

BENVENUTO
CROESO
WITAMY
VITA
WELKOM
WILLKOMMEN
BIENVENUE

Добро дошли
MIRESEVINI
WELLKOMM
VELKOMMEN

Добро дошли
MIRESEVINI
WELLKOMM
VELKOMMEN

DESIGNED BY FREEPIK

KAPITO Student Manual

Sprachschule KAPITO GmbH
Servatiplatz 9
48143 Münster
Phone: +49/251/981197-0
Email: info@kapito.com
www.kapito.com

WELCOME TO KAPITO

We're glad you're here!



If you have
any questions,
please contact us at
office@kapito.com



You can also
reach us by phone:

+ 49 (0)251-9811970



Our opening hours:

Monday to Friday
9 - 13 und 14 - 17 Uhr

DIRECTORS



Anne



Hansgerd

If you'd like to change your
course, please talk to Anne
or Hansgerd

FRONT OFFICE



Miriam



Caren



Sara



Ina

Bookings, general information, exams, extensions...

E-Mail: office@kapito.com

ACCOMMODATION



Dorina



Natalia



Andreas

Accommodation, transfer

E-Mail: zimmer@kapito.com

VISA AND INSURANCES



Sigrun

Visa, health insurance,
local authorities

E-Mail: karlisch@kapito.com

LEARNING SUPPORT



Georg

Learning support
in the afternoon

TEACHERS



LEISURE PROGRAM



Nina & Team

Social and cultural
activities

EMERGENCY NUMBERS

POLICE: 110

AMBULANCE / FIRE SERVICE: 112

YOUR COURSE AT KAPITO

COURSE LEVEL

After completing a placement test and interview you will be placed in a class. If you feel that you've been placed in the wrong class, please talk to your teacher or the directors Anne or Hansgerd.

COURSE STRUCTURE

The courses are oriented towards the European Reference Framework, ranging from levels A1 to C1. For completing the levels A1 to B2 you'll need about 720 course lessons (36 weeks with 20 lessons per week). Level C1 varies.

A1 = 8 weeks | A2 = 8 weeks | B1 = 8 weeks | B2 = 12 weeks | C1 = 8 weeks + more

ATTENDANCE

If for any reason (e.g. illness) you're unable to attend class, please contact your teacher. Please remember that we can't give you an attendance certificate if you miss more than 20 % of the course lessons.

CERTIFICATE

If you complete the course and have attended regularly (at least 80% attendance), you will receive a graded certificate.

PUNCTUALITY

Lessons are from 9:00 to 10:30 and from 11:00 to 12:30. Please be on time. The Intensive Plus Course lessons take place additionally on two afternoons per week, usually from 13:30 to 15:00.

HOMEWORK

You'll be given some homework every day and usually you should be able to handle it without problems. If problems do occur, however, please talk to your teacher. Moreover, our teacher Georg is available for homework support in the afternoons.

PAYMENT

If you have registered directly with KAPITO (i.e. not through an agency), please pay the remaining amount of the course fees at the start of your course. You can pay the rent directly to your hosts or to us.

ROOMS

Our courses take place in two buildings:

Servatiplatz 9

4th floor | Front office and rooms S1 - S5

2nd floor | Accommodation office and rooms S8 - S16

Wolbecker Straße 1

(corner of Friedrichstraße, entrance right of New York Burger)

2nd floor | Rooms W1 - W16

EXAMS

Every two weeks you'll take short tests in class in order to prove the progress you're making. In addition you can apply for the following official telc examinations (please note the deadlines!): Start Deutsch 1, Start Deutsch 2, Deutsch B1, Deutsch B2, Deutsch C1 Hochschule as well as TestDaF.

If you'd like to register for a telc exam in our office, please fill out the registration form and pay the exam fee. If you'd like to register for a TestDaF exam, please register directly on the TestDaF website.

If you'd like to take an official exam, please make sure to register at your earliest convenience as the exams tend to be booked out quickly!

