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# Vocational training guide for the workplace trainer

## ROC section

Academic year 2025/2026



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## Introduction

We are pleased that you want to help us train the professionals of tomorrow and that you are willing to allocate time, space and resources to do so. We would like to inform you as best we can about everything concerning vocational training. We do this firstly with this vocational training guide, in which you will find information on ROC van Twente's general vocational training. This information applies to all our MBO programmes where an internship is a compulsory component.

You will also receive specific information from the programme, such as internship periods, learning objectives and contact information.

Of course, for more information on vocational training, you can also contact the vocational training coordinators or visit: [www.rocvantwente.nl](http://www.rocvantwente.nl).

No rights can be derived from information in this guide. This information is for support purposes.

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# 1. Information prior to the vocational training period

## 1.1 Vocational education

### 1.1.1 Education based on vocational qualifications

Anyone who follows an MBO course receives education based on vocationally oriented qualifications. The training itself determines the actual number of hours, which can be found in the Internship Agreement. The qualification dossiers describe what a student must know, must be able to do and is required to do in certain professional situations to obtain a diploma. This applies to students at all regional training centres (ROCs), agricultural training centres (AOCs) and vocational colleges.

### 1.1.2 Goal orientated vocational mbo

The vocationally-oriented qualification structure should improve the connection between secondary vocational education and the labour market. In addition, secondary vocational education offers opportunities for progression to higher vocational education (HBO), which encourages students to continue learning.

### 1.1.3 Different learning pathways

Every vocational course is divided into vocational training (vocational training = internship) and college education. The number of required internship hours depends on the length of the programme and the pathway. ROC van Twente has a BOL learning pathway, a BBL learning pathway and a third learning pathway.

BOL is vocational training. Students attend college for about 70% of their training time and about 30% is workplace training (vocational training). During the internship, students can gain experience at different companies. The duration of the programme (the number of years the programme lasts) determines the minimum number of hours of work placement, which can be found in the practical agreement. These may be more hours than required. The hours do not have to be divided equally between the learning years.



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#### **Duration of training**

1 year  
2 years  
3 years  
4 years

#### **Number of total vocational training hours**

at least 250 hours  
at least 450 hours  
at least 900 hours  
at least 1200 hours

The above hours are the legally required bpv hours for the entire course.

BBL stands for vocational training learning pathway. In this, the student only attends college one or two days a week and works an average of 24 hours a week, often at the same company.

BBL students are required to work a minimum of 610 internship hours per year of study.

In the third learning pathway, there are no obligations for the number of internship hours. It may be more or less than in other learning pathways. However, the same quality requirements are imposed on the supervision and assessment of the internship, among others.

#### **1.1.4 Distribution of vocational training days throughout the year**

Whether the student comes one or more days a week (ribbon internship), or several weeks at a time (block internship), depends on the course:

##### **Vocational training on one or more days per week (ribbon internship)**

The student attends an internship on one or more days a week for a longer period or throughout the academic year. In the ribbon internship, the student has contact with the course and the placement company every week. This makes the week varied and there is weekly coordination between theory and training at school and training during the internship.

##### **Vocational training on a number of consecutive weeks (block internship)**

In a block internship, the student goes to a placement company for several weeks in a row. As a result, he or she experiences what the day-to-day running of the placement company is like. Students are more likely to be assigned larger tasks. The block internship can take place in your own region, but also outside or abroad. This varies by course.



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## 1.2 How are internships selected?

ROC van Twente works with some 16,000 different placement companies each year. When selecting companies, the programme first checks whether the company is recognised for the crebo number of the course the student is taking. For this, the vocational training coordinators use [stagemarkt.nl](http://stagemarkt.nl), which lists all SBB-recognised placement companies. Placement companies can apply for accreditation at [www.s-bb.nl/bedrijven/erkenning/leerbedrijf-worden](http://www.s-bb.nl/bedrijven/erkenning/leerbedrijf-worden).

The extent to which the student has and takes the initiative in obtaining an internship placement varies. This depends, for instance, on the chosen pathway, year of study and the sector in which the student is trained. Once a choice has been made, the student applies for an internship placement.

## 1.3 Cooperation organisation for vocational training in the business community (SBB)

Do you want to offer our students a challenging work/study environment? Then you can register your company as a placement company through the SBB site: [www.s-bb.nl](http://www.s-bb.nl). ROC van Twente can also nominate you for a SBB.

### 1.3.1 How does internship admission take place?

After you have registered, the SBB practical learning advisor will discuss the possibilities for an internship in your company and how your company plans to organise the internship. In addition, the presence of a good workplace trainer is assessed. Admission is not always granted. In case of rejection, the adviser shall state the reason(s).

### 1.3.2 Conditions for admission as a training company

The work placement only counts towards the diploma if it takes place at a recognised work placement company. So, internship hours in a non-accredited placement company do not count towards the programme. The conditions for admission as a placement company are part of the 'Admission Regulations'. You can request the complete recognition regulations from SBB.





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### Condition 1

The placement company provides a good place of learning and activities related to the work processes of the profession towards which the student is being trained. A suitable place of learning in socially secure conditions is available for every student.

