



RULES AND REGULATIONS

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1 Welcome

Welcome to the CVO SEMPER. A team of motivated teachers and administrative staff is at your service. The purpose of these rules and regulations is to enable classes and enrolment to proceed as smoothly as possible. The rules and regulations apply to all students at the CVO SEMPER as well as to the parents of underage students. It sets out the rights and duties of the students in relation to the Center and its management.

In addition to the rules and regulations, there are also specific rules that have been agreed upon for each site. We refer you to the related addenda for further details. Naturally, only the addendum pertaining to your site applies to you or your underage child.

For VDAB students, the Addendum "Students with a VDAB contract" applies as well, which contains a number of deviating or supplementary rules.

For students enrolled in Second Chance Education (TKO), the addendum "TKO" applies as well, which contains a number of deviating or supplementary rules.

By enrolling at our Center, you agree to the rules and regulations, our agogic project and the Addenda. You can find the complete rules and regulations and the addenda on our website. You can also obtain or view a paper copy at the secretariat.

Do you have any questions or comments? Please do not hesitate to let us know.

We thank you for your confidence in us and wish you good luck with your education!

2 Our Center for Adult Education

2.1 Mission

The CVO SEMPER is a dynamic school, which offers courses in European main and minor languages, Eastern and Slavic languages, Dutch for Non-Native Speakers (NT2), Information and Communication Technology, Graphics Communication and Media, Administration, General and Specific Personal Care, Body Care, Special Educational Needs, Fashion, Tourism, Logistics and Sales, Cooking for Households, Mechanics and Electricity for adults and youths over 15. In addition, it provides courses in Supplementary General Education and professional training programs within the framework of Second Chance Education (TKO).

Through its innovative teaching methods and extensive guidance counseling, the CVO SEMPER wants to give its students the opportunity to enjoy education in their local region, enabling them to develop professionally and personally.

This way, the Center not only increases its students' chances in the job market, but also contributes to their integration into society, both socially and practically.

We will continue to invest in the newest education technologies and see to it that they will be used in a didactically justified manner. We guarantee high-quality, communicative as well as creative skills training. It is our teachers' task to make the students productive, help them gain receptive language skills and guide them in their growth toward (language-related) autonomy and their ability to learn independently.

In all its educational programs, the CVO SEMPER strives for professionalism and transparency.

2.2 Board

The Center's Board is the actual organizer of the Center and determines policy. In addition, the Center's Board attends to the conditions that are necessary for the proper functioning of this educational organization.

VZW VTI
Chair: Guido Vissers
Louizalaan 500
1050 Elsene

2.3 Management

The management consists of two half-time managers:

- Jean-François Declerck
- Ria Cauchie

The management guarantees the daily operation of the Center and its administrative offices.

2.4 Administrative staff

The secretariat maintains the student administration at the Center. There, you can obtain assistance with the forms for paid educational leave, information about the course schedule, about the classrooms and about how you can reach the teachers. We count on you to provide the required documents, such as justification documents, proofs of education and certificates, as soon as possible to the secretariat, so that administrative complications can be avoided (see also 7. Privacy policy).

2.5 Ombudsman

You can always consult your teacher if you have any questions or comments. Management is available to you as well.

If you are not being heard, you can contact the ombudsman:

Joëlle Evenepoel - je@beci.be

Enrolment: Criteria, fees, discounts

2.6 **Criteria**

2.6.1 *Admission criteria*

- By law, you can only enrol in adult education if you meet the requirements of **lawful residency**, that is, if you are registered with local government. You will have to show proof of this when you enrol and your document of lawful residency has to be valid on the day of enrolment.

We accept the following documents as proof of lawful residency:

- Evidence of Belgian nationality
- Evidence of lawful residency or nationality EU countries:
 - Proof of identity EU countries ([list of EU countries](#))
 - Valid national passport with valid visa or of a [nationality that is exempt of visa requirement \(pdf, 4 p.\)](#)
 - Electronic [residence permit](#)
 - A so-called “Attest van Immatriculatie” [Model A](#)

If you want to enrol on the basis of a different document, it will only be accepted if it is included in <http://onderwijs.vlaanderen.be/nl/wettig-verblijf>

- You have to be **16 years old or older** at the time of enrolment (or 15 years old and having completed the first 2 years of fulltime secondary education, in which case you will need a certificate from the school). To be able to start in the program “Supplementary General Education” of the Second Chance Education, you have to be **18 years old or older**. (See Addendum TKO.)
- Your enrolment in a course only becomes valid after **all of the following enrolment requirements** have been met:
 - You are enrolled.
 - You have signed the enrolment form.
 - You agree to the rules and regulations, vision and agogic project of the Center.
 - You have paid the enrolment fee (or are lawfully exempt) and/or course materials/training fees,

You will receive your evidence of enrolment and will bring this with you to classes. You have to be able to show it at all times. Your enrolment is personal and you cannot transfer it to third parties. If your enrolment meets the legal requirements, the Center cannot stop you from enrolling.

The Center can refuse repeat enrolments for the second or third time in the same module, if your participation in the course’s classes and evaluations was insufficient and resulted in a failing grade. With regard to Dutch and Second Chance Education, the recommendation of the guidance counselor will be followed.

You will have to enrol again for every advanced module and you will have to sign a new enrolment form.

2.6.2 *Admission criteria for introductory modules and for advanced modules*

In addition to the legal admission criteria, as listed in 3.1.1, there are no supplementary admission criteria for enrolling in the **introductory module** of a training program.

A condition for enrolment in **introductory course NT2** is that you have passed the cognitive skills test (Covaar).

In addition to the legal admission criteria, as listed in 3.1.1, you have to meet one of the following criteria to enroll in an **advanced module**:

- You possess the (partial) certificate (from our CVO or from another CVO) of a preceding module in a training program.
- You possess a specific attestation or certificate from another educational or vocational training institution, recognized by the Department of Education (CVO / CBE). (Note: Certificates from VDAB and private schools are not accepted.)
- You take an entrance exam (digital, in writing, oral), which shows that you have gained the required experience that allows you to enroll in the module. The exam result is binding; this can only be deviated from in consultation with the teacher in question and/or management.

Are you following a program within **Second Chance Education**? This means that different requirements apply and you may be able to obtain an exemption for certain modules, based on an **exemption exam**. The Center reserves the right to organize or refrain from organizing certain exemption exams. In other words, the possibility of taking an exemption exam is a favor extended to the student, and is by no means the student's right. You can read more about it in the addendum "TKO".

The actual enrolment

You will have to bring the following when you enrol:

- Proof of identity and/or lawful residency in Belgium;
- Payment card (only payment via bancontact is possible);
- If applicable: (partial) certificates for preceding modules, documents/certificate toward (partial) fee exemption (see 3.2.1), etc.

