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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, such as classes in language labs, interactive online exercises and the use of vivid audio and video material.

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 (room 00.35)
- the assistant directors: Lieve Carlier, Katrien Delanghe, Paul Goossens, Ann Van den Bossche, Marleen Vanderheiden

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 secretariat. You can go there for forms and certificates, for information about the timetables, the classrooms and 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.

### **CLT office opening hours (check our website [www.clt.be](http://www.clt.be))**

The centre is open from 19 August 2020 till 30 June 2021.

The centre is closed from 1 July till 18 August 2021 and during holiday periods (dates: see section 'Organisation 2020-2021')

Opening hours may be subject to change: please always check our website [www.clt.be](http://www.clt.be) for the latest update.

### **LEUVEN CAMPUS**

Dekenstraat 4, 3000 LEUVEN room 00.38  
016/32 56 61

The office is open:

- Monday to Friday: from 9 am to 12 noon and from 4 pm to 8 pm
- Saturday: from 9 am to 12 noon

## HEVERLEE CAMPUS

Naamsesteenweg 355, 3001 HEVERLEE: Flos Campi building room H003  
016/37 57 92

The office is open: Monday to Thursday: from 9 am to 12 noon and from 4 pm to 8 pm

## 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 be taken up with the director (016 32 56 61 or [Maryse.Boufflette@clt.kuleuven.be](mailto:Maryse.Boufflette@clt.kuleuven.be)). In such a case it is advisable to first address the staff member concerned.

Communicate potential complaints about the operation, infrastructure and organisation via [clt@kuleuven.be](mailto: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](mailto: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.

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 at CLT always starts with an intake interview, unless you have already conducted this intake interview at the Agency for Social and Civic Integration. 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 Agency for Social and Civic Integration.

- If you choose a beginner level, you can register without delay.
- If you have already obtained a certificate from another Adult Education Centre, you can move on to a higher level based on that study certificate.
- If you have some prior knowledge and you do not have a study certificate, you first have to take a placement test. The result indicates which level is suitable for you.

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

The entry test consists of an oral and a written part. The purpose of the entry test is to place you on the right track and at the right level as a student.

Via [clt@kuleuven.be](mailto:clt@kuleuven.be) you can make an appointment for an entry test.

The entry tests take place at the Heverlee Campus, Flos Campi building, Naamsesteenweg 355 in Heverlee.

### **I followed a course at CLT in 2019-2020. When can I register as a priority?**

The re-registrations start during the week of 15 June 2020. After the proclamation and the discussion of your results, you can register for the next level course every weekday, except on Friday. The current opening hours can be found on our website [www.clt.be](http://www.clt.be).

### **I was not a student at CLT in 2019-2020. How, where and when can I register?**

You can register for courses starting in September or October 2020 as of 19 August 2020. For courses as of November 2019, registrations always start one week before the start of the lessons.

You can register at the Heverlee Campus, room H003 of the Flos Campi building, at Naamsesteenweg 355 in Heverlee.

Openings hours: openings hours may be subject to change; please check our website [www.clt.be](http://www.clt.be) for the latest update.

## **7. I have chosen 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, you can register for the next level at CLT.
- If you have prior knowledge of the language but do not hold a study certificate, you will have to take a placement test, the result of which will determine your level.

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

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

In order to be admitted to take the placement test, you are required to create an account with a unique user name and password, both to be chosen freely. Make sure you carefully preserve the data of your myCLT account, as you will need them at a later point to register and to use as a student.

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.

Placement tests can be taken online or at CLT.

### **I took a CLT course in 2019-2020. 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. You will find the registration link in e-CLT.

Priority registration is possible:

- online at any time from 15 June 9 a.m. till 18 August;
- at the CLT office from 15 till 30 June; the placement test is available online.

## **I did not study at CLT in 2019-2020. How, where and when can I register?**

Registration is possible via [www.clt.be](http://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 one third of the course time has elapsed.
  
