenonderwijs/vermindering-of-vrijstelling-inschrijvingsgeld-volwassenenonderwijs>

13. Can I use training cheques to pay my registration fee?

Training cheques for employees working in Flanders and the Brussels-Capital Region

CLT is a recognised centre within the system of Flemish training cheques.

As an employee in Flanders or the Brussels-Capital Region you pay only half of the registration fee. The other half is paid by the Flemish government.

As of 1 September 2020 training cheques can must be applied for via the [WSE-loket](#).

More information about the application procedure can be found here:

<https://www.vlaanderen.be/opleidingscheques-voor-werknemers#aanvraagprocedure>

Should you still have paper training cheques, you can still use them as long as they are valid. Training cheques can be purchased for a maximum of €250 per calendar year.

Caution: From 1 March 2015, the conditions for eligibility for training cheques have been adjusted. Moreover, not all courses are eligible for training cheques!

You can find all conditions on the website below:

<https://www.vlaanderen.be/opleidingscheques-voor-werknemers>

The list of eligible courses can be found here:

[training database for Flemish training incentives.](#)

Please note:

- both the registration fee and course materials can be paid fully or partially with training cheques;
- the value of the training cheques used must not exceed the price of the course;

- if you wish to pay course materials with training cheques, books must be bought and paid for at the centre. Please contact clt@kuleuven.be;
- training cheques must be handed in at the CLT office before the end of the course;

When registering at the CLT office, you can use training cheques as a means of payment. If you register online or do not yet have the cheques in your possession, you will pay the full price of the course. As soon as the CLT office has received the training cheques, the corresponding amount will be refunded as soon as possible.

The training cheques may only be used to pay the registration fee, including the course material. Therefore, it cannot be used to rent a parking space.

14. Can I use SME portfolio (KMO portefeuille) to pay my registration fee?

SME portfolio for employers in the Flemish Region (KMO-portefeuille)

CLT courses are eligible for refund through the SME portfolio (KMO-portefeuille).

For their employees' training projects, an employer can apply for a subsidy via the SME portfolio. Projects have to be submitted at the latest 14 calendar days after the official start of the lessons.

Caution! The training cheques cannot be used for private courses.

This subsidy may only be used to pay the registration fee, including the course material that is paid for during registration. Therefore, it cannot be used to rent a parking space.

[Subsidie voor opleiding en advies voor kmo's en zelfstandigen \(kmo-portefeuille\) | Vlaanderen.be](https://www.vlaanderen.be/nl/overheid/overheidssubsidies/overheidssubsidies/kmo-portefeuille)

The authorisation number of our CVO is DV.O101202.

15. Can I switch groups or levels?

You can change groups or levels before your course starts, provided it is within the same language. You may be required to pay any difference in enrolment fees and/or course materials. You can only switch to a group for which enrolment is still open.

If you wish to change groups or levels after your course has started, you may only do so after notifying the administration office (clt@kuleuven.be). The course coordinator will make the final decision on whether this is possible, in consultation with the teacher and/or the study programme advisor where necessary. If you switch to a different level or track, you may be charged for the course materials again.

Once the registration deadline has passed (when one-third of the course lesson hours have elapsed) for your original group or the new group, you will no longer be able to switch. If you wish, you can withdraw in accordance with the cancellation terms and conditions and then re-enrol for a subsequent course.

If you wish to switch to a different language, you will be withdrawn from the original course in accordance with the cancellation terms and conditions. You must then re-enrol for the new language. You will be required to pay the enrolment fee and course materials again.

16. What do I do when I want to cancel my registration?

Is there a cancellation policy?

Should you realise that you will not be able to follow the lessons, it is possible, under certain conditions, to obtain a full or partial refund of your registration fee.

Refund claims are to be addressed, in a letter or e-mail, to the administrative office (clt@kuleuven.be). Please mention your bank account and registration number.

- You cancel and sign out before the actual start of the lessons, you can re-claim in full the registration fee and the amount you paid for the course materials purchased through the centre;
- You cancel and sign out after the start of your course, at the latest on the day of your second lesson, you can re-claim the registration fee, from which a 10% processing fee will be withheld. Costs for course materials are not refunded;
- Nothing will be reimbursed after the second lesson of your course.

Did you buy a parking card? Only parking cards that are returned prior to the start of the lessons, will be reimbursed in full. After the start of the lessons only the deposit on the (undamaged) card can be reclaimed.

In case you need to (temporarily) suspend your course due to force majeure, it is not possible to fully or partially re-claim the registration fee.

The centre reserves the right to cancel a course or change the course day for technical or organizational reasons or force majeure due to external factors.

Should the centre decide to cancel the course and it is impossible for the student to follow the course at another time, the full amount will be refunded, including the registration fee, the costs for course materials and the parking card if applicable.

If you do not actively participate in the lessons for a long time and do not inform your teacher(s), they or the track counsellors will contact you to find out whether you are temporarily not actively participating or have permanently quit the course. If the latter is the case, we ask you to confirm the cancellation in writing so that we can unsubscribe you. You can find the financial consequences of the deregistration described above.

If the office (clt@kuleuven.be) is not informed in writing of your cancellation the registration will remain active and this may have financial consequences for a later registration for the same module.

17. Is it possible for my registration to be refused?

If the student meets all admission criteria, the director can only refuse registration:

- if the groups are full;
- if security is at risk;
- if an outstanding balance from previous registrations remains unpaid;
- if the student was permanently expelled from the same centre in the previous school year or the year before. Such a severe measure is highly exceptional and is subject to a well-defined procedure, which is described below in the section 'Disciplinary rules' (Section: Which measures can CLT take in case of problems with order and discipline?)

If the capacity of the courses on offer is insufficient to enrol all students, the centre can create waiting lists. The centre respects the order of registration. An exception is made for registrations for courses of Dutch as a Second Language (NT2). In these courses, the following target groups have priority when registering if a capacity shortage occurs:

- students who have signed an integration contract with AgII ('Agentschap voor Integratie en Inburgering');
- students who are covered by the introduction policy ('inwerkingsbeleid'), as regulated in the decree of 4 June 2003 regarding introduction policy;

18. I have a functional impairment. Can I register?

Our centre welcomes all students suffering from a functional impairment, chronic disease or learning disability. By offering tailor-made education we strive to create equal opportunities.

The basic requirements to start a course are assessed individually, as learning targets must be achieved. Special arrangements can only be granted after justification (medical certificate or attestations/reports issued by official bodies) and in consultation with the teacher or programme supervisor.

19. Can I use certain aids as a disabled adult?

Special educational aids enable disabled adults to follow a course at a centre for adult education.

The following educational aids may be assigned in the framework of adult education:

- the services of an interpreter of Flemish sign language and/or a speech-to-text reporter;
- reimbursement of photocopies of fellow students' notes;
- adaptation of course materials, such as transcription into braille, enlarged photocopies, digital conversions or large-print.

Please contact the principal if you would like to use special educational aids.

Organisation 2026-2027

20. When do courses start and finish?

NT2 (Dutch as a Second Language)

There are continuous starting points from the beginning of September. You can find all information on www.clt.be.