2.6.3 Enrolment period

In principle, you can enrol in a module until the day of the so-called "registratiemoment" (= the day on which 1/3 of the module's classes have been taught). Introductory modules and modules with continuous assessment form exceptions to this rule.

2.6.4 Refunds of enrolment fee and/or cost of materials

The Center will neither fully nor partially refund your enrolment fee or the costs of course materials/training if you wish to cancel your enrolment after the first class or if you discontinue your studies. Management can only allow an exception to this rule for urgent medical reasons.

Before the start of the program, you can cancel your enrolment if personal or work-related circumstances make it impossible for you to attend the classes. The enrolment fee will be refunded to you via a direct payment into your bank account.

Your enrolment fee will also be refunded via a direct payment to your bank account in cases in which the Center decides to cancel a module.

2.7 Fees

The basic principle is the following:

- You pay 1.50 euro per class hour for the programs Languages, Cooking, Fashion, Care, ICT, Graphics Communications and Media as well as for vocational training and education programs that are part of TKO.
- You pay 0.60 euro per class hour for the program Dutch for non-native speakers.

- There is no enrolment fee for AAV (Supplementary General Education).

The Center charges additional fees for textbooks, workbooks or course materials. The prices of the textbooks are listed on the website and will be communicated to you in advance.

2.7.1 *Partial or full exemption for enrolment fee*

You can get a **partial exemption** for the enrolment fee, as a result of which you will pay only 0.30 euro per class hour, provided you:

- Are enrolled in a program in a field of secondary education for adults and have been, during 2 consecutive school years, in a program in a field of basic education during at least 120 teaching periods, prior to the school year of the enrolment;
- Receive certain benefits (wait or unemployment benefits) and follow a program that is not part of a program recognized by the VDAB as a program toward employment (or you depend on someone who is in receipt of wait or unemployment benefits);
- Possess one of the following certificates (or are dependent on a disabled person):
 - Certificate of disability for at least 66% (“Attest FOD Sociale Zekerheid/Mutualiteit/Ziekenfonds”);
 - Certificate stating that you are entitled to a [“integration support for disabled persons”](#) (“Attest FOD Sociale Zekerheid/RIZIV”);
 - Certificate that shows a diminishment in earning power to up to a third or less of what a healthy person can earn in the general job market by carrying out a profession (“Attest FOD Sociale Zekerheid/RIZIV”);
 - Certificate that shows a diminishment in self-reliance of at least seven points (“Attest FOD Sociale Zekerheid/Riziv”);
 - Certificate showing that you are registered with the Flemish Office for Persons with a Disability (“Attest VAPH”).

You are entitled to a **full exemption** (hence will pay nothing) if you:

- Receive a [“social integration income”](#) (or are a dependent of someone who is in receipt of a social integration income);
- Are detained at the moment of enrolment and are based at a Belgian detention facility (detainees with an electronic ankle monitor are not eligible);
- Are an asylum seeker in receipt of material assistance;
- Are in the process of civil integration and have signed an integration contract ([“inburgeringscontract”](#)) or have obtained a civil integration certificate for the programs Dutch as second language at the competency levels 1 and 2;
- Have not yet met your fulltime education requirements ([compulsory education](#)) at the time of your enrolment;
- Are in receipt of wait or unemployment benefits and follow a program that is recognized by the VDAB as a program toward employment;
- Have an obligation to be registered as a jobseeker and are not entitled yet to wait benefits;
- Are officially domiciled in one of the 19 municipalities within Brussels, for enrolment in NT2, competency levels 1 and 2 (only applicable to sites within the Brussels Capital Region).

If you enrol in several modules of the same program, we can only charge you enrolment fees up to a maximum of 300 euro per semester, irrespective of how many courses you are taking.

If you are eligible for an exemption, you have to provide us with the certificate from the authorized agency (VDAB, OCMW, etc.) either when you enrol or within 2 weeks after your date of enrolment. The date on

the certificate must **not be more than 1 month before or more than 1 month after** your date of enrolment (with the exception of the certificate “mindervalide/arbeidsongeschiktheid met doorlopende duur en inburgering”). If you do not have a valid certificate, you have to pay the full enrolment fee.

The certificate “mindervalide/arbeidsongeschiktheid met doorlopende duur” only confers the right for an exemption until you are legally entitled to a pension (at the age of 65).

It is not possible to demand a refund of your paid enrolment fee during the program, even if a change in your circumstances or situation has occurred.

A partial or full exemption for the enrolment fee is only for the enrolment fee, not for any costs of course materials.

2.7.2 *Paying with educational vouchers*

You are entitled to educational vouchers if you meet one of the following four conditions:

1. You are an employee or interim employee and in addition
 - Are living in Flanders or the Brussels Capital Region; or
 - Are a European employee who is working in Flanders or the Brussels Capital Region.
2. Your level of education is low or intermediate.
 - This means that you do not possess a diploma for higher education such as a higher education Bachelor diploma, a higher education diploma for a program set up by social improvement programs, a diploma from a teacher education program or a certificate for pedagogic professional ability.
 - If you have a higher level of education, then you will only be eligible if you want to enroll in a career-oriented program within the framework of career guidance. This program has to be part of your personal career plan.
3. You are enrolling in the program at your own initiative. This means that you are taking courses outside of working hours or during educational leave and you are paying for it yourself.
4. You choose a [program](#) for which payment with educational vouchers is allowed.

As a student, you bear the responsibility for the lawful provision of educational vouchers. If you submit educational vouchers while you are not being entitled to their use, the school cannot be held liable. You may only submit cheques that are in your name.

What can you pay for with your educational vouchers?

- Course fees;
- Course materials.

Order your educational vouchers timely. It takes about three weeks before you will receive them by postal mail. You can then instantly use them to pay with at enrolment.

Information and orders at phone number 0800 30 700 or via www.vdab.be/opleidingscheques

More information about the entrepreneurs portfolio is available at www.kmo-portefeuille.be

The educational vouchers can be applied for until 2 months after the start of the program and will remain valid for 14 months.

If you are already in possession of your educational vouchers at the time of enrolment, you can use them as payment. If you do not receive the educational vouchers in time, please deliver them as soon as possible (up to 2 months after the start of the program), and in any case before the expiry date, to the

secretariat. The exchange value of the educational vouchers will then be refunded into your bank account. This refund process can take a few weeks.

2.7.3 *Paid educational leave (= BEV) and Flemish training leave (= VOV)*

The paid educational leave will be replaced by the Flemish training leave on 1 September 2019.

