



Erasmus+

Online Linguistic Support

**Technical Questions and Answers
for Beneficiaries
on the Erasmus+ Online Linguistic Support**

March 2015

This document covers the main technical questions and answers for Beneficiaries (BENs) **regarding the Erasmus+ Online Linguistic Support (OLS)**. All non-technical but Erasmus+ Programme related questions are included in a separate document, 'Erasmus+ Programme related **Questions and Answers for Beneficiaries on Erasmus+ Online Linguistic Support**'.

Questions concerning mobility participants and technicalities are covered in separate documents ('**Technical Questions and Answers on the Erasmus+ Online Linguistic Support**' and '**Erasmus+ Programme related Questions and Answers on the Erasmus+ Online Linguistic Support**') available on the <http://erasmusplusols.eu> website.

In case you do not find any response 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

To whom shall Beneficiaries address themselves with technical questions about the OLS?

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.

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

Where are information documents about the Erasmus+ OLS available?

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 well as the information video.

In the *Home* screen of the Beneficiary Licence Management System, the following information documents are available to Beneficiaries from version 2.2 of the OLS:

- **Beneficiaries (BEN) support area**
 - BENs User Guide
 - Technical Questions and Answers for BENs
- **Mobility Participants (MP) support area**
 - Mobility Participant User Guide for Assessment
 - Mobility Participant User Guide for the Language Course
 - Technical Questions and Answers for Mobility Participants
- **General information on the language assessment and course**
 - Presentation of the language assessment
 - Guided tour of the language course (DE, EN, ES, FR, IT, NL)

Additional information documents on Erasmus+ programme related aspects (calls, contractual issues, etc.) prepared by DG EAC 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 OLS Licence Management System, it is the NA who must first allocate them to the BEN.

At present, it is not possible for the NA to resend the BEN's credentials. In case the Beneficiary contact person forgets his/her access credentials, it can be reset by clicking on the [*Forgot your password?*](#) link on the OLS website in order to receive a new password.

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

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.

In case the BEN has not received their log-in 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.

In case the NA has already validated the BEN's contact details in the Erasmus+ OLS, the BEN should check its 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 other users in the Erasmus+ OLS?

It might be useful for several members of staff to work with the Erasmus+ OLS, especially for larger Beneficiaries. As of the version of the OLS released in mid-December 2014, 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. Thus, the same person cannot have several OLS user accounts using the same email address.

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.

The Erasmus+ OLS relies on the project number (PIC) to identify projects. Therefore no problem of confusion will arise if a Beneficiary contact email is shared by more projects or National Agencies.

In case a Beneficiary (with one PIC) handles several projects (with different project numbers), an overview screen showing all projects is available 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.

If a Beneficiary manages several projects for one or more National Agency, it might be useful to create several BEN users.

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

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.

Starting from the version of the OLS available as of mid-December 2014, Beneficiaries can modify their own contact data in their user profile. It remains, however, impossible for Beneficiaries to change their main contact email address, as this is their primary identification in the OLS. As an alternative, we suggest that you

create an additional user in your profile with the correct new email address. Should, for whatever reason, the initial contact person have left your Beneficiary taking with her/him the only access to the OLS (and thus you are unable to create additional users because you cannot access your OLS BEN profile), please address this problem to your National Agency, which will forward your request for changing the main contact person of your Beneficiary to the European Commission's Erasmus+ OLS Team.

Is it possible to switch interface language within 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 is indicated by the participant when filling out their user profile upon first access to the Erasmus+ OLS. Mobility participants can change this information at any time. This has an impact on the duration of access to the language course only before having accessed the language course for the first time. The date of the 2nd language assessment adapts automatically to changes of the end date of mobility.

Currently it is not possible for the Beneficiary to change either the start/end date of mobility, or the duration of mobility. For the time being Beneficiaries only see the duration of mobility on their monitoring screen in the Licence Management 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.

Do Beneficiaries have access to the language assessment and language courses of the Erasmus+ OLS?

A limited number of licences are available for the Erasmus+ OLS language assessment and courses. These licences should only be used by the actual mobility participants. Taking into account the overall number of Beneficiaries, it would not be possible to ensure equal treatment; however, visual information material is being developed in order to facilitate the communication on the Erasmus+ Online Linguistic Support.

Several aspects of the language assessment and courses are also addressed in the Frequently Asked Questions (FAQ) section on the erasmusplusols.eu website available to the public.

