



## INFORMATION BOOKLET INTEGRATION

### WELCOME



### Welcome to Mondo Taalbureau Ltd

You have just received your quotation. We would like to give you the right information and therefore you have been given this booklet. We are a well-organized language agency. We have had Blik op Werk certification since 2007. We work according to Blik op Werk and DUO guidelines. We think it is important you are able to work in a warm, friendly atmosphere.

At Mondo we want you to learn Dutch in a good and fast way. The teachers are all certified. They often speak English or French.

You can choose group lessons, duo-lessons = lessons for two people, or private lessons. We expect a lot from you: In addition to classroom-based lessons, you will have to study for at least four hours a day at home. If you find that difficult, you can always stay behind and study at Mondo.

Expertise: Our teachers are highly qualified and know exactly what you need to be taught. Sometimes it's all a little different from what you might expect. You may sometimes have doubts about whether things are going well. If that's the case, please make an appointment with your teacher or the management. You are always welcome to do this.



Your loan:

Your loan:

You can get a loan from the Dutch state in 2 ways for your integration program:

1: As an asylum migrant or refugee, you receive a loan of 10,000 euros and you can manage that money. If you pass within the specified time, you will receive the loan as a gift. If you fail within time, you will eventually have to repay the money.

2: If you are not an asylum migrant or refugee but are obliged to integrate, you can also apply for a loan. The income of you and / or your partner then determines the amount of the loan. And you must repay the loan after the integration process has ended. You can decide how you use the money. You can also transfer to another school. But that is when you move. Suppose you start in Vlissingen, but you are moving to Utrecht, then you can transfer to another school. That is quite easy. There is one month's notice. We will make the invoice and you will receive proof of course participation.

#### Insight into your language course:

During the entire process we can show you exactly how much money you have used and how much money is left for you to use. We use an overview in Excel for this. You can receive an overview on request. We support you through the entire course and help you with your education.

#### Grammar:

Knowing the correct Dutch grammar is not essential for your integration into Dutch society. Being able to communicate is much more important. For integration it is not important that you know the correct grammar, but it is much more important that you can communicate well. Grammar only becomes more important if you go on to Higher Education including university. The grammar on our course is mostly “embedded” in the lesson content. It’s hidden. Do not assume the school is bad because you do not get an explicit grammar lesson – the teachers will, of course, provide you with grammatical knowledge.

Agreements about the lessons:

At Mondo we have agreements which all students and teachers must adhere to.

Speaking your own language: We do not mind if you speak to each other in class. You can explain things to each other in your own language. But we would prefer you not talk about things other than the lesson in your own language. When the teacher explains something ... please listen. You cannot talk and listen at the same time.

Presence and Absence:



Please attend all classes. You should arrive on time and stay for the full lesson. So: Whether you are in a group or are having private lessons, we expect you to always come to class. Appointments with the doctor, dentist, refugee support work or the council must be arranged at another time. You may only miss the lessons for the compulsory Participation course. If you really cannot attend (for example, you are ill) you should always call your teacher and tell them you are not coming to class. You should do this on the day of the lesson between 8:00am and 9:00am and not 5 minutes before the start of the lesson. Of course you can encounter problems on your way to class. In that case, call your teacher. If you are absent from the lesson, the lesson must still be paid for.

It goes for all our classes that the teacher will consult with you to make appointments and these are therefore fixed. You cannot just change them.

### Illness and absence:

If you are really ill and you are absent for longer; for instance during a hospital admission, then we freeze the lessons and you do not have to pay during your absence.

### Pregnancy:



Pregnancy is not a disease in the Netherlands. This means you should come to school. Someone who is pregnant is allowed to do everything and may even continue to work and exercise until the 7th month. You get a total of 4 months off. Please discuss with the teacher how many weeks before your due date you will stop attending and when you will return.

In summary, your total entitlement is 4 months off, which is the same as it is for Dutch women. DUO gives you 3 months' integration time per baby. You must apply by letter and this is only possible 6 months in advance.

### The break:



We provide you with coffee, tea and often a little treat and we would like you to help with washing dishes and keeping the kitchen tidy. So please wash your cups or tea glasses and clean and put them away. No drinks or food may be taken in the study rooms / language laboratory.

Smoking is only allowed outside. We ask you to throw the cigarette butts in the special bins or cups.