Exam dates and fees 2024

- Subject to change -

telc Deutsch A1 and telc Deutsch A2 Fee: 90 €	2.2., 28.3., 24.5., 26.7., 27.9., 22.11.2024
telc Deutsch B1 Fee: 140 €	29.2./1.3., 21./22.3., 25./26.4., 16./17.5., 20./21.6., 22./23.8., 24./25.10., 19./20.12.2024 Thursday: written part / Friday: oral part
telc Deutsch B2 Fee: 140 €	29.2./1.3., 25./26.4., 20./21.6., 22./23.8., 24./25.10., 19./ 20.12.2024 Thursday: written part / Friday: oral part
telc Deutsch C1 Hochschule Fee: 180 €	1./2.2., 27./28.3., 23./24.5., 25./26.7., 26./27.9., 21./ 22.11.2024 Thursday: written part / Friday: oral part
TestDaF-Prüfung (paper based) Fee: 215 €	12.3., 16.5., 17.7., 15.10.2024 Deadlines and registration on www.testdaf.de
TestDaF-Prüfung (digital) Fee: 210 €	6.2., 26.3., 18.4., 6.6., 6.8., 17.9., 12.11.2024 Deadlines and registration on www.testdaf.de
TestAS Fee: 145 €	Paper based: 2.2., 27.4., 19.10.2024 Digital: 20.3., 20.6., 19.11.2024 Deadlines and registration on www.testas.de

DEADLINES FOR TELC EXAMS

Registrations are possible until 15 days before the exam date, if places are still available.

DEADLINES FOR TESTDAF EXAMS

Find all deadlines on the website www.testdaf.de

LEVELS

Kompetente Sprachverwendung	C2	Kann praktisch alles, was er/sie liest oder hört, mühelos verstehen. Kann Informationen aus verschiedenen schriftlichen und mündlichen Quellen zusammenfassen und dabei Begründungen und Erklärungen in einer zusammenhängenden Darstellung wiedergeben. Kann sich spontan, sehr flüssig und genau ausdrücken und auch bei komplexeren Sachverhalten feinere Bedeutungsnuancen deutlich machen.
	C1	Kann ein breites Spektrum anspruchsvoller, längerer Texte verstehen und auch implizite Bedeutungen erfassen. Kann sich spontan und fließend ausdrücken, ohne öfter deutlich erkennbar nach Worten suchen zu müssen. Kann die Sprache im gesellschaftlichen und beruflichen Leben oder in Ausbildung und Studium wirksam und flexibel gebrauchen. Kann sich klar, strukturiert und ausführlich zu komplexen Sachverhalten äußern und dabei verschiedene Mittel zur Textverknüpfung angemessen verwenden.
Selbstständige Sprachverwendung	B2	Kann die Hauptinhalte komplexer Texte zu konkreten und abstrakten Themen verstehen; versteht im eigenen Spezialgebiet auch Fachdiskussionen. Kann sich so spontan und fließend verständigen, dass ein normales Gespräch mit Muttersprachlern ohne größere Anstrengung auf beiden Seiten gut möglich ist. Kann sich zu einem breiten Themenspektrum klar und detailliert ausdrücken, einen Standpunkt zu einer aktuellen Frage erläutern und die Vor- und Nachteile verschiedener Möglichkeiten angeben.
	B1	Kann die Hauptpunkte verstehen, wenn klare Standardsprache verwendet wird und wenn es um vertraute Dinge aus Arbeit, Schule, Freizeit usw. geht. Kann die meisten Situationen bewältigen, denen man auf Reisen im Sprachgebiet begegnet. Kann sich einfach und zusammenhängend über vertraute Themen und persönliche Interessengebiete äußern. Kann über Erfahrungen und Ereignisse berichten, Träume, Hoffnungen und Ziele beschreiben und zu Plänen und Ansichten kurze Begründungen oder Erklärungen geben.
Elementare Sprachverwendung	A2	Kann Sätze und häufig gebrauchte Ausdrücke verstehen, die mit Bereichen von ganz unmittelbarer Bedeutung zusammenhängen (z. B. Informationen zur Person und zur Familie, Einkaufen, Arbeit, nähere Umgebung). Kann sich in einfachen, routinemäßigen Situationen verständigen, in denen es um einen einfachen und direkten Austausch von Informationen über vertraute und geläufige Dinge geht. Kann mit einfachen Mitteln die eigene Herkunft und Ausbildung, die direkte Umgebung und Dinge im Zusammenhang mit unmittelbaren Bedürfnissen beschreiben.
	A1	Kann vertraute, alltägliche Ausdrücke und ganz einfache Sätze verstehen und verwenden, die auf die Befriedigung konkreter Bedürfnisse zielen. Kann sich und andere vorstellen und anderen Leuten Fragen zu ihrer Person stellen – z. B. wo sie wohnt, was für Leute sie kennen oder was für Dinge sie haben – und kann auf Fragen dieser Art Antwort geben. Kann sich auf einfache Art verständigen, wenn die Gesprächspartnerinnen oder Gesprächspartner langsam und deutlich sprechen und bereit sind zu helfen.

