



Terms and conditions Lest Best

On all our services the terms and conditions and the code of conduct of the NRTO apply.

Process description, rules and other conditions

Lest Best is a private language school for highly educated non-native speakers who want to learn Dutch at a rapid pace.

In this document we describe our terms and conditions and the process from registration to deregistration from our courses. This document will be handed out during the information and placement meeting (English translation or Dutch), is linked to the course contract with a hyperlink, is available online on our website and will be sent on request. In this way, every participant in one of our courses can become acquainted with its content. All our courses and proprietary course materials are copyrighted by Lest Best.

Registration

Registration is only possible by filling in the online registration form on our website, not by e-mail, telephone or by visiting our office. Online registration does not oblige you to participate in a course and does not guarantee that the applicant can actually start.

Admission Requirements

Due to the pace and nature of our courses, experience in learning a foreign language is a prerequisite for enrolment. In practice, this is usually English, but it can also be another foreign language, such as Spanish.

Furthermore, we expect from the participant sufficient effort and motivation and respect for common norms and values in the Netherlands.

Information and placement meeting (including tests)

After registration, the applicant will receive an automatic confirmation, followed by an online questionnaire. If this has been completed in full and returned, the applicant will receive an invitation for an information and placement meeting. If it appears from the form that the applicant does not meet the conditions, we will contact you by telephone or send a message. It is also possible that the applicant is first invited for a written assignment in English. Participation in this placement meeting of approximately one and a half hours is mandatory. During this meeting

we provide information about our course offerings and teaching materials. There is also a short individual conversation with everyone, and everyone takes a level test. The test can consist of a writing assignment, a grammar test and a short conversation.

Start dates, placement and waiting list

Lest Best uses fixed starting options for students. Every year 7 intensive courses and 4 semi-intensive courses start. 4 Evening and online courses will also start. The start dates for the coming year can be found on our website: <https://lestbest.nl/nl/startdata/>

These are fixed start dates. It is not possible to enrol in the interim. You can only start at the beginning of a course. This is because Lest Best works with fixed course groups and permanent teachers and because the pace of the course is very high. In general, participants cannot miss more than three lessons of a course to achieve the final level.

Everyone who takes a course at Lest Best automatically has priority for a place in the next course. As soon as you take classes, you can assume that you can continue with the next course. New students can generally also start immediately when it comes to the beginners' course: A1 level. As soon as a student wants and is able to start at a higher level, the new student will be placed on a provisional list of participants. It then depends on the students of Lest Best whether there is a place available in the course for the new student. In general, this is the case, but it is possible that new students have to wait a course period before they can start. As soon as a new student has started, they also receive priority for a place in the follow-up course.

We place new students in the following order:

1. Existing students who transfer or immediately repeat the course.
2. New students based on the date of registration.

These participants will receive an invitation to the first lesson of the course no later than 4 working days before the start. Those who cannot be placed will receive a message asking if they want to remain on the waiting list.

Students who proceed directly to the next course within the same course type will also hear from the teacher when the course starts and on which part of the day.

Course planning and class schedule

Each course period (6 to 9 weeks) the timetable can change. We try to keep the class schedule

for the students as similar as possible, but the time or days on which the course is given may alter. We depend on the availability of teachers and classrooms and the number of participants who want to follow the course.

To register

Students who are already taking lessons at Lest Best and want to register for the follow-up course, indicate this to the teacher during the final interview of the course. The student will then receive a course agreement for the next course by e-mail. The student has priority over new students who also want to participate in the course for a certain time, usually 2 working days. After this, the priority will expire and new students will be placed in the course.

If a student does not want to participate in the next course, the student can also inform the teacher during the final interview. In that case, the student will not receive a new course agreement and the student will be registered for the satisfaction survey conducted by Panteia (if permission has been given).

Teaching materials

In principle, Lest Best purchases teaching materials for all participants. The costs thereof will be charged on the invoice. It is also possible to order certain dictionaries during the intake. The costs for the teaching materials are specified in the education agreement.

From the A2-B1 course, the Van Dale NT2 pocket dictionary is mandatory for integrators. A paper and digital version is available. Both can be ordered.

