

Official Language Policy Recruitment Guideline

Background

This guideline is an elaboration of the UT Language Policy (UTLP 2018) and the Code of Conduct on Languages. It provides suggestions for the language to be used in application procedures, such as:

- the language to be used in vacancies;
- how the required language level can be expressed;
- suggestions for the language to be used in job interviews.

This guideline was drawn up at the request of faculties and service departments, to clarify the way in which way we handle recruitment and selection in the context of the UTLP. The guideline has been drawn up in consultation with the UTLP contact persons and serves as input for the HR departments.

The University of Twente is an inclusive organization that values diversity, where students and staff are involved and are able to develop their talents to help them excel in an international community.

For employees, this means that they are expected to be able to participate in an inclusive organization. Formal communication by the University of Twente as an organization to students and staff is always conducted in English, but may also be conducted in other languages. In short: use English, unless ...

Recruitment

1. Writing vacancies

Due to a shortage in the labour market, for support staff in particular, it is advised to not always conduct the recruitment procedure entirely and exclusively in English. Research (by Vonq) has shown that candidates tend to search for vacancies in their own language. For academic staff, however, the recruitment process should be in English.

This means:

- Academic staff → English (with the exception of a small number of vacancies at BMS/ELAN)
- Support staff → Basic principle: English, unless ... It is advised to take the browsing behaviour of the target group into consideration.

If the target group tends to search for vacancies:

- in **Dutch**, then use **Dutch** (additional vacancy text in English is allowed, as this increases the chance of English-speaking applicants);
- in **Dutch** and/or **English**, then the vacancy text will be drawn up in **two languages**;
- in **English**, then the vacancy text will be drawn up exclusively in **English**.

Target group searches for vacancies in	English	Dutch
English	X	
Dutch		X
English/Dutch	X	X

2. Level of English language proficiency requested in the vacancy text

Principle: ALWAYS specify the level of English that is requested, with an explanation so that it is clear which level is expected from applicants.

Since most educational activities at UT are conducted in English and the language of scientific research is also English, the required standard can be included in vacancies for Academic Staff. The most important requirement is that academic staff feel free and comfortable expressing themselves in English, and that their level of proficiency is not an obstacle in communication during classes or working with international colleagues and students.

For support staff vacancies, it is necessary to look at the position of the employee. In these cases, classification on the job level matrix (see Appendix1) can be applied.

If there are one or more non-Dutch colleagues in the appointments advisory committee, the vacancy text will state that the covering letter must be submitted in English.

Due to the fact that the job application committee consists of international members, both the covering letter and the CV must be submitted in English.

- Academic staff -> C1 or C2 – at the bottom of the vacancy text
 - C1: *You can understand with ease virtually everything heard or read. You can summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. You can express yourself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.*
 - C2: *You can understand a wide range of demanding, longer texts, and recognize implicit meaning. You can express yourself fluently and spontaneously without much obvious searching for expressions. You can use language flexibly and effectively for social, academic and professional purposes. You can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.*

➤ Support staff

In a general sense, the UTLP indicates that the desired level of English (B1 – C1) should be included in the vacancy text. From a recruitment perspective, it is advised not to include a language requirement when there is a shortage in the labour market, so suitable candidates do not get discouraged because they do not possess the required level of English.

If the required English level is included in the vacancy text, use the following boilerplate:

- *“Given the frequent contact with international employees/students, we expect your English to be at [insert CEFR level, see appendix 2] level. This means that you understand the main idea of a complex text, including professional terminology or jargon that applies to your work. You can converse fluently and spontaneously in English without much effort. You are able to prepare a clear and detailed text on a wide range of topics. You are able to explain a point of view on a current issue including the pros and cons of various options.”*

If the required English level is **not** included in the vacancy text, use the following boilerplate:

- **Front office positions:** Positions where there is direct contact with international employees. The following sentences are included in the vacancy: *“the University of Twente is an intercultural organization where the language is usually English. We expect that you can express yourself very well in both verbal and written English or that you will be able to develop these language skills in a short period of time. The University of Twente can offer you the support you need to improve your English if necessary”.*