The regulations for the **Flemish educational leave (VOV)** will apply, instead of the regulations for the paid education leave (BEV), for **programs starting on or after 1 September 2019**.

Anyone who started a program no later than in the academic year 2018-2019 and was using paid educational leave (BEV) will be able to continue under the same conditions, using paid educational leave: <http://www.werk.be/online-diensten/betaald-educational-verlof>

An employee who is employed in the **private sector** (fulltime or 4/5) has the right to be absent from work, without loss of wages, in order to follow certain general or vocational training programs, during a number of hours that matches those of the taken courses. There are limitations with regard to the number of hours of paid educational leave (for example 80 hours for a language course).

This only applies for actually attended classes. As a result, distance education does not confer the right to paid educational leave. Only hours of face-to-face teaching (the times of mandatory attendance at the school) confer the right to paid educational leave if they are part of a program that is included in the legally determined program categories, provided it concerns at least 32 hours of face-to-face teaching per school year.

Use of paid educational leave is not allowed for a program already successfully completed before.

If you do qualify for paid educational leave or Flemish training leave, please report this when you enrol. You will receive the temporary document. You will provide your employer with this document within 30 days after the start of the course.

If you still use paid educational leave (BEV):

the event of 10% unjustified absences per trimester, the right to educational leave expires for a period of 6 months.

You have to take the paid educational leave between the start of the course and the day of the final exam. You have to justify each absence with an official certificate. Only the following reasons are legitimate reasons for absences during the program:

- Medical certificate from the employee or a relative who is living under the same roof;
- Public transport strike;
- Teacher's striking or illness;
- Closure of educational facility;
- Extreme weather conditions in winter;
- Professional reasons, based on an employers' certificate which the employer has provided to the Center (work schedules);
- Short leave (= marriage, birth, death in the family).

These justifications have to be submitted to the teacher or the secretariat "forthwith", which means no later than 14 days after the absence. Later submitted justifications are invalid.

From your teacher, you will receive the final document for the employer. One unjustified absence can already lead to suspension by your employer.

Surf to the following website for more info regarding paid educational leave: <http://www.werk.be/online-diensten/betaald-educational-verlof>

If you use VOV:

The school's secretariat will provide you with evidence of enrolment. You will hand this to your employer, who will then open a file with the Department of Work. You will no longer need evidence of attendance, but you are required to participate in the assessments. If this is not possible for you on the scheduled date, you will have to provide your teacher or the secretariat on your campus with evidence for justified absence. If you have more questions regarding the Flemish training leave, please see the website: <https://www.werk.be/online-diensten/vlaams-opleidingsverlof>

2.7.4 *Child benefits*

If you are younger than 25 years old and depend on one of your parents, your parents can still claim child benefits under certain conditions. You have to be enrolled for at least 17 class hours per week and attend regularly. To this end, form P7 must be completed, which can be downloaded from the website of the child benefit fund FAMIFED (www.famifed.be).

3 Organization of the classes

The school year starts on 1 September and ends on 30 June. The classes can take place between 1 September and 30 June. There are no classes during school holidays.

The Center uses the teaching time as effectively as possible. One class hour consists of 50 minutes. There is a short break in each class.

3.1 School holidays

From 1 September, you can find the school's schedule on the website. It contains school holidays and public holidays.

3.2 Suspension of classes due to certain circumstances

✓ **Due to the teacher's absence**

If a class cannot take place because of the teacher's illness or absence, the following measures will be taken:

- If this is the teacher's first absence, the class will usually be canceled. In that case, you will receive an email or text message. If you did not provide us with your (correct) contact data, you may not receive the message.
- This is not the first time that your teacher is absent? In that case, we may look for a substitute or provide you with homework, if possible.

✓ **Due to force majeure**

Force majeure is a possible reason for suspending the classes for all students or for a group of students. This concerns unforeseen circumstances that make it impossible for classes to take place, such as extreme weather conditions, terror threats and so on.

In the event of force majeure, a notice will be placed on the Center's website and its Facebook page.

To the extent possible, all students will also be informed by text message. If you did not provide us with your mobile number (or e-mail) when you enrolled, you will not receive a message.

✓ **Due to the teacher's continuing education**

The class can be changed or canceled as a result of the teacher's continuing education. This cannot occur more frequently than once per module. The teacher will provide homework to replace the class or will find another teacher to substitute.

✓ **Due to an optional day of leave**

A class can be canceled for all students as a result of an optional day of leave.

No refund will be issued for canceled classes.

To be able to notify you in time that a class has been canceled or has been moved, it is important that you report any changes to your e-mail address or mobile phone number as soon as possible to the secretariat.

3.3 Extramural activities

Each module also contains extramural activities, to give you the chance to learn outside the classroom. These activities replace the regular class. You are also insured during extramural activities.

4 Rules of order

4.1 Attendance

Your regular attendance (during the entire class) will increase your chances of success in the program. The Department of Education requires the Center to respect the **starting and ending times** and to record attendance accurately. In addition, it is important for the sake of, for example, paid educational leave, civil integration or combined education. The data related to your attendance will also be communicated to the agencies we cooperate with (OCMW, VDAB, etc.). The Center expects you to attend regularly, from right after your enrolment for a program or module.

In **combined education**, which consists of a distance education component and a face-to-face teaching component, you have to participate in the program demonstrably, which means that you will have to attend the component face-to-face teaching on a regular basis and that your participation in the component distance education will be monitored systematically.

Specific rules apply for **TKO and VDAB students**. They are part of the addenda.

Students on Paid Educational Leave: See 3.2.3.

After an absence, you will provide the secretariat with a written justification within a week after the start of your absence. A **written justification** is understood to mean a doctor's certificate or some other type of official certificate. In that case, you were **justifiably absent**. In all other case, you were absent without justification.

In the event of an absence, please inform the teacher or the secretariat, if possible prior to the class. You can e-mail one of the following addresses:

- brussel@cvosemper.be (if you take classes at Elsene, Etterbeek, Oudergem or Brussels-central)
- meise-jette@cvosemper.be (if you take classes at Asse, Jette, Wolveterm, Meise, Londerzeel, Wemmel or Zellik)
- strombeek@cvosemper.be (if you take classes at Strombeek, Grimbergen, Neder-over-Heembeek, Jette GC Essegem or Wemmel)
- vilvoorde@cvosemper.be (if you take classes at Vilvoorde, Steenokkerzeel or Halle)

Please, respect the starting and ending times of the classes. Being late is only accepted in exceptional circumstances. After all, as a student, you did commit to attending the classes on a regular basis. If you want to leave the Center earlier, please report this to the secretariat/teacher, for insurance reasons.

