



## **Stichting Uitwisseling**

### **Agricultural- and Horticultural Exchange Program**

#### **Program information non-EU partners**

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**Train your skills abroad**

### Introduction Stichting Uitwisseling en Studiereizen voor het Platteland / SUSP

Stichting Uitwisseling has over 65 years of experience in organising practical training placements in agricultural and horticultural companies in the Netherlands.

The practical training takes place on the job and in the field because we think that “learning by doing” is the best way to improve skills. Since 2012 SUSP is an independent part of Clusius College. Clusius College is an innovative senior secondary vocational education centre educating students in all sectors of the Dutch green industry on several locations in the province Noord Holland.

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## Program information & how to apply

### Aim

Stichting Uitwisseling (referred to as SUSP/ Agency for Agricultural Exchange and Study Tours) aims to provide a cultural, educational and personal development experience for young people from all over the world. The Netherlands has a good reputation in agriculture and horticulture and, therefore, has a lot to offer to a trainee who intends to have a career in this sector.

### Training placements

We have placements in dairy- (f.e. traditional, with robot equipment, or with cheese making), livestock- (f.e. pigs, cattle, poultry, sheep, or goats), mixed-, arable farming, horticultural companies (field vegetable production -regular or organic, shrub nursery, tree nursery, plants, flower bulbs, glasshouse -potted plants, cut flowers, or vegetables, and a few placements in equine, garden centers, or flower shops. Students can only do a training in the sector which is directly related to what they study. This means that a student from the horticultural department can only do a training in the horticultural sector.

Arrival throughout the year is possible. Most placements are available in spring and summer. Some placements are available year-round. Finding placements can be more difficult in wintertime, depending on the requested placement for example. Sometimes it is just not possible to find a training placement. This can depend on the season, the economic situation, the application form or motivation, the length of the training period, etc. Hosts might offer training placements in a certain period of time, which might not correspond with the time that your student would like to do a training. If there is a wish for a different type of placement, please feel free to contact us beforehand. Stichting Uitwisseling is prepared to investigate other placement opportunities.

### Living situation

Some trainees will live with their host/employer and experience Dutch family life. Other trainees, mostly horticultural trainees, will live with another host family, or independently in an apartment or trailer, or they may share a separate house with other trainees or colleagues. Therefore it is important that every trainee is able to ride a bicycle as the accommodation can be on biking distance (max. 10 km) . We will determine the housing situation. It is not possible for a trainee to live with a host family and not have meals with the family. A trainee is not allowed to buy a car in the Netherlands.

## Requirements

All trainees should

- Have a good language level in English or German and able to read in English. They should be able to have a conversation, understand explanations and ask questions the moment they hand in the application form to you.
- Be motivated to build the professional career in this field
- Be interested in the Dutch culture
- Be between 18 and 26 years old
- Have experience in the field of choice so they know what they sign up for
- Be able to ride a bicycle
- Be in good health
- Be single
- Be free from a criminal record and in possession of good references
- Available for a training period of 90 days
- Be a student during the training at a Secondary Vocational School, a College or a University, preferably in the last year of the year before last. A student can only do a training in the sector that he/she is educated in. So students from law or economics cannot apply.

The Dutch government changed their policy recently. They say that a student should do a training in their last year (or year before last). In addition, it should be very clear what a student wants to learn during the training. The government expects from University and College students much more progress than from students from secondary vocational institutes and therefore is looking much closer to the training plans. They are now deciding whether the training plan fits to what the student studies and if the level of the training plan fits to the level of the education (while we think that this is the job of the educational institution).

If a couple applies, please inform us honestly. We have some companies that offer placements to couples, however depending on the sector, a placement with one and the same host can be extremely difficult. Any couple that applies should be prepared to accept separate placements. As the Netherlands is a small country, it is possible to visit each other in the weekend. Inform us honestly if a couple is applying so that we can be honest to our hosts. We do our best to find one placement or separate placements in the same area. Sometimes two friends would like to do a training together. Companies do not always like this because then these two friends will stay together and integrate less with the family or with the colleagues. Moreover, many companies only take one trainee at the time.