Other languages

- September courses: crash courses between 1 September to 13 September 2026
- first semester: from 21 September 2026 till 23 January 2027
- second semester: from 1 February 2027 till 5 June 2027
- special dates for some of the short modules and summer courses (ask for information via clt@kuleuven.be)

21. What are the dates of holidays and class-free days?

- Autumn half-term: from Monday 2 November to Sunday 8 November 2026
- Wednesday 11 November 2026
- Christmas holiday: from Monday 21 December 2026 to Sunday 3 January 2027
- Spring half-term: from Monday 8 to Sunday 14 February 2027
- Easter holiday: from Monday 29 March to Sunday 11 April 2027
- Labour Day: Saturday 1 May 2027
- Ascension: Thursday 6 and Friday 7 May 2027
- Whit Monday: Monday 17 May 2027

22. Where can I find the timetables?

Timetables can be found on www.clt.be or on the course's Canvas dashboard after registration.

Which rules am I expected to observe?

23. How important is my attendance?

We expect that after registration, you will attend a maximum number of lessons and take the tests and carry out the tasks that qualify for timely evaluation. Not only because it increases your chances of success, but also because in that way, the teacher can assess your progress.

That is why it is important that, during online lessons, you have a camera and microphone. In the context of your presence and active participation in the online lesson, we expect that the camera is on during the session so that fellow students and the teacher can see you.

If you request Paid Educational Leave (Betaald Educatief Verlof – BEV) or Flemish Training Leave (Vlaams opleidingsverlof – VOV), then your attendance will be recorded for your employer. Please let your teacher know that you have requested educational or training leave during the first class.

24. What do I do if I am unable to attend classes?

If you are unable to attend, inform your teacher if possible.

For NT2 courses and in the context of paid educational leave, it is important to justify absences on the basis of certificates from a doctor or employer.

Absences for medical reasons must be justified:

- when you come back to class;
- by immediately delivering the certificate to the CLT office if it concerns a period of more than 10 consecutive days of teaching.

A medical certificate is only legally valid if it:

- is issued by a physician, medical specialist, psychiatrist, orthodontist, dentist or by the administrative services of a hospital or a recognised lab (hereinafter referred to as: the provider);
- is clearly completed, signed and dated;

- states the relevant identification data such as the name, address, telephone number and RIZIV-number of the provider;
- indicates the consequences of the illness for certain classes;
- indicates the start and end date of the illness period, stating morning or afternoon, evening.

Other circumstances that qualify as legitimate absence on the basis of an attestation are:

- to go to work;
- in the context of a course (exams, internship, etc.);
- due to a strike;
- due to exceptional weather conditions;
- to attend a family council;
- to attend a funeral or marriage ceremony of a blood relative or a person living under the same roof as yourself;
- if the centre is unreachable or inaccessible due to force majeure;
- to appear before the court after a summons or a subpoena;
- as a result of measures in the context of special youth care and youth protection;
- to experience holidays that are inherent to your religious belief.

25. What do I do if I cannot respect the start or finish time of classes?

You are expected to respect the start and finish time of classes. Only in exceptional circumstances can you arrive late. Kindly inform your teacher in advance if possible.

If you wish to leave the centre earlier, you should expressly inform your teacher (for insurance and fire safety reasons).

The management does not assume any responsibility if you leave your class prematurely.

26. What happens when the teacher is absent?

Should a teacher be absent, e.g. because of illness, our administrative staff will do their utmost to inform you. It is therefore important that you mention your Belgian mobile phone number as well as your e-mail address at the time of registration, so that you can be easily contacted.

Kindly inform the office if your teacher has not shown up within 15 minutes of the start of the class.

27. How can I have documents filled in?

Documents to be filled in by the centre can be handed in at the CLT office.

If possible, we will fill them in immediately. If not, they can be picked up at a later time.

28. Are my parents entitled to child allowance while I am following language courses?

If you are under 25 and still legally dependent on either of your parents, the latter may still benefit from child allowance (Groeipakket) on certain conditions. In order to receive the allowance, kindly complete form P7. This form can be obtained from the [FAMIFED website](#).

If you are eligible for child allowance, you will commit yourself, at the time of your registration, to register for several modules for a certain time. This is necessary to comply with legal regulations with regard to child allowance. For language courses in our centre, this comes down to a minimum of 17 hours of classes per week.

More information about child benefits can be found on <https://www.vlaanderen.be/het-groeipakket>.

Caution! No child benefit can be requested for private courses.

29. Am I entitled to Flemish Training Leave (VOV) or Paid Educational Leave (BEV)?

Flemish Training Leave (VOV)

When you work in Flanders and you follow a course in an adult education centre, you sometimes have the opportunity to get extra leave without wage loss. You can use these additional holidays, for example, to follow the lessons or to study at home. Your employer does not experience any financial disadvantage because these days are reimbursed by the government to your employer.

Flemish training leave is a guaranteed right that must be granted to the employee. Your employer cannot, in principle, invoke a reason to refuse or limit the duration of Flemish training leave, provided that the training followed meets the legal conditions and that the organisation of the work is not compromised.

A full-time employee is entitled to a maximum of 125 hours of VOV per school year. For a part-time employee (at least 80%), this maximum is limited in proportion to his or her employment percentage.

More information about Flemish training leave (VOV) can be found at <https://www.vlaanderen.be/vlaams-opleidingsverlof>.

Caution:

Changes school year 2026-2027

From 2026–2027, the Flemish training leave scheme will be reformed. As soon as the regulations are finally approved, they will be communicated on the above webpage.

Please check at the start of the school year whether you still meet the admission requirements and what your responsibilities are.

Caution:

- VOV can only be requested for the following languages: English, German, French and this up to level 2.4 (B1) and for Dutch up to and including level 4.2. See also: the [training database for Flemish training incentives](#).
- Participation in all evaluation components is required.
- You must inform your employer of the application within 3 months.

Paid Educational Leave (BEV)

Anyone working in the Brussels-Capital Region or Wallonia can apply for Paid Educational Leave (BEV) under the known conditions.

You can find more information on regulations in the Brussels-Capital Region through the website below:

<https://economie-werk.brussels/betaald-educatief-verlof>

For employees in Wallonia you can find all information on the following websites:

<https://www.leforem.be/entreprises/aides-financieres-conge-education-payee.html>

<https://www.wallonie.be/fr/demarches/beneficiaire-dun-conge-education-payee-dans-le-secteur-prive>.

If you want to use this right, you should mention this at the time of registration.

The administrative staff will in turn draw up an application form, which you then submit to your employer without delay. These documents will not be sent by post.

Regulations concerning educational leave stipulate that certificates of attendance shall be delivered per period of three months. Per period, anything exceeding 10% of unjustified absence will result in the loss of your right to Paid Educational Leave for 6 months.

More information on educational leave is available on the government website

<https://werk.belgie.be/nl/themas/feestdagen-en-verloven/betaald-educatief-verlof?id=536>

Please let your teacher know that you have requested educational leave, so that they make sure to fill in your attendance sheet.

30. Tidiness, safety and health at our centre

The centre takes care of the safety and health of both students and staff.

- We would like to explicitly ask for your cooperation to keep the classrooms and buildings in a tidy state:
 - food and drinks are not allowed in the language labs;
 - do not leave any waste lying around (food, empty bottles, papers, ...)
 - make sure the classrooms are tidy when you leave them: blackboard wiped off, chairs under the tables, no litter on the floor, ...;
 - empty cans belong in the bin.
- With a view to safety, the centre takes measures concerning fire prevention, evacuation, firefighting and first-aid facilities. It goes without saying that you are expected to observe these measures and to contribute to the centre's safety. Defects, damages and malfunctions should be reported to the teacher or the CLT office.
- In case of fire or any other emergency, it is of paramount importance that the rooms are evacuated as quickly as possible. In case of a fire alarm it is mandatory that you leave the room immediately and proceed to the meeting point. Follow the staff's instructions carefully.
- Safety instructions are displayed in all rooms. They are also briefly elaborated on at the start of the course.
- The centre is allowed to use camera surveillance. Places under camera surveillance are clearly indicated by means of a pictogram. If you are filmed, you have a right to view the footage. No cameras are being used as yet.
- When circumstances require, the school can, on the basis of a risk analysis drawn up in consultation with the prevention advisor, impose prevention measures to guarantee the safety of school activities. These measures are only taken if they are necessary. Moreover, they are proportional to the objective pursued and limited in time. For example, it may concern the mandatory wearing of safety clothing, the mandatory wearing of a mouth mask or limiting contact between students.