### Condition 2

The placement company provides adequate and expert guidance to the student. The placement company appoints and facilitates an expert workplace trainer. The profile for a workplace trainer is taken as a benchmark for this (Annexe 1).

### Condition 3

The placement company should be willing to cooperate with the educational institution and SBB and provide the necessary information to this end.

### Condition 4

The placement company must agree to the listing of the company details in the public register of placement companies.

### Condition 5

The training company and the apprenticeship must demonstrably comply with the legal requirements for safety. In addition, the employer provides a safe learning/working environment, where discrimination (in any form), (sexual) harassment, aggression, bullying and/or violence will not be tolerated.

### Condition 6

The workplace trainer (also called mentor, work supervisor or trainer) can delegate certain tasks in close consultation with a fellow workplace trainer with the appropriate competencies. This can also be done in a group of placement companies or partnership. The final responsibility for supervision and training in the workplace lies with the workplace trainer.

**Note that** internship and supervision requirements may depend on the particular requirements for each qualification for which admission is granted.



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### 1.3.3 Admission procedure

The process from application to acceptance takes about 10 working days. The application and acceptance procedure, carried out by SBB, is free of charge.

### The register of approved placement companies

The register of approved placement companies, domestic and foreign, can be found at [:www.stagemarkt.nl](http://www.stagemarkt.nl).

### Other SBB responsibilities

- promote the quality of internships;
- ensuring that there are sufficient internships;
- keeping the register of placement companies up to date;
- assess the quality of recognised internships.

## 1.4 The internship agreement

The internship agreement is the legally required agreement between the student, the placement company and the educational institution. The internship agreement contains all agreements made regarding the vocational training. Every time a student starts at an internship, a new internship agreement is created.

### 1.4.1 Legal provisions Internship Agreement

Without an internship agreement, hours spent at the work placement do not count towards the programme. Signed/passed vocational training assignments are not legally valid without a Internship Agreement. Since the content of an Internship Agreement is prescribed by law, it is not possible to use an internship agreement drawn up by the placement company. Even then, the vocational training does not count towards the programme.





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#### 1.4.2 Drawing up the Internship Agreement

At the start of the internship, the Internship Agreement is drawn up for the student. It must be signed (digitally) by:

- the student
- the placement company
- ROC van Twente

Each signatory receives a copy. The Internship Agreement signed by all parties must be added to the student file before the student starts the internship.

This is necessary to meet the requirements for funding and certification of the course.

The Internship Agreement is also important for insurance purposes.

The content, scope, period and organisation of the internship are described in the programme's internship guide, attached to the Internship Agreement.

#### 1.5 Your registration in OnStage4Business

OnStage4Business (O4B) is a business portal for the vocational training application OnStage; the application used by ROC van Twente to record the matching, supervision and assessment of workplace training (vocational training).

By using O4B, you can access student files, approve hours and documents and offer internships at ROC van Twente. To use O4B, the workplace trainer must first register. Placement companies receive an invitation link from the contact person at ROC van Twente to register for O4B or they can register themselves if they have not worked with ROC van Twente before.

Registering for OnStage4Business is done using an e-mail address. You can use a personal work e-mail address of your own for this. If you do not have a personal work e-mail address and cannot obtain one, it is sometimes possible, in consultation with the ROC van Twente relationship manager, to provide a general e-mail address for registration.

A general e-mail address is an e-mail address to which multiple people have access - for example, a [info@bedrijfsnaam.nl](mailto:info@bedrijfsnaam.nl) e-mail box. This e-mail address acts only as a username for the business portal account. For this account, you set a self-created (and personal) password.



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If using a general e-mail address, there are some "ground rules" you are expected to follow:

- Only one person may have access to the OnStage4Business account;
- A generic e-mail address can only be used once for an account. If other supervisors from the company require access, other e-mail addresses must be supplied for their own account;
- Login details for the OnStage4Business account will not be shared with third parties and/or unauthorised employees;
- The placement company is obliged to report account abuse and/or a data breach. In case of a (suspected) data breach, you can report it to: [fg@rocvantwente.nl](mailto:fg@rocvantwente.nl).

### What is a data breach?

A mistake that includes personal data (data that is about someone, traceable to a person) can be considered a data breach.

These include an email to a wrong recipient (for example an email to the wrong supervisor or student), showing a student's documents/data to a person who should not see it, sending emails to multiple people outside the own organisation via CC instead of BCC.

## 1.6 Optional subjects during the internship

A student can complete part of the programme themselves with the help of electives. Electives allow students to increase their knowledge, further specialise in a profession or prepare for a subsequent course.

All optional subjects may be carried out at any SBB-recognised placement company. Your company does not have to be recognised for a specific programme to carry out an elective in the internship, but the company must be recognised.

Usually, the student performs the optional part and the internship at the same placement company but it may happen that the optional part is performed at another placement company. Incidentally, most elective courses are carried out at college.



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### 1.6.1 Electives and the Internship Agreement

If the student is doing the internship as part of an elective, he/she will need an 'Elective-Internship Agreement'. Without a valid Elective-Internship Agreement, the study hours and results do not count towards the programme.