- for courses starting from 21 September 2020 onwards
  - for first semester courses from 19 August 2020 9:00 till 17 October 2019 12:00
  - for year courses from 19 August till 28 November 2020
  
- for courses starting from 25 January 2021
  - online and at the CLT office from 19 August 2020 9:00 till 27 February 2021 12:00

### **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.

When you register, the centre can consult the 'Leer-en Ervaringsdatabank (LED)' of the Flemish government for information on previous study certificates. Should you prefer not to give permission, please inform us prior to registration via [info@clt.kuleuven.be](mailto:info@clt.kuleuven.be). In the latter case, you will have to provide the required study certificates obtained at another institution yourself.

## **8. When is my registration valid?**

Your registration is only valid if

- you have registered in time (before one third of the courses have been given),
- you have paid the registration fee or submitted the required documents for 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 and 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.

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 and Mastercard.

If paying the full amount of the registration fee all at once is problematic, a request for staggered payments can be filed with the director. Discretion is guaranteed.

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

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

### Registration fee

You can find the registration fee on our website, [www.clt.be](http://www.clt.be).

The Adult Education Decree foresees a standard rate of €1.5 for the registration fee in adult education per hour. This applies to all courses except for the Dutch as a second language course (NT2). The standard rate for those courses is €0.60 per hour. When you register for 180 hours, you pay the same registration fee as for 120 hours.

In the case of blended learning the student will pay for the classroom learning as well as the distance learning part.

The registration fee you have to pay is limited to € 300 per 'richtgraad' per semester. De starting date of the course determines which semester the course is part of.

You pay:

- maximum €300 registration fee for all courses that officially start between 1 September to and including 31 December;
- Maximum €300 registration fee for all courses that officially start between 1 January to and including 31 August;

This maximum amount applies to each 'richtgraad' separately and to each centre separately. You cannot charge this to another CVO.

You must be able to prove that you have reached the ceiling for the school year and the 'richtgraad'. We will therefore always provide you with a proof of payment when you register so that you can prove that you have reached the ceiling.

For non-subsidized courses courses different fees apply. For more information, do check [www.clt.be](http://www.clt.be).

### Course materials

The amount increases with the cost of course materials such as textbooks, syllabi and photocopies. You will be informed of the estimated price of course materials upon registration. You can find an overview of the prices on [www.clt.be](http://www.clt.be). Syllabi developed by the teachers are paid to the centre upon registration. Course books purchased through ACCO 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](mailto:clt@kuleuven.be).

### Possible parking space rental

CLT does not have its own parking space for students. Leuven University puts 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 €68 for an entire school year or €34 for a semester, not including a €30 deposit. The deposit will be refunded when you return the undamaged card to our office by 30 June 2020 at the latest. If you only rent the card for the first semester, the deadline for handing in the card is 23 January 2021.

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

PLEASE NOTE: the car park is open to CLT students from 17:30 p.m. 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 16:45 onwards. The parking card only gives access to the car park during the class hours of the chosen course.

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

Yes, it is possible to obtain exemption from the registration fee, but **not from course materials (CLT or commercial course books)**. Caution! Private courses are not eligible for a full exemption.

Total exemption is granted on the basis of the following attestations:

- you are enrolled in a course in the study area of General Education;
- you are enrolled in the Experience Expertise in poverty and social exclusion training;
- 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 acquire an income through social services or a living wage at the time of registration, or you are dependent on someone in these categories;
- at the moment of registration, you are residing as a prisoner in one of the Belgian penal institutions;
- you are residing as an intern in a psychiatric institution at the time of registration;
- you are residing as a juvenile delinquent in a youth institution;
- you are residing as a refugee without legal residence in a closed federal centre;
- you have signed an integration contract (and are therefore following an integration process), or you have already obtained an integration certificate or EVC certificate (Recognition of Competencies), and you want to follow a course in Dutch as a second language orientation grade 1, Dutch as a second language orientation grade 2 and Latin script;
- at the time of registration you receive an income via a provisional allowance or unemployment benefit for a course that is followed within the framework of a pathway to work recognized by the VDAB, including a system of unemployment with a company allowance with compulsory registration at 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 enrolled in Dutch as a second language, target grade 1, basic education course.