Should such measures be required, we will inform you about this.

31. Am I allowed to smoke at CLT?

No. As a student, you are expected to comply with the Leuven University smoking policy.

The latter is based on legal regulations concerning the smoking ban in public buildings: smoking is always prohibited in public and closed-off places (e.g. classrooms, the teachers' room, offices, hallways, corridors, waiting rooms, sanitary rooms, ...)

Since 31 December 2024 it is no longer permitted to smoke within a radius of 10 meters at the entrances and exits. This applies to all educational institutions and daycare centres.

Infringements on the smoking policy will be sanctioned as follows:

- Upon the first infringement: an oral warning by the director.
- Upon the second infringement: a written warning by the director.
- If a written warning has already been given, another infringement in the course of the same school year may lead to a disciplinary sanction as referred to in art. 41 (section: Which measures can CLT take in case of problems with order and discipline?), possibly preceded by an ultimate written warning by the director.
- If an ultimate written warning has already been given, the next infringement in the course of the same school year will lead to a disciplinary sanction as referred art. 41 (section: Which measures can CLT take in case of problems with order and discipline?)

The sanctions and the ultimate written warning must be initialled by the student concerned. Should he or she refuse to do so, the director will draw up an official report of refusal.

In the event of permanent exclusion, the student can file a complaint, by means of a registered letter, with the president of the internal appeals commission.

The appeal shall be handled in accordance with the proceedings described in art. 42 (section: Which measures can CLT take in case of problems with order and discipline?)

The sanctions will be crossed off at the end of the school year.

32. Where can I park in the vicinity of CLT?

CLT does not have a car park for students. For the students of CLT, KU Leuven offers parking available in the Parking Servotte, 53 Parkstraat, situated within walking distance of our centre (see [map](#)).

At the time of registration students can apply for a parking card at the price of € 42,50 for a semester, not including a €30 deposit. If you register for one of our year courses, you can apply for a parking card for semester 1 and semester 2.

You must observe the Leuven University car park regulations (see [link](#)).

The parking card has to be returned in perfect condition to the office **by 23 June at the latest**. The deposit will be refunded. If you only rent the card for the first semester, the deadline for submission is 23 January 2027.

PLEASE NOTE: the car park is open to CLT students from 17:30 to 22:30 on weekdays and for 8:30 to 13:30 on Saturdays. Students whose class starts at 17:00, however, have access from 16:30 onwards. The parking card only gives access to the car park during the class hours of the chosen course.

Other car parks: parking Ladeuze in the town centre or Philips on the outskirts of town. These car parks are subject to parking fees.

33. Can I leave my mobile phone on during classes and exams?

The use of mobile phones during classes is strictly limited to emergency calls and exceptional situations. Kindly notify your teacher before the start of the lesson.

If requested by the teacher, you can use your mobile phone as a tool in the context of the lesson.

It is prohibited to use mobile phones during exams.

34. Theft and loss of personal property

In order to prevent theft and damage to property, you must never leave your personal belongings and other valuable items unattended in hallways or rooms. If you (un)intentionally damage or steal materials, you will be held responsible. The centre accepts no liability whatsoever for theft of personal property.

35. Copyright

Copying or modifying CLT course materials or CLT software is prohibited.

Copyright on books must be strictly observed. Photocopying for personal gain is not allowed.

36. Computers at CLT

After prior consultation with the CLT office, you can be given the opportunity to do the online exercises of the electronic learning platform at the centre. We expect you to behave responsibly and to use the equipment and learning tools provided in an appropriate manner. The centre reserves the right to register your internet use and to impose restrictions in the event of improper use.

37. Ban on alcohol and drugs

Alcoholic beverages are not allowed during classes, except when they are part of the lesson. Drugs are banned altogether.

The teachers and administrative staff may ask you to leave the class and the building if there is a strong suspicion that you are under influence and are disrupting the class. If we notice that you have a problem with alcohol or drugs, we will speak to you about this and possibly start disciplinary proceedings.

38. Violence, harassment and sexual harassment

Systematic hostile behaviour towards one specific person who is being isolated and cannot offer resistance, is not tolerated. Whenever staff members notice harassment, they will immediately take action and the disciplinary regulations (section: Which measures can CLT take in case of problems with order and discipline?) will be applied.

If you are a victim of harassment, violence or sexual harassment, you can turn to the director of the centre. She will help you find a solution and if necessary appoint a confidential counsellor.

39. Am I insured?

All teachers and students are insured against bodily harm in case of an accident at the centre or on their way to or from the centre. The insurance covers accidents occurring in the building where classes are given, during excursions organised by our centre and, if necessary, on the way from home to the centre and vice versa, on condition that the shortest way is taken within the normal time frame, in accordance with regulations on the matter.

The shortest way to and from the centre is defined as follows: the normal route the insured person has to take to proceed from his residence to the aforementioned institution or to any other place where various activities connected with school life are taking place, and vice versa.

Any accident must be reported to the CLT office without delay and at the latest the next working day, preferably with the names of witnesses and persons responsible for the accident.

The necessary forms are available at the CLT office.

Which measures can CLT take in case of problems with order and discipline?

Good cooperation between CLT students and staff is a precondition for the centre's smooth operation. Should this cooperation fall short of expectations, the centre may take appropriate measures. Whenever proper education is impeded, CLT will urge students to adapt and rectify their conduct.

40. Survey of possible measures to maintain order

Following measures that can be taken:

1. a warning (oral);
2. an admonition (written, by letter);
3. a temporary exclusion from the classroom, until the end of the lesson;
4. a counselling contract: students guilty of repeated misconduct may be given a
5. contract which expressly stipulates what is expected of them and what the consequences are if they do not comply. This written contract is sent to the student or the parents of the underage student, has a limited duration, is regularly assessed and may or may not lead to the start of disciplinary measures.

No appeal can be made against an order measure.

41. Disciplinary measures

The director of the centre can decide to impose a disciplinary measure on you if you violate the living rules of the centre to such an extent that your behaviour is a danger or a serious obstacle to the proper functioning of the centre or to the physical or psychological safety and integrity of fellow students, staff or others. That will be the case, for example:

- if after guidance and measures, you do not comply with the agreements made at the centre;
- if you commit serious or legally punishable offences;
- if you endanger the project of our centre.

There are two possible disciplinary measures:

- temporary exclusion from classes for a maximum duration of 3 classes:
absences due to temporary exclusion as a disciplinary measure are considered justified by law;

- permanent exclusion from CLT: the director decides upon this measure after preliminary advice from the teacher(s)/staff member(s) concerned. Permanent exclusion starts during the school year and ends not later than on 31 August. A student expelled from the centre may be refused at CLT the next school year as well as the following school year.

