Technical Questions and Answers

for Beneficiaries

on the Licence Management System of the Erasmus+ Online Linguistic Support

December 2015

This document covers the main technical questions and answers for Beneficiaries (BENs) **regarding the Licence Management System of the Erasmus+ Online Linguistic Support (OLS)**.

For general questions on the language assessment and language courses, please consult the FAQs available at http://erasmusplusols.eu/faq.

To learn about the methodology of the language assessment and the language courses, please consult the video interview available at http://bit.ly/OLSLiveCoachingandMethodologyVideos.

If you do not find an answer to your question in these documents, please turn to **the Erasmus+ OLS technical support team** by clicking on the **'Report a problem'** button in the header of the homepage http://erasmusplusols.eu. You might also wish to contact your respective National Agency: http://ec.europa.eu/programmes/erasmus-plus/tools/national-agencies/index_en.htm

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Licence Management System General Features

Who should Beneficiaries address technical questions about the Licence Management System of the Erasmus+ OLS to?

For all technical questions and problems related to the Erasmus+ OLS Licence Management System, Beneficiaries should address the OLS Helpdesk. This helpdesk is managed by the OLS Service Provider and is available 24 hours a day, 7 days a week. Please note that you should receive a reply within 24 **working** hours from the OLS Helpdesk.

The EACEA manages an OLS functional mailbox for National Agencies that responds to questions related to OLS programme aspects and licence allocation. As a Beneficiary, you are required to address your question to your National Agency, who will then transfer the enquiry to the EACEA OLS functional mailbox.

Who is behind the OLS?

Behind the Erasmus+ Online Linguistic Support (OLS) stands a Consortium, located in Louvain-la-Neuve, uniting the work of CLL, the Language Centre of Louvain; UCL, the Université Catholique de Louvain; and ALTISSIA. Together, they responded to the call for tender for the Erasmus+ OLS. By combining their expertise, the Consortium represents a solid language learning solution.

UCL, CLL and ALTISSIA have been working together for a number of years and share the same academic values. For the Erasmus+ OLS project, CLL and ALTISSIA are collaborating daily on the management of all operational activities. Every two months, the Consortium meets with the Scientific Committee in order to discuss issues to be tackled and advise on improvements that can be made. Backed by a team of senior experts, primarily from the involved UCL departments, their role is to challenge the operational teams.

Is there any communication material available that we can use to promote the Erasmus+ Online Linguistic Support?

In order to promote the Erasmus+ Online Linguistic Support (OLS) as a new service for Erasmus+ mobility participants, the European Commission is running a promotional campaign on social media via the official EU Erasmus+ Facebook and Twitter accounts, as well as via the Erasmus+ website. We kindly invite you to share and re-tweet these posts, in order to promote as much visibility as possible.

To assist you in your efforts to communicate about the OLS with your mobility participants, we have prepared communication kits and a promotion package for National Agencies and Beneficiaries, including graphic materials and videos that we encourage you to use. These communication kits are available on the Home page of your Erasmus+ OLS Licence Management System.

The OLS communication kits include materials, which can be used both in printed and/or electronic versions, depending on your communication strategy, needs and available resources. These will help us to convey a coherent message about the OLS amongst our audiences, and make sure that the key OLS messages delivered are clear, consistent and graphically appealing.

Where are the information documents about the Erasmus+ OLS?

Information documents are available on the Erasmus+ OLS website, targeted at different stakeholder groups (National Agencies, Beneficiaries, and Mobility Participants). Some of these documents are publicly available on the OLS website (http://erasmusplusols.eu/), such as the Frequently Asked Questions and User Guides for Mobility Participants, as are information videos.

A series of useful documents is available on the *Home* screen of the Erasmus+ OLS Licence Management System.

Additional information documents prepared by the DG EAC on Erasmus+ programme related aspects (calls, contractual issues, etc.) are distributed via the National Agencies to Beneficiaries.

How do Beneficiaries gain access to the Erasmus+ Online Linguistic Support?

Once the respective National Agency (NA) validates a project in the Erasmus+ OLS, its Beneficiary (BEN) contact person receives his/her personal credentials by email in order to access the Erasmus+ Online Linguistic Support Licence Management System. If, at this point, the Beneficiary (BEN) notices that there are no licences yet available in the Erasmus+ OLS Licence Management System, it is the NA who must first validate the allocation of OLS language assessment and course licences for the project.

At present, it is not possible for the NAs to resend the BENs' credentials. In case the Beneficiary contact person forgets his/her access credentials, they can be reset by clicking on the *Forgot your password?* link on the OLS website in order to receive a new password.

Who should a Beneficiary contact about OLS licence allocation for a project?

Please consult your National Agency should you have any questions on the allocation of language assessment and course licences to your project.

What can a Beneficiary do if the contact person has not received the login credentials for the Erasmus+ OLS?

Once the respective National Agency (NA) validates a project on the Erasmus+ OLS, its Beneficiary (BEN) contact person receives his/her personal credentials by email in order to access the Erasmus+ Online Linguistic Support Licence Management System.

If the BEN has not received their login credentials by email, the contact person should check with the NA to ensure that the NA has validated the BEN's contact details and the contact person should also verify the email address used by the NA.

If the NA has already validated the BEN's contact details in the Erasmus+ OLS, the BEN should check their spam folder. As an alternative, the BEN can request a new password by clicking on the *Forgot your password?* link that is available on the OLS website.

Can Beneficiaries create additional users (aliases) in the Erasmus+ OLS?

It might be useful for several members of staff to work with the Erasmus+ OLS, especially for larger Beneficiaries. Beneficiaries (BENs) are able to create additional users, named "aliases", in the Erasmus+ OLS Licence Management System. This functionality allows BENs to create additional users with the same rights as the contact person. The creation of additional users can be done in the user profile (at the top right of the screen). Please consult the User Guide for Beneficiaries for further information. All users/aliases benefit from the same rights and functionalities in the Erasmus+ OLS Licence Management System; meaning aliases may create new aliases, allocate licences to mobility participants and receive notification emails from the OLS.

