

1) About Deltawerk (audio):

What happened to the environment and nature as a result of the Deltawerken?
The correct answer should be "**mensen niet eens**/people disagree"

2) About Dutch colonial history (audio):

audio says something about the history of dutch colonization in "East Indie or Indonesia". The question is what can you infer from the audio.

a) differences between rich (**rijk**) and poor (**arm**) dutch people.

3) There is a table on the left side of the screen about different Health Insurance options. The question is which one is the best option for physiotherapists visit fully covered. Easy answer: Just check the column in the table where "**Onbeperkd**" is mentioned for physiotherapists visit.

Situation: (Audio) Amel asks when can she have the echo test.

Question: What will the doctor reply?

(a) Within 2 weeks (**binnen 2 weken**) - My answer

Situation: (Audio) they talk about where she can deliver her baby. The doctor tells her that she can choose herself as the most important factor is that she's relaxed and comfortable.

Question: Where can Amel deliver her baby:

(c) She can choose herself (**Ze kan kiezen voor zichzelf**)

Situation: (Audio) Ali is talking to his daughter about ROC. He tells her that there is one nearby located at a crossing of 2 streets

Question: what kind of education types are provided in the ROC

ROC Leiden verzorgt middelbaar beroepsonderwijs (mbo) en volwassenenonderwijs (Educatie).

1. Situation: (Audio) Audio talks about CAO in general.

Question: To whom does CAO applies (what falls under its authority)?

b. CAO (applies to all employers irrespective of your vakbond membership

2. Question: How is CAO negotiated?

c. **vakbond en werkgever** discuss the cao together and try to come up with an agreement

3. Situation: (Audio) Ali is talking with his colleagues about vakbond.

Question: What is the advantage of being a member?

c. They can help with you with work-related problems and legal matters

<http://www.kennisring.nl/smartsite.dws?id=52066> (useful link)

4. Situation: (Audio) Ali is again talking with his colleagues.

Question: Ali asks colleagues why so much is taken out of his wages.
c. It's salary taxes and premiums that are taken out

5. Situation: (Audio) Aangifte politie - submitting declaration by internet.

Mo's daughter Malika's bike was stolen. Mo is calling the police and asking whether it is possible to file online complaint (aangifte). Police officer asks whether Malika has seen the offender and Mo says no. Police officer then asks whether there are any traces of the incident and Mo says no. Policeman concludes that in that case it is possible to submit the declaration online.

Question: From the conversation it can be concluded that it is possible to do the online complaint (**online klacht**) based on the fact that:

? b. There are no traces and she did not see the offender (my answer);

6. Situation: (Audio) Aangifte police – Choosing the right form.

Police was explaining to Mo how he can file the online complaint (aangifte).

Question: What is one of the steps MO needs to do before submitting the online complaint?

b. He should select the link on the right side '**aangifte fietsdiefstal**

7. Situation: Aangifte police – Special characteristic of the stolen bike.

Question: What needs to be filled in the field 'bijzonderheden'

a. There is a shopping basket (**mandje**) fitted in front

8. Situation: Aangifte police – Filling up the form (**Ter hoogte**).

Question: What needs to be filled in the field 'ter hoogte' (normally it's the place)

b. **De school** (my answer);

9. Situation: Aangifte police –Keep informed

Question: Which option needs to be chosen in order to be informed about the outcome of the case?

c. Option C - there was sentence something with '**hoogte te houden**'

10. Situation: (Audio) Neighbors ask Mo and Hanna on the evening of 29 April if they want to join them tomorrow morning to celebrate the upcoming holiday together.

Question: What is the best answer by Mo and Hanna:

a. Yes, we want to join you to celebrate **Queens day together** (since it is celebration that involves everybody, regardless of their nationality, religion, age, status, etc.)

11. Situation: Jan and Hanna are invited for a dinner. They accepted the invitation but then Hanna gets sick on that day.

Question: What should they do?

c. Call and say they're sorry, Hanna is sick, and can they reschedule (**opnieuw te planne**)

12. Situation: (Audio) Friends on a balcony (two couples) are talking with each other. Then one couple say "wij gaan eten".