When a disciplinary measure is taken, in any event the following rules are always observed:

- the disciplinary measure has to be socially and pedagogically justified and in proportion to the gravity of the facts;
- in case you are underaged, your parents will be involved;
- the student concerned, possibly assisted by an adviser, are invited beforehand to discuss the problems;
- the student is granted access to the disciplinary file;
- outsiders are not allowed to view your disciplinary file, unless you give us written permission to do so;
- your disciplinary file cannot be passed on to another CVO;
- the decision is motivated;
- before the disciplinary measures take effect, the student is informed in writing of the decision taken and its date of commencement;
- collective exclusions are not possible.

The disciplinary procedure can be linked to a **preventive suspension**.

A preventive suspension means that the student is not admitted to the lessons or to the centre pending a possible disciplinary measure. This can only happen at the start of a disciplinary procedure and in very exceptional circumstances:

- in the case of serious behavioural difficulties, which can lead to definitive exclusion;
- when your presence in the CVO is a danger or a serious obstacle to yourself, your fellow students or for the staff of the centre.

Only the director or his representative can proceed with a preventive suspension or extend a preventive suspension. She communicates that decision in writing and briefly with the reasons. She confirms this in the letter initiating disciplinary proceedings. The preventive suspension starts immediately and lasts for the duration of the disciplinary proceedings.

42. Appeal procedure in case of permanent exclusion

You (or your parents if you are not yet 18 years old) can only appeal against a definitive exclusion as a disciplinary measure. The disciplinary measure also remains in force during the appeal procedure.

The appeal procedure proceeds as follows:

- The appeal must be submitted by registered letter to the board:
Centrum voor Levende Talen vzw
Attn the chairman, Bart Raymaekers
Dekenstraat 4, bus 4014
3000 Leuven
- The registered letter must be sent at the latest on the fifth day after the decision of your definitive exclusion has been received. There is, therefore, a period of five days (excluding Saturday, Sunday and statutory and regulatory holidays). The registered letter with the message of the definitive exclusion is deemed to have been received the third day after its dispatch. The postmark serves as proof, both for the dispatch and for the receipt.

When the centre is open, you can also personally hand over the appeal to the centre management there. You will then receive a receipt that shows the date on which the appeal was submitted. We then pass on the appeal to the chairman of the centre's board.

Please note: if the appeal is sent or handed out too late, the appeals' committee will have to reject the appeal as inadmissible. This means that it will not be able to handle the content of the appeal. We also expect the appeal to state the reasons why you dispute the definitive exclusion.

- When the centre's board receives an appeal, it will put together an appeals' committee. The appeals' committee includes both people who are connected to the centre and people who are not. It is an independent committee that will thoroughly investigate your complaint. The person who has pronounced the definitive exclusion will never be part of the appeals' committee but will be heard. The appeals' committee will also always invite you and, if you are a minor, your parents to that interview. You can be assisted by a confidential adviser. The letter with the invitation will state who the members of the appeals' committee are. This composition remains unchanged during the further procedure unless due to

illness, force majeure or incompatibility, it would be necessary to appoint a substitute. You can review the disciplinary file before the hearing.

- The interview takes place at the latest ten days (excluding Saturday, Sunday, legal and regulatory holidays) after the centre's board has received the appeal. It is only possible to reschedule an interview for legitimate reasons or force majeure.

The ten-day period is suspended during school holidays. That only means that school holidays are not included in the calculation of the period. The session of the appeal committee can take place during a school holiday. The appeals' committee seeks for a consensus. If it comes to a vote and there are as many votes in favour as against, then the vote of the chairman is decisive. The appeals' committee will either confirm or annul the definitive exclusion. The chairman of the appeals' committee will inform you of the motivated decision within a reasonable period by registered letter.

The decision is binding for all parties.

How and where can I file a complaint?

43. What are the problems and how do we deal with them?

A student or prospective student may disagree with the way matters are dealt with in various fields, such as:

course timetables; admission requirements; infrastructure; didactic materials and the centre's equipment; the distribution of information concerning the educational project and

the courses available; the correct application of the regulations regarding final attainment levels, education profiles and curricula; the calculation of the registration fees and the

possibility to obtain a full or partial exemption; the estimated and actual cost of course materials; the availability and clearness of the centre's regulations; the courtesy of administrative and teaching staff; the way of teaching; ...

There are several ways to formulate your comments on the above subjects. We suggest you discuss problems directly with the persons in question. If you consider that impossible, you can take them up with the ombudsperson.

Ideas, requests and suggestions can also be voiced through the satisfaction inquiries that are held regularly.

44. What are the complaints and how do we deal with them?

If no satisfactory solution is reached through the aforementioned channels and you still find steps need to be taken in order to bring about a change, you can send your complaint to the ombudsperson via email to the following email address:

ombudsdienst@clt.kuleuven.be.

If necessary the one or more staff members are appointed as confidential counsellor(s) who will deal with the complaint.

The confidential counsellor will contact you within 7 days to confirm that your complaint has been received. They will furthermore inform you of the date by which you may expect an answer as to the settlement of the complaint.

A complaint is dealt with in several phases: we allot the complaint to the person in authority, investigate and analyse the complaint, develop corrective measures if necessary and formulate an answer.

Which certificates can I obtain at CLT?

The centre awards the degrees to the students at the latest at the end of the second month after the conclusion of the evaluation.

A certificate is only legally valid if it is also signed by the graduated student.

45. What is a partial certificate?

A partial certificate confirms the completion of a course module in adult education.

46. What is a certificate?

A certificate confirms the completion of a course.

It is awarded at the end of a richtgraad (*proficiency level*).

47. I have lost my certificate. What do I do?

Contact the centre in the event you have lost your certificate.

If the certificate was awarded before 01/09/1999:

The centre draws up a replacement certificate, which is submitted to the Flemish Ministry of Education, along with the official exam reports. After authentication, the Ministry returns the certificate to CLT, so that we can forward it to you.

If the certificate was awarded after 01/09/1999:

The centre draws up a certificate itself and sends it to you.

Evaluation regulations

The evaluation regulations of our centre cover not only the rules, agreements and obligations which you should respect, but also your rights. This evaluation regulation has been put together to ensure that both student life and study are carried out in the best conditions possible.

48. What is evaluated?

The subject of the evaluations are the curriculum objectives that appear in the approved curricula. Communication skills are central to communicative foreign language education. Knowledge components, strategies and attitudes are also important but have a supporting function.

You can consult the general description of the objectives at www.clt.be.

For your own course, you will find the intended objectives of the skills (reading, listening, writing and speaking) and the supporting knowledge also in the ECTS sheet on the website, in your syllabus and/or on the electronic diary of your teacher.

For NT2 (Dutch as a Second Language) you can find the curriculum objectives via the following links:

<http://www.stuurgroepvo.be/svwo/leerplan/nt2-rg-1-en-2>

<http://www.stuurgroepvo.be/svwo/leerplan/nt2-rg-3-en-4>

49. How are the evaluations organised?

From richtgraad (*proficiency level*) 1 on, the 4 competences (speaking, listening, writing and reading) are evaluated on the basis of communicative assignments that are as authentic as possible and that allow the student to autonomously apply what they have learned in new situations. For this, you have to take into account all components that determine the communication skills.

The director determines, in consultation with the teachers involved and taking into account the competencies to be assessed, the form of the evaluation: oral and written evaluation, staggered evaluation, permanent evaluation, final evaluation, self-evaluation, peer and cooperative evaluation.

We strive for the greatest possible validity and reliability of the evaluation.

The student carries out the assessment task according to the instructions, so that the teacher is able to correctly assess what the student can do independently in the target language. Each evaluation task can be followed by an oral conversation that is part of the assessment, if this allows the teacher to better assess the student's abilities.

Also if fraud is suspected, the teacher will call the student for such a conversation.