Proficient User	C2	Can understand with ease virtually everything heard or read. Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.
	C1	Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.
Independent User	B2	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
	B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
Basic User	A2	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
	A1	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

Utilisateur Expérimenté	C2	Peut comprendre sans effort pratiquement tout ce qu'il/elle lit ou entend. Peut restituer faits et arguments de diverses sources écrites et orales en les résumant de façon cohérente. Peut s'exprimer spontanément, très couramment et de façon précise et peut rendre distinctes de fines nuances de sens en rapport avec des sujets complexes.
	C1	Peut comprendre une grande gamme de textes longs et exigeants, ainsi que saisir des significations implicites. Peut s'exprimer spontanément et couramment sans trop apparemment devoir chercher ses mots. Peut utiliser la langue de façon efficace et souple dans sa vie sociale, professionnelle ou académique. Peut s'exprimer sur des sujets complexes de façon claire et bien structurée et manifester son contrôle des outils d'organisation, d'articulation et de cohésion du discours.
Utilisateur Indépendant	B2	Peut comprendre le contenu essentiel de sujets concrets ou abstraits dans un texte complexe, y compris une discussion technique dans sa spécialité. Peut communiquer avec un degré de spontanéité et d'aisance tel qu'une conversation avec un locuteur natif ne comportant de tension ni pour l'un ni pour l'autre. Peut s'exprimer de façon claire et détaillée sur une grande gamme de sujets, émettre un avis sur un sujet d'actualité et exposer les avantages et les inconvénients de différentes possibilités.
	B1	Peut comprendre les points essentiels quand un langage clair et standard est utilisé et s'il s'agit de choses familières dans le travail, à l'école, dans les loisirs, etc. Peut se débrouiller dans la plupart des situations rencontrées en voyage dans une région où la langue cible est parlée. Peut produire un discours simple et cohérent sur des sujets familiers et dans ses domaines d'intérêt. Peut raconter un événement, une expérience ou un rêve, décrire un espoir ou un but et exposer brièvement des raisons ou explications pour un projet ou une idée.
Utilisateur Élémentaire	A2	Peut comprendre des phrases isolées et des expressions fréquemment utilisées en relation avec des domaines immédiats de priorité (par exemple, informations personnelles et familiales simples, achats, environnement proche, travail). Peut communiquer lors de tâches simples et habituelles ne demandant qu'un échange d'informations simple et direct sur des sujets familiers et habituels. Peut décrire avec des moyens simples sa formation, son environnement immédiat et évoquer des sujets qui correspondent à des besoins immédiats.
	A1	Peut comprendre et utiliser des expressions familières et quotidiennes ainsi que des énoncés très simples qui visent à satisfaire des besoins concrets. Peut se présenter ou présenter quelqu'un et poser à une personne des questions la concernant - par exemple, sur son lieu d'habitation, ses relations, ce qui lui appartient, etc. - et peut répondre au même type de questions. Peut communiquer de façon simple si l'interlocuteur parle lentement et distinctement et se montre coopératif.