4.2 Important commitments and rules of conduct

- We highly value **polite behavior, as well as mutual trust and respect** at our Center. We therefore also ask you to show respect for all other students, for your teacher and for all staff of the Center and of the buildings/sites in which the classes take place. Management, teachers and secretarial staff appreciate your contribution and engagement as well as your constructive and critical considerations.
- **Violence, bullying, sexual harassment and psychosocial burdening** have no place at the Center. If staff notices bullying, staff will take instant action and apply the disciplinary rules. Steps will also be taken in the event of transgressions via internet, mobile phone as well as in cases of cyber-bullying, in which students of the Center are involved.
If you are being bullied or are the victim of violence, sexual harassment or any (other) actions that cause excessive psychosocial burdening, you can turn to the Center's ombudsman to find a solution together.
- Every teacher determines for his or her own course what **disruptive behavior** is or what will absolutely not be accepted and he or she will point this out to the students. Should further steps be required, then they will be taken in consultation with campus management.

- You will arrive **on time** for each class, and you will stay during **the entire class**. A short break is included. After the break, we expect you to be back in class on time. The time of the break is dependent on the class location and the availability of sanitary facilities.
- **Smoking** in and around the school buildings is not allowed.
- You are not allowed to use or deal **drugs**.
- To prevent **theft and damages**, you should never leave your personal belongings or other valuable properties unattended in rooms or parking lots. In the event of theft or damages, the Center cannot be held responsible.
- You are not allowed to bring your **pet** to class.
- You are not allowed to bring your **children** to class.
- Your **mobile phone** should be off or on silent during the class, unless the teacher specifies this differently. You can only use your mobile phone for emergency calls, for professional reasons (if you have to be reachable for your job) and for teaching purposes.
- Students who deliberately destroy or steal materials will be held **fully liable**.
- You are not allowed to bring **weapons, knives or sharp objects** to class.
- You should use the Center's **computer equipment** and teaching locations with care. In the event of theft or damages, you will be refused access to the Center and will have to reimburse the value of the stolen or damaged goods. You are not allowed to connect any data carriers to the PCs and laptops in the computer rooms, to help keep the equipment free from viruses.
- Visiting websites of a racist, violent or pornographic nature is prohibited, as is the distribution of such messages and materials. The student will do what is necessary to avoid downloading possibly infected files.
- The student will not access any other networks (wireless/wired) other than the allowed connection.
- We respect the **principle of neutrality**. The distribution of printed materials with purely religious, philosophical or political content is prohibited.
- The **copyright** on books and software should be strictly respected. Copying or changing software or course materials is prohibited. Making photocopies of protected works for one's own account is prohibited. The Center may use the work or quotes of students as promotional material for the Center.
- Only for languages classes: **Classes will be taught exclusively in the target language**.
- Each student is required to adhere to the fire safety instructions (see guidelines in the rooms). Emergency exits and evacuation routes are indicated and must also be taken during evacuation exercises and in the event of danger.

4.3 Non-compliance with the rules of order: Administrative and disciplinary measures

The rules of order are a means to safeguard the order at the Center. These regulations should also be respected during extramural activities.

4.3.1 Administrative measures

If a student violates these rules or order or disturbs the order in a class or the Center through his or her conduct, an administrative measure can be taken and/or an additional binding code of conduct can be laid down in a written guidance plan. The objective of an administrative measure is to assist the student toward improving and adjusting his or her behavior such that it becomes possible again for the student to cooperate with all staff and with other students at the Center.

Administrative measures are taken by each member of staff at the authority of the management and the campus coordinator. **Administrative measures** can include the following:

1. A notification (oral or written);

2. A meeting between the campus coordinator and the student in question at which specific agreements can be made (guidance agreement);
3. The (temporary) removal of the student from the class if the student's behavior severely disrupts the class;
4. A change of class.

In consultation with management, the campus coordinator can suspend a student as a preventative measure. Such a **preventative suspension** will of course only be imposed in urgent circumstances, such as the following:

- For serious behavioral problems that can result in permanent expulsion;
- If the presence of a student would make it impossible for the Center to function properly.

The campus coordinator will first seek the recommendation of the teacher in question and hear the student. No later than on the working day following the decision, it will be communicated to the student by registered or certified mail and the student will be invited to a meeting that will take place no later than on the third working day after receipt of the notification. The student can choose to be supported by a confidential advisor, but this person cannot be one of the Center's employees.

In the event of a preventative suspension, the student will be refused entry to the Center. This suspension will last until – after investigation – the decision is made not to start a disciplinary procedure or until completion of the disciplinary procedure.

4.3.2 *Disciplinary measures*

In consultation with management, the campus coordinator can impose a **disciplinary measure** in exceptional circumstances if the student's behavior:

- Effectively endangers the normal course of the classes, that is, the administrative measures have no effect or it concerns very serious violations;
- Endangers health or safety;
- Concerns serious or criminal facts;
- Is evidence of not complying with previously agreed up on commitments within the framework of a disciplinary measure;
- Damages the reputation of the institution or the dignity of staff and other students;
- Causes material damage to the institution;
- Is transgressive.

Disciplinary measures can include the following:

- Temporary expulsion, that is, the student will be refused entry to the Center during a certain period (of up to 2 weeks);
- Permanent expulsion, that is, the student will be permanently removed from the Center.

Disciplinary measures are taken by the campus coordinator and management, pursuant to the following procedure:

- The campus coordinator and management compile a disciplinary portfolio;
- The campus coordinator and management send registered or certified postal mail to the student who is called up for a meeting about the facts, to take place within 5 working days after receipt of the notification.
- The student has the option of being supported by a confidential advisor, but this person cannot be one of the Center's employees.
- Prior to the meeting, the student and his/her confidential advisor can examine the disciplinary portfolio at the campus coordinator's office upon prior arrangement.
- The meeting between the campus coordinator and the student will be based on only elements from the disciplinary portfolio.

- After this meeting, the campus coordinator and management will, in consultation with the involved employees (for TKO: with the advisory class council), make a motivated decision regarding the disciplinary measure, which will be communicated to the student by registered or certified postal mail within 3 days after the meeting.
- The parents of the student will be informed as well, if the student is still dependent on them.

No appeal is possible against disciplinary measures, except with regard to permanent expulsion.

The student can submit a written **appeal** to the Chair of the internal appeal commission, within 5 working days upon receipt of the decision for permanent expulsion.

The appeal will not lead to a postponement of the prior taken disciplinary decision.

The internal appeal commission consists of at least three members of the Center's Board. Obviously, management or the delegate from the Center's Board who made the decision for permanent expulsion cannot be part of it.

No later than 5 working days upon receipt of the appeal, the appeal commission meets. By letter, the student is called to appear in front of this internal appeal commission, with or without confidential advisor (which cannot be one of the Center's employees).