### Intermediate fees

Group	Country	Intermediate fee	This includes	Remuneration
2	Australia, Canada, Japan, New Zealand, USA, South Korea	€525,-	placement, housing, introductory meeting, follow-up, dictionary, a trainee handbook, 24-hr a day assistance in case of an emergency, work permit	€95,- per week, board & lodging
3	Argentina, Brazil, Bulgaria, Chile, Honduras, Romania	€525,- <sup>1</sup>	See above	€95,- per week, board & lodging,
4	China, Colombia, Ecuador, Macedonia, Moldova, Russian Federation, South Africa, Turkey, Ukraine, Uruguay, Ghana	€525,- <sup>1</sup>	See above + help with applying for a short stay visa	€95,- per week, board & lodging

If a trainee asks for two placements an extra fee of €275,- is asked for. However, depending on the season, a change of the training address is not always possible.

1. If the trainee stays for 13 weeks, he needs a Short Stay Visa for travelling to the Netherlands. The costs of this type of visa are for the trainee. In many countries it is free of charge for students. Stichting Uitwisseling is not responsible for a rise in prices done by the government.

### Payments

Stichting Uitwisseling will send an invoice to the partner organization. The money should be received by Stichting Uitwisseling within 14 days and before we pay for the visa fee, unless otherwise is agreed. The partner is responsible for the payment of the intermediate fee.

The payment can be done via:

- Pay to Study: Go to the following website: [www.uitwisseling.paytostudy.com](http://www.uitwisseling.paytostudy.com)
- StudyPay (Baydon Hill); Go to the following website : <https://susp.studypay.co.uk>
- Bank; additional bank costs €15,-
- Western Union: additional costs €50,-
- Credit card; additional costs €15,- + 3.5% (please fill out the form)

## Cancellations

As soon as we receive an application we start working on it. When you as our partner or the trainee informs us about a cancellation of the application, we have to charge you a cancellation fee no matter what the reason for the cancellation is. This goes for all organizations. The partner is responsible for the payment of the cancellation fee.

Early cancellation (when no placement has been found yet)	€135,-
Late cancellation (when a placement has been found)	full intermediate fee

In some countries, the trainees have to pay a certain amount of money to the partner organization when they fill out a form. This reduces the risk of cancellation on the side of the trainee. It ensures you and us that the trainee is dedicated to the application and actually planning to go.

SUSP has the right to cancel applications if they do not fulfill our requirements or if SUSP cannot find a suitable training placement. In these cases no fee is charged. If, after arrival, it appears that a trainee does not fulfill our criteria, SUSP has the right to exclude a trainee from the program. In this case, no restitution of the intermediate fee will take place.

## Trainee allowance

Every trainee receives in total €775,00 net per month. From this amount €167,50 is reserved for lodging, €195,- for meals and €412,50 for pocket money out of which the trainee pays for health insurance (€71,- per month). In the following year the trainee was here, the government will pay health care benefit. The trainee will then receive €72,- for every month that he/she was here. These figures are non-negotiable. In practice, if a trainee lives with a (host)family, he/she receives €79,- net per week + board and lodging + insurance. If a trainee lives independently, he/she receives €79,- net per week + €45,- to buy food, + housing + insurance. The host will then pay for the accommodation.

## Introductory meeting

Stichting Uitwisseling organizes introductory meetings for all new trainees at a central location in the Netherlands every month. This introduction is obligatory and the costs for attending one meeting are included in the fees. The students will receive a train ticket to go to this meeting. Upon arrival in the Netherlands, the trainee will be given additional information concerning date, time and location.

We organize these introductions because:

- It gives the trainee the opportunity to meet representatives of Stichting Uitwisseling and vice versa
- Questions regarding initial experiences in the Netherlands can be asked and answered immediately and problems (if experienced by the trainee or the host) can be looked at and dealt with immediately
- The (complicated) procedures can be explained
- It offers the trainee the opportunity to meet participants from other countries (networking)

### **Midpoint Meeting**

Every year, there are two so-called Midpoint Meetings, one in June and one in September, organized by Stichting Uitwisseling and a rural youth organization. Every trainee will be invited to participate in these meetings that last for four days from Thursday until Sunday. The trainee will get extra time off from his employer to attend one meeting. If the trainee wishes to attend two meetings, he needs to use the paid holiday days.