Question: What does this mean, is the second couple invited or not? What should they reply?

c. **Jan and Hanna are not going. It is not an invitation and neighbors will go and eat with their family members. That's what it is meant**

13. Situation: Parents are applying for subsidy (t.) for school tuition.

Question: Do they need to pay back the Studiekost verged (**payback of study cost**) for your children who are going to voortgezet onderwijs?

b. Nee, they don't need to; **zij hoeven niet**

14. Situation: A woman's daughter is to finish voortgezet onderwijs soon.

Question: What are financing options for her child after the voortgezet onderwijs

b. the child can go to HBO or WO, they cost the same, can receive studiefinanciering;

15. Question: Do parents have to pay leergeld when their child goes to the voortgezet onderwijs?

b. No they do not need to pay;

16. Situation: Text is given on the left explaining conditions for studiefinanciering. In second part it also covers subject of student's place of residence.

Question: Does studiefinanciering depends on the place/adres of student – if students lives with his/her parents or independently (new question)?

c. **Yes, you will get more money in studiefinanciering but you need to prove that you don't live with parents**

17. Situation: A man goes to CWI.

Question: What will an employee of the CWI do in order to help men find a job?

b. **CWI employee introduces the vacaturebestand to the man, but meanwhile the man also needs to keep on looking for jobs by himself (my answer);**

18. Situation: Jan tells his friend that he has just registered at CWI with goal of finding a job. His friend tells him that he should also register with uitzendbureau.(agency)

Question: What should Jan reply? (rely on)

a. That is good idea since I should not rely only on CWI for finding a job **vertrouwen op**

19. Situation: Looking at a job ad (for job vacancy for position of salesmen in car dealership is shown at the left side).

Question: Based on which paragraph is it obvious that knowledge of computers is important.

a. Based on the fact that he will be required to use automated system for registering sold cars **Gebaseerd op het feit dat hij moeten geautomatiseerd systeem voor het registreren verkochte auto**

20. Situation: A man wants to take an English course and he is looking at the website of a school which has the course. He wants to know the length of the course, so he sends a letter to the school.

Question: Which letter is correct? (It is easy to guess this by only paying attention on the level of politeness and formal writing style – use of **jij/u** etc.)

c. I couldn't find the length on your website, could you please send me the length

21. Situation: A man wants to apply for a part time job. The job is 20 hours per week, but he wants to know how the 20 hours working time is being distributed, he needs to write a letter to the company.

Question: Which letter is correct? (again usage of **jij/jullie/u** can be used as good clues)

c. Could you please let me know how I do you plan me to distribute this 20 hours across the week

22. Situation: Mo is starting a new company and he plan to go to the KvK. On the left side general description of the main activities/roles of KvK (in three paragraphs) is shown.

Question: Which paragraph says that KvK can help new businesses?

b. **Paragraph 2**: KvK can help you with advice and things

24. Situation: On the left side is presented Mo's ondernamings plan for his computer winkel, which is separated into three sections/paragraphs.

Question: In which paragraph of the plan Mo makes it clear that he has the qualities necessary for successful management of the computer store?

a. **Paragraph A** - Personal details - name, education, motivation, experience, personal characteristics, etc. **motivatie, ervaring, persoonlijke kenmerken,**

25. Situation: Mo wants to open a computer store. The Chamber of Commerce (KvK) asks him to submit a few items. One of them is a description of the target group of the customers (so called 'doelgroep').

Question: What is the best description of the target group for his company?

b. The target groups are people using computers at home and companies using computers for their businesses;

26. Situation: Mo wants to open a computer winkel. He must offer his house as a guarantee in order to get a loan from the bank for his new company. Conversion goes between Mo and bank official.

Question: What will bank do when someone don't pay the loan?

c. Bank will put the house for sale; **te koop**

27. Situation: (Audio) At the consultatiebureau the baby is getting a vaccination. Doctor explains to the mother that baby might get thirsty or cry or gets fever and that's fine, but you only need to be concerned if the temperature gets over 40 degrees Celsius.

What is the proper question mother should ask the doctor in response to this?

c. What should I do if the fever is too high **Wat moet ik doen als de koorts te hoog is**

28. Situation: Amel's friend is sending her an e-mail (shown on the left screen) about how her baby cries all the time and asks her what to do.

Question: What is proper response from Amel to her friend?

c. You should go to consultatiebureau during their special 'walk-in' hours, when you don't need to make an appointment

29. Situation: On the left side of the screen text is shown in which ouderschapsverlof is explained. Among other things, there is a paragraph (in the end) about payments during this parental leave.