The internal appeal commission will inform the student within 3 working days of its motivated decision. This decision is binding for all parties.

A disciplinary portfolio of the student is compiled and kept up to date by the campus coordinator and management. Outsiders are not allowed to examine this disciplinary portfolio, unless the student gives written permission to this end. The disciplinary portfolio cannot be transferred to a different Center.

The disciplinary portfolio contains a summary of the following:

- Student's conduct;
- Disciplinary measures already taken;
- Responses from the student to earlier measures;
- Proposal for disciplinary measures and related argumentation.

4.4 Health and safety at our Center

The Center is responsible for the health and safety of students and staff:

- Everyone has to respect the cleanliness of the rooms. Rubbish should be deposited in the thereto provided rubbish bins. Rubbish is separated for recycling.
- With a view to safety, the Center takes measures regarding fire prevention, evacuation, fire extinction and first aid facilities. It goes without saying that you have to respect these measures and that you have to endeavor to promote safety at the Center. It is therefore everyone's task to report defects, damages and failures.
- In the event of a fire or other type of emergency, it has to be possible to clear the rooms as soon as possible. So please, do not leave anything behind or in front of doors or in any of the hallways. The escape routes must remain free from obstructions. During an evacuation (exercise), all students are obligated to adhere to the provided guidelines.
- The areas in front of the entrances to the buildings and evacuation routes must always remain free from obstructions for the fire brigade and other emergency services. Therefore, always park your car, moped or bicycle in the designated spots.
- We consider the wellbeing of each student important. If you have health problems or socio-emotional learning difficulties and you would like to let us know about them, you can do so in confidence by talking with your teacher or care coordinator.
- The Center has taken out school insurance that covers public liability with regard to third parties as well as physical injuries as a result of accidents occurring in the rooms of the Center. During trips requested according to procedure and extramural activities, the students are also insured for physical injuries. Cover for material damages of any kind is excluded. In the event of damages, please notify the management of the Center within 24 hours and complete a report form. Note: You first have to arrange everything through your own health care insurance. Any

amounts that your own health care insurance does not reimburse can be claimed from the school insurance.

5 Administrative file on the student

The Center is legally obligated to keep an administrative file on each student. This student file contains the enrolment form(s) and the individual electronic record, and any certificates for exemption for enrolment fee and other documentation such as previously obtained study certificates.

These documents are not only important for verifying in which program or module you can enrol as a student. They also form the basis for verifying your legitimacy as a student for the Department of Education.

In order to know whether you meet the (legal) entry requirements, it is important that the Center has the correct data as early as possible. The timely provision of the necessary documentation to the secretariat is therefore paramount.

If you do not possess a secondary education diploma at the time of registration, you will have to sign a statement that you do not have this diploma. If you obtain the secondary education diploma in the course of your program, you should inform the secretariat.

The Center uses your personal data for student administration and guidance counseling, so they are kept up to date in a file. It goes without saying that these data are strictly confidential. The management of the Center collects them in accordance with the privacy legislation (see 7).

5.1 Enrolment forms

When you enrol, you will be provided with a form that you will sign in person. By signing the enrolment form, you agree to the rules and regulations. This form is kept in the student file and, together with the individual electronic record, forms the basis for the Department of Education's verification of your legitimacy as a student.

5.2 Individual electronic records

The individual record describes your progress in the program(s) and over the modules and school years. It also lists any possible entry exam(s) and exemption(s). These data are kept up to date in an electronic registration system.

5.3 Certificates exemption enrolment fee

If, as a student, you are (partially) exempt from paying the enrolment fee, then the certificate that supports this exemption will also be kept in the student file.

5.4 Other documentation

If you are admitted on the basis of previous education, then that documentation also has to be kept in the student file.

This is also the case if you are admitted on the basis of the condition "has completed fulltime compulsory education" (that is, 15 years old and having had 2 years of secondary education). You will have to submit a certificate that shows that you have had 2 years of secondary education.

5.5 Attendance records

Your individual attendance and absences are carefully recorded in the attendance record, as follows:

- The days and times at which you have to attend;
- Your actual attendance;
- Any (non) notified absences.

6 Privacy policy

GDPR

The European privacy regulations (General Data Protection Regulations, GDPR) stipulates that as of 25 May 2018, organizations have to let their students/students/customers/suppliers/etc. know which digital data they keep and show that those data are stored securely. Our Center meets these requirements with regard to your personal data. This means the following:

- Our Center will only process your personal data for a specific purpose, will not make them available to third parties, and will not request more data than is necessary for this purpose.
- You can ask for and correct these data at any time.
- Our Center will only maintain these data during the legal storage time.
- Our Center takes measures to shield these data as well as possible against unlawful uses.

What information does the Center maintain digitally?

- Contact data student;
- Personal data student (date of birth, place of birth, national registration number, photo, etc.);
- Relevant information regarding the entire educational career (results, obtained certificates, comparable info, etc.) is stored in the student monitoring system;
- Relevant care data (for the purpose of optimizing support and chances of success);
- Absences;
- Information that is relevant for determining fee category.

Where is this digital information kept?

To that end, the Center used the digital package "Informat".

Who has access to the data?

The contract with the software supplier of this package lays down that this information can only be accessed and used by the Center. The supplier guarantees the secure protection of your data and possesses the necessary security certificates (DAVINCI).

Within the Center, only employees with a valid login have access, only in accordance with their tasks.

How long is the information stored?

Personal data of any student and the student file documenting the entire education career has to be kept for at least 30 years (related to the ability to supply a copy of a certificate or diploma if the originals are lost).

Data used by the authorities to calculate which means will be or have been allocated to the Center must be stored for 15 years. Thereafter, they are deleted.

The other data have to be kept for 5 years, after which they are deleted.

Do you have any related questions, do you want to see your data, or do you want to be deleted from certain databases? Contact our contact person for GDPR (Leen Pirard: gdpr@cvosemper.be).

The Center does not use hidden cameras. There are cameras for the purpose of documenting burglaries: You will be filmed if you enter the Center outside regular opening hours.

It is prohibited to take photos or make sound or video recordings at the Center without the management's permission. It is not allowed to publish such recordings on the internet or store on data carriers without

permission from management either. Any violations will result in an immediate response toward victim(s) and perpetrator(s).

7 Assessment regulations

7.1 Assessment modalities

At the start of the module, your teacher will give you all the necessary information regarding how we operate and assess. You have to adhere to our guidelines regarding the practical organization of the evaluations. Per module, your result can be determined on the basis of the following different factors:

- Continuous assessment during the classes;
- Task, assignment and tests, depending on the module;
- An exam (possibly an interim assessment + final assessment);
- Portfolio and/or final assignment;

At the start of the module, your teacher will give you information regarding dates of assessments, the criteria for passing and weighting of grades.