### **Follow-up**

Follow-up is done by means of introductory meetings and Midpoint Meetings. During these meetings, we explain the trainees that they can reach us 24 hours a day (but preferably during office hours) in case they have problems or questions. We also ask the trainee to fill out a mid-evaluation form 6 weeks after their arrival and are in close contact via email. If we suspect that things are not going smoothly, we will call the trainee and the employer/ host family several times to hear how they are doing. If a visit is necessary, this will be done either by a representative of the contact committee or by someone from the office.

Furthermore, trainees receive a competence document in which they can write down with their host what they did the past month and at what level. In addition to this, they write a short report for SUSP and you every month.

### **Working hours**

The total amount of working hours is 40 hours on average per week, with a maximum of standard 9 working hours per day and a minimum of at least 1,5 days off per week. The trainee might be asked to make overtime, which will be compensated with extra free time. This means that there will be busy weeks where the trainee will make more than 40 hours and there will be less busy weeks where the trainee will compensate some hours. The trainee has a right to an additional 1,5 days off per month for holiday. The trainee receives extra time off for visiting the introductory meeting and attending one Midpoint meeting. Agriculture and horticulture is a way of life. A lot depends on the weather so a trainee needs to be flexible. A trainee should be prepared to help out when it is busy, or to milk and feed the cows in the weekend etc. Counting every minute does not help the relationship between the trainee and the host.

### **Prolongation**

It is not possible to prolong the training because a work permit is issued for a fixed period of time. Only in exceptional cases (for example a trainee who needs to do research and has not finished it in time because of circumstances out of his control) this is possible.

### **Contact committee**

Stichting Uitwisseling has a committee consisting of representatives of Stichting Uitwisseling, companies and host families. We meet twice a year to discuss the policy, the changes in the procedures and the trainees. These representatives are also involved in case a problem occurs between a trainee and a host. In case the company has to be visited, it is either a representative of this committee that will make this visit or someone from the office. These representatives are always

in contact with our office and make decisions after consultation. Furthermore, these representatives visit new companies/ host families to see if they are suitable for having a trainee.

### **Drugs, alcohol, etc.**

Although foreigners might have the image of the Netherlands that the use of drugs is tolerated, this is certainly not the case. The use of drugs is not accepted by society. When we find out that a trainee is using drugs, he will be sent home. This is also applicable in case of excessive abuse of alcohol, if they are unfit to do the job, if they are not motivated, if they steal etc. Trainees with a history of using drugs or alcohol abuse should not apply.

### **Insurance**

All trainees who receive pocket money need a Dutch national health insurance. This insurance covers medical costs while you are in the Netherlands, repatriation and emergency dental costs. This insurance will cost you €71,- per month, while you are receiving €72,- per month as health care benefit. However, this insurance does not cover liability, loss or theft of your belongings, etc. so you might want to buy extra insurance for this. [www.studentsinsured.com](http://www.studentsinsured.com) might be an option.

### **When to send in the documents**

Send in the documents as soon as you have them ready. Keep in mind that we need time to find a good placement and to apply for the correct documents and that the government needs time to issue the documents. Below you will find the time that we need at least.

Group	Country	When to send in.
2-WHS	Australia, Canada, New Zealand with WHS/WHP	2-3 months in advance
2	Australia, Canada, Japan, New Zealand, USA, South Korea	4 months in advance
3	Argentina, Brazil, Bulgaria, Chile, Honduras, Romania	4-5 months in advance
4	China, Colombia, Ecuador, Macedonia, Moldova, Russian Federation, South Africa, Turkey, Ukraine, Uruguay, Chana	4-5 months in advance

We need to receive complete application forms in time. We will not accept applications that are sent in too late. Trainees from group 2, 3 and 4 always need a work permit and sometimes a visa to do training. It takes about 5 weeks before a work permit is issued, from the moment we have all correct documents and we can apply for the work permit. If a student is from a group 4 country and is staying for less than 90 days, we can only apply for the work permit, when we have proof that the student has an appointment to apply for a short stay visa. It takes time to make this appointment. When the work permit is issued, the student needs time to go to the embassy to get the visa, if necessary, and to book a ticket and travel.