Caution! To be legally valid as evidence, a certificate from the OCMW may not be older than one month at the time of registration.

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.

For more information go to

<https://onderwijs.vlaanderen.be/nl/vrijstelling-van-inschrijvingsgeld-in-het-volwassenenonderwijs>

## 12. Can I obtain a partial exemption?

Yes, you can get a partial exemption from the registration fee but **not for the course material (course materials compiled by the teacher and manual)**. Caution! Private courses are not eligible for a partial exemption.

The registration fee is € 0,60 per lesson period:

- for a student taking 'richtgraad' 1, 2, 3, 4 of Dutch as a second language (NT2).

The rate of €0.30 per hour applies in the following situations:

- you earn an income through a provisional allowance or unemployment benefit for training programmes other than those from the General Education training areas, the Poverty Experience and Social Exclusion training programme, NT2 training NT2 target grade 1 and 2 as a civic integration student, NT2 as secondary education student; or you are dependent on someone in these categories;
- you are in early retirement, and you are in a system of unemployment with a company allowance with compulsory registration with the VDAB;
- you are in early retirement without compulsory registration at the VDAB, and you receive unemployment benefits.
- 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;
  - 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;

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.

For more information go to

<https://onderwijs.vlaanderen.be/nl/vrijstelling-van-inschrijvingsgeld-in-het-volwassenenonderwijs>

### **13. What do I do when I want to cancel my registration? Is there a cancellation policy?**

Should you realise at the start of the course that you will not be able to follow the lessons, it is possible to obtain a refund of your registration fee. Costs for course materials and the parking card are not refunded. Refund claims are to be addressed, in a letter or e-mail, to the director ([Maryse.Boufflette@clt.kuleuven.be](mailto:Maryse.Boufflette@clt.kuleuven.be)). Please mention your bank account and registration number.

If you register before the start of the lessons:

- 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;
- and sign out after the start of your studies at the latest on the day of your second lesson

- you can only re-claim the registration fee, from which a 10% processing fee will be withheld
- nothing will be reimbursed after the 2<sup>nd</sup> lesson of your training.

If you register after the start of the training, you can re-claim the registration fee at the latest on the day of the second lesson. A 10% processing fee will be withheld from all refunds. You cannot reclaim the amount you paid for the course materials.

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 a course is temporarily suspended due to force majeure, it is not possible to fully or partially re-claim the registration fee.

Should the centre decide to cancel the course, 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.

#### **14. 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'.

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. In these courses, the following target groups have priority when registering if a capacity shortage occurs:

- students who have signed an integration contract with EVA ('Extern Verzelfstandigd Agentschap');
- students who are covered by the introduction policy ('inwerkingsbeleid'), as regulated in the decree of 4 June 2003 regarding introduction policy;
- students who have to demonstrate the willingness to learn Dutch as referred to in the decree of 15 July 1997 concerning the Flemish Housing Code.

## 15. 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.

## 16. 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.

## 17. 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. Training cheques can be purchased via the VDAB (<http://www.vdab.be/opleidingscheques/werknemers.shtml>), for a maximum value of €250 per calendar year.

**Caution:** training cheques can only be used for the following languages: English, German, French and this up to level 2.4 (B1) and for Dutch up to and including level 3.1. Also, see the [training database for Flemish training incentives](#).

An exception is made if you have also used training vouchers for the same study program in the 2018-2019 school year and have applied for paid educational leave for that study program and do not hold a diploma of higher education. In this case, you can still apply for training vouchers until the end of 2020. You will have to sign an attestation for this when you bring in your training cheques at the secretariat.