Usuario Competente	C2	Es capaz de comprender con facilidad prácticamente todo lo que oye o lee. Sabe reconstruir la información y los argumentos procedentes de diversas fuentes, ya sean en lengua hablada o escrita, y presentarlos de manera coherente y resumida. Puede expresarse espontáneamente, con gran fluidez y con un grado de precisión que le permite diferenciar pequeños matices de significado incluso en situaciones de mayor complejidad.
	C1	Es capaz de comprender una amplia variedad de textos extensos y con cierto nivel de exigencia, así como reconocer en ellos sentidos implícitos. Sabe expresarse de forma fluida y espontánea sin muestras muy evidentes de esfuerzo para encontrar la expresión adecuada. Puede hacer un uso flexible y efectivo del idioma para fines sociales, académicos y profesionales. Puede producir textos claros, bien estructurados y detallados sobre temas de cierta complejidad, mostrando un uso correcto de los mecanismos de organización, articulación y cohesión del texto.
Usuario Independiente	B2	Es capaz de entender las ideas principales de textos complejos que traten de temas tanto concretos como abstractos, incluso si son de carácter técnico siempre que estén dentro de su campo de especialización. Puede relacionarse con hablantes nativos con un grado suficiente de fluidez y naturalidad de modo que la comunicación se realice sin esfuerzo por parte de ninguno de los interlocutores. Puede producir textos claros y detallados sobre temas diversos así como defender un punto de vista sobre temas generales indicando los pros y los contras de las distintas opciones.
	B1	Es capaz de comprender los puntos principales de textos claros y en lengua estándar si tratan sobre cuestiones que le son conocidas, ya sea en situaciones de trabajo, de estudio o de ocio. Sabe desenvolverse en la mayor parte de las situaciones que pueden surgir durante un viaje por zonas donde se utiliza la lengua. Es capaz de producir textos sencillos y coherentes sobre temas que le son familiares o en los que tiene un interés personal. Puede describir experiencias, acontecimientos, deseos y aspiraciones, así como justificar brevemente sus opiniones o explicar sus planes.
Usuario Básico	A2	Es capaz de comprender frases y expresiones de uso frecuente relacionadas con áreas de experiencia que le son especialmente relevantes (información básica sobre sí mismo y su familia, compras, lugares de interés, ocupaciones, etc.) Sabe comunicarse a la hora de llevar a cabo tareas simples y cotidianas que no requieran más que intercambios sencillos y directos de información sobre cuestiones que le son conocidas o habituales. Sabe describir en términos sencillos aspectos de su pasado y su entorno así como cuestiones relacionadas con sus necesidades inmediatas.
	A1	Es capaz de comprender y utilizar expresiones cotidianas de uso muy frecuente así como frases sencillas destinadas a satisfacer necesidades de tipo inmediato. Puede presentarse a sí mismo y a otros, pedir y dar información personal básica sobre su domicilio, sus pertenencias y las personas que conoce. Puede relacionarse de forma elemental siempre que su interlocutor hable despacio y con claridad y esté dispuesto a cooperar.

SERVICE

SOCIAL/CULTURAL PROGRAM

Our social and cultural activities take place in the afternoons or evenings. You'll get an overview of the planned activities from your teacher. Participation at the activities is voluntary and at the students' own risk.
Important: KAPITO does not assume liability for any damages!

LEARNING SUPPORT

Monday to Friday from 14:00 to 16:00 you can participate in our learning support, which takes place in room S2 on the 4th floor. There you have the opportunity to do your homework under the supervision of our teacher Georg. He'll be happy to answer your grammar-related questions and supply you with additional exercises so that you can practice. This service is included in all courses, i.e. it's free of charge.

PRINTER

KAPITO does not provide a copier for students! If you only need to print or scan a few pages, there's a printer and a scanner in room S3. There you can print or scan single documents for free. Please only use the paper you really need so that we can prevent waste of paper. If you want to print out more pages, there is a copy shop inside the drugstore DM where you can copy and print documents for a small fee.

INTERNET / WIFI

Network: KAPITO Student // Password: 246810-kapitomuenster

It is strictly prohibited to use illegal websites and to effect illegal downloads or uploads on the KAPITO network as well as in your accommodation! In Germany it is prohibited to up-/download protected material (movies, series, music, etc.). If you effect an illegal download, you will most probably receive a very expensive written warning from a lawyer. The incurred costs must be paid by you! KAPITO and/or your hosts are NOT responsible for any such damages that were caused by you using our internet access!

LOST AND FOUND

Did you lose or find something at KAPITO? Please contact us in the front office. If you've lost something while outside, you should go to the *Fundbüro* at the *Stadthaus 1*, Klemensstr. 10 (Tel. 0251-4923333).

KITCHEN

The small kitchen on the 4th floor in the building on Servatiiplatz is for staff only.