### **What to send in**

- ☐ The application form
- ☐ Interview form (to be filled in by the partner organization)



- 3 recent passport size photographs (1 glued to the form + 2 additional ones). *Write the name on the back of each photograph.*
- 2 reference letters in English or German. 1 from a previous employer and 1 from the language teacher. These letters should evaluate the performance and attitude and include the name, address, phone number, email address of referee. If a student does not have one from a previous employer, ask a professor, a teacher, a coach, somebody they did a project with etc. to write the reference.
- A photocopy of the passport. If there are visa stamps in the passport, we also need a copy of them. If the trainee has a residence permit for the country actually living in, we also need a copy of both sides of this permit
- If possible, pictures of the student doing training in a greenhouse, working on a dairy farm, riding a horse, making cheese, driving the tractor etc.
- An original, official, recent letter from the educational institution in English, German or Dutch saying that the training is an obliged part of the studies. An example is available. The text in the letter should include the following:
  - *The trainee is a student at the educational institution mentioned in the letterhead.*
  - *How many years the study of the student will last in total.*
  - *When the student started and when the student is expected to graduate.*
  - *Ideally, the student should be in the last year of the study. If this is not the case, the letter should explain why the training should be done in another year and why the training should take place in the Netherlands.*
  - *Level of the education.*
  - *Specialty of the student (e.g. student of the agricultural department, specialty dairy).*
  - *Level of the student (e.g. 4th year at university) at the moment of writing the school letter.*
  - *If the student is not in the last year of study, the letter should explain that it is part of the curriculum to do a training in the  $x^{th}$  (and  $x^{th}$ ) year of study.*
  - *The training in the Netherlands is an essential, obligated part of the studies.*
  - *The length of the training (e.g. the training should last 3 months).*
  - *Type of farm/company where the training will have to be realized (e.g. the training should be realized at a dairy farm, a flower nursery, or a ..... and so on). This has to correspond with the educational specialty.*
  - *What the student needs to learn during the training.*
  - *Goal of the training (e.g. the student needs to earn ... study credits by this training).*

The letter should be written on official paper with the letterhead of the educational institution, a signature, a stamp and the date of writing. The letter should be written or officially translated in English, German or Dutch. The government does not accept a proof of graduation or a recommendation. Letters on which is written with a different typewriter, or when correction fluid is used

to wipe out a name are not accepted and the government will reject these applications for work permits immediately.

If your student studies something like agronomy or agricultural management, the letter should clearly explain why the student should do training in a specific sector. Sometimes it might be logical for you but then it is completely different from how we do things in the Netherlands so this is not logic to Dutch standards. If we think that this is the case, we will ask you for a new letter. Students who study mathematics, law, economics, etc. at an agricultural university cannot apply. Trainees from a Secondary Vocational Training School can do training for a maximum of 6 months.

The application form and especially the motivation part of it, should give a clear image of the trainee as a person, of his or her wishes, possibilities, capacities etc. This should be written in English, German or Dutch by the trainee, not translated by your organization or anybody else, nor written during the English or German classes. The trainee has to do it him- or her selves! In order to know more about the trainee, we need information concerning the family (What is the occupation of the parents? Do they have a farm?), concerning the education (What school is/was the trainee attending and which subjects were studied), concerning the experience in the sector required (divided into months/years), concerning the motivation (Why do they want to come to the Netherlands? Why did they choose the required sector?), concerning their expectations during their training (what do they have to offer to their host? What are their learning objectives?) and concerning their expectations for the future (what do they want to become in the future? How will the training help them?).

## Flower nurseries

Holland is famous for her tulips and clogs. The clogs almost disappeared from the daily Dutch life, but that does not go for the tulips. When you are here in April and May you are able to enjoy the bright colored tulip fields. Besides tulips the Dutch flower growers also grow many summer flowers and other varieties. Many of these companies are situated around Aalsmeer. But you can also find them in other parts of the Netherlands. Some varieties of flowers that our host companies grow are chrysanthemum, alstroemeria, lilies, sunflowers, phlox, peonies, tulips, roses, freesia's. Too many to mention.

At a cut flower company you will learn the art of cutting the flowers in the right way, how to select them, bunch them and learn what is the best way to achieve the best quality. Possibly you can run some tests, like checking the sustainability of a flower in a vase and figure out ways to prolong this. Besides learning about growing flowers, you will also learn something about the technical instruments used, the business aspect of the company and the overall horticulture in the Netherlands. Most host companies arrange a visit to another company or to the auction FloraHolland. When you show a lot of interest the learning possibilities are endless.