Question: Will Mo receive any salary while he is in ouderschapsverlof?

a. Yes, he will receive his full amount of his regular salary;

30. Situation: Kraamhulp is coming to house during first week after birth.

Question: What does the nurse (kraamhulp) do when they come to the first house visit after birth? Answer is in the text – heel prick, if you hear nothing everything is fine. Also do a hearing test.

a. Take blood (hielprik)and check hearing (hoortest)

1. Mo lives on social security, and wants to take his son to the creche, who pays for this?

Creche is part of kindopvangtoeslag

4. Ouderschapsverloof, how long is it/can it be?

母亲带薪产假和薪水: 16 周 100%; 父亲带薪产假和薪水: 2 天, 100%

母亲不带薪产假：13周；父亲不带薪产假：13周
限制：无薪休假限于已受雇1年以上者，孩子满8岁时过期。

5- Woman's work hours do not coincide with school, where can she leave her child?
I guess, Buitenschoolopvang, also gastouderopvang.

6- A couple have a house from the housing association (Woningstichting), if their rental cost exceeds their uitkering, what are their options?

9- How to pay taxes with a mortgage (hypotheek)?

Hypotheekrentaftrek is deducted from bruto inkomen.

Scenario: Kinderopvang (childcare) when you are on kraamverlof (maternity leave)

Question: Amal just delivered her 3rd baby and she is on kraamverlof (maternity leave). Can she get kinderopvangtoeslag?

[afhankelijk in text] and [hangt in the answer] both means 'depends', if you know this then its quite clear what option to choose so (govt pays depend on the salary).

Naturalisatie - Ali (59) and Zara (45) wants to apply for Naturalisatie and they are living in Netherlands with 'Resident permit with Onbepaalde tijd' for 30 years.

There is a long description about Naturalization using 'Optie' procedure

Q: Can Ali and Zara apply for Naturalisation via 'Optie' procedure - ?

No it is not possible based on the conditions for 'Optie'

Naturalisatie -Boete – Ali and Zara are at the Gemeente enquiring about the 'Naturalisation' and Ambtenaar explaining that there should not be any criminal case registered and then Ali said that once he paid a fine and the Ambtenaar saying that if they paid any huge amount of fine (500 euro and more) then there could be problem in naturalization, say for example drunken drive and hit someone....

Q: What's the response from Ali?

I never drink and for sure I know that I should not drink and drive (Ik drink nooit, zeker niet als ik moet rijden)

Naturalisatie -Dual nationality - Ali and Zara enquiring about the dual nationality and Ambtenaar saying that it is possible to have dual nationality but all depends on the country of origin. Ambtenaar asking zara from which country you are holding the passport and she says 'Morroco'. Ambtenaar tells 'let me check' and after checking he says 'yes you can retain your nationality too' (**te behouden**)

Q: What does ambtenaar said about the Zara's nationality?

Zara do not need to lose her Moroccan nationality (**Zara niet nodig om haar Marokkaanse nationaliteit te verliezen**)

Naturalisatie ceremony – There was a description on naturalisatie ceremony

Q: What will happen if someone do not appear for the ceremony

They should appear for next scheduled date within a year

Dienen te worden opgenomen voor de volgende geplande datum binnen een jaar

Looking for house - Where to look - Jan and Hanna looking for an apartment/House

Q: where should they look?

By looking in newspaper and register at housing agents (I chose this)

Looking for house in the region Utrecht -- what Jan said – Jan and Hanna were discussing about housing. Hanna says that there is a long waiting list for social housing and we should look for vrijsector housing. She said that she will go tomorrow to the library to look for 'vrijsector' housing in the internet and also asked Jan if he can go and register at the woningbouwcorporaties for social housing.

Q: What's the response from Jan?

You said that there is a long waiting list for social housing, right?

Looking for house - Which form – Hanna is filling out the form and there are three options on the left side.

Q: Which option to choose?

Option A: For social, vrijsector, nieuwbouw woning in the region Utrecht (I chose this)

Schooling – Mo is reading a description on when a child should go to school

Q: When should BO (Mo's child) should go to school?

Bo must go to school when he is five years old

Writing letter - party – Zara's daughter wants to throw a party. There are three letter templates shown on left side.