Rules

Various rules apply within the school that aim to ensure that education runs smoothly for everyone. Failure to follow the rules may result in a participant being banned from further participation. The main rules are:

1. Within the classrooms, only Dutch or English is spoken by both teachers and students.
2. The participants are on time.
3. Use of mobile telephones in class is not allowed, except in the case of seriously ill relations or if this is necessary for a teaching assignment.
4. Smoking is prohibited everywhere inside and outside Lest Best, including on the terrace.

Progress

All our courses have clear learning objectives. We measure progress using tests and speaking and writing assignments. The results of this are shared with the student and properly registered. The results are also processed on the certificate or proof of participation. Lest Best is not liable if the intended results are not achieved.

Halfway through the course, the teacher discusses the progress with the participants in a personal meeting.

The following criteria apply in order to participate in a follow-up course:

- Speaking and writing skills are both at least sufficient (with the exception of writing at A1) and the command of vocabulary, grammar, reading and listening skills are no obstacle to a follow-up course.
- The student's learning style is in line with the Lest Best course programme.
- Extra from A2-Bi to B1.1: the participant's basic listening and speaking skills are adequate.
- Extra from B1.2 or B2.2 to an exam training: Vocabulary and reading and listening skills are sufficient to be able to participate in an exam training.
- Extra to B2.1: The learning attitude, study plans, commitment and study skills justify the choice for a trajectory to B2 level with the aim of the state examination programme II.

In the event of insufficient effort and motivation or in the event of stagnation, the participant is advised to choose another school.

Due to language development, we prefer that students follow the A1 and A2 course consecutively. The same applies to courses B1.1 and B1.2 for B1 level and B2.1 and B2.2 for B2 level.

Presence and drop-out

The attendance of all lessons is registered by means of the initials of the participants and the teacher. In the case of an online course, the teacher takes screenshots of attendance at the beginning and end of each lesson.

There is an attendance requirement of 80%. If a student is unable to attend, he or she sends an email to the teacher before class. Participants who are absent without notice will receive a call as soon as possible to contact the teacher or the administration.

The attendance is stated on the certificate or proof of participation.

Lessons cancelled due to illness of the teacher are always made up; that is usually at the end of the course.

Certificate or proof of participation

All participants will receive a certificate or proof of participation at the end of the course and depending on the results. This course report is added to the Learning Management System (LMS) where the student can download it. This course report is added to the Learning Management System (LMS) where the student can download it.

Catch-up opportunities

Approximately one week after the interim assessments, participants are given the opportunity to make up any missed interim tests and writing assignments.

Later missed writing assignments, as well as missed speaking, reading, and listening tasks, can only be made up if the teachers consider them necessary in order to accurately assess the participant's language level.

The final test of a course can only be retaken if the participant has achieved at least a satisfactory score on the other components and therefore still has a chance of passing the course.

Transfer

At the end of a course, a student can, after consultation and with the teacher's consent, switch from one type of course to another. To this end, the student sends an email to office@lestbest.nl. The date of this email determines the placement. So the sooner the student announces that he or she wants to switch, the greater the chance of this.

Unsubscribe

The civic integration programme or training programme at Lest Best ends when:

- the participant has completed the civic integration or training programme,
- the participant does not proceed.

Customer Satisfaction survey

At the end of the process at Lest Best, the registration for the customer satisfaction survey conducted by Panteia follows.

At the end of each course, each student will receive an invitation from Lest Best to complete an evaluation form used by Lest Best for internal quality purposes.

Contract

The course agreement will be explained during the information meeting, of which all attendees will receive a sample. After the intake, the students who want to register will receive an email with a link to the digital course agreement. This agreement contains all necessary information regarding the course and the students. An English version of the model agreement is also attached to this agreement.

Students who want to continue with the next course after completing a course will again receive a link to a digital course agreement. A new agreement is therefore concluded for each course, stating, among other things, the start and end date and the costs. A copy of each agreement is kept in the student file. This file is accessible to every student. In the LMS, go to My profile > Attachments.

Cost and payment

During the placement and information meeting, the participants receive information about the costs (course/learning materials).

Self-payers will receive the bill in the first week of the course. This must be paid within fourteen days of the invoice date. If a participant or the paying agency does not meet the payment obligation, this may lead to exclusion from further participation in the classes.

Students with a DUO loan will receive an invoice after the course. It is not allowed to pay a course in advance with a DUO loan. **PLEASE NOTE:** the payment obligation lies with the student and not with DUO.