Please keep in mind that any given email address can only be used once in the Erasmus+ OLS. This is due to the fact that email addresses serve as the unique identifier of persons and institutions/organisations. In the OLS system, email addresses are used to identify an OLS user according to five specific roles: NA, NA alias, BEN, BEN alias, and mobility participant. Every person –

and therefore every email address – can only have one role. This means that the same person cannot have several OLS user accounts using the same email address. It also means that aliases cannot be created for email addresses that are already in use as BEN contacts for 2014 or 2015 projects.

What is the situation if a Beneficiary handles several projects in the Erasmus+ OLS?

The same Beneficiary might be working with more than one National Agency to cover different fields (Higher Education, Youth and VET) and/or the same Beneficiary might have more than one project, or mobility consortia projects.

The Erasmus+ OLS system relies on the project number (PIC) to identify projects. Therefore, no confusion can occur if a Beneficiary contact email is shared by more projects or National Agencies; and the OLS system is capable of keeping these projects separate and of only granting access to Beneficiary contact persons who are entitled to have access.

In cases where a single Beneficiary (with one PIC) handles several projects (with different project numbers and different OLS contact persons), an overview screen is available to the OLS contact person showing all projects in the Erasmus+ OLS Licence Management System. By navigating through these tabs, the different projects can be accessed and operations for the different projects can be processed.

Can Beneficiaries' contact information be modified in the Erasmus+ OLS?

Beneficiaries' contact information is indicated by National Agencies in EPlusLink when allocating OLS licences to a project. Beneficiaries' contact information can only be modified by National Agencies in EPlusLink. National Agencies are required to check that all contact information of their Beneficiaries (name, phone number, email address) is correct prior to validating a project in the OLS.

If the main OLS contact person at your institution/organisation would like to share the workload with a colleague, we suggest that you create additional users (aliases) in your profile.

If the contact information of the main OLS contact person has changed or the main OLS contact person has left your institution/organisation, you are required to inform your National Agency and request that this information be updated in EPlusLink.

Is it possible to switch the interface language in the Erasmus+ OLS Licence Management System?

The Erasmus+ OLS Licence Management System (back end) is only available in English.

Can the Beneficiary change the duration of mobility, as indicated by mobility participants in the Erasmus+ OLS?

The start and end date of the mobility (indicated by month/year e.g. 07/2015 for July 2015) is indicated by the participant when filling out their user profile upon first access to the Erasmus+ OLS.

Mobility participants can change the end date of their mobility at any time, directly in their OLS profile. Changing the end date of mobility impacts the duration of access to the language course (access is extended or reduced), as well as the date of the second language assessment.

Currently, it is not possible for the Beneficiary to change either the start/end date of mobility, or the duration of mobility. In the *Licence Usage per Participant* screen of the Erasmus+ OLS Licence Management System, Beneficiaries are able to view the start and end date of the mobility as indicated by the participant in his/her OLS user profile, as well as the duration of mobility as calculated by the system.

If a Beneficiary notices that the duration of mobility is incorrect, we advise that the Beneficiary requests the participant to change the incorrect information directly in his/her OLS user profile.

Please note that there are on-going discussions with the NA OLS Working Group on how to best improve the system in this regard.

Can Beneficiaries have access to the language assessment and language courses of the Erasmus+ OLS and can they use OLS licences for their staff?

There are only a limited number of licences available for the Erasmus+ OLS language assessment and courses. Only mobility participants should use these licences. OLS licences may not be used for Beneficiaries' staff. Taking into account the overall number of Beneficiaries, it would not be possible to ensure equal treatment; however, visual information material has been developed in order to facilitate communication on the Erasmus+ Online Linguistic Support.

Language assessment licences are not available to Beneficiaries for reasons of budget and scale.

What happens to unused OLS licences at the end of a project?

At Beneficiary level, any unused licences can be reallocated by the respective National Agency to another Beneficiary. For further information on this, please kindly contact your National Agency.

Can we export information available in the Erasmus+ OLS Licence Management System?

It is possible to export all information available in the Erasmus+ OLS Licence Management System in the form of Excel files for the screens *Licence Allocation to Participants – Courses, Licence Usage per Participant, Expired 2014 Projects,* and *Expired Licences*. The process required to do so is explained in the User Guide for Beneficiaries; however, you may use the button at the top right corner of the screen ( ) .

What is the timeline for evaluation and adjustment of the Erasmus+ OLS?

The Erasmus+ Online Linguistic Support was launched on 1 October 2014. Development of new functionalities and improvements of the Erasmus+ OLS Licence Management System are on-going. With each version, new functionalities are added that facilitate and assist Beneficiaries' and National Agencies' work.

The *Home* tab of the Erasmus+ OLS Licence Management System provides further information about new functionalities that have been introduced with the latest release of the OLS. New versions and releases do not pose any threat to data already inserted into the OLS.

Are Erasmus+ OLS and Mobility Tool+ linked?

Currently the OLS and Mobility Tool+ are not linked. Preliminary discussions are being held, together with representatives from National Agencies and Beneficiaries from different fields (Higher Education, Youth and VET) about a future communication link between MT+ and the OLS. This would allow MT+ to become a single entry point, avoid double encoding, as well as ensuring data consistency between the two systems.

However, this requires substantial IT development, extensive testing by different stakeholders and is subject to prior improvements of MT+. Consequentially, the integration of Erasmus+ OLS and Mobility Tool+ has been postponed for the time being.

What happens if an OLS licence is allocated to a mobility participant who is not listed in Mobility Tool+?

There are indeed risks of dropouts between those mobility participants that have been selected and have taken the assessment, and between those that actually start and/or complete their mobility. It is the responsibility of each Beneficiary to minimise the number of dropouts as much as possible.