### Example

In the province Noord-Holland we have a host company who grows lilies year round and sunflowers in the summer. Two brothers run the company together and both have their own tasks within the company. When you are doing a training here you will work in a team. You will live in a decent mobile home which is fully equipped. You can prepare your own meals. There are more flower companies and dairy companies in this area which also have trainees via SUSP, so there are enough students you can meet to have some fun in the weekends. You are close to the city of Alkmaar and in about 40 minutes by train you are in the capital of the Netherlands: Amsterdam.



## Potted plants nurseries

The Netherlands is famous for her horticulture. During a training in the Netherlands at a potted plants company you can learn a lot about the growing, harvesting and selling of different varieties of potted plants. Our host companies would love to learn you something about their company and about the overall horticulture in the Netherlands. Most companies that sell their products via the auction FloraHolland will take you to the auction to see how this process works. There are also companies who deliver directly to customers or exporters. Here you can also learn a lot about the marketing of the products. Most of these companies have their own website, are present at important agricultural trade fairs and spent a lot of effort in selling their products. They prepare the orders that come in and make sure they are ready on time to be delivered to the customer.



When you work at a potted plant company you will do different activities, from taking care of the plants, to preparing them for the auction or for an order. Besides that you will do some weeding, potting of the plants and learn about the best ways to grow a certain variety. Most host companies have different varieties of potted plants, so they have products to offer to the auction or customers in every season. There are also companies that have a research and development division. They try to find new varieties of plants. Sometimes the host does this by him- or herself. If you are here for a long-term training you are able to learn something about this as well. When you are interested and ask many questions you are most likely to learn about every aspect of the company, from the history, to the economics of the business, the technical aspect to the art of plant growing.

### Example

One of our host companies is a company that is in the horticulture business for many years. Today the fifth generation of this family runs this company. The company started in 1837, so you can imagine the amount of knowledge that this company has about growing plants. Their mission is to deliver the best quality possible. It goes without saying that at this company you will learn how you can grow the best quality of plants and what is important to achieve this quality. Besides that you will learn about the business aspect as of the history of the horticulture in the Netherlands. They are situated very close to the auction, so a visit there is definitely a must! When you are doing a training here you will live in a student house with other students who are doing a training at other horticultural companies in the same



area. Besides having a great place to learn, you are also able to meet friends for life and explore the Netherlands together!



### Dairy, Arable, Field vegetables and Mixed farms

Every **dairy** company is different. All have their own amount of stock from 60 to 520 cows and young stock. Mainly for milking, breeding and just a few keep their cows for the production of meat. Several companies have other cattle as well; sheep, a few horses, poultry and/or pigs. Some companies have one to four robots, others have a herringbone or carousel milking parlour. Some farms also have their focus on touristic activities. They offer Bed & Breakfast or run a camping during the summer months. The cheese farms sell their products in their own shop on company ground or have a stand on markets.

In almost all dairy companies, you will live with the family. Some offer housing on company grounds in an apartment or mobile home. It is a unique way to experience Dutch family life. You can be involved with everything the family undertakes, from eating to day trips. Some students even go on vacation together with the family. Farming is a way of life and you will certainly experience this when you do a training on a dairy farm.

Every day a dairy farm has routine tasks and tasks that depend on the season. Milking, feeding and cleaning will be something that needs to be done every day. Making silage, helping at calving, health care, learning from the veterinarian doctor, and taking care of the calves are some of the many things that you can do as well.

We also have other **livestock companies** such as pigs, goats, sheep's and poultry.

Some companies run a **mixed farm** and grow field vegetables or arable crop besides keeping animals. A lot of farms grow grass and maize to feed their animals. Those crops has to be sowed, harvested and stored. In order to do this, machines such as a tractor, shovel, mower, shedder etc. are being used. Other companies grow **arable** crops like potatoes, sugar beets, wheat etc. and **field vegetables** as onions, spinach, carrots, cabbage or broccoli for example. If you have a driver- or tractor licence and are able to handle the machines with care they absolutely will offer you the opportunity to drive their machines.