Q: Which one is more appropriate?

Mentioning the party time and asking the neighbors to inform them if they find any disturbances (noise, loud music)

Financing – Ali is looking for financing her daughters study and there is an instruction on how to send an application.

Q: how Ali should apply?

Download form ,fill it and send it through post (I chose this – it's in the description)

Fees between hbo and university – Audio – Ali and his daughter were looking into a brochure and discussing about the fees.

Q: what is said about the subsidy?

You can apply for the subsidy. Fees between hbo and university are same

U kunt zich aanmelden voor de subsidie. Vergoedingen tussen hbo en universiteit zijn dezelfde

Eu opgericht – There was an audio about European union

Q: Why EU was formed?

All leaders from EU countries can work together in various sectors (I chose this)

May 4 – Zara and her friend were watching TV and there was a documentary on May 4,5

Q: Why there is two minute silent?

They want to pay respect for those who fought and died in the war

May 5 – from the same documentary

Q: why May 5 is celebrated?

Nederlanders give more importance to the freedom

Baby congratulation to Hanna – Friends from Jan congratulate Hanna for his Baby and Hanna is confused.

Q: Why did Jan's friends congratulate Hanna?

It's dutch culture to wish also the family members of the person who celebrates baby

Computer ontwikkelen – Mo is preparing 'Ondernamingsplan'

Q: what MO should write on Computer ontwikkelen?\

Computer plays an important role. There are new inventions keep on coming and so on...

Detailhandel – There is a long text about a course on Retailing

Q: Which sentence represents the content of the course?

option A as it says something like 'Do you want to perform a lead role in various retail processes'

1. Zoet beleg, can you eat it?

b. yes, it has less calory than "hartig beleg"

.

2. How many calory a woman can take per day? 2000

3. Mother and daughter talk about breakfast, but said it is important as you won't snack in between the day if you take breakfast. what does the daughter should response here? i think i got this one wrong..

a. then i should take breakfast after i stand up in the morning

8. Extend the schuur, which option/box should you choose? Vergorte

9. One woman's daughter is going to basisschool, she is talking with her friend that often when her daughter gets off from school, she still needs to work, what should the friend suggest her to do?

a. Buitenschoolopvang

9. A woman is filling in a form of sending her baby (11 month old) to creche, which group the baby belongs to?

b. peutergroup

10. A man is looking at a job advertisement, he said this job is prestatiegerichte, where does he say this in the advertisement?

a. realisatie verkoopdoel voor nieuwe en gebruikte auto

11. A man is looking at a job advertisement, he said this job he needs to get along well with people, where does he say this in the advertisement?

c. Flexibale, customer service georiënteerde

12. A man and his wife talking about buying a house, man suggested to get a hypotheek, the woman asked if they could get one as man is now on uitkering, what should the man say?

a. he will call the hypotheeker or bank to ask for possibility

13. A woman and man talking about use a makelaar to find a house, Good idea, I hear the first visit is free

14. a man and woman bought a house, where do they sign the final agreement?

b. notaris

17. A woman sent her declaratieformulier to her zorgverzekering company, after one month still no reply, she sends a letter to the zorgverzekering, which letter is correct? (all options have the same opening and ending)

c. i have sent you the formulier 4 months ago, together with original invoice etc.....please contact me

20. A woman got first aid help from a hospital which her zorgverzekering doesn't have a contract with, can she get the cost recovered by her zorgverzekering? In the test it says, "in meest geval, je krijg de kost bijna 100% terug"

c. waarschijnlijk the whole cost or part of the cost will be recovered

22. about ouderschapverlof:

a. if you and your partner meet the requirement, you both can take the ouderschapverlof

b. You can only take the oudersverlofschap if your wife's zwangerschapverlof and bevalling verlof is opneemt (in the text it says that this is vaak the case, but not required)

c. you need to check your cao to know if you can take it or not

23. A man calls the bank to ask if he can get a hypotheek, the guy from the man says they need to know more information from him and he usually make an appointment with the customer to get all the information they need, how should the man response?

c. Sounds good, ik wil graag een afspraak maken

Q1: Mo sees to neighbours fighting outside. What does he do?
call police

Q2 Ali & his wife are talking about buying a house and the relative advantages/disadvantages of a mortgage and claiming the tax savings (you'll need to listen to the audio). What is Ali's best response to his wife's question at the end of the audio?