Can the information available in the Licence Management System be exported?

It is possible to export the information available in the Licence Management System in the form of Excel files for the screens *Course Licence Allocation* and *Monitoring of Used Licences*. The process required to do so is explained in the User Guide for Beneficiaries, but essentially 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. Developments of new functionalities and improvements of the Licence Management System are on-going and with each version new functionalities will be added. The release of new versions of the Licence Management System is foreseen for April, May and July 2015. The Home tab of the Licence Management System provides further information about new functionalities. New versions and releases do not pose any threat to the data already inserted into the OLS.

Erasmus+ OLS 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 great detail in the user guide for Beneficiaries (BENs), available to BENs in the Licence Management System. In this user guide the process is explained step-by-step with screen shots.

To briefly sum up the process: Beneficiaries are requested to copy and paste email addresses of mobility participants in the 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 ";" or ",". Before being able to send the language assessment invitations, the email addresses need to be validated. By clicking on 'Validate emails' the Licence Management System checks that the structure of the email address(es) entered is correct, however it cannot confirm whether certain email accounts do exist.

If participants should be tested in different languages, these steps will need to be repeated per language.

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 the National Agencies must first allocate licences to Beneficiaries before they can start assigning them to mobility participants. The circumstance in which a Beneficiary (BEN) is shown to have 0 licences in the Licence Management System can occur only for two reasons: its respective National Agency (NA) has not validated the project or the NA has not allocated any licences to the Beneficiary concerned. In such cases the National Agency must be informed in order to take action, such as validating the project or allocating licences to a BEN. Thereby the NA ensures that a BEN can allocate licences to mobility participants.

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

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

To briefly sum up the process: it is possible to cancel invitations for the language assessment for participants who have not yet accessed the OLS. The process of cancelling invitations that have already been sent has become very simple with version 3 released in March 2015. This operation is to be done in the *Licence Usage per MP* 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.

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 accessed the OLS, it is possible for the Beneficiary to re-send the invitation to the same

mobility participant. The process for re-inviting mobility participants has become very simple with version 3 released in March 2015. This operation is to be done in the *Licence Usage per MP* 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 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 said mobility participant will be automatically returned to the Beneficiary. These un-used licences that are returned to the Beneficiary are visible in the *remaining assessment licences* count on the page *Licence Allocation to Participants*, and can be used again. The Beneficiary can thus proceed to inviting 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 in the *Licence Usage per MP* screen. You cannot, therefore, use the Resend invitation functionality of the *Licence Usage per MP* screen for re-inviting these participants. If you want to re-invite these participants, please follow the normal procedure for inviting mobility participants.

A new screen for expired licences with re-invitation functionality is in preparation.

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, as 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 could be modified:

1) In case 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 thus re-allocate 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 will then be returned to the Beneficiary and the participant can be invited again using the correct email address. The instructions to cancel are the following: This operation is to be done in the *Licence Usage per MP* 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 can no longer use the invitation and cannot access the OLS any longer.

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. But there is a way around this limitation through cancelling the initial invitation with the wrong language and re-sending a new invitation. The pre-condition for this is that the mobility participant has not yet accessed the OLS.

The process is the following: The cancellation is to be done in the *Licence Usage per MP* 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. To re-invite the participant, the BEN can simply go to the *Licence Allocation to Participants – Assessment* screen and invite mobility participants the normal way: insert the email address, then validate it, choose the language and deadline, and finally send the assessment 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 and using a different email address for the mobility participant.

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

When allocating a language assessment licence to mobility participants, and therefore inviting the participant to take the language assessment (process explained in the *User Guide for Beneficiaries*), the Beneficiary specifies the deadline for the assessment in the Licence Management System, according to when the mobility participant is requested to complete the language assessment. This delay can vary from days to weeks to months, depending on the concrete 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 mobility specified in the Erasmus+ OLS user profile, followed by reminders every 5 days. The mobility participant effectively has 1 month from receiving the invitation email to completion of the second assessment. 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 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 1st language assessment that they have to complete. The number of reminder emails mobility participants receive depends on the deadline for the language assessment set by the Beneficiary. In any case, however, last reminders are sent during the 5 days prior to the deadline.

For the 2nd language assessment (at the end of the mobility) students are again frequently reminded (every 5 days over the course of 1 month).

How and when is the invitation to complete the 2nd language assessment sent to mobility participants?

The invitation to complete the 2nd 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 the 2nd language assessment.