The assessment criteria are always determined by the objectives of the educational plan.

For serious reasons (for example, a learning disorder, to be supported by an official certificate, or a physical limitation), you can request a deviation from the types of assessment that we have agreed upon. Management will make a decision in consultation with the student and the teacher.

You are obligated to take part in the assessment on the date previously agreed upon. If you are unable to attend for health reasons, report this to your teacher as soon as possible. After consultation between management and the teacher(s) in question, a second exam date may be approved. This is always a favor, never a right. If you do not show up for the second examination either, without notification, you will no longer be able to catch up on your assessment. For the assessment commission, a student who did not participate in the required assessments without justified reasons is the equal to a student who did not pass.

Eligibility

To be able to participate in the assessment, you have to be enrolled and have to have participated in the teaching activities of the program on a regular basis after you enrolled.

7.2 Announcement of the results

The teacher will inform you of the results during the post-exam discussion. You will be able to see your corrected submitted exam and discuss it with your teacher. However, the submitted exam cannot be photocopied nor photographed or taken home. It is an official document that must be stored at the Center. The results are expressed in percentages, without any further comments. For some modules, the results will only state “passed” or “not passed”.

If you are not able to attend the post-exam discussion, you can ask your teacher for your results. You can no longer view submitted exams from previous school years if you were not present during the post-exam discussion.

All (partial) certificates bear the official embossed stamp of the Center and the management’s signature (or its delegate’s). You too have to add your signature to the received (partial) certificate. Translations (French – English) can be requested within a period of 1 week after the post-exam discussion. They can be collected from the secretariat. Certificates, in whatever form, are never sent by postal mail. Certificates that have not been collected will be stored at the Center for up to 12 months after the end of the module. After that, you can always still ask for a duplicate.

7.3 Examination commission

Competencies

The examination commission confirms requests to deviate from the types of assessment previously agreed upon, confirms the examination results in their entirety and decides on possible sanctions in cases of fraud.

Composition and operation

The examination commission consists of the Chair of the Center's board, the Center's management, and the teacher in question, and any advisory members (a pedagogic coordinator, and at the invitation of management, a neutral/independent/objective teacher who is not directly involved, a confidential advisor of the student, etc.).

Excluded from the deliberations are members who are direct or indirect relatives of the student in question, up to and including the fourth degree.

During the deliberations, each member has only one vote. A valid vote is for, against or abstained. An abstained vote counts as a vote not cast. The decision is taken by ordinary majority. In the event of a tie, the Chair has the ruling vote.

The Chair calls up the voting members to ratify the examination result.

The Chair calls up the advisory members to participate in the examination commission at his or her own initiative or if one of the voting members requests this. After hearing the advisory members, there is another vote by the voting members. The advisory members are not present during voting.

The deliberations are secret. All members are bound to secrecy.

The results of the deliberations are reflected in minutes drawn up pursuant to the stipulations from the Department of Education. The minutes are signed by the Chair and at least one other member of the examination commission.

7.4 Procedure for disputes

If you suspect that there were irregularities during an assessment, immediately contact management (within 3 days after the assessment). After an investigation, management will decide autonomously whether the complaint is acceptable, and in that case, whether the assessment has to be repeated.

If you do not agree with the decision of the examination commission, report this to management immediately (within 3 days after the post-exam discussion). If it concerns an error, this will be rectified immediately.

If it concerns a genuine disagreement, a meeting between you and management will follow. This will result in one of the two following possibilities:

- The complaint is withdrawn: It was possible to convince you of the justification for the decision.
- The dispute continues: The Chair calls up the examination commission again and will inform you of its decision in writing.

If you are not able to accept the latter decision, you can demand that at least two members of the Center's board investigate the dispute. You have to inform the Center's board by registered or certified mail, within 5 days of the written notification of the decision of the examination commission.

The members of the Center's board can take all the necessary steps to arrive at a balanced decision. Employees of the Center can never be a member of this appeal commission. The decision of the appeal commission is binding for all parties and will be communicated in writing by certified or registered postal mail.

Contact: directie@cvosemper.be

7.5 **Complaints procedure**

- Your teacher is your first point of contact in the event of a problem.
- Did this conversation not resolve the issue? Then you can go to the Center's ombudsman: Joëlle Evenepoel - je@beci.be
- Students in TKO courses can also go to the care coordinator or the guidance counselor.
- As a third choice, you can make an appointment with management.
- Do you feel that the Center has not been able to resolve the problem? Then you can contact AHOVOKS – Afdeling Volwassenenonderwijs: ahovoks@vlaanderen.be or levenslangleren@vlaanderen.be or 02/533.98.32
- If all else fails, you can also consult the Flemish Ombuds Service: klachten@vlaamseombudsdienst.be

Addendum 1: Students with a VDAB contract



Regulations for VDAB students

TRANSPORT

- The school records your transport from and to the school. The VDAB pays for your transport.
- Bus 'De Lijn': You will receive season tickets.
- Car, STIB or train: You will receive €0.15 per kilometer.

What you have to do:

- You complete the information sheet during enrolment at the school.
- If you do not receive season tickets or have lost yours, you enquire at the secretariat of the school.

CHILDCARE

The VDAB refunds the costs of childcare for children up to the age of 12 during your Dutch classes (daycare, childcare before and after school). The VDAB only refunds the costs of care if you attend the classes.

What you have to do:

- You find a childcare facility recognized by Kind&Gezin, for your children.
Info: <https://www.kindengezin.be/>
- You complete the information sheet when you enrol at the school.
- You pay the invoice.
- You hand the invoice to the school and the VDAB will refund the expenses stated on the invoice.

INSURANCE

You are insured during the program as well as on your way to and from classes.

What you have to do in the event of an accident:

- You phone the school to inform the school about the accident;
- You complete the insurance forms and deliver them to the school;
- You pay any invoices. If the insurance accepts the accident, the expenses will be reimbursed.

ATTENDANCE

You are obligated to be present during each class. You have to be on time at the start of the class. You have to honor the break and stay in class until the end.

ABSENCE:

Always notify the school or teacher and provide certificates! Without certificate, your absence is unjustified!

Illness: You will need a doctor's certificate.

- Call the school or teacher and say that you are ill.
- Provide the school with the doctor's certificate within 48 hours.
- If you are in receipt of benefits, write 'Z' on your stamp card and you inform the insurance company.
- If you are ill for 1 day, call the school or teacher. The next day, you have to sign an affirmation in lieu of an oath at the school's secretariat. This is only possible only once per month.