I'll call the bank for an appointment

Q3 Listen to the audio which simulates a phone call to the bank about a mortgage. What is the best response for Mo at the end of the audio. (thanks, I'll take a mortgage; thanks I'd like to make an appointment to discuss getting a mortgage; I'm undecided or something).

Q4 Mortgage interest is... Answer is deducted from monthly bruto loon/salaris.

Q5 Mohamed and his friend Mahmet are at a verzekering fair (insurance fair). Mo's friend picks up a brochure. Listen to the audio, what is Mo's best response to his friend? You almost don't need to the audio for this one, as it's just Mahmet ranting about how inappropriate and insulting the material is – and you can tell that from the question, which is: what does Mo say to his friend:

Everyone can write and say whatever they like in The Netherlands, and if you are discriminated against, you can to go a rechter;

Q6 Can Mo's daughter go from VMBO to HBO?
yes VMBO, MBO, then HBO.

Q7 Mo's daughter wants to quit school. What does Mo say to his daughter? You can listen to the audio, but you don't need to (I didn't). The answer options are: you must stay in school until you are 16 in The Netherlands; you can leave school after you are 17 in The Netherlands; you must stay in school until you are 18 in The Netherlands. **I believe the answer is you must stay in school until you are 16** (it's complicated as you'll see if you research the ages for compulsory education - it depends on if you have the skills to start a job or something and you can go to school 1 day a week when you're 17, etc.

Q8 Is the CITO test binding?

The answer is no, it is used with advice from the teachers, but the parents decide.

Q12: A neighbour has a problem with his shed – it catches fire. Another neighbour is upset, what does the 1st neighbour say?

3 options again, the answer, is apologize, of course!

Q13: The daughter has a work placement interview, so will need to be absent from school. Which of 3 letters is the one her mother must send to the school? This requires reading the letters and selecting the one with the appropriate politeness. I don't remember the details precisely, but one trick is to look at the greetings and salutations at the beginning of each letter (reject any that are too informal, such as addressing the principal only by their first name, etc.

Q14: The daughter also needs to write to her teacher or to the school. It like the question above, it's about selecting version with the appropriate level of politeness, etc. It's not difficult to identify the ones that don't fit if you carefully scrutinize the greeting & salutation as a first step, and then if that's not enough, the text itself. In both of these types of questions, also look at the instructions which set up the scenario for further clues (i.e. whether the full name of the principal/teacher is mentioned or if they are referred to as "Dhr. Smit", etc.).

Scenario: Dealing with neighbours. A neighbour has died.

Question: What should they do?

Answer: send a condolence card

Scenario: Dealing with neighbours. Your child is celebrating their 12th birthday and is throwing a party.

Question: What should be done?

Answer: put up a note saying that a party will be organized, that it will last until this-or-that hour, and that neighbours are asked to be patient during the time

Scenario: having a party at your house and how to interact with the neighbours; herrie maken met je muziek en klagende buren

Scenario: Dealing with neighbours. Your neighbour has just had a child.

Question: Will you go visit immediately, send a card or do nothing?

Answer: send a card

Scenario: Dutch holidays. May 4 & 5 (May 5: Bevrijdingsdag)

Question: Is interesting in May 4 growing or shrinking?

Answer: Growing

Scenario: Birthdays. It is Jan's birthday and their friends come and congratulate Hanna. Hanna is confused why she is being congratulated.

Question: Why was the lady congratulating her?

Answer: it is Dutch custom to wish you and congratulate you if it is the birthday of your children, spouse, etc.

Scenario: Dealing with the Gemeente. How to register a newborn child; what papers are needed and what last name the child may take

Scenario: Dealing with the Gemeente. Ali (or Mo) goes into his garden and sees it is small and that there is a shed and wants to extend it (expand his schuurtje or schuur).

Question: What must he do? What does he need to put in a request for?

Answer: needs a vergunning from the gemeente

Answer: there is a form with some details for the gemeente; one of the options is ticked

Scenario: Dealing with the Gemeente. Extending your shed and getting a permit

Question: Which box do you fill in?

Answer: verlenging, uitbreiding

Scenario: Dealing with the Gemeente. Extending your shed and getting a permit

Question: What happens if you leave something out of your form?