LOCAL AUTHORITIES

If you'd like to register your residency in the city of Münster, you must go to the **Bürgerbüro** (Citizens' Advice Bureau). The address of the *Bürgerbüro* is: Stadthaus 1, Klemensstr. 10. For the current opening hours please look at the website: www.stadt-muenster.de/buergerservice.

If you have questions about bureaucracy and paperwork, such as:

- registration at the *Bürgerbüro*
- opening a bank account
- information about the application for the residence permit

please see Sigrun on the 2nd floor of Servatiiplatz or write an e-mail to karlisch@kapito.com.

USEFUL INFORMATION

DOCTORS

If you are sick and need to go to the doctor, we recommend e.g. the *Hausarztzentrum Münster* near KAPITO on Schaumburgstr. 1 (corner Wolbecker Straße). There are several doctors working there. You can find the current opening hours on the website www.integrative-medizin.de.

HOSPITALS

UKM Universitätsklinikum: Albert-Schweitzer-Campus 1
Website: <http://klinikum.uni-muenster.de>

Clemenshospital: Duesbergweg 124
Website: www.clemenshospital.de

Raphaelsklinik: Loerstr. 23,
Website: www.raphaelsklinik.de

POSTAL SERVICE AND CUSTOMS

At the branch of the *Deutsche Post* at Domplatz you can send letters and parcels as well as buy envelopes, packaging and stamps.

Main customs office: Linus-Pauling-Weg 1-5, Tel. 0251-48140

PUBLIC TRANSPORTATION: BUS

As a high school student or university student you receive a discount on the monthly bus tickets. In the front office you get a form that you can fill out and hand in at *mobilé* or the *Stadtwerke CityShop* to buy your ticket. Please note that we don't sell tickets at KAPITO!

Points of sale:

Mobilé, Berliner Platz 22 (opposite train station)

Stadtwerke CityShop, Salzstraße 21

VGM Verkehrs-gemeinschaft Münsterland

Bestellschein für eine Kundenkarte
- Monats- und Wochenkarte -
für Auszubildende, Schüler, Studenten

Die Angaben dieses Bestellscheines werden nur im Rahmen der datenschutzrechtlichen Bestimmungen verarbeitet.

① **Bestelleranschrift** (Bitte deutlich lesbar in Druckbuchstaben ausfüllen)

Name: _____
Vorname: _____
Straße Haus-Nr.: _____
PLZ / Ort: _____
Telefon: _____ Geburtsdatum: _____
☐ männlich ☐ weiblich ☐ Student ☐ Auszubildende/r ☐ Nicht-Ausw. Schüler

② **Gewünschter Fahrtweg**

	Hinweg	Linie	Hst./Richt.	Rückweg	Linie
Einstiegshaltestelle					
in Gemeinde/Ortsteil					
1. Umstieg					
2. Umstieg					
3. Umstieg					
Ausstiegshaltestelle					
in Gemeinde/Ortsteil					

Datum / Unterschrift _____

③ **Dieser Teil wird vom Verkehrsunternehmen ausgefüllt**

von Tarifgebiet/-Zone			Gültig ab	
über Tarifgebiet/-Zone			Gültig bis	
nach Tarifgebiet/-Zone			Preisstufe	
			Kunden-Nr.	

Rechn. für interne Verhältnisse _____

You can get this form in the front office. You only need to fill out the front page, we'll fill out and stamp the back page.



This is where you write your data and address in Münster.



For „Einstiegshaltestelle“ you write the name of the bus stop where you get on the bus in the morning. For „Ausstiegshaltestelle“ you write either „Hauptbahnhof“ or „Eisenbahnstraße“. For „Linie“ you give the number of your bus line. It's sufficient if you only write one bus line as this information is for statistics only. Your ticket is valid in price area 0, i.e. you can take any bus within Münster's city limits.

DEUTSCHLANDTICKET

For 49 euros, you can travel throughout Germany on local public transport for one month with the **Deutschlandticket**. The ticket is available as a subscription and can be cancelled monthly. If you already have a subscription, you can switch to the Deutschlandticket.

