

1. GENERAL REQUIREMENTS

In all cases, a student must meet the following requirements before choosing the program prior to registering for a course. Please find below the detailed table of the requirements of each course offered by ETC:

COURSES	AGE RANGE	CLASS SIZE	LEVEL
Regular & Special (semi-intensive/intensive program)	Min. 15 years old or 10th grade students of SMA	8 - 17 students	Basic to Expert level
Program ABC Dutch ("Basic Civic integration abroad examination preparation")	Min. 20 years old	4 - 8 students	Phase A & B
Children program	8 - 14 years old	4 - 10 students	Level A & B
Tailor- made (private)	Customized according to student requirements & teacher availability		

NOTE :

- A full ETC-course year is divided in 3 semesters (January-April, May-August and September-December);
- Total contact hours will vary between 30-60 hours, please check for details in published course schedules before the start for each semester.

2. ENROLLMENT PROCEDURE

- Log into: www.erasustrainingcentre.com;
- Click "register now" and go to overview of Dutch language & courses then click "register here";
- Pick your course level and fill out the data as a new student or returning student;
- Follow the payment steps & instructions on website;
- After completing all steps, you will receive an E-receipt from our admission team as a proof you have been registered .

3. COURSE ADMISSION

- Automatically admission to BASIC 1 course with no or very limited knowledge of the Dutch language;
- PLACEMENT TESTS to determine the appropriate course level of students are required for:
 - Ex-ETC students with a pause of min. 2 semesters.
 - Students who have had previous experiences with learning Dutch outside the ETC.

NOTE : Placement tests are conducted on every Wednesday at 10 am and 2 pm and on Saturday at 10 am & 1 pm throughout the course year on appointment only at the ETC centre. The placement tests will be charged a IDR 125,000 fee.

- BRIDGE CLASSES could be an option for students, resulting from the outcome of the placement test, to refresh their knowledge & competencies (5 hours in total) to enrol into the next course level. It will be eligible for all levels, based on the binding advice of the ETC educational department.

NOTE: Bridge classes will be opened 2 weeks before every new semester have a total cost of IDR 1.000.000 (incl. the placement test fee).

- Based on availability, the students are allowed to change their initial choice of course days to other available course days of the same level, before the courses have started;
- Students are not allowed to transfer classes in an on-going course without permission from our educational department;
- All course taught by qualified & certified Bahasa Indonesia and Dutch language teachers & educators who can facilitate, lead, organise, plan, assess and manage students of different ages and capabilities.

4. PRICES & TERMS OF PAYMENT

- All course fees are subject to change without notice at anytime. All prices stated in IDR and are inclusive of registration, development, book and course fees;
- All fees due must be paid prior to the start date in a full payment either in cash (pay Debit on EDC machine) at ETC's registered office or by bank transfer to ETC's bank account:

a.n. Yayasan Bahasa dan Edukasi
Belanda Erasmus
BCA Bank - Kuningan (Menara Karya) branch
Account number: 2177 200 111
SWIFT/BIC code: CENAIJJA

- All bank charges related to the payment of the course fee shall be borne by the students;
- ETC shall provide invoices/receipt to students representing a legal entity, any student enrolling on a personal title shall receive a payment receipt upon confirmed payment;
- The student's inability to attend a class (or entire course) is at risk of the student and ETC shall have no obligation to refund any (part of) course fees.

5. CANCELLATION

- The participants may cancel before the start of the course by email statement to info@erasustrainingcentre.com with subject: NAME & LEVEL/CLASS. An administration fee of IDR 150.000 will be charged to cover the cost of cancellation by ETC; In case of cancellation during the first week of the course. ETC will withhold 50% of the total course fee. By returning both the textbook (in satisfactory condition) as well as the ETC student ID-card, so ETC can process the cancellation fee via bank transfer;
- In case of the cancellation on the second week of the courses have start, ETC will not refund the course fee;
- ETC reserves the right to cancel any scheduled course up to 24 hours prior to the scheduled start of such course in case the number of enrolled participants for such course falls below the threshold of the course. In such case, ETC shall give the participants the opportunity to select either a full refund or to enroll in another course. ETC maintains the following thresholds:
 - SEMI-INTENSIVE/INTENSIVE courses & EXPERT classes will be opened with min. 5 participants PER class, below 9 participants the total contact hours will be reduced from 60 to 50 hours.;
- Refunds are wire transferred from the ETC bank account within 5-14 workdays of receipt of communication and/or proof.

6. RESPONSIBILITIES OF PARTICIPANTS

- ETC text books are under copy right, so when a book is lost during studying period, students are urged to rent a textbook from ETC's admission-desk. The deposit amounts IDR 500.000, and will be refunded when textbooks are returned in satisfactory and clean

conditions (on this case, it only applied for Help 1 text book).;

- Students aren't allowed to eat during class, but can drink water;
- All participants are expected to dress appropriate for the ETC-course environment.

7. COMMUNICATION, CONFIDENTIALITY & SERVICE LEVEL

- ETC shall respond to all communication received either by post, e-mail, phone or Whatsapp which requires a response within 5 workdays from receipt of such communication;
- ETC shall only use the students personal information solely for the following purposes: (i) to carry out its obligations under the agreement (ii) commercial offerings from ETC (not from any other third party) and (iii) any other communications from ETC relevant for students;
- ETC shall never communicate information shared by the student during the course (GROUP and/or PRIVATE) with any third party.


8. MISCELLANEOUS

- ETC may take photos and videos of the participants for inclusion in promotional material (brochures, websites, catalogs, etc) unless the participants has explicitly communicated an objection to this upon enrollment;
- ETC, or its licensors own all intellectual property in any work published either on its website, hard copy hand-outs and digital works shown or provided to the students. The students shall not be allowed, without the prior written consent of ETC to copy, distribute, or use the materials in any other way as strictly necessary for succesful completion of the course.

This terms and conditions has been approved and authorized by ETC Management.

Jakarta, 12th December 2018


Fons van Oosterhout
ETC Director


Horrensia L. Farengkuan
Educational Coordinator