For an elective in the internship, sometimes an addendum to the existing Internship Agreement will suffice and sometimes a new Internship Agreement must be drawn up. This depends on several factors. Want more information? The training will tell you all about it.

#### Disclosing the student's name and address

The placement company may request personal data from the student from the programme. This usually involves the student's name and address details and Social Security Number (BSN). This data is covered by the General Data Protection Regulation (GDPR). This law prescribes that personal data obtained from students may only be provided to third parties if there is a basis for doing so (Article 6 AVG) and that the ROC complies with the principles of data processing (Article 5 AVG).

The placement company exclusively receives the practical agreement from ROC van Twente (Internship Agreement) to which they are party to. This includes the student's first name, surname, date of birth and address. The BSN and other personal data will not be provided.

### 1.7 Students with a disability, handicap or chronic illness

A student with a functional impairment, disability or chronic illness may be inconvenienced by this during their internship. How much hindrance the student experiences depends on what impairment is involved, how severe it is and what adjustments are possible in relation to the occupation. Each college of ROC van Twente has a 'Team Expert Student' and specialists also work in the Career Centre who can advise you on possible adjustments.



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### 1.7.1 What do we mean by a disability?

A functional impairment, disability or chronic illness can be congenital, but it can also arise during one's life, for example an accident.

Examples of functional impairments include:

- visual: blind and visually impaired;
- auditory: deaf and hard of hearing;
- chronic: disease of heart, lungs, kidneys; cancer, diabetes, multiple sclerosis;
- motor: musculoskeletal limitations; arms, hands, legs, back;
- psychological: psychosis, non-congenital brain injury, eating disorder;
- social and behavioural: ADHD, autism, PDD-NOS;
- dyslexia, dyscalculia;
- learning difficulties.

### Functional impairments that manifest during the internship

There are times when a student does not perform well during the internship. You might find that a student has no chance of entering the job market, for example, because they are absent a lot due to illness, cannot work a full day or need more and more frequent explanations on assignments. This may mean that the student cannot complete their studies because the internship is assessed with a failing grade. Discuss the situation with the student first and then inform the vocational training tutor as soon as possible.

### 1.7.2 Workplace adjustments

Through various adjustments, it is possible that a student with a disability can still meet the requirements of the vocational training. You can think of:

#### Additional guidance

- more guidance;
- structuring assignments;
- attention to personal hygiene and use of medication;
- external mentor;
- planning support;
- adjusted examinations during the vocational training.



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### Workplace adjustment

- an adapted chair, adjustable desktop;
- software for the visually impaired;
- material support in the form of resources.

Students with an auditory or visual impairment are usually accompanied by itinerant tutors from [Kentalis](#) or [Bartiméus](#). These tutors give advice for guidance and provide adjustments if necessary.

### Reduce physical strain for example by:

- committing to less than eight hours per day;
- not working 4 or 5 consecutive days, but rather, for example, working 3 days a week with 2 rest days, so that the student has a day of rest after each working day.
- taking extra breaks during the day, possibly in a separate rest room;
- using an escalator and/or lift;
- not lifting anything too heavy or using auxiliary equipment for this purpose;
- alternating walking, standing and sitting;
- Using e-learning on return days.

### Transport

Students who rely on individual transport can apply for it as a service from UWV. This transport applies in secondary vocational education, including vocational practical training, and for work.

### Adapting to internship requirements

With these adjustments during the internship, the student should be able to meet the requirements for the diploma. These adjustments make it possible for students to put what they have learned into practice and achieve the number of mandatory vocational training hours.

Occupational facilities and workplace adjustments can be applied for via the UWV WERKplein site: [www.uwv.nl/particulieren/voorzieningen/](http://www.uwv.nl/particulieren/voorzieningen/) (for individuals) and [www.uwv.nl/werkgevers/formulieren/aanvragen-vergoeding-voorzieningen-werkgever.aspx](http://www.uwv.nl/werkgevers/formulieren/aanvragen-vergoeding-voorzieningen-werkgever.aspx) (for employers).



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Need an adjustment? Contact your vocational training tutor. He or she may involve the College's Team Expert or a specialist from the Career Centre. In consultation with the student, they can contact an employment expert from the local government, UWV or WERKplein and ask for information and advice on, for example, adjustments, facilities or a No-Risk policy. These provisions apply both to a student's internship and to the student as an employee.

## 1.8 Internship discrimination

Internship discrimination unfortunately still occurs. Internship discrimination means that students are discriminated against when finding an internship or during the internship. For example, because of descent, religion, gender or age. ROC van Twente considers discrimination unacceptable and will not tolerate it. We ask students to report all forms of discrimination to their internship tutor and to SBB so that internship discrimination becomes transparent and something can be done about it. (See also section 2.8: Complaints or issues)

For more information regarding [internship discrimination](#), you can visit the website of the Netherlands Institute for Human Rights.

ROC van Twente actively combats against discrimination and promotes a safe learning and working environment for all its students. We all see the importance of diversity and inclusion within our organisations. To prevent internship discrimination, some programmes have started internship matching.

