

Atlas civic integration contract rules and regulations

Important principles at Atlas

- a service that treats all integrators equally
- respect and courtesy
- no aggression

Registration of your details

- Atlas will register your details in a personal file. The registration is needed for your civic integration programme. Atlas will respect your privacy.
- Atlas will ask for and provide information about your civic integration programme to the relevant organisations. Atlas will never pass on personal information.
- Are you not starting a course? Or are you absent too often?
Then your programme counsellor will pass this information on to the Sociale Dienstverlening (OCMW) or VDAB.

Online lessons and services

Atlas feels digital competencies are important. Part of the lessons and services are online.

- Atlas will test your digital skills at the start of your programme. If you're not able to take online classes or struggle to work online, you can practise and learn via Atlas.
- You will be asked to provide a computer, laptop or tablet for the social orientation (MO) course. If you don't have a computer, tablet or laptop, you can borrow one from Atlas for the MO course. A staff member will give you information.

The civic integration programme

Are you obliged to follow the civic integration programme?

Then specific agreements apply:

- If you cannot take part in a course or need to change course, then you need an official reason. Contact your programme counsellor for more information.
- In certain circumstances, sanctions apply:
 - You failed to start the social orientation course and/or the Dutch lessons.
 - You are absent too often from the social orientation course and/or the Dutch lessons.
 - You have an appointment for a test and you don't attend.
 - You don't work and you didn't register with VDAB.
 - You don't work nor do you study, and you don't follow the 40-hour participation programme.
 - Your programme counsellor contacts you and you fail to respond.
 - You refuse to pay.

Are you not obliged to follow the civic integration programme?

Then specific agreements apply:

- Atlas will stop your programme in the following circumstances:
 - You decide for yourself to stop the civic integration programme.
 - You failed to start the social orientation course or Dutch lessons twice.
 - You didn't attend the social orientation course or Dutch lessons for 6 months.
- Do you want to sign a civic integration programme again at a later stage? This is possible.
Note: You may have to pay for the social orientation (MO) and Dutch language course.

Visiting Atlas. What to do?

- Make an appointment with your programme counsellor or with one of the departments within Atlas.
- Always go to reception first. Don't go directly to your programme counsellor.
- Wait patiently in the waiting area. You will see on the screen in the waiting room when it is your turn.
Please note: sometimes it is very busy at Atlas, in which case you might have to wait a bit longer.

What does Atlas expect from you?

- You must arrive on time to your appointment, lesson or test.
- If you are unable to attend your appointment, lesson or test, you must always contact a staff member or the department.
- If you have a question, you must make sure to contact a staff member.
- You must actively participate in the civic integration programme.
- It is not allowed to smoke or to be drunk or high on drugs in Atlas or in the social orientation course.
- You are not allowed to give money or presents to a staff member.
- You must respect the agreements made between yourself and your programme counsellor.
You must respect the agreements made in the social orientation course.
The programme counsellor and the social orientation teacher will discuss these agreements with you.
- If you have children, please ask someone you know to look after them. This way, you can talk to the staff member without interruptions or concentrate better during class or the test.

Do you have any questions?

Contact your programme counsellor.

Or e-mail atlas@antwerpen.be.

Do you have a complaint?

- You can file a complaint via the form on the Atlas website:
www.atlas-antwerpen.be/en/contact/complaint-form
- Atlas will investigate your complaint and contact you.
- If you feel your complaint has not been dealt with properly, please contact the Antwerp ombudswoman:
www.antwerpen.be/nl/overzicht/ombudsvrouw/nieuws

Atlas wishes you the best of luck with your civic integration programme!

Agreements between you and your programme counsellor

What does your programme counsellor do?

- Your programme counsellor will guide you in a language that you can speak and understand.
- Your programme counsellor will treat your questions and your personal information with discretion.
- Your programme counsellor will explain the goals and the added value of the civic integration programme to you. He or she will also explain how to achieve those goals.
- Together, you will discuss your aspirations (such as working, studying, meeting people).
- Your programme counsellor will give you information on your rights and obligations during your civic integration programme.
- If you have questions about a certain topic or situation, you need to find the answer yourself. Your programme counsellor will coach you. This means you don't always get told the answer straight away.
- Your programme counsellor will have expertise on life in Flanders. Your programme counsellor will refer you for questions on:
 - work
 - further studies
 - recognition of your qualification
 - a school for your child
 - leisure activities or volunteering
 - ...
- Your programme counsellor will check your actions in the civic integration programme:
 - Your attendance at the social orientation course and the Dutch course
 - Your results from the social integration course and the social integration test
 - The 40 hours of social activities in Dutch (participation programme)
 - Your registration with VDAB

Your programme counsellor will provide feedback on these actions.

If you do not stick to the agreements of the civic integration programme, you may be given a sanction.

- During your civic integration programme, you will have various contacts with your programme counsellor.

These contacts can take place at Atlas, by telephone, text message, video call, e-mail or WhatsApp. Your programme counsellor will inform you when these contacts are possible.
 - If you have an appointment with your programme counsellor and your programme counsellor is ill, then a staff member will contact you to cancel the appointment or to help you with your request.
 - You may not choose your programme counsellor. You may not change programme counsellor.
- All programme counsellors adhere to the same rules.