Erasmus+ OLS Licence Management System: Language Assessment

How can Beneficiaries invite mobility participants to take the Erasmus+ OLS language assessment?

The process of inviting mobility participants to take the Erasmus+ OLS language assessment is explained in detail in the User Guide for Beneficiaries (BENs), available to BENs on the Home screen of the Erasmus+ OLS Licence Management System. In this user guide, the process is explained step-by-step with screenshots.

To briefly sum up the process: Beneficiaries are requested to copy and paste email addresses of mobility participants in the Erasmus+ OLS Licence Management System under the tab "Assessment Licence Allocation to Participants", in the field reserved for this purpose. It is advisable to group together all participants who should be tested in the same language. In such cases, please separate each email address by a semi-colon ";" or a comma ",". Before being able to send the language assessment invitations, email addresses need to be validated. By clicking on V*alidate emails*, the Erasmus+ OLS Licence Management System checks if the structure of the email address or addresses entered is correct, however, it cannot confirm whether certain email accounts do in fact exist.

These steps will need to be repeated if participants should be tested in additional languages.

Can Beneficiaries allocate assessment licences to anyone who wishes to use the OLS voluntarily?

The OLS language assessment is compulsory for participants of Erasmus+ mobility activities of at least two months' duration (studies[1]/traineeships/EVS volunteering) and having one of the following languages as their main language of instruction, work or volunteering: German, English, Spanish, French, Italian and Dutch (except native speakers). Since June 2015, the service has been extended to Vocational Education and Training (VET) learners participating in a mobility of at least one month.

OLS language assessment licences must therefore only be allocated to mobility participants who correspond to the above criteria, and may not be allocated to anyone else.

The OLS language course is voluntary and licences should be awarded, taking into account the results from the first language assessment and the need for linguistic support. For the Call 2015, the same number of licences is available for language assessments and language courses, which means that every mobility participant taking the OLS language assessment has the opportunity to follow an OLS language course. It is important to keep in mind that a maximum of one licence per language course can be allocated to each mobility participant, per mobility.

What can be done if it is impossible for a Beneficiary to allocate assessment licences and their summary box shows 0 licences?

In the Erasmus+ OLS, National Agencies must first validate the licence allocation to Beneficiaries' projects before Beneficiaries can start assigning licences to mobility participants. The circumstance in which a Beneficiary (BEN) is shown to have 0 licences in the Erasmus+ OLS Licence Management System can only occur for two reasons: (1) its respective National Agency (NA) has not validated the project, or (2) the NA has not allocated any licences to the Beneficiary concerned. In such cases, the National Agency must be informed in order to take appropriate action, such as validating the project or allocating licences to a BEN and thereby ensuring that a BEN can allocate licences to mobility participants.

Can a Beneficiary cancel the invitation to a mobility participant for the assessment?

The process of cancelling invitations to mobility participants to take the Erasmus+ OLS language assessment is explained in great detail in the User Guide for Beneficiaries (BENs), available to BENs in the Erasmus+ OLS Licence Management System. In this user guide, the process is explained step-by-step with screenshots.

To briefly sum up the process: it is possible to cancel language assessment invitations for participants who have not yet accessed the OLS. This operation is done via the *Licence Usage per Participant* screen by clicking on the red *Cancel* button ( ) next to the participant's data. Upon pressing the *Cancel* button, the system asks the BEN to confirm the cancellation of the invitation. Once the cancellation is confirmed, the mobility participant can no longer use the invitation and cannot access the OLS anymore. A notification email is then automatically sent to the mobility participant concerned informing him/her that his/her language assessment has been cancelled.

Is it possible to re-invite the same mobility participant to complete the language assessment?

There are three distinct cases that must be considered in the framework of re-inviting participants to complete the language assessment.

1) If the deadline specified by the Beneficiary for taking the language assessment has not yet passed and the participant has not yet accessed the OLS, it is possible for the Beneficiary to re-send the invitation to the same mobility participant. This operation is to be done on the *Licence Usage per Participant* screen by clicking on the blue *Resend invitation* ( ) button next to the participant's data. Upon pressing the *Resend invitation* button, the system asks the BEN to insert the new deadline by which to take the assessment. After having clicked the *Send* button, the mobility participant receives the initial invitation, again asking her/him to take the language assessment.

2) If the deadline for taking the language assessment has expired and the mobility participant has never accessed the Erasmus+ OLS, the licence allocated to the specific mobility participant will automatically be returned to the Beneficiary. These unused licences that are returned to the Beneficiary are visible in the *Remaining assessment licences* count on the page *Licence Allocation to Participants - Assessment*, and can be used again. The Beneficiary can then proceed to invite the participant to take the language assessment using the standard procedure. Please note that those mobility participants, whose invitation for taking the language assessment has expired, are no longer shown on the *Licence Usage per Participant* screen. You cannot, therefore, use the *Resend invitation* functionality of the *Licence Usage per Participant* screen to re-invite these participants. If you want to re-invite these participants, please follow the normal procedure for inviting mobility participants.

With version 6, a new screen called *Expired licences* was added to facilitate the monitoring of mobility participants who have missed the deadline to take the first language assessment or the deadline to start following the language course. From this tab, you can re-invite these mobility participants to take the first language assessment or access the language course. The process of resending invitations from the *Expired licences* screen is explained in greater detail in the User Guide for Beneficiaries (BENs), available to BENs in the Erasmus+ OLS Licence Management System.

3) If the deadline for taking the language assessment has expired, and the mobility participant has accessed but not completed the language assessment, this licence is lost. In order to re-invite the

participant, the Beneficiary must use an extra licence, and also needs to use a different email address for the participant.

Can the email address be modified once licences have been allocated and invitations sent out?