### Our library:

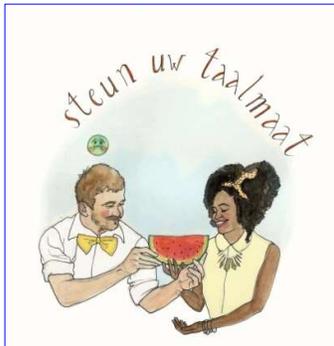


Reading is very important for your knowledge of the Netherlands and it is also important for you to practice Dutch. We have a library with many books you can read. You may take these books home. Write your name on the list + the date you are taking them out and date of return.

### Taalhuis:

We take part in the Taalhuis Walcheren: You can attend additional language activities in the libraries of Vlissingen, Middelburg or Goes. They organize homework support, language cafés and sing-along afternoons. Go along. It's a lot of fun!

### Language buddy:



We think it is important you learn Dutch and that you can start work in the Netherlands after our lessons. That is why we try to find you an extra language coach / language buddy and we try to arrange a language internship for you. We work together with Vluchtelingenwerk and they organize a VIP training (= how to apply for jobs in the Netherlands) and they try to get you to a job for 6 months via the Kansbaan program.

### Request exams:

We ask you to work with us. That means first consult your teacher and only then apply for exams. Your teacher can advise you if you already know enough Dutch to be able to pass the exam. It makes no sense to take a gamble on passing the exam.

If you apply for the exams yourself, make sure we get proof of it. We also need all the evidence of your application for our administration.

Always take a picture of any evidence and send it to us by e-mail.

### 600 hours:

The number of teaching hours, linked to a teacher, is listed in your contract. In addition to these hours, you are required to study at our language laboratory for a substantial number of hours. By doing this you gain many extra hours, allowing you to reach the minimum requirement of 600 hours. In addition to these hours, you are also entitled to free extra conversation lessons, math's lessons and homework lessons. These lessons also count towards the 600 hours.

### Request for extension or exemption:

Sometimes, your circumstances may make it is too difficult to learn Dutch and we will help you as much as possible with requests for an extension or exemption at 600 hours. However, you must have done everything you can to try to learn Dutch.

### Complaints:

Do you have a complaint? Then please first discuss this with your teacher. If you want to



practice something else or work in a different way, you can simply discuss this with your teacher.

If the matter is still not resolved, you can request a meeting with Mondo. We do everything we can to organize everything as well as possible. Discuss your complaints with the people who can resolve them. Please do not complain behind our backs. If we don't get to hear about it, then we can't solve it.

### Complaints committee:

If you have a complaint that you believe we have not dealt with properly, then you can file an official complaint with our complaints committee. To do so you must write a letter to our complaints committee, who will then investigate the complaint and you will receive an answer.

### Complaints line at Blik op Werk:

If your complaint has still not been resolved properly, you can then submit a complaint to Blik Op Werk. Tel: 030-3030645. There are people who speak Arabic or Tigrinya. They will be able to help you further. You can also submit the complaint via e-mail [klachten@ikwilinburgeren.nl](mailto:klachten@ikwilinburgeren.nl)

Our teachers are highly qualified, they know exactly what to do. You can really count on us. However, learning a language takes time, effort and patience. So, if you start grumbling after two lessons that you are not satisfied, we think that's a bit too soon. It means you expect too much from us and yourself. Allow yourself some time.

We do expect you to do a lot of self-study, for at least four hours a day. So do make a schedule. If you struggle, we're here to help you make one.

We aim for this booklet to be as informative as possible.

We are pleased you have chosen Mondo.

We wish you a nice time at Mondo.

Above all, make sure you really enjoy your time with us.

TOGETHER WE MAKE IT BEAUTIFUL !!!!!

Monique and Eline, Vlissingen, May 2020

Mondo taalbureau B.V. | Tel: 0118 \_ 472798 | Mobile phone: 06 \_ 44970105

Postal address: Offenbachlaan 30 \_ 4384 ME Vlissingen.

Lesson locations:        Glacisstraat 42 \_ 4381 RK Vlissingen

                                  Evertsenstraat 15 \_ 4461 XN Goes.

email: [mondo@zeelandnet.nl](mailto:mondo@zeelandnet.nl) | website: [www.mondo-taal.nl](http://www.mondo-taal.nl)

Chamber of Commerce (KvK) registration number: 66021073 VAT: NL 856360806B01