If fraud is confirmed, the task cannot be counted in the evaluation. This can have an important effect on the final assessment. In consultation with the director or her representative and at the end of the module by the evaluation committee, it will be determined whether the student will be offered the opportunity to repeat this evaluation task under supervision and on campus during the same evaluation period. This also applies for online courses (see "59. What happens if I am caught cheating?")

In cases of force majeure, the chosen form of the evaluation, the tools and working methods may be adjusted during the semester.

The event that not all objectives can be tested sufficiently reliably may prove a reason to make well-founded choices and to prioritize objectives or simply use "pass" and "fail" instead of the labels "very good", "good".... The choice of evaluation tools and working methods always takes into account the fact that the student should be sufficiently familiar with them.

A **closing evaluation or final evaluation** is the assessment of your level at the end of a course or a snapshot of a course in which all competencies are tested.

Staggered evaluation is the result of the regular assessment of study performance at different times during the training period. The evaluation is based on multiple observations in the classroom and/or tests and tasks made in the classroom or at home (possibly online). Assignments carried out in class, whether in a group or individually, can be evaluated. You will be notified in advance by your teacher. For example, online testing is a flexible form of evaluation where you decide when you are ready for the evaluation.

Permanent evaluation is the result of the continuous assessment of your progression during the training. Competencies are permanently tested in practical exercises and applications. The evaluation is based on constant observations and/or tests.

With **self-evaluation, peer and cooperative evaluation**, you assess your performance yourself or together with your fellow students on the basis of assessment criteria provided by the teacher or compiled under the direction of the teacher.

Staggered or interim evaluation moments, classroom observations, self-evaluation, peer and cooperative evaluation are intended to give you information about how far you are already attaining certain objectives and what your next step is. They mainly focus on promoting your learning process and want to involve you as much as possible in your own learning.

Differentiated evaluation is possible. In essence, students receive the same evaluation, but the tasks can be offered via different channels (e.g. the same task can be offered online via computer, online via smartphone or on paper) adapted to student characteristics (access to certain instruments...). In case of staggered and permanent evaluation, it is possible to opt to cluster certain essential curriculum goals in an additional assignment during a formal exam moment for those students about whom we have not collected sufficient evidence during the module to be able to provide an adequate final assessment.

The teacher informs you which evaluation methods are used for the training programme of your choice via the electronic diary or via an annex to your course material. In principle, all exams are taken at the exam times that are communicated at the start of the course. The deadlines of the distributed assignments are clearly stated and must be respected.

The assessment criteria are derived from the objectives and the learning content of the curricula, where appropriate the basic competencies (BCs), as they are included in the training programme profile.

50. When are evaluations organised?

Multiple schemes are possible depending on the language and the learning path.

In most of our course (NT2 and other languages) at least two contact exams are organized (an interim evaluation and a final evaluation).

For the semester courses (other languages than NT2) and crash courses, the evaluation takes place at the latest at the end of the module.

In addition to staggered evaluation as described above, the evaluation can also be permanently organised on the basis of assignments throughout the module. This happens, for example, in the conversation and initiation modules.

The precise dates of the evaluation periods will be announced via the teacher's electronic diary. The dates of the oral (speaking and listening) and written (reading and writing) exams will be determined by the teachers in consultation with the students involved.

(Online) assignments and tests in class or from home may also be included as part of the evaluation. At the beginning of the course, the teacher will inform you about the assignments that will be assessed and their weighting in the final evaluation.

Please refer to the evaluation information sheet on the online page of your course.

51. What is the weight of the components?

All competences (writing, speaking reading, listening) that are the aim of the module count as one component of the total score.

Supporting knowledge is integrated into the competences tested.

(Online) knowledge tests are a means of self-assessment and are intended to guide the student during the learning process. Simple agreements are made for each level on how much each homework assignment will be weighted.

52. What are the pass criteria?

All exam components (all competences included in the module and all assignments assigned) must be completed by the deadline. The teacher makes a final assessment based on all the evaluation tasks and evolution during the modules.

Should you fail to pass one or more competence/s, your performance will be brought up for discussion during the deliberations. We use a wide scope in the deliberation: in addition to class observations, exercises, formative and summative tests, we also use the history of the student, which contains information and feedback from the entire training program.

The achievement of a sufficient number of skills objectives and the presence of progress remain important criteria in the final decision.

Teaching teams are not only responsible for deciding whether you pass, but also for designing a remedial study plan. This plan consists of suggestions for independently

improving and practising language elements or competences that have not yet been acquired.

During the deliberation the following criteria are applied:

- When all four competences have been integrated and are taught in a single module:
 - a student is expected to pass all competences (speaking, listening, writing and reading),
 - one failed skill may be granted a 'pass' by the deliberation committee,
 - towards the end of a language level the standards become stricter and a more balanced skills profile is expected.
- When only two competences are taught in a module:
 - In exceptional circumstances, one failed skill may be granted a 'pass' by the deliberation committee.

53. What is a language profile?

The extent to which the objectives of each competence have been achieved are mapped out in a language profile. This illustrated chart is accompanied by detailed evaluation criteria that the teacher uses to provide individual feedback. This feedback (via a subsequent face-to-face discussion, the evaluation criteria, Canvas or online feedback field in myCLT) provide guidance throughout your learning path.

The components are not calculated as a percentage. The same percentage may match a variety of different student profiles. Moreover, marks are often nuanced: 70% is 'good' for one student/teacher, while 'very good' for another. That is why we prefer a linguistic description that indicates the extent to which you have achieved the module's objectives (key under language profile). This system leads to a more accurate and transparent picture of your abilities.

The final evaluation is simply 'pass' or 'fail'.

An example of a complete profile is illustrated below.

OPLEIDING ITALIAANS RICHTGRAAD 1		
Italiaans Breakthrough A Verkort 9282A	22/09/2020 - 19/01/2021	Geslaagd op 22/01/2021
Italiaans Breakthrough B Verkort 9282B	22/09/2020 - 19/01/2021	Geslaagd op 22/01/2021
Italiaans Waystage A Verkort 9283A	26/01/2021 - 25/05/2021	Geslaagd op 31/05/2021
Italiaans Waystage B Verkort 9283B	26/01/2021 - 25/05/2021	Geslaagd op 31/05/2021
	Luisteren +++ Spreken +++ Lezen +++ Schrijven +++ Kennis +++ Hai fatto un ottimo esame! Ti sei espresso in modo scorrevole e spontaneo e hai interagito molto bene con il tuo compagno. Hai usato molto bene il lessico e le strutture grammaticali che abbiamo studiato in classe. Hai fatto frasi lunghe, complete e ben strutturate!	
Italiaans Waystage B Verkort 9283B	26/01/2021 - 25/05/2021	Geslaagd op 31/05/2021
	Luisteren +++ Spreken +++ Lezen +++ Schrijven +++ Kennis +++ Hai fatto un ottimo esame! Ti sei espresso in modo scorrevole e spontaneo e hai interagito molto bene con il tuo compagno. Hai usato molto bene il lessico e le strutture grammaticali che abbiamo studiato in classe. Hai fatto frasi lunghe, complete e ben strutturate!	

Final evaluation: *pass or fail*

The key below will be appended:

Very good +++	You perform all tasks successfully with ease, confidence, steady quality and more.	8-10
Good ++	You perform all tasks with relative ease and fairly steady.	6.5-7.9
Fair +	You perform most tasks at this level but not always with ease and the quality is not yet steady	5-6.4
Weak -	You perform some tasks of the level but the quality does not yet reflect the aims of this level	4.9-0

54. Can every student take part in the exam?

To participate in an exam you must:

- satisfy the admission requirements in accordance with the decree on adult education (cfr. Section: Registration);
- have paid the registration fee or have been exempted from such either in whole or in part;
- submit the mandatory (midterm) (written) assignments on time and complete the (online) tests within the stated deadlines;
- be present on the day of the exam or during exams as recorded on the exam and evaluation schedule.