Email addresses already entered and validated cannot be modified, because an invitation email is simultaneously sent to the mobility participant including his/her access to the Erasmus+ OLS language assessment. There are three possible cases in which the email address can be modified:

1) In cases where the email address has an incoherent structure (missing @ for example), the Erasmus+ OLS Licence Management System warns the BEN and requests the correction of the email address before sending. In this case, the licence is not allocated.

2) If the email address that has been inserted by the Beneficiary (BEN) is correct in terms of structure, but is the wrong email address for some other reason (e.g. not the participant's email address but someone else's), then the mobility participant is not able to access the OLS language assessment. If nobody uses the credentials provided in the invitation email and thus the OLS is never accessed, the licence is returned to the Beneficiary at the end of the deadline. The Beneficiary can therefore reallocate the same licence to the same participant with the correct email address, or to another participant.

3) If the email address that has been inserted by the Beneficiary (BEN) is correct in terms of structure but is not the participant's email address but someone else's, and if that other person accesses the assessment, then the licence has been used and is therefore lost to the Beneficiary.

If the BEN notices the error with the email address in time, before the wrong addressee accesses the OLS, the BEN can cancel the invitation. The licence then returns to the Beneficiary and the participant can be re-invited using the correct email address. The instructions to cancel are as follows: this operation is completed via the *Licence Usage per Participant* screen by clicking on the red *Cancel* button ( ) next to the participant's data. Upon pressing the cancel button, the BEN is requested to confirm the cancellation of the invitation. After clicking on the *Yes* button, the mobility participant can no longer use the invitation and cannot access the OLS. A notification email is then automatically sent to the email address concerned informing that the language assessment has been cancelled.

Can the language be changed once the invitation for the language assessment has been sent out?

The language of the assessment cannot be changed for invitations that have already been sent out. There is, however, a work around for this limitation by cancelling the initial invitation with the wrong language and re-sending a new invitation. The precondition for this is that the mobility participant has not yet accessed the OLS.

The process is as follows: The cancellation is completed via the *Licence Usage per Participant* screen by clicking on the red *Cancel* button ( ) next to the participant's data. Upon pressing the *Cancel* button, the system asks the BEN to confirm the cancellation of the invitation. After clicking on the *Yes* button, the mobility participant concerned can no longer use the invitation and cannot access the OLS any longer. A notification email is then automatically sent to the mobility participant concerned informing him/her that his/her language assessment has been cancelled. To re-invite the participant, the BEN can simply go to the *Licence Allocation to Participants – Assessment* screen and invite mobility participants in the usual way: insert the email address, then validate it, choose the language and deadline, and finally send the invitation to the participant.

If an invitation to the language assessment indicating the wrong language has been sent to the mobility participant, and this participant has accessed the OLS, the above-described process can no longer be followed because the licence has been activated and thus counts as having been consumed. In such cases, in order to ensure that the mobility participant takes the assessment in the correct language, the Beneficiary must re-invite the participant with a new licence using a different email address for the mobility participant.

How is the deadline set for completing the 1st language assessment?

When allocating a language assessment licence to mobility participants, and therefore inviting the participant to take the language assessment (this process is explained in the User Guide for Beneficiaries), the Beneficiary specifies the deadline for the assessment in the Erasmus+ OLS Licence Management System, according to when the mobility participant is requested to complete the language assessment. This delay can vary from days to months, depending on the actual situation of the Beneficiary and the mobility participant. This deadline is communicated to the participant in the invitation email and in the reminders for the language assessment.

Regarding the second language assessment, which is to be taken towards the end of the mobility, the participant will receive an automated email 15 days prior to the end date of the mobility specified in the Erasmus+ OLS user profile, followed by reminders every 5 days. As of version 6, released in September 2015, the mobility participant effectively has 3 months from receiving the invitation email to complete the second assessment (previously 1 month). We have implemented this change to ensure that mobility participants are not blocked from the second assessment. However, in order to maintain the pressure on mobility participants to complete the second assessment with minimal delay, this is not communicated to the participants.

The Beneficiary does not have to take any action to ensure that this invitation to the second language assessment is sent to the mobility participant.

Are mobility participants reminded that they have to complete the language assessments (first and second assessment)?

Once Beneficiaries have assigned language assessment licences to mobility participants, the participants automatically receive the invitation email. Mobility participants are reminded by email, on a weekly basis, of the first language assessment that they have to complete. The number of reminder emails that mobility participants receive depends on the deadline for the language assessment set by the Beneficiary. Nevertheless, final reminders are sent on each day of the 5 days prior to the deadline.

For the second language assessment (at the end of the mobility) mobility participants are again frequently reminded (every 5 days until the end date of their mobility). The access to take the second language assessment remains available to them for 3 months.

Furthermore, please note that mobility participants automatically receive a summary email 30 days before the end of their mobility. It includes information such as the date of their second language assessment, as well as further instructions on how to modify the end date of their mobility period. This option is available for cases where the mobility period's end date was incorrect to ensure that the second language assessment can be taken within the correct time frame.

What happens to expired language assessment licences?

When a participant receives an invitation to take the Erasmus+ Online Linguistic Support (OLS) language assessment, he/she has to take it within the deadline, as specified when the invitation was sent (see point 3.1 for all details about assessment allocation to participants). If this licence is not used, that is to say, the participant has never accessed the first language assessment, it is considered to be expired. Expired licences are returned to your institution/organisation.

With version 6, a new tab called *Expired Licences* was added to the Erasmus+ OLS Licence Management System to facilitate the monitoring of mobility participants who have missed the deadline to take the first language assessment or the deadline to start following the language course. From this tab, you can equally re-invite these mobility participants for the first language assessment or the language course.

How and when is the invitation to complete the second language assessment sent to mobility participants?

The invitation to complete the second language assessment (at the end of the mobility period) is automatically sent to mobility participants by the Erasmus+ OLS system. Therefore, Beneficiaries do not have to invite mobility participants to take the second language assessment.