Since 1 March 2015 access to training cheques has been restricted for highly skilled people: only highly skilled people following a labour market-oriented training set out in their personal development plan (POP) drawn up after career guidance, can still apply for training cheques. Highly skilled are all the people who graduated from tertiary education,

like studies leading to a bachelor of higher education, a teacher training, a certificate of pedagogical professional competency and studies in higher education organised by education for social promotion.

Highly skilled people can only apply for training cheques

- for labour market-oriented trainings that are explicitly set out in their personal development plan (POP) drawn up during career guidance.
- with an attestation issued by a career counsellor testifying that the training is required in the career context.

The training provider must keep this attestation. VDAB will monitor this in the context of quality monitoring of career guidance.

Regulations regarding training cheques for low and medium skilled people remain unchanged. They can still apply for training cheques for English, German, French and this up to level 2.4 (B1) and for Dutch up to and including level 3.1.

Employees who live in Flanders but do not have a job also qualify for training and career cheques under the new regulations.

A similar arrangement applies to European employees who work in Flanders or Brussels capital region but live elsewhere. They too, are entitled to training and career cheques.

Additional information can be found at

<http://www.vdab.be/opleidingscheques/werknemers.html>. For unanswered questions mail [opl.cheque@vdab.be](mailto:opl.cheque@vdab.be) or call the free number 0800 30 700 (every workday from 8am till 7pm).

Please note:

- the use of training cheques must be mentioned in the course of the registration procedure;
- 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;
- training cheques must be handed in at the CLT office before the end of the course;
- students who do not yet hold a secondary education diploma can file an application with the VDAB for a refund of the half they have paid.

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 you hand in the cheques at the CLT office, the corresponding amount will be refunded as soon as possible.

Training cheques for employees have to be ordered at the VDAB within two weeks after the start of the course. They are only valid for 14 months from the date of issue. Only valid cheques are accepted. Since our administrative services should be able to process the cheques in time, they must be handed in at the CLT office 10 working days prior to their expiry date at the latest.

## **Training cheques for employers in the Flemish Region**

CLT courses are eligible for refund through the SME portfolio. For his employees' training projects, an employer can apply for a subsidy via the SME portfolio. Projects have to be submitted 14 calendar days before the official start of the lessons at the latest. Caution! The training cheques cannot be used for private courses.

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

<http://www.vdab.be/opleidingscheques/bedrijven.shtml>

The authorisation number of our CVO is DV.O101202.

## Organisation 2020-2021

### 18. When do courses start and finish?

#### NT2 (Dutch)

There are continuous starting points from the beginning of September. You can find precise information on [www.clt.be](http://www.clt.be).

#### Other languages

- September courses: crash courses from 31 August to 12 September 2020
- first semester: from 21 September 2020 till 23 January 2021
- second semester: from 25 January 2021 till 29 May 2021
- special dates for some crash courses (ask information via [clt@kuleuven.be](mailto:clt@kuleuven.be))

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

- Autumn half-term: from Monday 2 to Sunday 8 November 2020
- Monday 11 November 2020
- Christmas holiday: from Monday 21 December 2020 to Sunday 3 January 2021
- Spring half-term: from Monday 15 to Sunday 21 February 2021
- Easter holiday: from Monday 5 to Sunday 18 April 2021
- Monday 1 May 2021
- Thursday 13 and Friday 14 May 2021
- Monday 24 May 2021

### 20. Where can I find the timetables?

Timetables can be found on [www.clt.be](http://www.clt.be).

## Which rules am I expected to observe?

### 21. 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.

### 23. 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.

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 relative of 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.

#### **24. 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 alarm reasons). The management does not assume any responsibility if you leave your class prematurely.

#### **25. 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 mobile phone number as well as your e-mail address at the time of registration, so that you can be easily contacted. Please report any changes to the CLT office or make the necessary modifications via your myCLT account. Kindly inform the office if your teacher has not shown up after 15 minutes.