To claim a certificate for the courses listed below, you must pass the NT2 test.

- the course 'Nederlands tweede taal alfa mondeling richtgraad 1' or the course 'Nederlands tweede taal alfa mondeling richtgraad 1 – schriftelijk richtgraad 1.1' in the field of study area of Dutch Second Language literacy
- the course 'Nederlands tweede taal richtgraad 1' of the Dutch as a Second Language (NT2) field of study, or the course 'Nederlands tweede taal richtgraad 1' of the Dutch as a Second Language (NT2) course 'richtgraad' 1 and 2 field of study

If you have not passed the tests mentioned above, you can retake the test on the condition that you participate in a Dutch as a Second Language richtgraad 1 course again.

More information about the NT2 test can be found on the website below:

<https://www.vlaanderen.be/onderwijsprofessionals/organisatie-en-administratie/specifiek-aanbod-en-organisatievormen/nederlands-als-tweede-taal-nt2/de-nt2-test>

Should you have failed to sufficiently satisfy the aforementioned criteria, the principal is entitled to refuse you the right to participate in the final exam. Uninterrupted class attendance and participation in all exams will definitely increase your chances of success. This will also improve the teacher's ability to accurately gauge your progress.

55. What happens if I am absent during exam or evaluation periods?

If you are legitimately absent during the evaluation period or prevented attending due to circumstances beyond your control, the director, her representative, the office or the teacher must be notified at the latest on that very day.

The director, in consultation with the teacher, can decide to move the evaluation if the student's absence can be corroborated by the appropriate proof of absence. The director's decision is final and cannot be appealed.

Whoever is absent without notification is failed.

56. Can I take an exam at a later date?

Should you wish to reschedule your exam, you must first submit a request to the board. A valid absence does not automatically imply the right to make up an exam. The principal will decide whether rescheduling the evaluation is possible, in consultation with the teacher. The teacher concerned will inform you of the new arrangement.

The time of the make-up exam will take place during the exam period and/or the course period. Only the director may grant permission to take the final exam outside the official exam period. The evaluation of the current school year must be completed by no later than 24 June. Courses during the summer are an exception to this rule.

Only under exceptional circumstances may the principal grant a deferment of the midterm exams. This means that the evaluation of the curriculum objectives receiving a final assessment during the midterm exams is therefore explicitly part of the exams at the end of the course.

This exam deferral must also be requested from the teacher by e-mail. The teacher will in turn submit this request to the principal.

In the event of a staggered evaluation, assignments are to be submitted according to the set deadlines. The teacher will decide whether an assignment that has not been submitted needs to be made up or not in consultation with any colleagues teaching the same course level. A decision may also be made to assign an alternative assignment that tests the same objectives or clusters several objectives.

57. Deviating exam regulations

A modification to the type of the exam may be made or permission to use a technological device may be permitted for students with a recognised status and an accompanying recommendation with regard to specific exam facilities, or for students in temporary and special individual circumstances of a physical or psychological nature, following the director's approval. Students with a disability may submit a request for the provision of reasonable adjustments, provided that the teacher, programme supervisor or director have been notified of such in a timely manner, with the requisite certificates of proof and prior to the exams.

58. The evaluation committee

Composition

The evaluation committee consists of the following voting members, each of whom is entitled to a single vote:

- the principal or their representative (chairperson),
- the members of the teaching staff responsible for the student's education and other study-related activities.

The chairperson may appoint a secretary to the evaluation committee for the provision of administrative support.

The chairperson may assign advisory members of the centre's staff or persons other than the centre's staff to assist you, as a student, with psychosocial or educational support.

They will not be entitled to vote during the deliberations.

E.g.

- the course (language level) teachers of the module followed by the student and who teach a course that ends within the same exam period;

- any ombudsman, woman or person;
- the programme supervisor or course coordinator;
- external committee members responsible for giving the course's final exams;
these persons are co-responsible for assessing the exams.

Powers

The chairperson formulates the proposal on which the members will vote. The evaluation committee will preferentially take decisions by consensus. Should a vote be taken, the chairperson will also cast a vote. In the event of a tie, the chairperson's vote will be the decisive vote. The proposal will be adopted where the votes cast, plus one, are in favour. Abstentions and invalid votes will be regarded as votes not having been cast.

Votes are to be cast through show of hands. Should at least one member of the evaluation committee wish it, the vote will be cast in writing and by secret ballot. The results of the vote will be announced immediately.

The chairperson will determine the operation of the evaluation office and appoint a secretary.

The voting members of the evaluation committee are obliged to attend the deliberations. Only in the event of force majeure may this be derogated from. At least half of the voting members of the evaluation committee must be in attendance to validly deliberate. The unlawful absence of a voting member will not have any detrimental effect on the validity of the evaluation committee's decision.

An evaluation committee member may not take part in the evaluation committee's deliberations related to the evaluation of a blood relation or person of consanguine relationship up to and including the fourth degree.

The evaluation committee's deliberations are confidential. Members are therefore obliged to keep the deliberations and votes confidential.

Evaluation committee decision

An evaluation is an expert assessment of the extent to which you as a student have achieved the objectives of the approved curriculum or course profile.

The evaluation committee's decision concerns the study material for the entire semester and the course you enrolled in as a student.

The evaluation committee will pronounce whether a student has passed or failed.

The committee may decide to permit an additional test and may determine the methods and conditions of such.

Announcement of the results

The assessment committee's decision will be announced to the students no later than three weeks after the deliberation. Once the results have been announced, detailed individual results will be made available.

The results may be viewed via the myCLT account.

The final evaluation will be followed up with an individual and/or classroom feedback session with the teacher. Participation in this session is important for gaining insight into which competences you have already developed, where growth is possible and where remedial study is required. Any advice by the evaluation committee or suggestions related to the learning path that will continue to be pursued will be reported here and via myCLT.

Proof of study

Students who have passed a module will receive a (partial) certificate and may proceed to the next level of the course.

A student who has not passed may obtain a certificate attesting to participation in the module.

The centre does not hold resits.

59. What happens if I am caught cheating?

Definition

Any behaviour intended to hinder or make it impossible to reliably assess your own performance or that of a fellow student is considered an irregularity. This includes, for example, cheating, plagiarism*, the use of unauthorised materials or tools, the use of artificial intelligence, seeking help from third parties, deliberately missing evaluation moments, etc.

The list above is not exhaustive.

**Plagiarism: the use of someone else's (or your own previously submitted) work—such as ideas, texts, structures, designs, images, plans, code, etc.—without proper citation, either identically or with slight modifications.*

A student is expected to complete (assessment) tasks independently and without external help, using only those aids explicitly allowed in the instructions. Possession of an unauthorised aid during an exam is considered an irregularity.

Procedure

If fraud is suspected or detected, the teacher will address the student, inquire about how the task was completed, and document the suspected fraud. For any assessment task, the teacher may ask additional questions if they believe it would improve the reliability of the assessment.

If the fraud is confirmed, the task will not be counted towards the final evaluation. For a first offence, the teacher may offer a second opportunity with a similar on-campus task, or decide the original task will not count towards the series of assessments.