Some companies cultivate their crops without using fertilizer. They also do not spray against diseases so they do not use chemical pesticides. Those **organic or biological companies** are usually smaller than regular farms. There are also biological livestock farms.

#### Example

One of our companies is a host for over 10 years now and accompanied about 16 trainees already.

It is a dairy (90 milking cows) company with young cattle (65) and sheep (70).

The company cultivates 40 ha grassland and 10 ha for bulbs and potatoes.

This host prefers a trainee who can come for 6 months or more because he wants to really teach a trainee something and feels that he can do so only when somebody stays for a longer period of time in a his company. It is a very friendly and open family and if you do your best to have a good contact with the family and interact well, you will have a wonderful time here.



### Fruit

Fruit in the Netherlands is a seasonal product. The companies mainly depend on the weather and can offer a training when activities happen, so at picking time and pruning time. We have placements on companies who cultivate apples and pears but also on the so called soft fruit companies whose products for example are strawberries, cherries, raspberries, gooseberry, blackberries etc.

### Example

One of our companies cultivates the following types of fruit; apples, pears, sweet and sour cherries. What they are looking for in a trainee is somebody with a friendly and helpful nature and who wants to learn. The company is also interested to know if somebody has other skills such as technical knowledge, experience with agricultural vehicles or marketing or social media skills, so they can use these talents as well if possible. They have a placement available in the period of approximately May until July. And the period from August until October. Depending on the season and the weather of course!



### Tree nurseries

Most tree nurseries can be found around Boskoop. This city is close to Gouda in the province of Zuid-Holland. The cultivars that our host companies grow are for example: climbers, cytusus, berberis and viburnum. Most tree nurseries also grow perennials like hydreangea and lavendula. During a training at a tree nursery you will learn the different varieties the host has and the best growing techniques of these varieties. Besides that you will learn something about the soil and fertilization. You will learn about the technical equipment that the company uses. Besides that if the company works with the auction, you will visit the auction. You will learn about the economics of the business and the history of the company. The Plantarium in Boskoop in September is the biggest fair when it comes to tree nurseries and perennial growers. If you are here in the fall, you will most likely visit this fair. People from all over the world and especially Europe visit this fair to see what will be on the market the next season/year and sometimes already place their orders.

### Example

One of our host companies is a tree nursery in Boskoop. They have students the whole year around. This tree nursery is a young, modern and dynamic company of about 6 hectares. The team exists of five enthusiastic employees and they grow about 1 million potted plants every year. They grow cytusus, hydrangea and more. The atmosphere of the company is very informal and social. On Friday afternoon the team will have a drink together to close of the working week. The accommodation is on the company grounds and you will prepare meals yourself.





### Vegetables under glass

The Dutch also have a large amount vegetable growers. Besides field vegetables, you can also find many large vegetable greenhouses. We can offer training placements in greenhouses with tomatoes, eggplants, cucumbers and different kind of peppers. The Netherlands grows 685 million kilograms glasshouse vegetables per year all together. You can find 1.545 ha of greenhouse with tomatoes, you can compare this with 3.000 soccer fields. For a tiny country as the Netherlands, this is quite a lot. Just imagine the knowledge and skills the growers possess about vegetable growing. When you do a training here there is more to learn than just the core business; harvesting of the vegetables and taking care of the plants. For example many companies arrange their own packing and transport of the products. You can learn a lot about the machines that are used and also about the logistics. Besides that you will learn everything there is to learn about growing under glass, how you can manage the water flow and temperature controlling. Also in this sector marketing is a very important subject for many companies, because sometimes products are sold directly to customers and exporters. There are also vegetable companies who sell their products via the vegetable auction called the Greenery. This is also very interesting to visit or to learn about. Again; if you show a lot of interest and enthusiasm the learning possibilities are endless and you will most definitely have a great experience. Our training placements and hosts can't wait to show you around and share their knowledge.





### Example

One of our host companies is an eggplant grower in the south-west of Holland. What started as a family business in 1962 grew out to be a large eggplant company with multiple locations. Today the company exists of three locations. The three brothers of the family all run their own location. The main locations is 8.5 hectares. They grow different sorts of eggplants, from the well-known aubergine colored eggplant to a graffiti version and a white eggplant. They work closely together in a growers organization with other eggplant growers. Via this organization they sell their products to different exporters. Many products go to Italy, Greece and Turkey. When you do a training here you will most likely live with another trainee in a nice mobile home or a chalet and you will cook your own meals. You will work in a team, they find a pleasant working atmosphere, positivity and involvement very important.