Illness of your child: You are allowed to be absent for 1 day without a doctor's certificate to arrange childcare for your ill child.

- Call and inform the school.
- Sign an affirmation in lieu of an oath at the school's secretariat. This document can only be used once a month, not cumulatively, with an affirmation in lieu of an oath for 1 day of illness.
- If you are in receipt of benefits, write "V" on your stamp card.

You have a doctor's certificate in your name for looking after an ill child:

- Call and inform the school.
- Deliver the certificate to the school within 48 hours.
- If you are in receipt of benefits, write "V" on your stamp card.

You have a doctor's certificate in the name of your child. You wish to skip class so that you can look after your child:

- Call and inform the school.
- If you are in receipt of benefits, write "V" on your stamp card.

Job application or invitation for appointment at VDAB or RVA: Contact the employer, VDAB or RVA and ask for an appointment before or after class. You also arrange other appointments, for example to see the doctor or at the benefits office for before or after the class. If you are unable to arrange an appointment at a different time, do the following:

- Inform the school or teacher that you will not be there that day.
- Ask for evidence of your appointment and give it to the school.

Permanent employment: If you have signed a contract, you are allowed to discontinue the program.

- Inform the school or teacher that you will no longer be attending classes.
- Provide the VDAB with a copy of the contract.

Temporary employment: The VDAB asks you not to accept temporary contracts during the program. Temporary employment of longer than 1 month is allowed. Discuss your situation with the teacher or VDAB advisor.

Days off: You are not allowed to take any days off during the program, unless for urgent reasons (for example, illness of a child). Always notify the school and provide a certificate.

Short leaves: You have the right to be absent for family reasons: marriage, birth, death in the family, etc. Always notify the school and provide a certificate.

Religious (non-Christian) holidays: You are allowed to be absent on recognized holidays. Write "V" on your stamp card. Notify the school.

DOCUMENTS

Information sheet: You complete this when you enrol in the program. You fill in your personal data, your transport and child care. The school uses this document to ask the VDAB for permission to arrange the program, transport and childcare in your file.

Contract: You will sign two copies, namely one for the school and one for you.

C 91: You will receive this document from the school at the end of the program. You will have to deliver this to the syndicate.

PROGRAM COMPLETED

Your VDAB counselor will invite you to discuss what you can do after the Dutch-language program.

QUESTIONS? Contact your counselor at the VDAB: nt2wwilvoorde@vdab.be

Addendum 2: Students TKO

Specific stipulations TKO-AAV and vocational programs

At enrolment, each student in Second Chance Education (TKO) has to sign for having been informed of the rules and regulations and the addendum TKO with specific stipulations for TKO-AAV and vocational programs. You can also find both documents on our website.

Our regulations comprise the following sections:

1. Entry and exemptions policy;
2. Enrolment and contribution regulations;
3. Class attendance, stipulations and measures (rules of order);
4. How do we assess? (assessment regulations);
5. What if you are not satisfied? (complaints procedure);
6. Certificates and diplomas.

CVO SEMPER campus Meise-Jette Stationsstraat 35 1861 Wolvertem	02/892 24 00 meise-jette@cvosemper.be
CVO SEMPER campus Vilvoorde Lange Molensstraat 4 1800 Vilvoorde	02/253 84 24 vilvoorde@cvosemper.be

1. Entry and exemptions policy

1.1 Terms and Conditions

- You can start Second Chance Education (TKO-AAV) if you are **18 years old or older** (or will be 18 before the end of December if you enrol in September) and if you passed “eerste graad” secondary education (based on your school’s certificate).
- You can start Second Chance Education (TKO-Vocational program) if you are **16 years old or older** (or 15) and if you passed “eerste graad” secondary education (based on your school’s certificate).
- You command the **Dutch language** at the level of a native speaker/second language or have at least passed “richtgraad 2.4 Nederlands voor anderstaligen”.

The school will not refund the enrolment fee or costs of course materials/program, neither fully nor partially, if you wish to cancel your enrolment after the first day of classes or if you discontinue your studies.

1.2 Exemptions TKO

You can get exemptions for a number of components of the AAV program and of the vocational program.

This is possible in the following three ways:

- Through an exemption based on your most recent school report that is no more than 4 years old (AAV only);
- Through an exemption based on diplomas or (partial) certificates from a different CVO;
- Through an exemption examination which you carry out for certain subjects at our CVO.

You will receive more information about this during the intake or you can read it in the info brochure. During the intake, the guidance counselor will determine, together with you, which exemption exams you will take. You will be informed of possible dates on which these tests take place. You can only take such a test once and only on the predetermined date before the start of the module. No actual grades will be given, only the classification “passed” or “not passed”.

The final decision about granting or denying exemptions always rests with the manager.

2. Enrolment and contributions regulations

2.1. Enrolment

Bring the following items when you enrol:

- Identity card and/or residence permit for Belgium;

- Payment card;
- Document with program details;
- If applicable: Info for your exemptions file;
- If applicable: Info for your care file;
- If applicable: Certificate “tweede graad” secondary education;
- If applicable: Certificate “Richtgraad 2.4 van Nederlands voor anderstaligen”. (Exceptions are possible for certain vocational programs.)

2.2. Expenses

(See rules and regulations.)

Extramural activities within the framework of a class are integral components of the class. You are obligated to participate in them. The costs of these activities are extra and have to be paid in advance, with a maximum of €30 per semester.

You do not have to pay for modules for which you have an exemption. If you did pay, then the school will reimburse the fees of such module(s) into your account.

2.3. Fee exemption

(See rules and regulations.)

2.4. Educational vouchers

(See rules and regulations.)

2.5. Paid educational leave or Flemish training leave

(See rules and regulations.)

3. Class attendance, stipulations and measures (administrative measures)

3.1. Attendance

You will **always attend** classes.

Your presence is required to be able to pass this module as we apply continuous assessment (see 4.1).

a) When are you “in attendance”?

(See rules and regulations.)

b) When are you “justifiably absent”?

- If you have notified your teacher or the secretariat in advance. You can do that by e-mail, by telephone, or in person.
- **AND** if you provide the secretariat with an **official certificate** for your absence.

You will request such an official certificate, depending on the nature of your absence, from your employer, the doctor who is treating you, the administrative agency in question, etc.

Important: If you are justifiably absent, you can catch up on planned or unplanned tests or assignments, in consultation with the teacher.

c) When are you “absent without justification”?

- If you have not provided advance notification.
- **AND** if you have not provided your teacher or the secretariat with an **official certificate** during the next class.