If a student is caught cheating a second time or during a final assessment, they will be summoned by the principal, the chair of the evaluation board, or their representative. If the cheating is confirmed, the sanction will be determined in consultation with the teacher.

Sanctions

The sanction is proportionate to the severity of the cheating.

1. For a first offence, the teacher may decide to give you a second chance with a similar on-campus task, or declare the original task "not assessable" and exclude it from the evaluation. In that case, the student must demonstrate sufficient mastery of the material through later tasks (possibly with additional basic competences – BCs – added).
2. The director, the chair of the evaluation board, or their representative may decide that you receive a fail (zero) for the task in question.
3. The evaluation board will determine whether you may resit the evaluation on campus during the same assessment period. If cheating is proven during the resit in the same period, you will be considered as having failed definitively.

60. What are my rights during evaluation?

As a student, you have the right to review your own assessment tasks by making an appointment with the teacher. You also have the right to receive feedback.

You may request a copy of your assessment tasks, provided you make a formal request and present valid reasons. Only the principal can grant permission for this.

We are not permitted to share any information related to fellow students.

61. Can I appeal against a decision made by the evaluation committee?

Deliberation

The decision taken by the evaluation committee is always the result of a well-considered evaluation in the interest of the student.

Should you reject the evaluation committee's decision, you may (or your parents should you not yet be 18) lodge a complaint no later than the third day (excluding Saturday, Sunday, legal and regulatory holidays) following the announcement of the decision. This may take place in a confidential meeting with the principal, evaluation committee chairperson or his or her representative. The complaint may be lodged both in writing and orally – to include by telephone.

During the discussion you may lodge your complaint, obtain access to the file and be provided with the elements having resulted in the decision taken.

The evaluation committee chairperson or his or her representative will set up the investigation and may decide to have the exams re-corrected by a different evaluator.

Please note: should the meeting be requested after the deadline has expired, we will not be able to address your appeal.

We will share the results of this discussion with you by registered letter.

There are two possibilities:

- the evaluation committee chairperson decides that your reasons do not sufficiently justify a new evaluation committee meeting;
- the evaluation committee chairperson decides that your reasons are worth taking into consideration. In that case, he or she will convene the evaluation committee as soon as possible to reconsider the contested decision. You will receive the meeting results by registered letter.

Official appeal

Should there be no resolution to the dispute after having discussed the result with evaluation committee chairperson, in a subsequent phase you may (or your parents should you not yet be 18) make an appeal by registered letter to CLT board:

Centrum voor Levende Talen vzw
Attn the chairman, Bart Raymaekers
Dekenstraat 4 bus 4014
3000 Leuven

Before the appeal procedure may be initiated, you must make use of the right of consultation with the evaluation committee chairperson (or his or her representative).

Your letter of appeal must be sent no later than the third day (excluding Saturday, Sunday, legal and regulatory holidays) after you have either been sent:

- the result of the discussion with the evaluation committee chairperson (where the disputed decision is confirmed);
- or the decision by the new evaluation committee (where the committee is reconvened following the first deliberation, but where you dispute the decision).

There is therefore a period of three days (excluding Saturday, Sunday, legal and regulatory holidays), that start the day after the registered letter by the evaluation committee chairperson has been received. The registered letter containing one of the two possible decisions (see above) will be considered as having been received the third day after having been sent. The postmark serves as evidence, both for dispatch and receipt.

During the CLT's opening hours, you may also deliver your appeal by hand to the CLT board. Subsequently, you will be provided with proof of receipt displaying the date on which the appeal was lodged. We will then pass this appeal on to the CLT board.

Therefore, the appeal to the CLT board must either be sent by registered letter or be delivered by hand at the CLT (with proof of receipt).

Please note: should the appeal fail to be sent or delivered using the aforementioned methods or be sent or delivered too late, the appeals committee will be forced to reject the appeal as inadmissible. This means that it will be impossible to deal with the substance of the appeal.

In addition, there is also an expectation that the appeal will state the reasons for your dispute of the evaluation committee's decision.

In the event that the CLT board should receive an appeal, it will constitute an appeals committee. The appeals committee will include both persons affiliated with the centre (such as the evaluation committee chairperson) and unaffiliated persons. The committee is independently constituted and will thoroughly investigate your claim. You will always be invited by the committee for an interview. You are entitled to support by a confidential advisor in this connection. An interview may only be postponed for legal reasons or force majeure.

The letter of invitation will list the members of the appeals committee. This composition will remain unaltered throughout the procedure, unless it should become necessary to appoint a substitute due to illness, force majeure or irreconcilability.

The appeals committee aims to reach a consensus. Nevertheless, should there be a vote called resulting in a tie, the chairperson will have the casting vote.

The appeals committee will either reconfirm the disputed decision or take a different decision. The appeals committee chairperson will communicate a well-reasoned decision within a reasonable period by registered letter.

Material errors

The CLT ensures at all times that the evaluation results are carefully recorded. Nevertheless, errors may occasionally occur during administrative processing. Should such a case arise, this error must be quickly corrected.

Evaluation results affected by a material error in the form of a study certificate issued erroneously and resulting in the infringement of your rights, will be remedied by the CLT board. Such a rectification may always be enacted. Should the CLT detect the error, the error will be rectified by the evaluation committee, which will be reconvened within a reasonable period. Should you personally ascertain that the evaluation results have been affected by a material error, please report this immediately to the evaluation committee chairperson, making specific reference to the error. The evaluation committee will then address your appeal for rectification.

Any material error in the form of a study certificate issued erroneously where more rights are allocated to you than the rights arising from the evaluation committee decision, may only be rectified by the CLT board within a sixty-day period of the certificate's issue.

Once a material error has been rectified, you will immediately be notified of this rectification and will also receive a new study certificate, where relevant. Should the evaluation committee, pursuant to your appeal, decide that no material error exists, you will be notified of the reason for this in writing.

62. Where do I go for questions and complaints with regard to evaluation? (the ombudsman service)

Every year, the director indicates one or several people among the personnel working at the centre to undertake the task of ombudsperson. The ombudsperson can be contacted at ombudsdienst@clt.kuleuven.be or via 016 32 56 61.

Under no circumstances can the ombudsperson be a voting member of the evaluation committee. She acts as a mediator between the student and the evaluation committee, and investigates all complaints related to the evaluation scheme, the course of the evaluations and the deliberation.

In order to fulfil the task as well as possible, the ombudsperson has the right to request information about the evaluations from the members of the evaluation committee, both before and during the deliberation. They are bound to secrecy and submits a report on their activities to the director at the end of each evaluation period.

Premiums

63. Am I eligible for a premium?

After obtaining a diploma of a so-called 'diploma-oriented course' you may be eligible for a premium.

CLT language courses do not qualify for a premium.

Privacy policy

Our centre collects personal data on the basis of its assignment as an educational institution and also as an employer. CLT considers the protection of privacy important. Below we explain which personal data we collect, why we do this, how long we keep them, what the privacy rights of the data subjects are and how they can exercise them.

64. Who is responsible?

The controller for the processing of all personal data is the centre board, CLT vzw, with registered office at Dekenstraat 4 bus 4014, 3000 Leuven, company number 0413.538.417. CLT vzw is the organising body of the language courses offered by CVO CLT. CLT vzw is supported in this by the "data protection officer" (DPO) of the educational umbrella organization.

The contact person for information security: the principal, Maryse Boufflette or her representative. They can be reached via privacy@clt.kuleuven.be.

65. Which personal details of mine are kept and why?

The CVO is legally obligated to retain a student file from every student.

All data in your file are processed for as long as you are registered with us. After that, the data is archived in accordance with the applicable regulations.