#### **26. What do I do if I want to change groups after the course has started?**

If you wish to change class times or groups, you should notify the CLT office. The teacher will ultimately decide whether or not this is possible.

#### **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 on certain conditions. In order to receive the allowance, kindly complete form P7. This form can be obtained from the Child Allowance Fund.

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 an average of 17 hours of classes per week.

More information about child benefits can be found on <https://www.vlaanderen.be/het-groeipakket-nieuwe-kinderbijslag> and [www.fons.be](http://www.fons.be)

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 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 50%), 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.werk.be/online-diensten/vlaams-opleidingsverlof>.

### 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 3.1. Also, see the [training database for Flemish training incentives](#).
- Participation in all evaluation components is required.

## **Paid Educational Leave (BEV)**

Anyone who started a course with BEV in 2018-2019 can continue it in 2019-2020 under the same conditions. A training course comprises the courses of the same target degree. If you want to use this right, it is advisable to mention it at the time of registration. Hand in a completed CLT application form at the office. The [document](#) can be found on the CLT-website [Practical Info paid educational leave](#). The administrative staff will in their turn draw up an application form, which you then submit to your employer without delay. These documents will 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 <http://www.werk.belgie.be/defaultTab.aspx?id=536>.

## **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, fire fighting 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 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.

## **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 closed-off places such as classrooms, the teachers' room, offices, hallways, corridors, waiting rooms, sanitary rooms, ...

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 section 2 of the 'Disciplinary Regulations', 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 to in section 2 of the 'Disciplinary Regulations'.

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 section 3 of the Disciplinary Regulations. 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 Campus Leuven, KU Leuven makes parking available in the Parking Servotte, Parkstraat 53, 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 €68 for an entire school year or €34 for a semester, not including a €30 deposit. You must observe the Leuven University car park regulations (see link above). The parking card has to be returned in perfect condition to the secretary's office by 30 June at the latest. The deposit will be refunded. If you only rent the card for the first semester, the deadline for submission is January 23, 2021.

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 16:45 onwards. The parking card only gives access to the car park during the class hours of the chosen course.

Other car parks: Ladeuze in the town centre or Philips on the outskirts.

### **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. 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 (e-CLT) 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.

### **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 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

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 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) 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;
- the disciplinary procedure is started at the latest three days after the facts leading to

- this disciplinary procedure have been reported;
- the student concerned or the parents of the underage student, possibly assisted by an adviser, are invited beforehand to discuss the problems;
  - the student or the parents of the underage student and their adviser are granted access to the disciplinary file;
  - the decision is motivated; it is indicated why the student's conduct effectively poses a threat to proper educational activities and/or endangers the realisation of the CVO's social and pedagogical project;
  - before the disciplinary measures take effect, the student or the parents of the underage student are 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, it 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. He communicates that decision in writing and briefly with the reasons. He 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 centre administration:  
Centrum voor Levende Talen vzw  
attn the chairman, Dimitri Vanoverbeke  
Dekenstraat 4 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 administration.

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 management 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 management has received the appeal. It is only possible to reschedule a conversation 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 director.

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 director via email to the following email address:

[maryse.boufflette@clt.kuleuven.be](mailto:maryse.boufflette@clt.kuleuven.be).

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

Within 7 days the confidential counsellor will contact you to confirm that your complaint had been received. He/she 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. You will be notified as to how and where you can collect our certificate. You have to collect your certificate personally, as you have to sign for receipt.

#### **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 certain 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 in the CLT brochure and at [www.clt.be](http://www.clt.be). For your own training, 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 agenda of your teacher.

For NT2 (Dutch) 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 is the exam organised?