### Internship Matching

internship matching is the matching of student and placement company based on the student's learning desire and competences, and the learning opportunities the placement company offers. Matching is not done based on a student's personality or personal characteristics. The company does not conduct an 'online interview' with matched students.

Students can always look for internships themselves, even in the first year. Companies are responsible and remain responsible for anyone selected to join their workplace. Companies and students can always submit substantiated comments to the college if, in their opinion, the matched placement is not appropriate. In this case, the college will come to a solution together with the student.



## 2. Information regarding the vocational training period

### 2.1 Division of tasks in relation to vocational training

Who does what during the vocational training period to ensure the student has a productive learning experience?

The vocational training involves four parties:

- ROC van Twente/ the vocational training tutor;
- - The placement company
- - The student
- SBB.

The following describes exactly what we can expect from each other during the vocational training period:

#### 2.1.1 ROC van Twente's responsibilities

The Vocational training tutor/the Vocational training coordinator:

1. prepares the student for the vocational training period;
2. provides information on the vocational training;
3. handles the smooth transition for students with special needs;
4. arranges tailored guidance for students with additional support needs;
5. informs the student during the vocational training;
6. handles correspondence with companies or institutions;
7. places the student with a placement company;
8. provides the internship agreement;
9. gives the workplace trainer didactic tips to achieve better learning outcomes and (if desired) offers tips on supervising the student
10. initiates and plans internship interviews with the student and workplace trainer;
11. visits the student at the placement company;
12. conducts internship interviews
13. supports the implementation of the vocational training work plan and assignments;
14. guides and monitors the student's personal learning process;
15. monitors the student's progress;

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16. monitors student welfare (is alert to internship discrimination);
17. prevents and resolves issues where possible;
18. ensures that the vocational training and everything associated with it runs according to the established procedure;
19. advises and informs other parties like the Career Centre, tutors, UWV;
20. evaluates and assesses the vocational training.

### 2.1.2 Duties of the placement company (workplace trainer)

The recognised placement company (the workplace trainer):

1. signs the internship agreement;
2. arranges a suitable workplace for the student in line with the course;
3. provides a good introduction for the student that includes:
  - a. introduction;
  - b. orientation;
  - c. arranges working hours;
  - d. arranges the work a student must learn;
  - e. seeks cooperation from their immediate colleagues in the student's learning process;
4. provides the basic equipment in the form of tools, materials and resources needed by the student to complete the internship;
5. guides/supports/encourages the student in:
  - a. reflecting on actions according to the learning objectives;
  - b. formulating follow-up steps;
  - c. establishing personal learning goals and finding solutions;
  - d. developing the right work tempo;
  - e. interacting with employees;
  - f. developing their own initiatives;
  - g. completing vocational training assignments;
  - h. making customer contacts and obtaining the required social skills;
  - i. performing the assigned work.
6. gives instructions and checks for professional skills and work arrangement;
7. liaises with the training programme;
8. conducts progress interviews with the student and performs any related administrative tasks;
9. delivers a final assessment on the vocational training;



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10. discusses the assessment with the student.
11. completes SBB's vocational training satisfaction survey (Vocational training-Monitor);
12. contacts the internship tutor in good time in case of problems with the student or if the internship assignment stagnates.

### 2.1.3 Student responsibilities

There is a lot a student has to do on his or her own to successfully complete their education. The student is responsible for this. Making reports, being punctual, work ethic and so on.

A student is therefore expected to:

1. contact the placement company early to introduce themselves and discuss practical points;
2. sign the internship agreement;
3. indicate which learning objectives they want to work on;
4. agree with the workplace trainer on the resulting tasks and work;
5. regularly discuss their progress and work attitude with the workplace trainer;
6. show interest and develop a good working attitude;
7. take initiative;
8. complete the assignments to the best of their ability;
9. ask questions when information or assignments are not clear;
10. take care with the material he/she is working with and work diligently;
11. abide by the rules of the placement company;
12. devote sufficient time and attention to completing vocational training assignments;
13. contact the vocational training tutor directly if things are not going as they should.

### 2.1.4 SBB responsibilities

SBB's responsibilities are described on page 8.



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## 2.2 Guidance in OnStage

The student is assigned a digital file for the vocational training in OnStage. The file consists of preliminary and guidance processes. The preliminary process contains all the details and requirements for a definitive match. In the supervision pathway, time sheets, evaluations, assessments and any assignments for the internship are all put in place to achieve a good learning outcome.

Both the student, vocational training coordinator and vocational training tutor from ROC van Twente have access to the file.

Some courses also work with OnStage4Business, a separate module for placement companies. If the course works with this module, you will receive the necessary login details from them. By using OnStage4Business, you can monitor all the ROC van Twente students you supervise. This module also allows you to perform tasks in the student(s)' file(s), such as assessing an assignment, approving hours, etc. Finally, you will find the contact details of all those involved to ensure optimal cooperation. More information about OnStage4Business, including [video instructions](#), can be found on [our website](#).

## 2.3 Basic equipment

The placement company provides what the student needs to participate in the internship (including tools) within existing laws and regulations. We call this *the placement company's basic equipment*. The student must be respectful and economical with the placement company's basic equipment.