The invitation to the 2nd language assessment is automatically sent to mobility participants 15 days before the end of the mobility period. Therefore, the 15th of the month will be indicated as the end date of mobility in the participant's OLS user profile. The time limit to take the 2nd assessment is 30 days, although it has been agreed with the NAs and BENs that mobility participants should be informed that they have a limit of 15 days to encourage mobility participants to complete the assessment earlier. Again, mobility participants are frequently reminded that they have to complete the 2nd assessment (every 5 days over 1 month).

For the time being it is not possible to re-send the invitation for the 2nd language assessment to mobility participants.

When mobility participants change the end date of their mobility (month), the timing for sending the invitation to the 2nd language assessment adapts automatically. The end date of mobility cannot be advanced to ensure that mobility participants cannot just skip the 2nd language assessment.

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

Mobility participants are automatically sent an invitation to complete the 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 allocate these un-used licences again to the same or other mobility participants.

Are beneficiaries notified if mobility participants have not completed the language assessment?

Beneficiaries are not notified if their mobility participants have not completed the 1st or 2nd language assessment. It is, however, possible for Beneficiaries to check if mobility participants have completed the language assessments on their monitoring screen.

A new screen for expired licences with re-invitation functionality is in preparation.

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

Language assessment licences can only be used for assigning language assessments to mobility participants, just as language course licences can only be used for assigning language courses to mobility participants. It is thus 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 that is taking part in more than one Erasmus+ mobility may be required to use the Erasmus+ OLS for all these mobilities (especially if the mobilities are in different languages). For the time being, the participant has to use a different email address for each of these mobilities 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.

For a future update, it is planned to address this issue by making it possible for participants to use the same email address to take the assessment and complete the course in more than one mobility.

Will the contact person at the Beneficiary organisation/institution receive a notification once mobility participants have completed the Erasmus+ OLS language assessment?

For the time being, a Beneficiary (BEN) can at any time and in real time monitor the language assessments accessed and completed by its mobility participants in the Licence Management System. This is under analysis to provide Beneficiaries (BENs) with the possibility to indicate whether they wish to be informed once a certain

number of mobility participants have completed the language assessment, thus enabling BENs to allocate licences for language courses. They can do this in the Erasmus+ OLS Licence Management System.

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 competences 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 print out a pdf document, and are sent the results by email. From March 2015, the results page states the name of the mobility participant.

Higher Education sending institutions or EVS coordinating organisations can see the results of their mobility participants in the monitoring screen of the Licence Management System.

For Higher Education students, the results are not communicated to the receiving institution/organisation. For EVS volunteers, the results are not communicated to the 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.

What skills are evaluated in the Erasmus+ OLS language assessment?

The online language assessment assesses the mobility participant's language skills - listening, reading and writing – in line with the Common European Framework of Reference for Languages (CEFR – imbedded link).

The Erasmus+ OLS language assessment evaluates five skills:

- Lexical competence: both the knowledge and ability to use lexical items (words, stock phrases and idiomatic expressions) and grammar.
- Grammatical competence: the knowledge of and ability to use the grammatical resources of the language.
- Semantic competence: the ability to determine the meaning of a series of words.
- Listening comprehension: the ability to receive and process a spoken message produced by one or more speaker.
- Reading comprehension: the ability to understand and deal with written texts.

The assessment takes approximately 40 to 50 minutes, and consists of 70 questions. The assessment is adaptive. This is a smart and progressive methodology: the difficulty of questions is determined on the basis of the answers to the preceding questions, so that the linguistic ability can be measured with a progressively higher degree of precision.

What is the interface language of the Erasmus+ OLS language assessment?

The interface language of the Erasmus+ OLS is chosen on the basis of the information provided by the Beneficiary (BEN) and normally corresponds to the mobility participant's mother tongue, if this language is available. For the current release, six languages are available as interface languages (German, English, French, Italian, Dutch and Spanish). For languages that are not yet available, the pre-set interface language is English, but it can be changed by the mobility participant.

Is it possible to change the order of sections in the Erasmus+ OLS language assessment?

The language assessment is composed of five sections in the following order: grammar, vocabulary, key communicative phrases, listening comprehension and reading comprehension. The language assessment must be followed in the consequent order of sections and it is not possible to change the order of the sections.

Does the mobility participant need to complete the Erasmus+ OLS language assessment in one attempt?