From 'richtgraad' 1, the 4 skills are evaluated on the basis of communicative assignments that are as authentic as possible and that allow the student to apply autonomously 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. In cases of force majeure such as a new corona wave 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 or not in a group, 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, the formal exam moment at the end of the module does not need to consist of the same assignment for all students. It is possible to opt to cluster certain essential curriculum goals in an additional assignment for those students about whom we have not collected sufficient evidence during the module to be able to provide an adequate final assessment (due to absence of the student for instance) .

The teacher informs you which evaluation methods are used for the training programme of your choice via the electronic agenda or via an annexe 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, as they are included in the training programme profile.

## **50. When is an exam organised?**

Multiple schemes are possible depending on the language and the learning path. At least two contact exams are organized for most annual courses: an interim evaluation in January and a final evaluation in May. For a number of languages and NT2 (except for the crash course of 80 hours), the evaluation is spread over 3 or more sessions. For the semester courses, there is an evaluation at the end of the module: for the first semester in January, for the second semester in May. For crash courses, the evaluation takes place at the latest at the end of the module.

The precise dates of the evaluation periods will be announced via the teacher's electronic diary and on [www.clt.be](http://www.clt.be). 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 instructions on the information sheet (NT2) or the evaluation information sheet on the teacher's personal online page (other languages) for more details on this subject.

## **51. What is the weight of the components?**

All competences count as one component of the NT2 programme. For other languages, listening, reading and writing each count as one component of the total score, while speaking skills count as two.

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. 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 used:

- Where the four competences have been integrated and are taught in a single module:
  - 2 'weaks' = fail,
  - 1 'weak' may be granted a 'pass' by the deliberation committee,
  - towards the end of a language level the standards become stricter and a more balanced profile is expected.
  
- Where only two competences are taught in a module:
  - under exceptional circumstances, one 'weak' 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, forum, report or online feedback field in myCLT) provide guidance throughout your learning path.

The components are not calculated as a percentage because 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.

*With regard to the curriculum objectives, the student has achieved proficiency in the four competences and complementary knowledge as follows:*

NT2:

Mijn eindresultaat	
<input type="checkbox"/>	Geslaagd
<input type="checkbox"/>	Niet geslaagd

	Spreken:	<input type="checkbox"/> onvoldoende	<input type="checkbox"/> voldoende	<input type="checkbox"/> goed	<input type="checkbox"/> heel goed
	Luisteren:	<input type="checkbox"/> onvoldoende	<input type="checkbox"/> voldoende	<input type="checkbox"/> goed	<input type="checkbox"/> heel goed
	Schrijven:	<input type="checkbox"/> onvoldoende	<input type="checkbox"/> voldoende	<input type="checkbox"/> goed	<input type="checkbox"/> heel goed
	Lezen:	<input type="checkbox"/> onvoldoende	<input type="checkbox"/> voldoende	<input type="checkbox"/> goed	<input type="checkbox"/> heel goed

Other languages:

Competences			
Listening	Speaking	Reading	Writing
			
		Very good +++	
Good ++			
	fair+		
			weak -

**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 quality.	6.5-7.9
Fair +	You perform most tasks at his 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	0-4.9

#### **54. Can every student take part in the exam?**

As a student, to participate in an exam you must:

- satisfy the admission requirements in accordance with the decree on adult education (Please see the 'Registration' section);
- 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.

This means that 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 or her representative must be notified at the latest on that very day. The director 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 30 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 of the principal by e-mail.

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 his or her 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 or woman,
- 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 exam 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 or a personalised document (NT2).

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 exam committee or suggestions related to the learning path that will continue to be pursued will be reported here and via myCLT (other languages).

### ***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?**

A student commits to taking the (exam) assignments independently and without outside help, and only use tools when explicitly stated in the instructions. In case of suspected fraud, during the oral exam the teacher can ask additional questions about tasks of other skills.

Anyone caught acting with fraudulent intent will be brought before the principal for questioning in the presence of the exam supervisor. Should the principal conclude that the fraudulent conduct has been sufficiently demonstrated, you will receive a zero for the evaluation in question.