What do you do during the civic integration programme?

- You respect the agreements of the civic integration contract and the rules and regulations of Atlas.
- You show initiative during your civic integration programme.
- If your programme counsellor contacts you, you always respond.
- Have your personal circumstances changed?
 - You have a new address.

- You have a new telephone number or a new e-mail address.
- You have found a job. Or you no longer have a job.
- Your residential status has changed.
- You have changed your name.

Always contact your programme counsellor straight away.

- Do you want to have your diploma recognized?

Atlas can help you with the procedure to be followed at NARIC-Vlaanderen. An employee will inform you which documents are required.

Atlas can send your file to NARIC-Vlaanderen up to 3 years after the date of your civic integration contract.

You should provide your documents to Atlas no later than 3 months prior to that end date.

Our staff need time to prepare your file.

Have you completed your civic integration programme?

Once you have achieved the goals of the civic integration programme, your programme counsellor will give you a civic integration certificate.

Your programme counsellor will no longer guide you.

Agreements regarding the social orientation (MO) course

The agreements apply:

- to all participants of the course
- to all online lessons
- to all lessons in class
- to all tasks
- to all activities with your class

How is the MO course organised?

- Together with the other integrators, you will work on the goals of social orientation. These goals describe:
 - what you need to understand by the end of the course
 - what you must be able to do by the end of the course
 - which values and norms are important
- The course provides lessons, tasks and activities. All lessons, tasks and activities are important:
 - to achieve the MO goals
 - to pass the assessment during the course
 - to pass the post-course MO test
- The course will take place partly online and partly in class.
- The course will be provided in a language that you can speak and understand. You can read and write in the language of the course. For some courses, you do not need to be able to read or write.
- You will be taught by one or more teachers.
- You are responsible for your actions in the course and for the result of your MO test.

What do you need for an online MO course?

- You will need a computer, laptop or tablet.
You cannot attend the course using a smartphone.
- a personal email address
You will receive a Google profile to attend the social orientation (MO) course. You will need an email address to create this profile. If you don't have a personal email address, Atlas will create one for you. You will learn to work with the email address on your own smartphone.
- basic digital skills
You need digital skills to complete the online lessons and tasks. You can practise and learn via Atlas.
- your own headphones or earphones
That way, others around you won't be able to hear the other students or your teacher. This is important for privacy.
- If you borrowed a tablet or a laptop from Atlas, please respect the agreements set out in the document 'Een tablet lenen van Atlas'.
- You will need a quiet space so you can focus and say what you want.
- If you have children, please arrange childcare.

What are the rules in the buildings?

- You are only allowed to smoke in the smoking area. You are not allowed to smoke in the building, in front of the school gate or on the playground.
- If you come by scooter, your scooter is not allowed in the corridor. Park your scooter in the bike shed.
- Only social orientation (MO) students are allowed to enter the building of the social orientation (MO) courses. If you want to bring an extra person, you should ask your teacher first.

What is important for the assessment of your social orientation course?

Atlas does 2 assessments:

1. The teacher will assess you during the course.
2. You will take a test after the course is finished.

You can read all the information in the social orientation course assessment regulations.

What does Atlas expect from you during the course?

- **Attend all lessons and activities.** This is important:
 - for your teacher. Your teacher will use information from previous lessons and tasks in the next lessons.
 - for your class. You will get to know the participants in your class. You will learn from each other.
 - for yourself. You will need the information provided in the lessons and activities. Are you absent too much? Then the teacher will give you a negative assessment.
- **Arrive on time.**
- **Attend the lesson from start to finish.** Make sure you have no other arrangements planned during the lesson.
- **Actively participate** in the lesson and activities.
- If you get given a task, **make sure to complete the task.** Hand in the task to your teacher on the agreed date.
- **Switch your mobile phone or smartphone to silent or off.** Only use your mobile phone for exercises.
- **Respect the other participants:**
 - Don't post statements of other participants or the teacher on social media.
 - Listen when someone is talking.
 - Be polite when expressing your opinion.
 - Respect the opinion of other participants.
 - Work together with the other participants.
 - Make sure the other participants can attend the course without disruption.
- During the **online lessons:**
 - switch your camera on for the whole lesson
 - show your face
 - sit in front of your screen.

Do you want to contact your teacher?

- Contact your teacher during the course period. Contact your teacher during the hours that your teacher works.
- Is the course completed? Contact your programme counsellor.

Do you want to contact fellow students in your class?

A class group usually has a WhatsApp group.

If you would like to contact a student personally, make sure to first ask the student if they are OK with this.

Are you unable to attend? Are you late?

- Contact your teacher before the lesson or activity starts.
- Give an official reason: you are ill or there is an emergency.
- Did you miss the start of the course? Then you can no longer participate in that course. You are also not allowed to take the test.
- Ask your teacher for information on the lesson or activity. You have to process this information yourself.

Does your teacher cancel the lesson?

Your teacher will give you a task. If you do not complete the task, the teacher will mark you absent.

Please note:

If you do not respect the agreements, Atlas will take a look into the situation and decide which action to take.

These actions could be:

- You get a warning.
- You have to stop the class.
- You have a conversation with your programme counsellor or your teacher.
- You get a negative assessment for the course.
- You have to quit the entire course.

Good luck with your social orientation course!