At any time during the language assessment, the mobility participant can stop the language assessment and continue later, although only completed sections are saved. Once the language assessment is complete and the results have been shown, the language assessment cannot be taken again.

Will correct answers be displayed upon completion of the Erasmus+ OLS language assessment?

While the mobility participant is taking the language assessment, the system does not display the correct answers on the screen. Erasmus+ OLS does not foresee that correct answers will be shown at all in order to avoid cheating.

Once the mobility participant has finished the language assessment, the overall result and the results by section are displayed on the screen and a copy of these results is also sent to the participant and the Beneficiary by email.

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

The Erasmus+ OLS language assessment can only be completed once. As soon as the mobility participant has completed the assessment, she/he is instantly shown the results of the language assessment.

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

Mobility participants will receive automated emails from the OLS inviting them to take (as well as reminding them of) their second language assessment. The invitation is sent to mobility participants 15 days before the end of their Erasmus+ mobility.

Is there a difference between the Erasmus+ OLS language assessments before and after mobility?

There is no difference between the first (prior to mobility) and the second Erasmus+ OLS language assessment (upon return from mobility). The questions might be different as the assessment is adaptive. Since both assessments are based on the same principles, the improvement of language skills during the mobility period can be measured.

Is the Erasmus+ OLS language assessment recognized 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. As of March 2015, and upon request from Beneficiaries, the result page of the language assessment states the participant's name.

The Erasmus+ OLS language assessment is an online text and as such it is not possible to prevent cheating or misuse. If Beneficiaries consider 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 for the Erasmus+ OLS language assessment?

User guides for mobility participants are available online, inside their personal area once they access the Erasmus+ OLS. These user guides cover both language assessments and language courses. This user guide is also available to Beneficiaries on the Home page of their Licence Management System.

Language Course

When and how can Beneficiaries allocate language course licences?

Once mobility participants have completed their first language assessments, their names appear in the '*Course Licence Allocation to Participants*' 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 [User guide for Beneficiaries](#) (section 3.2) available in the Licence Management System.

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 mobility participant's access to the Erasmus+ OLS language course corresponds to the duration of the 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 the OLS user profile. On the basis of this information, the mobility duration is calculated. 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.

By assigning a course licence to a mobility participant in the Erasmus+ OLS, a process is triggered whereby the invitation for the language course is sent automatically to the mobility participant. This invitation always asks

for a first access 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 1 February and 30 May, thus for a mobility period of 4 months. The mobility participant should indicate in her/his OLS profile the mobility start date of February and mobility end date of May.

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

This participant is allocated a course licence by her/his sending institution/organisation and she/he receives the invitation for the language course on 1 January in order to allow her/him to improve her/his language skills before starting her/his 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 she/he accesses the course on 15 January she/he can use the language course until 15 May (for 4 months).

Taking into account the principle explained above, we would recommend that you, as a Beneficiary, carefully decide on the best moment to assign course licences to mobility participants in order to ensure that participants have access to the language course when they can make the best use of it.

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

The duration of access to the Erasmus+ OLS language course cannot be changed directly. The duration is calculated on the basis of the mobility start and end dates that the mobility participant indicates in her/his 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 language course for a mobility of 4 months; 12 months of language course for a mobility of 12 months.

Mobility participants can change the dates of their mobility in their OLS user profile. If mobility participants change the end date before ever having accessed the language course, the duration of access will be calculated according to the modified end date. Any change to the mobility end date that is made after having

already accessed the language course is no longer taken into account and does not extend the duration of access to the language course.

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

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

There are two possible reasons for a mobility participant not being shown in this screen. The first one is that the mobility participant has not yet completed the language assessment and should complete it in order to be listed in the '*Course Licence Allocation to Participants*' screen. The second possible reason is that 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 mobility in the OLS user profile. Once the assessment has been completed and/or the correction to the mobility end date has been effectuated, the participant should be listed in the '*Course Licence Allocation to Participants*' screen.

What is the Erasmus+ OLS online language course like?

Erasmus+ OLS online courses are comparable to computer-based language-learning programmes currently available on the market. German, English, Spanish, French, Italian and Dutch classes can be accessed on the same interactive website, and are available anywhere and at any time.

The Erasmus+ OLS method is based on three key learning principles:

- Immersion: language skills are developed and reinforced via intensive exposure to multimedia animation reflecting real everyday situations, exclusively featuring native speakers.
- Practice: a language is learned by listening, reading, writing and speaking. You will practice all of these aspects in concrete situations in everyday and working life.
- Learning spiral: each subject is introduced progressively, is regularly revised and serves as a reference during the language course.