In specific cases, the student can be asked to provide (part of) the basic equipment. Then agree with student how much he/she will be reimbursed for the use of their own working materials/tools/instruments; preferably in writing.

Can't work it out together? Then ask the college to mediate. If no solution is found, the college (together with SBB) will help the student look for another work placement company.



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## 2.4 Internship working hours

### 2.4.1 Working Hours Act

The internship agreement states that the placement company has the same duty of care for the student(s) as for other employees within the company. This means that it is stipulated in the internship agreement that the same working hours apply to the student during the internship as to other employees in the department where he/she is placed, unless other arrangements have been made. Working hours must not violate the applicable health and safety laws and regulations (including the Working Hours Act).

For working on Sundays, the Working Hours Act sets further rules. It is stipulated that no work be done on Sundays. Only if other arrangements have been made, or if working on Sunday is part of the nature of the work (e.g. catering), can a trainee be asked to work on a Sunday. Moreover, in consultation with the Works Council or employee representation, it can be determined otherwise when business conditions make this working time necessary. However, everyone has at least 13 Sundays off in a consecutive 52-week period.

### 2.4.2 Rest and break times for young people

For young people (16 and 17 years old), further rules apply with regard to deployment (and rest and break times), including:

- Young workers should have an uninterrupted rest period of at least 36 hours in each continuous period of 7 times 24 hours;
- If the work takes longer than 4.5 hours, the work must be interspersed with a break of at least half an hour, which may be split into breaks of at least 15 minutes each;
- The employer shall organise the work in such a way that the young employee works a maximum of 9 hours per shift, 45 hours per week and an average of 40 hours per week in each period of 4 consecutive weeks;
- Training time counts as working time, including breaks.

It is therefore important to check whether the trainee is considered a juvenile within the meaning of the Working Hours Act. In addition, the agreements made at the company (individual, by collective bargaining agreement, with MR/OR) may be conclusive.



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### 16 & 17 year-old students

<b>Minimum daily rest*</b>	
• Daily rest*	12 hours
• at least in between:	23.00 - 06.00
• Weekly rest	36 hours per period of 7 x 24 hours
<b>Maximum working time*</b>	
• per shift:	9 hours
• per week:	45 hours
• per 4 weeks:	40 hours per week on average (160 hours)
<b>Break during working hours &gt; 4.5 hours</b>	at least 30 min, split into breaks of 15 min each if necessary
<b>Sunday work</b>	none, unless** 13 free Sundays per 52 weeks, any other number by collective labour agreement, individual consent is required for less than 13 free Sundays per year

\* There are exceptions in the Working Hours Act for  
16- and 17-year-olds:  
- Bread & pastry bakery article 5.4:3  
- Defence article 5.6:2  
- Continuous travel article 5.5:7 (ArTB-V)

\*\* No work is required to be performed on Sundays unless:  
- It is in the collective agreement or contract, for example, and it is a result of the nature of the work.  
- Business operations make it necessary and the employer has reached agreement with the participation body or, in its absence, with the employees concerned.

When determining working hours per day, week or 4 weeks, teaching hours and/or overtime hours or holiday work must be included. [Here](#) you will find the activities trainees under 18 are not allowed to do.

Are you looking for working hours for 15-year-olds? You can find them [here](#).

### 2.4.3 Vocational training during course holiday periods

The ROC sets annual [holiday periods](#) for students. This means that the vocational training is interrupted by 6 weeks of summer holidays, unless explicitly stated otherwise agreements must be made with the placement company and the internship tutor. For other holidays and leave, the holiday and leave regulations as set out in the vocational training guide apply to the internship.

If a BBL student has entered into an employment contract in addition to the Internship Agreement, other arrangements may apply between the placement company and employee.



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#### 2.4.4 Absenteeism during the internship

If the student is absent due to illness or any other reason, he/she should inform the placement company in a timely manner in the manner agreed for this purpose. The student must also submit sick/absence and recovery reports to the course administration.

If the student misses internship days, these will be made up in consultation with the placement company and the vocational training tutor.

### 2.5 Insurance and liability

#### 2.5.1 Who is liable?

As far as liability is concerned, a student is treated as an employee in the eyes of the law.

The placement company is therefore legally liable or responsible if a trainee, when carrying out their internship activities:

- causes damage to themselves (7:658 BW);
- causes damage to the placement company (7:661 BW);
- causes damage to third parties (6:170 of the Civil Code).

It is advisable for the placement company to take out adequate insurance for this purpose.

If a student causes damage to the placement company or third parties during his/her internship activities through intent or deliberate recklessness, the trainee is liable for this damage. The ROC has taken out internship insurance for these situations (see following section).



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#### 2.5.2 Liability insurance

The ROC has taken out internship insurance. Should a student be liable for damage caused to the training company or third parties, this internship insurance can be invoked. A student is liable to the placement company or third parties only if the damage results from intent or deliberate recklessness on the part of the student.

Damage caused with or to motor vehicles, among others, even if the student is liable for the damage caused, is not insured. Damage caused to the company's software is also not insured.