Your advantages:

- Flat rate: as many journeys as you like on local public transport
- Germany-wide: 2nd class travel on all means of public transport
- Spontaneous and mobile: can be booked online and via the DB app or at the travel centre at the station

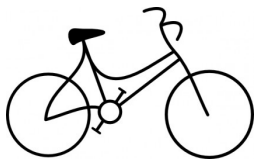
The ticket is personalised, so it is not transferable. You also have to show your ID. You can find more information at www.bahn.de/angebot/regio/deutschland-ticket

AIRPORT TRANSFER

There are shuttle buses from/to the Airport Münster/ Osnabrück (FMO). More information can be found at: www.fmo.de/service/an-abreise. There are good train connections from/to the airports Düsseldorf (DUS), Cologne (CGN) and Frankfurt (FRA). We will be happy to help you find the right connection.

In exceptional cases, we can also organise an airport transfer for you.

BICYCLING IN MÜNSTER



Münster is a bicycle city. Each day more than 100,000 of Münster's inhabitants ride their bikes around the city. If you're in Münster for a longer period of time, it might be worthwhile to buy a second-hand bike and sell it again at the end of your stay.

BUY USED BIKES

Once per month there's a big bicycle market on Hafenstraße where you can buy and sell second-hand and new bikes at a reasonable price. You will find the opening hours at www.fietsenboerse.de.

BIKE RENTALS

You can also rent a bike here:

Radstation am Hauptbahnhof, Berliner Platz 27a, www.radstation.de
(ideal for single days)

Swapfiets, Aegidiistraße 46, www.swapfiets.com

With Swapfiets you can rent a bike for a longer period of time. The subscription can be cancelled at any time. You can find the current prices on the website. Delivery and repairs are included in the price.

REPAIRS

You can have your bike repaired at the *Radstation* next to the train station or at *Drahtesel* next to Kapito.

Important information about bicycling in Münster

Please make sure to lock your bike properly so it won't get stolen, and pay attention to where you parked it! In addition, please remember the traffic regulations for cyclists: always keep right, stop at red traffic lights, don't ride your bike in the pedestrian zones, never ride at night without lights. Furthermore, there's a drink-drive limit for cyclists as well!

S U P E R M A R K E T S

Close to KAPITO there are some supermarkets where you can buy groceries:

Rewe: Alter Steinweg 26

Netto: Wolbecker Str. 11

SuperBioMarkt: Münster Arkaden

M O B I L E P H O N E S

In Germany there are many different providers. The biggest ones are: Telekom, E-Plus, O2 and Vodafone. There are also many low-priced providers that offer starting sets and full packages including anytime minutes, text messages and Internet access. It's worthwhile comparing the various offers! If you need advice, you can find some mobile phone shops on Salzstraße (e.g. Vodafone) and on Ludgeristraße (e.g. Saturn).

Here is a small selection of providers:

Aldi Talk: alditalk.de

Blau: blau.de

Congstar: congstar.de

Vodafone: vodafone.de

O2: o2online.de

Telekom: t-mobile.de

L I B R A R I E S

In room S3 on the 4th floor you will find a small collection of exercise books. You can have a look at these books but it is not possible to take them home with you. If you'd like to borrow books, we recommend the following libraries:

Stadtbücherei Münster, Alter Steinweg 11, www.stadt-muenster.de/buecherei

You'll find a wide range of books at the public library as well as work stations and computers. In order to register you need your passport and an official proof of residence. They also have a piano room that can be rented. You can find the current fees on the website.

Universitäts- und Landesbibliothek (ULB), Krummer Timpen 3, www.ulb.uni-muenster.de

At the ULB you can make use of a variety of books and learning material. Moreover, the ULB is a place for studying and working and features about 100 computer stations with Internet access as well as numerous laptop work stations with wi-fi. There is no fee for using the ULB! You only need a library card which you can obtain after showing your passport and official proof of residence.

LIVING WITH YOUR HOSTS

Your room or apartment has been checked by KAPITO and fulfills the minimum standards of accommodation quality. However, each accommodation is different! If something is missing from the room/apartment or if there is any kind of problem, please talk to your hosts first – bringing up a problem solves it most of the times!

Changing the accommodation is only possible after consultation with KAPITO.