Answer: You will hear from them in 4 weeks

Scenario: Dealing with the Gemeente. Extending your shed and getting a permit

Question: What type of permit do you need?

Answer: one option includes you do not know it depends on the specific conditions and site

Scenario: Dealing with the Gemeente. Mo is at the gemeente. There is a question about drunken driving and he is paying a fine for it.

Scenario: Misc. How to handle power outages or issues with your house

Scenario: Freedom of expression, opinion, religion, non-discrimination.

Answer: People are allowed to say whatever they want as long as they do not discriminate against others.

Scenario: Public displays of affection and how a person should respond to it.

Question: Mo sees a couple (boy & girl) kissing in a shop. How should he react?

Answer: He should do nothing. It is not his business.

Scenario: Mo sees his neighbour with a short skirt in her own garden.

Question: What should Mo say?

Answer: He should say nothing. It is not his business.

Scenario: Mo notices his neighbours are not actually married.

Question: What should Mo say?

Answer: He should say nothing.

Scenario: Gay marriage (homohuwelijk). Mo listens to the radio and hears about gay marriage.

Question: What is gay marriage (homohuwelijk)?

Answer: A marriage between two men or two women.

Scenario: Elections & voting. There is an election for the gemeente and Mo is in Morocco.

Question: What should Mo do?

Answer options: Send a letter to vote

Scenario: Elections & voting.

Question: Why does Mo want to vote?

Answer: in the video

Scenario: Elections & voting. Mo goes voting and his friend asks whether he has to vote too.

Question: Can Mo's friend vote, too?

Answer options: Voting is an obligation in Netherlands; Mo's colleagues vote so he has to vote, too; we decide altogether

Scenario: Elections & voting. Mo's friend Fatosh who lives in Rotterdam has a French passport.

Question: Can Fatosh vote in the EU elections?

Answer: She is French (an EU-member) so yes she can

Theme: History, Politics & Economy

Scenario: Friends are sitting in front of TV watching the news. Various news pieces are heard. There is a piece about the introduction of the Euro currency in the European Union.

Question: Since what year can you use the Euro to pay for good in a supermarket?

Answer: Jan 1, 2002

Scenario: Political questions regarding trading with other countries; the position of the Dutch government in world finance

Scenario: There is video about the USA-Netherlands relationship.

Question: What is the relationship between the USA and The Netherlands?

Answer (heard in the piece)

Scenario: Anti-semitism in The Netherlands during World War 2.

Antisemitisme is de discriminatie van Joden gebaseerd op hun etniciteit of religie.

Scenario: There is a video about the fate of the Jews during WW 2.

Question: Were the Jews persecuted in The Netherlands during that time?

Scenario: Decolonization of the Netherlands empire (recorded text)

Question: What were the reasons the colonies became independent?

Tot in de twintigste eeuw was het bezit van koloniën voor West-Europese landen tamelijk algemeen geaccepteerd, niet alleen uit economische overwegingen; ook nationaal prestige speelde mee, naast culturele en godsdienstige zendingsdrang.

Scenario: Decolonization.

Question: How did decolonization start?

Vanaf de veroveringen in de 16e eeuw door West-Europese landen in Amerika worden ook overzees veroverde gebieden doorgaans aangeduid als koloniën. Naast de meeste West-Europese landen stichtten tussen de 16e en 19e eeuw ook Rusland en Japan koloniën.

Scenario: Decolonization.

Question: About Nederland Indie and about the decolonization process.

1947, het jaar waarin India onafhankelijk werd door inspiratie van vooral Mahatma Gandhi, wordt wel gezien als beginpunt van deze naoorlogse dekolonisatie. In dat jaar was de onafhankelijkheidsoorlog in Nederlands-Indië ook al aan de gang.

Scenario: VOC (Vereenigde Oost-Indische Compagnie)

Question: What did they do? What was their main purpose?

Answer: trade

Scenario: Dutch history from 16th & 17th centuries and the Dutch colonial empire (trading & slavery)

Scenario: Cultural history. Ali and his wife have visitors from Turkey or Morocco. Ali takes his friend to the Rijksmuseum. They are at the museum and the visitor is asking Ali questions about Dutch history by looking at the guide book they have picked up.

Questions: several related to Dutch history & culture.

Scenario: Health (Gezond). Mother and daughter talk about doing sports at school and becoming a member of a club at school.