Lessons generally begin with realistic videos and animations that utilise daily and professional argumentation, in order to allow targeted learning of the words and phrases most needed.

Participants can then memorise vocabulary through interactive flash cards, improve pronunciation by comparing your recording, exercise vocabulary and develop spelling through dictation, and improve understanding with the listening exercises. Thanks to its grammar section, the participant can also strengthen knowledge of grammatical skills and rules.

What are the advantages of the Erasmus+ OLS language course?

Put briefly: à la carte programmes where and when the participant wants. Thanks to unlimited access, it is possible to log on both day and night, and study as much as one wants at one's own pace. As no installation is required, Erasmus+ OLS language courses can be followed on any computer or tablet, as long as it has sound and an Internet connection. Each user receives a personalised training programme. However, participants are entirely free to choose the courses they find useful, and can follow them at their own pace, in the order of their choice. Thanks to the animation and videos based on real life, participants can practice all of their language skills in the comfort of their own home: listening and reading comprehension, writing and even speaking.

What levels and modules does the Erasmus+ OLS language course offer?

For complete beginners, Erasmus+ OLS offers an A1 Introduction level course in order to learn the first words of a language. For learners who have a basic knowledge of the language, A1 level classes are available in most sections: grammar, vocabulary and pronunciation. Courses focussing on business language and points of view (learning to speak like native speakers) are more suited to people who have a better command of the language, but there is nothing to stop beginners following these courses too as they always have access to the full content of the platform.

Argumentation is an exclusive video course that teaches participants to express their ideas and develop a convincing argument in a foreign language. All learning situations focus on real life. This course allows participants to hear and learn expressions commonly used by native speakers (different accents have been intentionally selected) in order to talk about concrete subjects such as flexible working hours, working from home, the importance of politics, the issue of working status, etc. Thanks to the rapid speech rate of native speakers, to background noises, etc. participants will feel genuinely immersed in the language.

In addition to the general course modules (vocabulary, grammar, pronunciation, argumentation) the Erasmus+ OLS also offers professional course modules for each language. They are made up of four parts: *Meetings*, *Job Courses* and *Correspondence*. These courses focus on working language that is used in a professional context. The emphasis is on assimilation and the use of key expressions required for effective communication in numerous professional contexts. The English language course also offers a section named *Banking* that instructs participants on how to handle common situations that they might encounter while opening a bank account, requesting a credit card or getting financial advice.

When and where do the Erasmus+ OLS language courses take place?

The OLS online language course is available for the duration of the participants' Erasmus+ mobility, 7 days a week, 24 hours a day. Participants may choose the time that suits them best to follow the Erasmus+ OLS language course. They can access the online language course on any computer, provided that it has an Internet connection.

Do mobility participants have to complete a minimum number of exercises in the Erasmus+ OLS language course?

Taking the Erasmus+ OLS language course is not mandatory for mobility participants. Beneficiaries only invite a limited number of mobility participants to take the language course. Being granted access to the Erasmus+ OLS language course is therefore a unique opportunity for mobility participants to improve their skills in the working language of their mobility. They may use the course modules as much as they like and find useful for their individual needs.

How many hours do mobility participants have to work for the language course in order to make progress?

The Erasmus+ Online Linguistic Support recommends working on the platform for at least 2 hours per week. The more time and dedication participants invest, the more progress they will achieve. It is also advisable to have daily contact with the language. Reading newspaper articles, listening to the radio, watching TV in the target language etc. will allow participants to make even more progress.

How should mobility participants manage and monitor their working time for the Erasmus+ OLS language course?

All Erasmus+ OLS language course users have unlimited access for the duration of their Erasmus+ mobility, so they can connect for as many hours as they like. It is also possible for users to view their connection history. It will be soon possible for Beneficiaries to monitor the time their mobility participants are working on the Erasmus+ OLS language course in the Licence Management System.

What does the live coaching offer?

Erasmus+ OLS language courses offer several types of interaction to learners, with both tutors and other learners. These are based on the following 5 underlying principles: 1) linguistic and thematic coherence, 2) functional communication, 3) self-directed learning, 4) needs-focused approach, and 5) CEFR methodology.