In order for us to register you, to supervise you and to keep you informed, it is therefore necessary for the centre to process the following data:

- **Identification details** (in particular first and last name, national identification number, date of birth, place of birth, gender, nationality, residence permits);
- **Contact details** (in particular Belgian telephone number(s), address, e-mail);
- **Education, training and work** (in particular education grade, diploma, work situation, previously obtained study certificates, experience at the CLT);
- **Financial data** (in particular bank details, (re)payments, outstanding accounts, reduction or exemption registration fee, proofs of payment);
- **Evaluation data** (in particular attendance, results, deliberations);
- **Performance** (in particular attendance, behaviour, communication with teachers and fellow students, supervision, follow-up, sanctions, discipline, medical information)
- **Other** (license plate, ...)

If you are a minor, the centre will also need the identification, contact and financial data of a parent/guardian.

In the event of failure to answer the CVO's request for certain personal information necessary to register an individual as student, the CVO will make clear the consequences of such an act. The potential refusal by the CVO to register the individual in question as a student is one of the possibilities facing him or her.

We use student data to properly carry out our teaching assignment, in particular to guide students in their training, to conduct student and exam administration and assign special statutes and facilities.

In addition, student data are analysed to allow the study program to optimize student support, guidance, flow and evaluation.

Course details are exchanged with the government in view of the financing of the centre and the decree provisions.

Selected third parties can participate in the execution of these assignments on behalf of CLT. A processor agreement is concluded with these parties to ensure careful handling of personal data (example: Administratix).

On an individual basis, external exchange with other persons or organizations is only possible in the following cases:

- the student has agreed in advance;
- after a court order;
- in cases of non-payment by the student.

For the retention of student data, we base ourselves on the established retention periods that can be found in the circular "The centre organization of the centres for adult education and the centres for basic education" ([VWO/2011/02](#)).

Study results are not deleted within the fixed term. In this way, if the former student loses documents, the CLT can issue a certificate later.

Student data is never kept longer than necessary for the fulfilment of the above objectives and for as long as required by law.

66. Who gets to see these data?

The CVO uses the personal student data for the purpose of implementing the decree dd. 18/07/2008 regarding electronic administrative data management as well as the General Data Protection Regulation (abbreviated: GDPR) of 27 April 2016 and in particular for student administration / student guidance; therefore they are kept in a file. It goes without saying that this information is strictly confidential.

Internally

All our staff have only access to data that are relative to the job they do.

Everyone who works at a CVO is pledged to discretion. The CLT personnel may discuss confidential information pertaining students with colleagues and principal/ board. Communication with third parties outside the school is not allowed.

Externally

- The department of education is, via the Davinci system from AgoDi (agency for educational services), a recipient of a part of your student details;
- Upon verification, the education verifier has access to administrative data, attendance, proof of absence, ... in the framework of their legally specified task;
- In the event of an investigation, it is possible that an education inspector also requests access to certain student data in the framework of their legally specified task;
- As a centre, we are likewise authorised by the Flemish Supervisory Commission (Vlaamse Toezichtcommissie – VTC) or the new Data Protection Authority (Gegevensbeschermingsautoriteit – GBA) that took over the tasks of the Privacy commission and its sectoral committees from 25 May 2018, to exchange personal data with the following partners:
 - Agency for Social and Civic Integration (Agentschap Integratie en Inburgering) / Huis van het Nederlands Brussel);
 - Centres for Basic Education (Centra voor Basiseducatie [CBE – LIGO]);
 - Centres for Adult Education (Centra voor Volwassenenonderwijs [CVO]);
 - Public Centres for Social Welfare (Openbare Centra voor Maatschappelijk Welzijn [OCMW]);
 - Flemish Employment and Vocational Training Service (Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding [VDAB]);
 - Enforcement officers;
 - Flemish Society for Social Housing (Vlaamse Maatschappij voor Sociaal Wonen [VMSW]).

Platforms

At the Language Centre (Centrum voor Levende Talen) - CLT, the following platforms are used for the processing student data:

- Administratix (student administration)
- e-learning platform Canvas and e-CLT
- Mentori

We use technical measures to protect the personal data against unauthorized access, unauthorized use, loss or theft such as strong passwords, firewalls, anti-malware protection, backup etc.

67. What rights do I have with regard to privacy?

- Right to information: you may ask which of your data is being processed and who has access to them, why the centre needs or uses these data and how long they will be kept;
- Right of access: you can always view or retrieve the data that the centre holds on you;
- Right to rectification: in the event you find errors in your data, you can ask to have them rectified. You may also make additions to your data;
- Right to data erasure: you may request that data that is not (or no longer) vital for the centre be permanently and fully erased*;
- Right to limiting the processing: in the event you have an objection regarding the processing of certain data you may request that this processing be halted*;
- Right to object: in the event you do not agree with the basis of a particular processing operation or with the way in which certain data of yours are being processed, you may launch an objection*;
- Right to retract his/her consent: in the event your consent has been requested for particular processing procedures, you may at any time choose not to grant your consent anymore*;
- Right not to be subjected to automated decision-making: whenever the centre uses algorithms to, without human intervention, arrive at certain consequences in respect of (a part of) your data you may launch an objection*;

*In the event of limitation or deletion of data, the CVO will report the relative consequences.

Processing of personal data relating to health is only possible with your explicit consent. You can revoke this permission at any time.

If you are a minor, your parents or the persons exercising parental authority must give this permission and they are also entitled to a copy of the signed permission.

For more information on the above or to refer to any one of the aforementioned rights, please address yourself internally to the contact point for data security via privacy@clt.kuleuven.be.

In the event of disputes or doubts, you can also apply to the supervisory authority with regard to privacy and the processing of personal data:
<https://www.dataprotectionauthority.be/citizen>

68. Image and sound material

Works and photos of students can be used as promotional material for the centre. The Language Centre wishes to respect and comply with the right of portrayal of all persons portrayed by requesting their consent for publication. Should it come about that your right to portrayal is interfered with due to a portrayal in a publication from our centre, please contact the privacy department (privacy@clt.kuleuven.be) so that this unintentional lapse can be rectified.

We would like to point out that these regulations also apply to you. According to the privacy legislation, you may not publish or forward image or sound recordings on which fellow students, members of staff from the centre or other identifiable persons unless you have received the explicit consent of all parties involved.

69. Agreements on communication, disconnecting and use of social media

Agreements on communication and disconnecting

Within our centre there are agreements about communication. These are aligned with the agreement framework for disconnecting from technology that aims for a healthy digital school culture.

- Official communication takes place via e-mail, via canvas (for communication with the teacher) or via the e-mail address of the office (clt@kuleuven.be).

In case of technical problems, you can also contact our internal ICT department:

ict@clt.kuleuven.be

- Information regarding accessibility during the holiday periods/lesson days can be found on our website, on the student and learning platform, via the teacher and/or the CLT office.
- We expect course participants to consult communications related to the course (evaluations, deadlines, agreements, documents, etc.) in a timely and regular manner and to commit themselves to respecting the requested timing.
- Holiday periods are digitally quiet periods: in order to guarantee the rest of staff during a holiday period, we assume that professional digital messages are kept to a minimum during those periods.

Use of (social) media

We respect the privacy of our students and personnel on (social) media. If you participate in (social) media, we expect everyone's privacy to be respected.

According to the privacy law, you may not publish or forward images or sound recordings on which fellow students, staff of the centre or other persons are recognizable, unless you have the explicit permission of all those involved.

(See also section "68. Image and sound material")