Scenario: Health (Gezond). Daughter reads an article about health.

Question: How many calories does she require daily?

Answer: 2000

Scenario: Women's menstrual cycles, pregnancy, birth and immunizations of newborn children

Scenario: Healthcare Insurance (zorgverzekering)

Question: What type of insurance is mandatory?

Answer: Only health insurance or zorgverzekering is mandatory (3 types of insurance are listed).

Scenario: Types of education. Differences between VMBO, HBO, MBO, VWO, WO

Question: What type of education is HAVO?

Answer: Voortgezet Onderwijs

Scenario: Types of education. Types of studies at the AOC. AOC is Agrarische Opleidings Centra for MBO Opleidingen in the green sector: milieu, landbouw, voeding en natuur.

Een agrarisch opleidingscentrum (aoc) is een Nederlands middelbaar onderwijstype dat opleidingen op vmbo en mbo-niveau aanbiedt op het gebied van: dier, plant, milieu en voedsel

Scenario: Types of education. Daughter wants to become a veterinary assistant.

Question: Does she go to the ROC or to an AOC for a veterinary assistant training?

AOC

Scenario: Types of education. Related to types of training available at the ROC.

Een regionaal opleidingscentrum (ROC, ook wel regionaal opleidingscentrum genoemd) is een samenwerkingsverband van onderwijsinstellingen in het middelbaar beroepsonderwijs (mbo) en de volwasseneneducatie in Nederland.

Scenario: Student financing & tuition. The cost of university/higher school studies

Question: Name the most expensive school or determine that there is no difference.

Answer: WO is more expensive than Hoger Onderwijs

Question: Are tuition fees the same for HBO and university in The Netherlands?

Scenario: The CITO test.

Question: Is the CITO binding advice or as a parent can you deviate from this advice?

Theme: Housing, Money & Banking

Scenario: Buying a house

Question: Where do you look?

Answer: In the newspaper/magazine

Question: Where do you get more information about a house advertised for sale?

Answer: On the internet

Question: Why use a makelaar?

Question: Where do you sign the purchase contract?

Answer: At the notaris

Scenario: Husband and wife are talking about a new apartment for themselves and for their daughter.

Question: What apartment do they need?

Answer: Three room Note: In The Netherlands, living room & bedrooms are included in the # of "kamers", so the correct answer is probably a 3-room apartment.

Scenario: Renting a house

Question: How do you find a rental house?

Answer: look in the newspaper (other answer option is inscrijven bij en wonen corporaties)

Scenario: Renting a house

Question: Social housing has too long a waiting list so then what do you do?

Answer: Vrijsector housing

Scenario: A girl fills an online form. The data in the form must be entered in the correct format (such as phone number entered without dashes - geen streepjes - birthdate in DD-MM-YYYY format, etc.)

Question: Which of 3 examples of filled in forms is correct?

Answer: Look at the data on the forms to ensure the correct format (no dashes!)

Scenario: Mortgages. Mortgage interest payment deductions from taxes (voice). You can deduct monthly or annually. Jan says what are the advantages of monthly deduction and Hana asks what are the disadvantages of annual deduction.

Question: what are the disadvantages of annual deduction?

Answer: You can't use the money until the end of the year

Scenario: Mortgages. If you have a hypotheek you can use that to pay less tax.

Question: How do you pay less tax?

Answer: Deduct from your brutto salary

Scenario: How to fill in an acceptgiro when paying bills

Question: Which form has been filled in correctly based on the details provided in the text

Scenario: Huislijk geweld (Domestic violence). Long 3 paragraphs of legal description on the right of collecting damages in case of severe domestic violence. In 2nd paragraph in parenthesis it is mentioned you may also collect for psychological abuse. A newspaper article is presented describing family violence and reporting of such cases.

Question: can you collect damages if you are a victim of psychological abuse?

Answer: Yes, but you need to show proof

Question: Who reports the most cases of family violence?

Answer: The families (answer is in the text).

Theme: Employment

Scenario: Looking for work. Applying for a job, going for an interview, what to say in an interview and what to ask/say when leaving the interview or job

Scenario: Looking for work. Mo's friend Jan is without a job.

Question: Where does he look for job ads?

Answer: in the newspapers in the "job ads" section

Scenario: Looking for work. There is a job listing/advertisement. It says they are looking for someone who can speak English. Applicants are advised to contact the company via email.