#### 2.5.3 Accident insurance

The ROC has taken out no-obligation accident insurance for its students. This insurance provides cover for the consequences of accidents in and around the internship, regardless of whether there is liability. The insurance is also in force for students during their internship, including for the travel required for coming to and going from the place where the internship takes place. The insurance has secondary cover: another insurance takes precedence if a claim can be made from it. The terms and conditions attached to the internship agreement also include the above.

ROC van Twente has also compiled an [information sheet](#) for placement companies explaining damage and liability in the context of internships. Appendix 2 of this guide also describes this information.





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## 2.6 Social security

### 2.6.1 Do I have to pay premiums as a placement company?

If a student receives real remuneration, such as the minimum (youth) wage, they are considered to be in genuine employment. In this case, normal rules for payroll taxes apply and students are covered under all employee insurance. You will then have to calculate employee insurance contributions and also pay the employer healthcare insurance levy.

Is your intern receiving remuneration but there is no genuine employment agreement in place? Then this is considered fictitious employment. However, you will still have to withhold wage tax/ national insurance contributions and pay employer healthcare insurance contributions. Your student will then be insured under the Wajong Act and the ZW. You do not have to calculate employee insurance contributions.

Under certain conditions, the student is also entitled to benefits. For more information on this, contact the UWV.

### 2.6.2 How is the student insured?

#### Healthcare Insurance Act (Zvw)

The student, who is insured for national insurance, and thus for the General Act on Exceptional Medical Expenses (AWBZ), is also insured under the Zvw. The withholding agent must apply the regulations on income-related healthcare insurance contributions to parts of the intern's fee that are considered wages.

#### Employee Insurance

The student's insurance obligation for employee insurance is regulated as follows:

#### The Unemployment Insurance Act (WW)

- Students are insured if there is 'genuine' employment (usually BBL) within the meaning of the WW;
- Trainees are not insured for WW on the basis of fictitious employment (usually BOL).



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### The Sickness Benefits Act (ZW)

- Students are insured for the ZW. This applies both if there is 'genuine' employment and fictitious employment;
- If the student receives an allowance and falls ill, the student may be entitled to continued wage payment (70% of the internship wage);
- After the internship agreement ends, the student may receive the sickness benefit from the UWV;
- If the student becomes ill for a long time, it is wise for them to contact the UWV in connection with an examination for the Wajong or No-Risk policy (see below).

### The Work and Income according to Labour Capacity Act (WIA), the Participation Act and the Young Disabled Persons Act (Wajong)

- For the WIA, there is an insurance obligation (under the normal rules for employment) for a student working on the basis of private ('genuine') employment. There is no insurance obligation for the WIA based on fictitious employment;
- If the student becomes incapacitated during their studies, they may be eligible for inclusion in the target group register. Based on an examination, the UWV assesses to what extent the young person is hampered in finding and keeping a job (see chapter 2 'students with a disability, handicap or chronic illness').

## 2.7 Remuneration and compensation

### 2.7.1 Internship allowance or salary

#### Internship without an employment contract

Students do not have to incur any fees to attend an internship. All students receive an expense allowance from the placement company that covers at least all the costs that a student incurs in order to perform an internship with a company. Only when this would be a disproportionate amount, for example if the student lives very far from the placement company, can other arrangements be made.

In addition, some collective labour agreements (e.g. hairdressers, care for the disabled) state that a student is entitled to compensation. It is good to check what the rules are within the applicable collective labour agreement.



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Even when no agreements are made in the labour agreement, ROC van Twente recommends giving the student an appropriate internship allowance in addition to their expense allowance. As a guideline, you can consider €14,50 gross per working day (apart from any travel expenses or costs for equipment or clothing). This amounts to a gross allowance of about €252 per month for a 4-day working week and €315 for a 5-day working week.

To record agreements made, please use [this form](#).

### Internship with an employment contract

If a student has an employment contract with a placement company, they are entitled to a salary. Employers can also decide whether to cover the student's tuition and travel costs, insofar as no provisions are included in the collective labour agreement.

### 2.7.2 Practical learning subsidy scheme

As a placement company for vocational training, you may be eligible for subsidies. The application requires you to have a valid internship agreement, the student's record of attendance on a daily or weekly basis and records showing that you have supervised the student as part of their vocational training. Read more at: [www.rvo.nl/subsidies-financiering/praktijkleren](http://www.rvo.nl/subsidies-financiering/praktijkleren).

**roc van twente**

COMPENSATION AGREEMENT BETWEEN THE TRAINING COMPANY AND STUDENT

**Reimbursement of Expenses**

By law, the training company is required to reimburse the costs that the student must incur in order to complete the internship. This includes a Certificate of Conduct, travel expenses if the student does not have a public transport card, material costs, clothing, tools, etc. For more information, see paragraph 3.2 and 3.3 of this guide. These agreements are documented using this form.

The student receives the following from the training company in part of the vocational training:

- A reimbursement per week/month? for travel expenses of €.....
- A reimbursement for work clothing and/or tools of €.....
- A reimbursement for the Certificate of Conduct (VOC) of €.....
- A reimbursement for: €.....

**Internship Allowance**

An internship allowance is not legally required unless it is included in the collective labour agreement (CAO). However, ROC van Twente advises granting a reasonable allowance. See further paragraph 3.7.1 of this guide.