A summary email is sent to mobility participants which includes useful information on the second OLS language assessment a month before the end of the mobility period. It therefore allows time to prepare for the final language assessment.

The invitation to complete the second language assessment is automatically sent to mobility participants 15 days before the end of the mobility period, as indicated in the participant's OLS user profile. In the invitation email the deadline for taking the second assessment is specified as 15 days. It has been agreed with the NAs and BENs that mobility participants should be informed that they have a limit of 15 days, in order to encourage mobility participants to complete the assessment as soon as possible. In reality, this access remains active for 3 months from the invitation email or 75 days after the end of the indicated mobility end date.

For example, if a mobility participant has indicated July 2015 as the end date of her/his mobility period in the OLS user profile, the invitation for the second language assessment is sent to the

mobility participant on 15th July 2015 indicating 30th July 2015 as the deadline for completing the assessment. In reality, the invitation remains active and the mobility participant can complete the second assessment up until 15th October (3 months from invitation date/75 days from mobility end date).

Again, mobility participants are frequently reminded that they have to complete the second assessment – every 5 days (starting 15 days before the end of their mobility period) until the end date of their mobility.

Please note that mobility participants do not need the invitation email to start completing the second language assessment. They can use their OLS credentials, as received for the first language assessment, logon to the OLS platform and start completing the second language assessment as soon as it is available to them (15 days prior to the end date indicated in their OLS user profile).

It is not possible to resend the invitation for the second language assessment to mobility participants.

When mobility participants change the end date of their mobility (month), the scheduled invitation date to complete the second language assessment changes automatically.

Should you receive complaints from your mobility participants that they have not yet received the invitation for the second language assessment, first of all, please ask them to show you, in their OLS user profile, the end date of mobility as indicated by them. From prior experience, mobility participants tend to forget which month they have indicated as their mobility end date and therefore expect to receive the invitation to the second language assessment in the wrong month. The invitation to complete the second language assessment (at the end of the mobility period) is automatically sent to mobility participants by the Erasmus+ OLS system. Therefore, Beneficiaries do not have to invite mobility participants to take the second language assessment.

How is the deadline set to complete the second language assessment?

The deadline for mobility participants to complete the second language assessment is indicated in the invitation email. The official deadline, as announced in the invitation email to take the second language assessment, is 15 days. This was originally agreed with National Agencies and Beneficiaries in order to prompt mobility participants to complete the second language assessment without delay.

However, as of version 6 of the Erasmus+ Online Linguistic Support (OLS), released in September 2015, the expiry date to take the second language assessment has been extended to 3 months, so to avoid multiple technical interventions and blocked participants.

Furthermore, please note that mobility participants, whose access has long since expired and who have not completed the second language assessment, can still go back to their OLS profile to change the end date of their mobility, thus allowing them to finally complete their test.

Can a Beneficiary resend the invitation to the second language assessment?

For the time being, it is not possible to resend the invitation for the second language assessment to mobility participants. Mobility participants are frequently reminded of their second language assessment, and our aim is to limit the burden on Beneficiary institutions/organisations (BENs) by sending automated emails to mobility participants who haven't yet completed their second language assessment. Nevertheless, a BEN may also send additional reminders to mobility participants in order to further encourage them to complete their second language assessment.

Can mobility participants access the second language assessment without receiving an invitation?

Invitations are automatically sent to mobility participants 15 days prior to the end of their mobility. Please note that the deadline to complete the language assessment sometimes does not correspond to the actual end date of mobility period, as the Erasmus+ Online Linguistic Support (OLS) calculates the mobility duration based on the months indicated by mobility participants in their profile.

If mobility participants do not receive an invitation to the second language assessment due to technical issues (e.g. emails being listed as spam), it is still possible to access the language assessment in the OLS provided that their access has not yet expired.

What happens to the licence if a mobility participant does not start the language assessment?

Mobility participants are automatically sent an invitation to complete the first language assessment, once the Beneficiary allocates a licence to them in the Erasmus+ OLS Licence Management System. If the mobility participant chooses to ignore the invitation despite the reminders, or for technical reasons does not access the Erasmus+ OLS at all, this licence is automatically returned to the

Beneficiary. Beneficiaries are able to directly reallocate these unused licences to the same or other mobility participants.

With version 6, a new screen called *Expired licences* was added to facilitate the monitoring of mobility participants who have missed the deadline to take the first language assessment or the deadline to start following the language course. From this tab, you can also re-invite these mobility participants to take the first language assessment or access the language course.

What are the consequences if a mobility participant does not complete the Erasmus+ OLS assessments?

The Erasmus+ OLS language assessment (a first assessment to be taken before the mobility and a final assessment to be taken at the end of the mobility) is compulsory for all participants going on an Erasmus+ mobility for studies, traineeships or volunteering in another Programme Country, and having one of the following languages as the main language of instruction, work or volunteering: German, English, Spanish, French, Italian and Dutch (except native speakers).

For higher education students, it is also a prerequisite to the mobility. The sending institution/organisation can decide whether to make the payment of the final instalment of the financial support, subject to the completion of the final Erasmus+ OLS language assessment, at the end of the mobility. This should be specified in article 6.3 of the grant agreement.

Are Beneficiaries notified if mobility participants HAVE NOT completed the language assessment?

Beneficiaries are not notified if their mobility participants have not completed the first or second language assessment. It is, however, possible for Beneficiaries to check if mobility participants have completed the language assessments on their monitoring screen. Should you wish to receive an email notification each time a mobility participant has completed the first language assessment, please consult the User Guide for Beneficiaries (BENs).

Are Beneficiaries notified if mobility participants HAVE completed the first language assessment?

With version 6, it is possible to receive a notification for every mobility participant that has completed the first language assessment. This notification is sent to the main email address, as well as to any aliases and additional email addresses linked to the profile.