Here are some basic rules for homestay accommodations:

- The rent includes the costs for house cleaning material and toilet paper.
- The rent does **not** include your personal body care products, detergent or – if you booked the room without meals – any food from your host. Also **not** included is using the telephone and bike etc.. Please talk to your hosts before you use things.
- Please utilise the room's furniture with care and keep your room/apartment clean.
- The kitchen and bathroom must be left clean after using it as well so that living together is enjoyable for all room mates, e.g. cleaning the dishes and pots after cooking and storing them in the cupboard.
- If you have booked the room without meals, you have to participate in the household chores just like your room mates, e.g. cleaning the bathroom floor and the toilet and the kitchen on a weekly basis.
- In case you have booked dinner: it is not always a cooked meal but often bread, salads, cheese and sausage. Please stick to the agreed meal times and inform your hosts if you cannot make it on time.
- You're renting the room or apartment for one person, thus please ask permission from your host before you invite friends. Overnight guests need not be accepted by your hosts; please ask several days before if someone wants to stay for a night. If your hosts accept, sometimes an extra fee must be paid.
- Since energy costs are high in Germany, please economise electricity and water and especially heating. If you leave the room for school, please turn down the heating and close the window to keep the warmth in the room.
- Your room must be aired at least twice per day to prevent moisture from building up. This must be done every day no matter if the weather is warm or cold and even when it rains. Airing is very important since houses in Germany are well insulated, and without airing there's a high chance of health-damaging mildew forming on the walls.
- In case something breaks, please inform your hosts. Damages must be paid by you. We recommend a liability insurance for your stay in Germany.
- Also, you have to take over any additional costs caused by your use of the host's Internet access, e.g. the use of commercial Internet offers or by downloading/uploading copyrighted material. File sharing of films and music is severely punished in Germany (about 900 – 8,000 € just for sharing one film).
- Knowing and observing these rules will make living in Germany easier for you. If you do not follow the rules, you might have to leave the accommodation arranged by KAPITO and find one on the free market on your own.

Some more hints:

In Germany every apartment must pay a „Rundfunkbeitrag“ (TV and radio licence). For that reason you'll receive a letter from the „Beitragsservice“ after you register at the Bürgerbüro. Please talk to your hosts whether they're already paying that license fee; in case they don't, you'll have to pay it.

The room is reserved for you only for the duration of your course at KAPITO and will then be needed for another student. If you want to stay longer in Münster, please make sure to organise another accommodation at an early stage for the time after your language course (e.g. have a look at "nadann" or wg-gesucht.de).

RESPECTFUL CONDUCT



KAPITO aims to create a harmonious learning and working environment based on mutual respect and equality.

KAPITO does not condone any discrimination or bullying from either students, staff or host families. This includes any behaviour where an individual is unfairly treated due to their gender, marriage or civil partnership, gender reassignment, pregnancy or maternity leave, sexual orientation, disability, colour, ethnic background, nationality, religion or age.

Unacceptable behaviour can take different forms including:

Direct or indirect discrimination, harassment, cyber-bullying

Some general examples of harassment may include:

Unwanted physical contact, verbal and written harassment through jokes or gossip, photos posted on the Internet, verbal or physical intimidation, exclusion

KAPITO will take disciplinary action against anybody who behaves like this.

In the case of students:

1. In the first instance, the class teacher will speak to the student and explain why the behaviour must cease. This will then be reported to the school management. The student will be warned that if this unacceptable behaviour continues, further steps will be taken. All of this will be recorded in the student's record.
2. If the behaviour continues or escalates, it may lead to expulsion from the school. This must be made very clear to the student.

In the case of staff:

Discrimination of another member of staff is unacceptable and will be subject to staff disciplinary procedures.

In the case of hosts:

If hosts bully or harass students, the staff of the accommodation office will take care of it.

FEEDBACK

If you are dissatisfied with the KAPITO service (lessons, social and cultural programme, general school service) or with the arranged accommodation, please do not hesitate to contact our office and/or the school management. We will respond immediately to the complaint and try to find a satisfactory solution. Moreover, you could use our feedback form, which will be given to you at the end of your first course week.

If KAPITO should be unable to solve your issue, please contact the school representative in your country (if you booked through an agency or an organisation) or contact one of the following organisations, which have a procedure for helping students with complaints:

- FaDaF (Fachverband Deutsch als Fremdsprache)
- IALC (International Association of Language Centres)

We wish you a great start and lots of fun!