The student receives the following from the training company in part of the vocational training:

- A gross/net allowance of €..... per week/month?

Training Company	Student Name
Location	Student Number
Name of authorized person from the training company	Name of the Training Course
Address	Phone No. ROC/BA
Date	Start
Signature of authorized person from the training company	Signature of student

Vorm is te downloaden op [www.rvo.nl](http://www.rvo.nl)



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## 2.8 Complaints or problems

We try to plan everything as best we can but sometimes things can go wrong. In case of a conflict or problem with a student, the basic principle is that you should try resolve them with the student first. If you cannot work it out together, you can seek the help of vocational training tutor/vocational training coordinator.

Do you have a general complaint about ROC van Twente? Then you can file a complaint. More information on how to file a complaint is available from the Complaint and Objection Secretariat, telephone number: 088-178 32 92, or via the [Complaint Form](#).

### Confidential advisor

Should situations occur during the vocational training with regards to bullying, discrimination, (sexual) intimidation, aggression (both verbal and physical) in which a student of ROC is involved as a victim or perpetrator, please contact ROC van Twente's central confidential advisor, Janny Beuzel, via e-mail: [jbeuzel@rocvantwente.nl](mailto:jbeuzel@rocvantwente.nl) or by phone: 06 51306143.

She can advise you and explain what ROC van Twente confidential counselling could mean for the student in this specific situation, what the next step could or possibly should be, and who could or should take it.

### Emergencies

If the student is on an internship outside of college hours (for example during holidays, weekends or evenings), a back-up is available during out-of-college internship hours to deal with emergencies. The emergency phone number can be found in the course's vocational training guide.



## 3. Information regarding the completion of the vocational training

### 3.1 Examination, final assessment and evaluation

#### 3.1.1 Examination in the workplace

The programme is free to decide how it designs and conducts the examination of a course and which parts of the examination take place in the workplace.

The training must put safeguards in place to ensure the competence of its assessors. This involves the programme knowing and being able to demonstrate that those involved in examination are sufficiently competent. The college should be confident that the assessor can competently assess in the workplace using clear assessment rules. Furthermore, it is important during an examination that the roles of supervisor and assessor are separate.

#### 3.1.2 Final assessment of the internship

A final assessment of vocational training is given per student by the educational institution. In doing so, the programme involves (the workplace trainer of) the placement company. The student obtains the diploma only if he/she receives a pass in the individual final assessment of the work placement. This assessment is based on the agreed learning objectives.

#### 3.1.3 Evaluation

We would greatly appreciate it if you would complete the Vocational Training Evaluation (from SBB) annually.

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## 3.2 Intellectual property

The question is often raised as to who should be considered the rightful owner of a product of work or an invention - to whom the intellectual property belongs - when a student develops/realises a product or service during their internship. This answer is clearly stated in the Copyright Act of 1912 and the National Patent Act of 1995.

### Copyright Act of 1912

<http://wetten.overheid.nl/BWBR0001886/2017-09-01>

If the student is not employed, the copyright could, in an exceptional case, belong to the intern if the student develops and implements an idea independently without substantial input from the placement company.

### National Patent Act of 1995

<http://wetten.overheid.nl/BWBR0007118/2017-03-01>

The National Patent Act is more explicit than the 1912 Copyright Act with regard to an invention by a student: the patent belongs to the placement company. If the invention for which a patent is sought was designed by an intern with an employment contract, the patent belongs to the placement company in its capacity as employer (Article 12 paragraph 1)

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## 3.3 Termination of the internship agreement

If the examination board decides during the diploma meeting that a student has passed, this automatically terminates the internship agreement (Internship Agreement) and thus the vocational training.

### Early termination

Upon early termination of the internship agreement, ROC will work with the student to find a new placement company, unless circumstances mean that this is not required of ROC. The latter will have to be assessed on a case-by-case basis. Failure to find another internship may mean the student has to quit the course.

The internship agreement describes in which cases (when) and how (how) it can be terminated early. Reasons other than those stated in the internship agreement are not legally valid.

Termination of the internship contract, for example, because the student has to leave the placement company, does not mean that the study programme and enrolment in the course ends. This requires a separate decision.

### Internship with an employment contract

If there is an employment contract with the training company in addition to the internship agreement, both contracts must be terminated separately. If the internship agreement is terminated early, the vocational training tutor must be informed as soon as possible.

If the placement company wishes to terminate the employment contract, the company must observe the rules of the applicable labour law for this purpose.





## Annexe 1: Professional expertise on-the-job training

**As a workplace trainer, you have a supervisory and a training role. You convey subject knowledge and encourage students to feel responsible for their learning and performance as employees. You motivate the student and tailor guidance to them. You also monitor the progress of the learning process.**

### Competencies

As set out in the [SBB Accreditation of Placement Company Regulations](#), the following competencies are important for the workplace trainer:

#### Management

- Matches their training methods to the student's task, maturity and learning style;
- Monitors whether the student functions according to the agreements made and gives clear instructions if the student does not meet/threaten to meet expectations.