- **MOOCs:** The *Classrooms* themed courses, based on the model of Massive Open Online Courses (MOOCs), are offered weekly (1 MOOC per language per week) and can be accessed from the OLS language course portal. These courses are open to an unlimited number of learners. Mobility participants need to register for MOOCs (similar to webinars). The MOOCs were launched in January 2015.

MOOCs are available for 3 levels (A=A1+A2, B=B1+B2, C=C1+C2) and their topics cover three main categories: 1) successfully integrating into the destination country, 2) successfully coping in an academic and professional environment in the destination country, and 3) discovering the culture of the destination country.

All MOOCs, independent of their theme, are structured in the following way: introduction (theme and objectives), cultural aspects, "in context" vocabulary, speech acts, learning tips, phonetics, free practice, conclusion, and webography.

Starting from May 2015, video recordings of previous lectures will be available on the webpage.

- **Forum:** this allows learners to support each other, facilitates collaborative learning, and is moderated by tutors who provide learning tips and answer questions posed by participants of mobility. Learners have been able to converse on the OLS Forum since January 2015.
- **Tutoring sessions:** *Tutoring Sessions* are courses in small groups of 1 to 6 participants that allow direct interaction with a teacher. The tutoring is available for three levels (A, B, C) thus merging levels (A1+A2; B1+B2; C1+C2). As the class size is quite small (1 to 6 participants) this allows tutors to cater to learners' specific needs. These tutoring sessions are either thematic, that is with a predetermined theme for that particular course, or general, without a specific theme. Free courses allow participants to choose the topics and aspects of the language on which they wish to work. With a little luck, it might even be possible to have one-to-one tutoring.

Who are the tutors of the Erasmus+ OLS?

The pool of tutors across the current six languages includes 80 members. Tutors are native speakers who hold a degree in languages and have a minimum of three years professional experience teaching their mother tongue as a foreign language.

For each of the six languages, the team of tutors is supervised by a linguistic coordinator, a specialist of language training, native speaker, holding a degree in languages and having a minimum of five years professional experience teaching his/her mother tongue as a foreign language. Linguistic coordinators recruit the tutors, train them on technical and methodological aspects and guarantee the quality of the tutors' performance. Linguistic coordinators also create course content for the Erasmus+ OLS online language courses.

Is there a limit to the number of tutoring sessions in which a mobility participant can participate?

There is no limit to the number of scheduled Classroom sessions (MOOCs) in which a mobility participant can participate, or to the number of interactions on the Forum.

However, a credit system exists for the Tutoring sessions. Each learner is assigned a number of credits based on the number of weeks of mobility of the Erasmus+ mobility programme. Each credit is valid for 30 minutes of participation in a tutoring session. One tutoring is assigned for every two weeks of mobility. For example, a student participating in a 12-week Erasmus+ programme receives 6 tutoring session credits.

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

User guides for mobility participants are available online, inside their personal area once they access the Erasmus+ OLS. These user guides cover both language assessments and language courses. They are also available to Beneficiaries on the Home page of their Licence Management System.

Monitoring

How can used licences be monitored?

Licences can be monitored by using the '*Monitoring of Used Licences*' tab. This process is explained in detail in the *User Guide for Beneficiaries*. In this monitoring tab, a Beneficiary can retrieve the following information for each single mobility participant: *First Name, Last Name, Email, Assessment Invitation Date, Assessment Invitation Date, 1st Assessment Result, 1st Assessment Date, 2nd Assessment Result, 2nd Assessment Date, Mobility Duration, Allocated Language, Course Licence (allocated or not), Course Licence Allocation Date and First Connection to Courses*. This information can also be sorted by alphabetical, chronological or numerical order by clicking on a column title.

In future versions of the Licence Management System, additional information will become available, for instance on the usage of the language course.

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

For the time being it is technically not possible for Beneficiaries to monitor how intensively a mobility participant uses the Erasmus+ OLS language course. This functionality is already foreseen for future releases.

It is, however, already possible for Beneficiaries to see when mobility participants have started using the language course by looking at the column '*First Connection to Courses*' in the tab '*Monitoring of Used Licences*' .

Can National Agencies see Beneficiaries' data of the Licence Management System?

It is currently not possible for National Agencies (NAs) to see Beneficiaries' data in the Erasmus+ Online Linguistic Support Licence Management System. This functionality will be based on the outcome of an on-going discussion with the NAs.

As of the OLS version 2.2 (available from December 2014), NAs are able to see the licence usage of their Beneficiaries per project and per mobility participant.