This functionality can be very useful if you are a VET or Youth Beneficiary and you want to be notified of completed first language assessments so that you can invite your mobility participants to the language course (no automatic language course allocation except for Higher Education Institutions).

Should you wish to receive an email notification each time a mobility participant has completed the first language assessment, please consult the <u>User Guide for Beneficiaries</u> (BENs) for more instruction.

Is it possible to use language course licences to assign language assessment licences to mobility participants?

Language assessment licences can only be used to assign language assessments to mobility participants, just as language course licences can only be used to assign language courses to mobility participants. It is therefore not possible to use a language course licence to assign a language assessment to mobility participants, and vice versa.

Can a participant use the Erasmus+ OLS for more than one mobility?

A participant who is taking part in more than one Erasmus+ mobility may be required to use the Erasmus+ OLS for each mobility (especially if they are in different languages). For the time being, the participant must use a different email address for each mobility when using the Erasmus+ OLS. This is due to the fact that an email address can only be used once in the OLS and therefore it is not possible to allocate two different licences to the same email address. Changing this requires a complete overhaul of the OLS system and databases. However, preparations are under way for mobility participants to use the same email address for multiple mobility periods, and we expect that this will be possible starting from the Call 2016.

Who receives the results of the Erasmus+ OLS language assessments?

The results, according to the Common European Framework of Reference (CEFR – embedded hyperlink EN https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr), are accessible to mobility participants both as a global result and for each of the five areas of competence tested in the assessment (reading comprehension, listening comprehension, grammatical competence, lexical competence, semantic competence). Mobility participants can see the results of their language assessment on the screen after having completed the assessment. They can also print out a *.pdf* document, and are sent the results by email.

Higher Education sending institutions, VET sending organisations and EVS co-ordinating organisations can see the results of their mobility participants' assessments on the monitoring screen *Licence Usage per Participant* of the Erasmus+ OLS Licence Management System.

For Higher Education students, the results are not communicated to the receiving institution/organisation. For EVS volunteers and VET learners, results will not be automatically communicated to other organisation(s) in the project. However, mobility participants are free to send the results to them.

The results of the language assessment do not prevent participants from taking part in the Erasmus+ mobility. They should be used by Beneficiaries when completing the learning/training agreement.

Do Beneficiaries need to communicate the language level the mobility participant attained on the first OLS language assessment to their partners?

Receiving institutions/organisations do not see the results of the mobility participants' first language assessment, unless the mobility participants wish to share this information. The OLS language assessment is not a selective tool and should not be used to select mobility participants, but rather to identify the mobility participants most in need of linguistic support. In the Inter-institutional Agreements and Learning Agreements, sending institutions/organisations ensure that outgoing mobility participants have the recommended language level. If the commitment of the sending institution/organisation is not fulfilled, it is up to the receiving institution/organisation to re-discuss the Inter-institutional Agreements.

Can a mobility participant repeat the Erasmus+ OLS language assessment with the same OLS licence?

Mobility participants are requested to take a first language assessment before or at the beginning of their mobility and a second language assessment upon their return from or at the end of their mobility. Each of these language assessments can only be completed once and cannot be repeated. As soon as the mobility participant has completed the assessment, he/she is instantly shown the results of their language assessment.

How is the mobility participant notified of the second Erasmus+ OLS language assessment?

Mobility participants automatically receive a summary email 30 days before the end of their Erasmus+ mobility which includes useful information on the date of their second language assessment, as well as further instructions on how to modify the end date of their mobility period This option is available for cases where the mobility period's end date was incorrect to ensure that the second language assessment can be taken within the correct time frame.

An email invitation to complete the second language assessment (at the end of the mobility period) is sent automatically to mobility participants by the Erasmus+ OLS system. Therefore Beneficiaries do not have to invite mobility participants to take the second language assessment.

The invitation to complete the second language assessment is automatically sent to mobility participants 15 days before the end of the mobility period, as indicated in the participant's OLS user profile. In the invitation email, the deadline for taking the second assessment is specified as 15 days. It has been agreed with the NAs and BENs that mobility participants should be informed that they have a limit of 15 days, in order to encourage mobility participants to complete the assessment as soon as possible. In reality, the invitation remains active for 3 months from the invitation email or 75 days after the end of the indicated mobility end date.

For example, if a mobility participant has indicated July 2015 as the end date of her/his mobility period in the OLS user profile, the invitation for the second language assessment is sent to the mobility participant on 15th July 2015, indicating 30th July 2015 as the deadline for completing the assessment. In reality, the invitation remains active and the mobility participant can complete the

second assessment up until 15th October (3 months from invitation date/75 days from mobility end date).

Again, mobility participants are frequently reminded that they have to complete the second assessment – every 5 days (starting 15 days before the end of their mobility period) until the end date of their mobility.

Please note mobility participants do not need the invitation email to start the second language assessment. They can use their OLS credentials, as received for the first language assessment, logon to the OLS and start completing the second language assessment once it becomes available to them (15 days prior to the end date indicated in their OLS user profile).

It is not possible to resend the invitation for the second language assessment to mobility participants.

When mobility participants change the end date of their mobility (month), the scheduled invitation date to complete the second language assessment changes automatically.

Should you receive complaints from your mobility participants that they have not yet received the invitation for the second language assessment, first of all, ask them to show you in their OLS user profile the end date of mobility. From prior experience, mobility participants tend to forget which month they have indicated as their mobility end date and therefore expect to receive the invitation to the second language assessment in the wrong month.

Is the Erasmus+ OLS language assessment recognised as an official diploma or certificate?

The Erasmus+ OLS language assessment does not constitute an official diploma or certificate.

It is up to the discretion of Beneficiaries to issue an official certificate to their mobility participants for having completed the Erasmus+ OLS language assessment. Since March 2015, and upon request from Beneficiaries, the results page of the language assessment states the participant's name.