### Before the training starts

Partner organization:

1. **Promotion.**

Promote and explain our program to the possible trainees.

2. **Screening of applicants.**

Do the possible trainees qualify for our program? If they do not speak English, German or Dutch at a good level, do not accept them into the program this year but advise them to study the language better and apply for next year. If they do not have any experience in the sector that they want to do a training in, do not accept them into our program but tell them to get experience this year and apply again next year. If a trainee has a real distorted image of the Netherlands and doing a training, explain him clearly what is expected and how things will go. Check if he understood all this and if he is capable of doing a good training.

3. **Checking the application form, the references and the work experience.**

For some countries, possible trainees have to exaggerate in order to be accepted into the program. We just want the truth. Do not fill out the form for them, do not help by checking what they wrote. Please check if the trainee has filled out the application form himself without the help of anybody else, if he really has the work experience that he stated in the application form, check if he can cycle and check the reference letters. It is very difficult for an employer to accept a trainee and give him a chance after the arrival when it turns out that this person is totally different from the impression that the employer got from the application form (a Dutch employer will simply state that he lied and this will cause a lot of friction between the employer and the trainee because the employer will always doubt if the trainee is telling the truth or not). Dutch employers are willing to give a possible trainee a chance if he honestly wrote down how much experience he has or what his language level is if the reasons for doing a training are correct. What is written in the application form should correspond with the truth!

4. **Make sure that the trainees fill in an acceptable starting date or that they send in the documents in time.**

The earlier we have the application forms, the earlier everything is arranged, so the more time your trainees have to book their ticket etc. Check the program information to see how far in advance we need the documents.

5. **Send the complete application form to SUSP in time.**

6. **Make sure that you or the trainee does the payment in time.**

You are responsible for the payment.

Stichting Uitwisseling:

7. **SUSP will check the application form, register the applicant, send you an invoice**
8. **SUSP will try to find a placement and inform you of the placement.** You are our contact person, not the trainee.

Partner organization:

9. **Inform us immediately, if the trainee does not agree with the placement or the proposed training period.** When we hear nothing, we will continue with the paperwork.
10. **Email us the signed contract and signed and stamped training plan.**
11. **Advise your students to contact their host already.** Hosts really appreciate this.
12. **Prepare your trainees for their stay in the Netherlands.**
13. **Inform us of the exact travel details (date, time, means of transport, arrival station, if possible flight number, day of departure).**

Trainee

14. **The trainee has to inform the host** directly about the travel details. A train schedule can be printed out at [www.ns.nl](http://www.ns.nl) then click English. Here you can find every train schedule you need. Trains in the Netherlands run at least once an hour (usually twice) and it is the same all the time. If the trainee buys a train ticket he can ask for a train schedule for that moment (free of charge) at the counter. A schedule for bus and train can be found at [www.9292ov.nl](http://www.9292ov.nl)

Stichting Uitwisseling

15. **Will arrange the insurance** from the date of departure, until the last date of the training.
16. **Will confirm the exact arrival details** with the host.
17. **Will send information packages to the host and trainee**, including information on how to register to be legally in the Netherlands, the contract, list with addresses of all trainees, invitation to come to the introductory meeting, train ticket, dictionary, competence forms etc.

### During the training

Trainee

1. **Travel to the nearest train station and call your host.**  
The trainee should find his way from the place of arrival in the Netherlands to the railway station closest to the family with the schedule he asked for at the counter or printed out at [www.ns.nl](http://www.ns.nl) or [www.9292ov.nl](http://www.9292ov.nl) . Your host will meet you at the railway station (unless otherwise agreed).
2. **Talk about expectations, rules etc.**  
The trainee will receive his contract from the family and they will talk about the work, the living situation, the rules of the company/family expectations from both the host and trainee etc.

3. **If necessary, the trainee registers with the town hall/ RNI, the tax office and/or the Immigration Office**
4. **If a trainee has a problem or a question, he can always contact us.**

Students can call us during office hours or send an email or fax. In case of an emergency, we can be reached 24 hours a day. If they call to our office after office hours, they will hear a mobile phone number that they can dial.