#### Support

- Encourages and coaches the student;
- Gives the student clear and constructive feedback;
- Motivates the student by providing emotional support to a greater or lesser extent.

#### Planning and initiating activities

- Decides whether the student is making progress in their learning;
- Determines the areas in which the student should develop.

#### Following instructions and procedures

- When assessing the student's progress, works with assessment instruments and according to related procedures, so that the student receives an objective and valid assessment.

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#### Learning

- Evaluates the vocational training period to identify areas for improvement and to improve those areas.

#### Focuses on the 'customer's' needs and expectations

- Asks the student what they want to learn during their internship and focuses on that.

#### Planning and organising

- Makes it clear in conversation which learning objectives need to be achieved;
- Plans the student's learning activities;
- Monitors the progress of the learning process;
- Decides when to intervene in the learning process.

#### Cooperation and consultation

- Shows an interest in the student by listening, asking questions and observing them;
- Discusses, after consulting others if necessary, their observations with the student;
- Encourages the student to participate in the further development of their learning process;
- Listens to advice from the workplace supervisor and learning adviser and indicates how they should implement the advice.

#### Applying professional expertise

- Explains how things work, demonstrates this or makes the student think about subject-specific issues;
- Uses their knowledge about the subject to assess the student;
- Reviews information from the college, the student's wishes and opportunities within the placement company to identify ways of achieving the learning objectives;
- Observes the student using the assessment criteria and rates these observations.

#### Getting better at your role

As an on-the-job trainer, you train the student in practice. But how do you develop yourself as an on-the-job trainer? SBB offers tips and a wide range of training and tools. [Here](#), you choose the way of learning and support that suits you.



## Annexe 2: Injury, liability and insurance during the internship

**The internship is a legally-required part of all vocational training courses.**

**The internship is a form of planned and conscious learning of a student at an accredited placement company and in an authentic work situation aimed at acquiring vocationally relevant competences.**

**During their training, ROC students will perform their internship at one or more companies. And where work is done ...**

**This appendix contains information on liability and insurance for damages that the placement company, a business associate or the student may incur during the internship activities.**

### Damage and liability

In general, the company where the student completes his or her internship is liable for any damage caused or suffered by a student. The law provides that an employee who causes damage to the employer or a third party in the performance of their work is not liable to the employer. As far as liability is concerned, an intern is treated as an employee in the eyes of the law.

Therefore, in principle, the student is not liable to the placement company for any damage they inflict or suffer during their internship.

As the student is in principle not liable to the placement company, the company will have to compensate the damage suffered by the placement company, company relations or the student himself. For an placement company, it is therefore important that damage caused by or to students is adequately insured; just as it is for its own employees.

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#### Internship insurance ROC van Twente

The ROC has included an 'internship clause' in its insurance package for its students. Should the student-trainee be legally liable towards the placement company, the internship clause covers the student's liability for damage caused to the placement company or third parties during internship activities. The clause does have some exceptions to student liability. For example, damage caused by, with or to motor vehicles on public roads is not insured, even if the student can be held liable for the damage.

#### The internship agreement

Prior to the vocational training, the student, ROC van Twente and the placement company conclude a practical agreement (Internship Agreement). The terms and conditions of the Internship Agreement regulate what has been explained above under the headings 'Liability' and 'Insurance'. In accordance with this memorandum, under the terms and conditions attached to the Internship Agreement, the placement company must take out adequate insurance for damages to the placement company and against civil liability for damages to third parties.

In addition, the terms and conditions to the Internship Agreement include that the ROC takes out the above-mentioned insurance for the student's legal liability for damage to the placement company or third parties.

#### Accidents and liability

An accident may also occur during the internship, resulting in damage to the intern. For example, the student may trip, break their arm and damage their clothes. Regarding liability, the Civil Code stipulates in article 7:658 paragraph 2 that the employer (the placement company) is liable for all damages incurred by the employee/ intern in the performance of his/her work. This is different if the employer can prove that it has fulfilled its duty of care mentioned in the first paragraph of the aforementioned section of the law or there is intent or conscious recklessness on the part of the intern. Section 7:658(3) states that this cannot be deviated from.

The ROC therefore recommends that the placement company take out adequate insurance against industrial accidents, through liability and/or accident insurance.



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## Accident insurance ROC van Twente

Without prejudice to the above, the ROC has taken out accident insurance for its students against the financial risk of injury caused by accidents during internship activities and commuting. Insofar as the intern's own insurance or another insurance does not provide cover, medical and dental expenses are also partially co-insured. In line with this, the Internship Agreement states that the ROC has taken out accident insurance for its students.

## What to do in case of damage?

Should the placement company or a business relation suffer damage due to the actions of an intern, or the intern themselves suffers damage, the placement company should appeal to its own insurer as far as compensation for damage is concerned. If the placement company believes that the trainee is liable and/or the ROC should compensate the damage, the traineeship company can report the damage to the designated contact person of ROC van Twente. The latter, without acknowledging any liability, will deal with the damage and inform the vocational training company about the progress.

## Questions?

If the placement company needs further information on damages, liability and insurance in relation to the internship, they should contact the designated contact person at ROC van Twente.