The Erasmus+ OLS language assessment is an online test and, as such, it is not possible to prevent cheating or misuse. If Beneficiaries are considering issuing official certificates to their mobility participants for having completed the Erasmus+ OLS language assessment, we would recommend

that they request their participants to take the assessment in a controlled environment, such as a university lecture hall, under supervision and within a set time limit.

Is there a User Guide available to mobility participants for the Erasmus+ OLS language assessment?

User guides for mobility participants are available on the Erasmus+ OLS website: http://erasmusplusols.eu/. These user guides cover both language assessments and language courses. These user guides are also available to Beneficiaries on the *Home* page of the Erasmus+ OLS Licence Management System.

Erasmus+ OLS Licence Management System: Language Courses

How does the automated invitation to the OLS language course work?

To simplify the management of language course licences and reduce the workload for Beneficiaries, **Higher Education mobility participants who have obtained a result between CEFR levels A1 and B1 in their first language assessment** are automatically allocated a language course licence. Since June 2015, this applies to HE mobility participants who have completed their first language assessment. As a Higher Education Institution, you do not need to take any further action in the Erasmus+ OLS Licence Management System for those participants. The language course allocated is the mobility language chosen for the assessment. Course licences are automatically deducted according to the total course licences allocated. Therefore, participants with a level of B1 or below no longer appear on the screen *Licence Allocation to Participants – Course*, however they continue to be listed on the screen *Licence Usage per Participant*.

If you do not have sufficient language course licences that can be automatically allocated to mobility participants, a warning appears on the "Home" page of your Erasmus+ OLS Licence Management System. The warning will inform you that the automated language course allocation failed and require you to contact your respective National Agency.

Please note that Higher Education mobility participants who have obtained a result between CEFR levels B2 and C2 in their first language assessment are NOT automatically allocated a language course licence.

Is it possible to allocate a language course for the local language of the mobility country?

Beneficiaries may invite **mobility participants who have obtained a result between CEFR levels B2 and C2 in their first language assessment** to follow a language course in their main language of instruction or work, or in the local language of the country, provided that this language is available in the OLS.

On the screen *Licence Allocation to Participants – Course,* Beneficiaries can see those mobility participants who have obtained a result between CEFR levels B2 and C2 in their first language

assessment and are able to manually select the language of the courses for these participants. This process is explained in detail in the <u>User Guide for Beneficiaries,</u> available in the Erasmus+ OLS Licence Management System.

When and how can Beneficiaries allocate language course licences to mobility participants who have obtained a result between CEFR levels B2 and C2?

Once mobility participants have completed their first language assessments, if they obtained a result between CEFR levels B2 and C2, their names appear on the *Licence Allocation to Participants – Course* screen of the Erasmus+ Online Linguistic Support Licence Management System. Beneficiaries can allocate language course licences to selected mobility participants by clicking on the *Allocate* button.

This process is explained in detail in the <u>User Guide for Beneficiaries,</u> available in the Erasmus+ OLS Licence Management System.

Please note that the Erasmus+ language course is available from level A1 (basic user) to level C1 (proficient user). Beneficiaries should keep this in mind when deciding to assign language course licences to mobility participants who have achieved very high results in their language assessment (e.g. C1 and C2).

For how long does a mobility participant have access to the Erasmus+ OLS language course?

The validity period of a mobility participant's access to the Erasmus+ OLS language course corresponds to the duration of their Erasmus+ mobility; i.e. 4 months of language course for a mobility of 4 months; 12 months of language course for a mobility of 12 months. The start and end dates of the mobility are indicated in months by the mobility participant in their OLS user profile. The mobility duration is calculated on the basis of this information. The validity period begins upon the participant's first connection to the language course. Expiration therefore might not correspond to the actual date of return from the Erasmus+ mobility. The mobility duration can be a maximum of 13 months.

Once a Beneficiary assigns a course licence to a mobility participant in the Erasmus+ OLS, **OR** as soon as a course licence is automatically assigned to a Higher Education mobility participant, a process is triggered whereby the invitation for the language course is automatically sent to the mobility participant.

The invitation always asks the mobility participant to connect to the language course within 1 month following the invitation, and announces the validity of access rights for a duration matching the number of months of the mobility period.

The duration of access to the language course is calculated from the mobility participant's first access to the language course for the number of months of the mobility.

To illustrate this principle, please consider the following example:

A mobility participant leaves for an Erasmus+ mobility between 1st February and 30th May, therefore a mobility period of 4 months. The mobility participant should indicate in his/her OLS profile the mobility start date of February and mobility end date of May.

The 4 months of the mobility period correspond to his/her 4 months of access to the language course.

This participant is allocated a course licence by his/her sending institution/organisation and he/she receives the invitation for the language course on 1 January in order to allow him/her to improve his/her language skills before starting his/her Erasmus+ mobility period. The mobility participant should therefore access the language course at least once before 1 February (1 month deadline for first access). If he/she accesses the course on 15th January, he/she can use the language course until 15th May (for 4 months).

Can the access period to the Erasmus+ OLS language course be changed?

The duration of access to the Erasmus+ OLS language course is calculated on the basis of the mobility start and end dates that the mobility participant indicates in his/her OLS user profile. Mobility participants have access to the language course for a duration that corresponds to the duration of their mobility in terms of months, i.e. 4 months of access to the language course for a mobility of 4 months; 12 months of access to the language course for a mobility of 12 months.

Mobility participants can change the end dates of their mobility in their OLS user profile; however, the mobility duration cannot extend beyond a maximum of 13 months. Changes to the end date of

the mobility have an impact on the access duration for the language course and on the invitation date for the second language assessment.

What can be done if participants are not shown on the *'Licence Allocation to Participants - Course'* screen of the Erasmus+ Online Linguistic Support Licence Management System?

It is only once mobility participants have completed their first language assessment that their names will appear on the *'Licence Allocation to Participants - Course'* screen of the Erasmus+ Online Linguistic Support Licence Management System.