→ Offer direct training upon commencement of employment (if required)

- **Back office positions:** Positions where there is no direct contact with international employees or where most writing does not have to be submitted in English. The following sentences are included in the vacancy: *“the University of Twente is an intercultural organization where the language is usually English. We expect that you can express yourself very well in both verbal and written English or that you will be able to develop these language skills in a short period of time. The University of Twente can offer you the support you need to improve your English if necessary”.*

Selection

3. Job interview

Assessing speaking, listening and/or writing skills during job interviews, should serve a purpose. Various options can be used if this is indeed the case:

The following sentences can be included in the vacancy text:

We ask you to prove that your English is sufficient. You can do so by submitting a covering letter (+CV) in English or by writing a paper in English (no more than one A4). Part of your job interview may also be conducted in English.

Check English level:

- Academic staff -> C1 or C2

This can be demonstrated by:

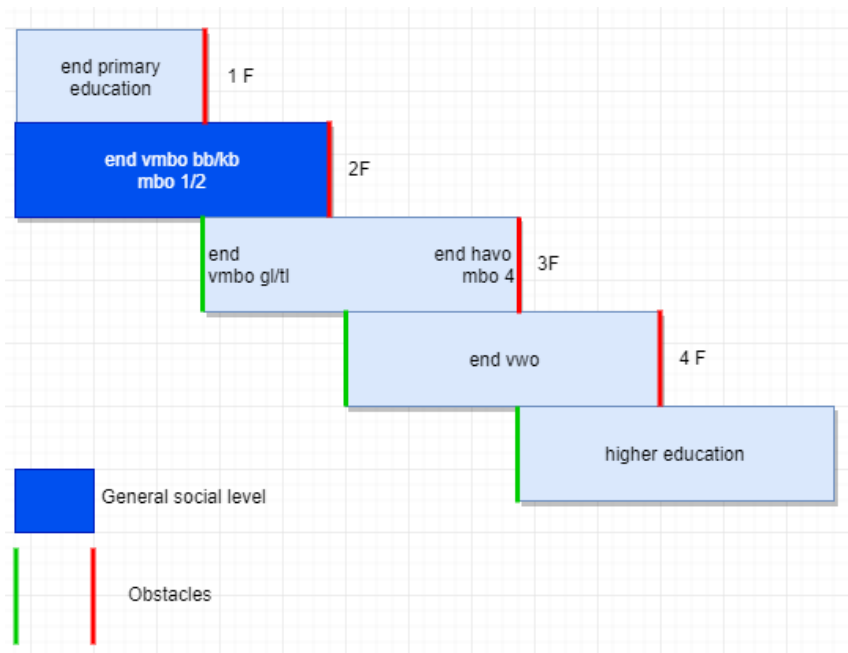
- An academic IELTS test (International English Language Testing System) showing a total band score of 6.5.
- TOEFL (Test of English as a Foreign Language) completed online (TOEFL-iBT), with a score of at least 90
- Cambridge CAE (or CPE)
- Covering letter submitted in English
- Interview in English
- Paper in English

➤ Support staff (various)

- Job level matrix indicates the requested English level.
- Use the menu tool for an initial indication (see Appendix)
- Covering letter submitted in English
- Interview in English
- Paper submitted in English
- Short examination (OOPT, UT Language Centre is contact point)

4. Dutch language

In addition to the English language, requirements are also set for the Dutch language skills of both new and current employees at UT. For Dutch-speaking employees, the Meijerink reference levels are used (see below and appendix 3).



At the university, depending on the level of education needed to qualify for the position, a minimum level of 2F is required.

For non-Dutch-speaking employees who have completed previous education outside of the Netherlands, the European Reference Framework applies (see appendix 4). Here too, the required Dutch level should be based on the level of education needed to qualify for the position. The European Reference Framework is linked to the Meijerink levels as follows: B1 = 2F, B2 = 3F.

The general social level used by the government is 2F / B1: the level that we generally expect from average citizens.



The guideline also applies to internal applicants for vacancies

Process:

- Final version in UTLP
- HR team
- Adopted by the UCB
- Evaluation Q1 2022