Stichting Uitwisseling

5. **Will invite the trainee for our introductory meeting, the Midpoint meeting and be present with the visit to the immigration office**
6. **Will help the trainees if they have questions or problems that they cannot handle themselves.**
7. **In case of serious problems will inform you and ask you to contact the trainee.**

Sometimes it is easier for a trainee to explain in his own language what the problem is. We always try to solve a problem, we always try to help out in the best interest of both sides. If there is a problem between the trainee and the host, we will do our best to try to solve this. In exceptional cases, we find a new company and we tell honestly to the 2<sup>nd</sup> company what went wrong at the first company. If the problem is related to the behavior of the trainee only, we will not find a 2<sup>nd</sup> company because there is no company who will offer this trainee a placement if we tell the truth. Then we give the trainee advice on how to behave and what to do, we are in contact several times to check how things are going and we give an ultimatum. The trainee has until that date to prove that he is able to do the training. If the trainee fails, we will decide to send him/her home. At this moment, you need to back us up and you need to trust us that we have done our best. Do not try to find another address, or ask the host to try again or something like this. We are past this stadium already then. This way you are only giving the wrong signals to the trainee and he does not know where he stands. You need to help us with arranging the ticket etc.

### When the training has finished

Partner organization

1. **Email us proof that the trainee returned.** This can be a boarding pass, return ticket etc.

Stichting Uitwisseling

2. **We will prepare the certificate and send this to you** so you can hand this over to the trainee

### What is expected from a partner organization for good cooperation?

**A good, long lasting, partner:**

- is reliable and trustworthy
- reads all the information material and instructions carefully and asks if anything is unclear.
- makes good marketing and selection
- gives immediate answer to emails and phone calls
- follows all instructions carefully

- participates in trouble shooting when needed and backs us up
- reports on all relevant issues in the home country
- gives true, honest and relevant feedback on the program
- does not charge unreasonable fees

## How to pay the intermediate fee

### Payment via Pay to Study

This is a secure and fast way to send payments all over the world at no cost. You transfer money to a local bank account from Pay to Study. Two days later, SUSP will receive the money from the Dutch Pay to Study account. You can use Pay to Study in any country of the world. Some countries however are easier than others, as in some countries you might need to transfer your local currency into US dollars instead of the local currency. However, you can track your payment and no international receiver fees are taken. [www.uitwisseling.paytostudy.com](http://www.uitwisseling.paytostudy.com)

### Payment via StudyPay (Baydon Hill)

StudyPay are specialists in the online global payment market and have created an online payment solution for credit/debit card payments or bank transfers. The solution greatly reduces the international bank transaction fee, offers a more competitive exchange rate than the banks, and eliminates those unexplained inter-bank deductions. It speeds up the transaction process, and for peace of mind, keeps you and the beneficiary updated via email during the process. <https://susp.studypay.co.uk/>

### Bank transfer

Bank details: Rabobank Alkmaar  
Hertog Aalbrechtweg 26  
1823 DL Alkmaar  
The Netherlands  
IBAN: NL 70 RABO 0468 8742 91  
SWIFTcode: RABO NL 2U

### Credit card: (VISA Card or MasterCard)

You will need to fill out the credit card authorization form. We will then take care of it. We charge the commission costs of the card company (this is 3,5% extra) on top of the amount of the invoice + an additional € 15,-

### Western Union

You will need to make the transfer yourself and inform us about the following:

- The date that the money has been sent
- The country that the money has been sent from
- The complete name of the sender
- The complete name of the receiver: Marlous Wilma Vos
- The expected amount
- The money transfer control number

The additional costs will be € 50,-

## Credit card authorization form

First name	
Last name	
Email address	
Invoice number	
Credit card number	
Expiration date (MM-YYYY)	
Card security code **	
Card holder's name	
Authorized amount in Euros	€
Date	
Signature	

Please email a copy of the front and back of the credit card with Photo ID to [info@uitwisseling.nl](mailto:info@uitwisseling.nl)

\*\*Security code is added security for credit card. For Visa, MasterCard, and JCB credit cards, it concerns the last 3-digit printed on the signature panel on the back of the card.