There are three possible reasons for a mobility participant not being shown on this screen: 1) the mobility participant has not yet completed the language assessment and should complete it in order to be listed on the *'Licence Allocation to Participants - Course'* screen; 2) the mobility dates of the participant concerned are in the past and thus the mobility is no longer active. In this case the Beneficiary should ask the mobility participant to correct the end date of his/her mobility in the OLS user profile; 3) Higher Education mobility participants with a result between CEFR level A1 and B1 on the first language assessment are automatically allocated a language course licence and are therefore not listed on the '*Licence Allocation to Participants - Course'* screen.

Is there a User Guide available to mobility participants for the Erasmus+ OLS language course?

User guides for mobility participants are available on the Erasmus+ OLS website: http://erasmusplusols.eu/. These user guides cover both language assessments and language courses. These user guides are also available to Beneficiaries on the *Home* page of their Erasmus+ OLS Licence Management System.

Monitoring

How can a Beneficiary monitor licences used by its mobility participants?

In the Erasmus+ OLS Licence Management System, two screens are available to monitor the usage of OLS assessment and course licences by mobility participants.

For active projects (projects that have not yet reached their contractual end date), it is possible to monitor via the *Licence Usage per Participant* screen.

This process is explained in detail in the <u>User Guide for Beneficiaries</u>. On this screen, a Beneficiary can retrieve the following information for every mobility participant: *First Name, Last Name, Email Address, 1^{st}Assessment Invitation Date, 1^{st}Assessment Invitation Expiration Date, 1st Assessment Result, 1st Assessment Date, 2^{nd}Assessment Invitation Date, 2^{nd}Assessment Result, 2nd Assessment Date, Mobility Start Date, Mobility End Date, Mobility Duration, Mobility Language, Course Licence (allocated or not), Local Language, Course Licence Allocation Date, First Connection to Courses and Time Spent on the Platform*. This information can also be sorted by alphabetical, chronological or numerical order by clicking on a column title.

Expired projects (projects that have reached their contractual end date), can be viewed via the *2014 Expired Projects* screen.

With version 6, this new tab, entitled *Expired 2014 Projects,* was added to facilitate the management of past projects and mobility participants. This allows current projects (Call 2015 projects) to be kept separate from expired projects (Call 2014 projects that have expired, i.e. reached their contractual end date).

When projects have expired (reached their contractual end date), their content is moved to this new screen.

For projects that have expired, it is no longer possible to invite mobility participants to take the first language assessment. However, mobility participants that have been invited to take the first language assessment before the project end date are able to take the first and second language assessment, and BENs are still able to invite them to follow a language course (on the *Licence allocation to Participants – Course* screen under the tab of your 2014 Expired projects – see point 3.3 of the <u>User Guide for Beneficiaries</u>).

Can Beneficiaries monitor how much time a mobility participant spends using the Erasmus+ OLS language course?

Beneficiaries can actively monitor the use of the OLS language course by their mobility participants. This is done in the *Licence Usage per Participant* screen. On this screen, BENs are able to access information on the first connection to the language courses by each mobility participant, and also how much time the participant has spent on the platform.

In addition, it is possible for mobility participants to download a *Record of Participation* from their OLS account, which indicates how much time the participant has spent on the OLS course platform.

Youth/VET specific answers on language assessment and course licences

The following document provides a short summary of how the rules for programme management should be applied in the process of allocating OLS licences (assessments and courses). It offers an overview but does not replace the reference documents such as the Guide for NAs and the Programme Guide.

Online assessment

If …	Can be granted/changed?	When
… assessment is not requested in the application form	Yes	Any time (If enough licenses available at the NA level and in line with, if relevant, procedures for amendment)
… volunteer drops out or is replaced and licence granted has already been used	Yes Practical steps for now: the NA needs to reallocate in EPlusLink and communicate the change equally to EACEA (EACEA EPLUS OLS EACEA-EPLUS-OLS@ec.europa.eu)	ASAP after new volunteer is identified (If enough licenses available at the NA level)
… volunteer drops out or is replaced and licence granted has not been used	Yes, unused assessment licence can be withdrawn by the beneficiary from original participant in OLS (by cancelling the invitation or by waiting for it to expire) and transferred to the new volunteer.	ASAP after new volunteer is identified

Online course

If …	Can be granted/changed?	When
… course is not requested in the application form	Yes	Any time (If enough licenses available at the NA level and in line with, if relevant, procedures for amendment)
… grant is requested in the application form but needs to change to online course licence	Yes	Any time (If enough licenses available at the NA level and in line with, if relevant, procedures for amendment)
… licence is requested in the application form but needs to change to grant	Yes if clerical error Yes within the limit of the budget granted to the project	Before grant award decision At grant award decision
… volunteer drops out or is replaced and licence granted has already been used	Yes by a standard amendment in EPlusLink For now: after the NA has made the amendment in EPlusLink it needs to communicate the change equally to EACEA (EACEA EPLUS OLS EACEA-EPLUS-OLS@ec.europa.eu).	After new volunteer is identified and after this person has taken the assessment*.
… volunteer drops out or is replaced and licence granted has not been used	Yes, unused course licence can be withdrawn by the beneficiary from the original participant in OLS (by cancelling the invitation or by waiting for it to expire) and transferred to the new volunteer.	After new volunteer is identified and after this person has taken the assessment*.

* Please be aware that language courses are linked to language assessment. Thus only a participant who has completed the 1st language assessment can follow an OLS language course.

Thus if the volunteer drops out after having the 1st language assessment, the replacing volunteer needs to be allocated both a language assessment and a language course licence.

Please also note that no participant can receive a grant for linguistic support and an OLS course as this would be considered double-funding.

In case of few or no licences left at NA level, the NA is encouraged to contact the Commission.

Contact info reminder: EACEA EPLUS OLS EACEA-EPLUS-OLS@ec.europa.eu