Important: If you are absent without justification, you will not be able to catch up on planned or unplanned tests or assignments. You will receive a grade of 0 for these tasks.

d) Child benefits:

Each student who is entitled to child benefits will be notified if the inspector/manager strikes him or her off owing to lack of attendance. The child benefit agency will be informed of this as well.

3.2. Measures in the event of non-compliance with stipulations in the Center’s rules and regulations

If you do not comply with the stipulations, you will be asked to meet with your guidance counselor/care coordinator (Step 1).

He, she or they will draw up a report, which you will read, approve and sign. This report will contain clear stipulations that you will have to follow.

Depending on the nature of the non-compliance, the first meeting can include the drawing up a behavioral and/or guidance contract (Step 2). This contract describes clearly what the

consequences will be if you do not comply with the new stipulations either. The student has to sign this contract.

In the event of serious violations, management can skip steps 1 and 2 and opt for immediate suspension (Step 3).

3.3. Safety and wellbeing

(See rules and regulations.)

You can always contact your guidance counselor and the care coordinators and ask for a meeting as well as for support and guidance to the end of optimizing your chances of passing at our Center.

4. How do we carry out assessment? (assessment regulations)

4.1. Assessment modalities

(See also rules and regulations.)

Your teacher will give you all the necessary information on how and what we assess.

Assignments can be part of the assessment for a module, but also for assignments associated with extramural activities. You will hand in your assignments on time and in the manner that was agreed upon with your teacher (for example uploading it to the digital education platform, handing it in at the secretariat, or sending it by e-mail).

It is not allowed to cheat during assessments or tests.

You have to carry out your assignments in person and will not copy them from another student or from the internet. If you do this anyway, your grade for this assignment will be a 0.

A flexible individual program for medical reasons may be possible after consultation with the guidance counselor.

The possibility of a taking a test a second time can be discussed in the class council and must take place within one and a half month after the end of the module.

4.2. Admission criteria

(See rules and regulations.)

4.3. Official announcement of the results

(See rules and regulations.)

4.4. Advisory and guiding class council

The Center organizes class councils with an advisory and guiding role. The management or a team coordinator chairs the meetings. Each semester, this guiding class council will meet twice to discuss the students' progress and results.

The advisory and guiding class council can also formulate recommendations regarding the following:

- Study and working method;
- Following a different program;
- Starting the three-step procedure for order and discipline.

On the basis of a student's progress, the class council can issue a notification to the student. In such a notification, the class council can state that it will not deliberate until a change has been observed in study attitude, attendance, etc.

4.5. Deliberating class council - Deliberations

This class council serves as assessment commission in order to decide on the final performance review for each module. It consists of a member of management (who is also Chair), possibly a coordinator and one or more teachers who are involved in the module/program. The member of management chairs the class council. The decisions are taken by the full council. Each member has one vote. The member of management appoints a Secretary.

The member of management can add external, non-voting members to each class council, for example the members of the care team.

Deliberation takes place for each module. All voting members have to attend the deliberation. The class council makes the decision unanimously. If there is no unanimity, the Chair calls for votes. In the event of a tie during deliberation, the Chair has the ruling vote.

The deliberations of the class council are secret. Participants in these meetings are not allowed to reveal information about the deliberation and the voting.

Possible decisions are 'passed' or 'not passed'. We will inform you of the results after the deliberation. You can collect the (temporary) certificate within 2 months after the end of classes. You must pass for all modules for which you did not have an exemption, in order to obtain a certificate and/or diploma.

The Secretary draws up a report of the deliberation meeting, the minutes (called "proces-verbaal" or PV).

The minutes will contain the following elements:

- The composition of the council and the names of those present during the deliberation;
- The assessment results of each student;
- The decisions taken concerning passing or not passing;
- The motivation for deliberation;
- The final decision of the deliberation.

The attending members all sign the minutes.

4.6. Complaints procedure regarding assessment

Do you have, during or immediately after an assessment component, the impression that irregularities occurred (for example, questions were asked that did not pertain to the subject matter, or did you feel you were being treated inappropriately, etc)?

Then you can file a complaint with management within one working day after the time of assessment, by way of a letter, which you will have the secretariat sign for (as received). Management will investigate and decide autonomously whether a second assessment should take place. This procedure has to be completed within 3 working days after the complaint is filed.

4.7. Procedure for complaints after deliberation

The decision of the class council is always the result of a well-considered judgment in your interest. In exceptional cases, a dispute may arise, for example if you have any doubts or if a mistake was made.

In that case, we will use the following procedure:

You can ask for a meeting with management within 5 days after the results were announced. During this meeting, you explain your concerns. From the manager, you will receive a written report about the investigation within 3 working days.

The conclusion of the investigation can be one of the following:

- Management observes that it concerns material mistakes and rectifies them.
- Management considers the elements you put forward not serious enough to call up the assessment commission for a new meeting.
- Management calls up the assessment commission, which reconsiders the decision.

If you still disagree, you can lodge a written appeal with the Chair of the Board of Directors. You do this within 5 days after receipt of the manager's report. An appeal commission, composed of at least three members of the Organizing Authority, will investigate your complaint thoroughly. On the basis of that, the appeal commission then decides whether the assessment commission has to meet again. If this is the case, the assessment commission will make a final decision. You will be informed of this decision and its motivation by registered or certified letter. The entire procedure has to be concluded within 2 months after lodging of the written appeal.

⇒ **Contact data**

Secretariat:

CVO Vilvoorde, Lange Molensstraat 4, 1800 Vilvoorde

Phone: 02 253 84 24

E-mail: vilvoorde@cvosemper.be

Responsible member of management: anke.wolfs@cvosemper.be

Secretariaat Meise-Jette

Stationsstraat 35, 1861 Wolvertem

Phone: 02 892 24 00

E-mail: meise-jette@cvosemper.be

Responsible member of management: ria.cauchie@cvosemper.be

Chair Organizing Authority :

Guido Vissers, VTI, Louizalaan 500, 1050 Brussels

Phone: 02 643 78 29

5. What if you are not satisfied? (complaints procedure)

(See rules and regulations.)

6. Certificates and diplomas

If you have passed all modules of the program Supplementary General Education (AAV) or of the vocational program, you will receive a certificate or a diploma.

You will be informed about when you can collect your certificate or diploma. You can collect the diploma or certificate upon the official announcement of the graduates. As you will have to sign for receipt, certificates and diplomas are never sent by postal mail.

You follow two programs: The program Supplementary General Education (AAV) and the vocational program. You will receive certificates for each program. Together, the two certificates entitle you to a diploma for secondary education.

You bear the responsibility for submitting your (partial) certificates; they have to be provided to the secretariat no later than 20 days in advance.

The diploma is equivalent to the TSO or BSO diploma for compulsory secondary education.