Question: Jan (or Ali) is not sure of his English skills. He is learning it. What should he write in e-mail?

Answer: (third option) Jan's (or Ali's) email asks if it is sensible that he applies for the

job despite his lack of English skills but that he is learning it

Scenario: Looking for work. About applying for a job (via e-mail). More about the tone and type of language to be used (i.e. "uw" instead of "je", etc.).

Question: Who does Mo talk to in order to start a company?

Answer: the Kamer van Koophandel (KvK)

Theme: Environment

Scenario: Deltawerken (recorded text)

De Deltawerken zijn een verdedigingssysteem in Nederland tegen hoogwater uit zee dat in het bijzonder voor de provincies Zeeland, zuidelijk Zuid-Holland en Noord-Brabant geldt.

Question: What happened to the nature and environment?

Due to climate change and relative sea-level rise, the dikes will eventually have to be made higher and wider. This is a long term uphill battle against the sea. The needed level of flood protection and the resulting costs are a recurring subject of debate

Question: What did the people of Zeeland think about it?

Question: How did the people of Zeeland react?

Question: How did Deltawerken help Zeeland?

Question: How did Zeeland benefit from it?

1. 4. Jan got a letter from the woningcorporatie which she doesn't understand. She calls to have them explain (audio – challenging). She says, so when will I get the apartment?

I'm pretty sure her letter was saying there was an available apartment.

-It depends on her income and family situation

-It depends on how long she's been on the waiting list

-When she sends back the letter saying yes, she'd like the apartment (I chose this)

8. Hanna and Jan are talking about the relative advantages and disadvantages of monthly mortgage interest deduction (hypotheekrenteaftrek). Jan says the advantages, Hanna says what are the disadvantages?

-You can't use the amount monthly (yes)

14. Talking with friends – why do you vote?

-Voting is how we participate in deciding (correct)

16. Mo is in Morokko for the gemeenterad election. Voting is important to him and his friend with an equally middle-eastern name. Paragraph describes the procedures, basically you can authorize a friend, for some elections (tweede Kamer and EU) you can send a letter, or vote in another wijk (village, I think?) if you have permission from the mayor. Something also about if you live in another country, relating to letter or embassy voting but either way that was misleading. Send your friend. I assume they mean he knew enough to plan ahead with the letter and making it official and all. I was afraid to assume this.

-Yes, send a friend (correct)

Dan kunt u een andere stemgerechtigde persoon volmacht geven om in uw naam te gaan stemmen.

17. Discussing guy whose wife is about to have a baby – can he also get Ouderschapsverlof? Text explains it, so you don't have to know this, but basically your CAO can modify the law but can't reduce the minimum you're allowed. So:

-Yes, he and his wife can both take it if they meet the requirements (yes)

20. Neighbor complains about loud music. Guy turns it down, but then thinks, is there something else I should do or say?

-Ask if there were other instances of the music being bothersome (correct)

21. Daughter gets a letter from school saying she's been truant too much and will have to leave school if this continues. She says this is a mistake and she will write a letter to the headmaster. Pick the appropriate letter. This is super easy – just look at the salutations.

-Geachte Dhr so and so, vriendelijke groeten, etc (yes)

25. Guy is starting a new company and has gone to the KvK. Which paragraph says the KvK can help new businesses? Answer in text.

Para 2: KvK can help you with advice and things

26. Which section is where he can make clear that kennis met computerwinkel is important? (Read plan outline) This is kind of tricky, but only one had anything to do with computers

-Marketing (correct)

27. Guy starting computerwinkel – what is his competitive advantage?

3 paragraphs, and one was professional and the other two were kind of whiny

-“Advantage is our professionalism and broad selection in addition to unique home service” (I think this is correct)

3. Kinderopvang payments when you are on kramverlof (text)

Description says that you are entitled for kinderopvang: usually 1/3 is paid by employer and the rest 2/3 is shared by parents and government. How much govt pays depends on your salary. + 2 other paragraphs

Question: Amal just delivered her 3rd baby and she is on maternity leave (kramverlof) can she get kinderopvang?

Answers: a. The employer pays 1/3 always b. Govt payments depends on salary of Amal 3. No she gets nothing.

I answered 2, I feel that is not correct.