The student remains responsible at all times for the full and timely payment of the course costs.

The following is important here:

1. Make sure you have applied for the loan from DUO before the start of the course.
2. You cannot pay any costs from the DUO loan that were incurred before the date on which the integration obligation commenced.
3. It is not allowed to pay for travel expenses or a laptop with funds from the DUO loan.
4. As soon as all the civic integration exams have been passed, the loan closes with DUO and you can no longer pay new costs from the DUO loan. Only old, still outstanding bills can then still be paid.
5. The invoice is submitted digitally to DUO. You can pay (release) the invoices by logging in with

DigiD. Then find the invoice and first click on accept and then on agree.

Discount scheme

Every student is eligible for the Lest Best discount scheme. The discount scheme provides a reduction of €50–€150 on the fee for each regular follow-up course: €50 from the second course, €100 from the third, and €150 from the fourth course onward. The discount is only valid for consecutive courses: the discount remains valid until you (temporarily) stop learning at Lest Best.

These costs do not include course material and books (varies per course, also for online courses). The discount does not apply to the cost of books and teaching materials. The discount is also not valid on the following courses: Exam Training I, Exam Training II, B2+, ONA, Medical Dutch, Dutch in Practice, and individual courses.

Cancel and reflection time

Statutory cooling-off period: After the student has signed the agreement, the student is entitled to the legal cooling-off period of 14 calendar days on the basis of European Directive 97/7/EC. Within this cooling-off period, the student can cancel the agreement free of charge and without giving any reason. Cancellation can be done in writing or by telephone and will be confirmed in writing by Lest Best to the student.

In the event of cancellation and termination after the cooling-off period, the following cancellation policy applies. The student must pay:

- Cancel up to 2 months before the start:
10% of the total costs less study material that has not yet been received.
- Cancel between 2 months and 1 month before the start:
20% of the total costs less study material that has not yet been received.
- Cancel between 1 month and 2 weeks before the start:
30% of the total costs less study material that has not yet been received.
- Cancel less than 2 weeks before the start:
50% of the total costs less study material that has not yet been received.

Exception to the cooling-off period: There is no right to a cooling-off period under European Directive 97/7/EC if the course has been started by the training institute with the student's consent, before the period of 14 days has expired. The student automatically agrees to this if the start date stated in the contract falls within this cooling-off period. Follow-up contracts always fall within the cooling-off period, as there is a maximum of one week between two courses. The agreement can no longer be cancelled free of charge from the day on which the course starts. If the student wishes to terminate the agreement after the start of the course or after the cooling-off period has expired, the following termination conditions apply.

Interim termination

Once the course has started, the agreement cannot be cancelled. The course lasts a minimum of 6 and a maximum of 9 weeks. At the end of each course, the student can stop learning at Lest Best without notice and at no cost. If, despite the short course duration, the student still wishes to terminate the course early, this is also possible. We use the guidelines drawn up by the NRTO for early termination. According to the NRTO, the student may cancel and terminate a fixed-term contract at any time. The student then pays a reasonable fee for the work already performed, including the start-up costs.

In the event of premature termination, the student pays 50% (as start-up costs) of the agreed price minus study material not yet received plus the costs of the education already followed, regardless of whether the student was present at this meeting(s). The total costs do not exceed the agreed price.

The start-up costs consist of:

The costs that a trainer has incurred in advance for the implementation of the study agreement. A trainer always incurs start-up costs for you. These costs are: administration costs, IT costs, marketing costs, personnel costs; rent training location; sending and following up on the documents to be sent in or supplied by the student, including the education agreement; conducting an intake test and conducting an intake interview; planning and compiling the group divisions, class schedules and recruitment and planning of the teachers; specific information/information provision; distributing information material; administrative processing of the registration; setting up student file; setting up and setting up the student account in the online learning environment; the preparations for and implementation of the possible introduction; related expenses such as postage, online license fees, costs for intake tests,

information material, etc.)

Liability

Lest Best does not accept any liability for damage, except for damage caused by intent or gross negligence on the part of Lest Best.

Complaints

We try to resolve complaints in consultation as much as possible. If there is still a difference of opinion, the participant can file an official complaint. See our complaints procedure for this.

Privacy protection

We adhere to the legal regulations in the field of privacy in our administration. See our privacy policy.