The evaluation committee will decide whether you will be offered the possibility of resitting the evaluation during the same evaluation period.

In the event of fraudulent conduct during the resitting of the evaluation during the same evaluation period, you will be deemed to have failed the evaluation.

### **60. What rights do I have in the evaluation?**

As a student, you have the right to access a copy of your exam after arranging this with the teacher. You also have a right to an explanation of the results.

You may obtain a copy of your exams on the condition that you are able to formally request such and present valid justification. Only the director may grant this request.

We may not share any data 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 may 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 may should you not yet be 18) make an appeal by registered letter to CLT board:

Centrum voor Levende Talen vzw  
attn. the chairperson, Dimitri Vanoverbeke  
Dekenstraat 4 box 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 ombudsman/woman. This year the ombudswoman is Marleen Vanderheiden ([Marleen.Vanderheiden@clt.kuleuven.be](mailto:Marleen.Vanderheiden@clt.kuleuven.be) or via 016 32 56 61).

The ombudsman/woman mediates between the student and the evaluation committee.

The ombudsman/woman investigates all complaints regarding the evaluation regulations, the course of the evaluations and the deliberation.

To fulfil the task as best as possible he/she has the right to ask for information on the evaluations from the members of the evaluation committee, both before as well as during the deliberation.

He/she is sworn to secrecy.

## 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.

### Would any other courses allow me to apply for a premium?

The premium is only applicable to so-called 'diploma-oriented courses'. The latter are professional courses that, combined with a BSO or TSO course in general education, or as from 1 September 2012 the additional general education course, lead to a secondary education certificate. You can find the list of diploma-oriented courses [here](#).

## Privacy policy

In the framework of the recent legislation regarding data security and privacy, you will find below all the information on what happens to your personal data and how it is protected.

### 64. Who is responsible?

The controller for the processing of all personal data is the centre board, CLT vzw ('vzw' is a non-profit organisation), with registered office at Dekenstraat 4 bus 4014, 3000 Leuven, company number 0413.538.417. CLT vzw is the organizing 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 the assistant principal, Paul Goossens. They can be reached via [privacy@clt.kuleuven.be](mailto: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** (especially first name and name, national identification number, date of birth, place of birth, gender, nationality, residence permits)

- **Contact details** (especially telephone number(s), address, e-mail)
- **Education, training and work** (especially education grade, diploma, work situation, previously obtained study certificates, experience at the CLT)
- **Financial data** (especially bank details, (re)payments, outstanding accounts, instalment plan, reduction or exemption registration fee)
- **Evaluation data** (especially attendance, results, deliberations);
- **Performance** (especially behaviour, communication with teachers and fellow students, supervision, follow-up, sanctions, discipline, medical information)
- **Other** (number 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. 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 fulfillment of the above objectives and for as long as required by law.

## 66. Who gets to see these data?

### 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 and secrecy. 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 (FSC) or the new Data Protection Authority (DPA) 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 Adult Education
  - Centra voor Basiseducatie (CBE);
  - Centra voor Volwassenenonderwijs (cvo);
  - Openbare Centra voor Maatschappelijk Welzijn (OCMW);
  - Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding (VDAB);
  - Handhavingsambtenaren;
  - Vlaamse Maatschappij voor Sociaal Wonen (VMSW).

### Platforms

At the Centre for Living Languages (CLT), the following platforms are used for the processing of student data:

- CLTadmin and Administratix (student administration)
- e-learning platform Canvas and e-CLT
- CLT café (online platform for language exchange with native speakers)

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.

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](mailto: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.gegevensbeschermingsautoriteit.be/>

## 68. Image and sound material

Works and photos of students can be used as promotion material for the centre.

The Centre for Living Languages 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, would you please contact the privacy department ([privacy@clt.kuleuven.be](mailto: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 persons are identifiable unless you have received the explicit consent of all parties involved.