

Key Action 1 school staff mobility

Frequently Asked Questions

Change of Contact Person or Legal Representative

Q1) We need to change the Contact Person for this project. How do we do this?

Due to data protection reasons, the National Agency is only able to discuss project details with the listed Contact Persons and Legal Representative of a project. For this reason, it is important that you let us know as soon as possible if there is a change of Contact Person or their details. For us to update the contact person, we will need the listed Contact Person or Legal Representative of the project to email us at Erasmus.schools@britishcouncil.org and request this update. We will then email a Change of Contact form to you which needs to be completed and returned to us.

Q2) The Legal Representative has left the school. How do we update the project's Legal Representative?

It is important that we are informed if there is a change of Legal Representative for the project. The Legal Representative cannot be updated on Mobility Tool+ and, therefore, you will need to notify us before reporting. Any documents that need to be signed by the Legal Representative will be rejected, unless the name and signature match the ones that we have in our systems. Also, any request for a change in the project will have to be sent by the Legal Representative of the project. For us to update the Legal Representative, we will email you a Change of Legal Representative form which needs to be completed and returned to us with the following:

- An appointment letter, on headed paper, signed by a senior member of the school (i.e., governors or HR Manager) stating the new Legal Representative's position in the school.
- A new declaration form (that we will provide) signed by the new Legal Representative

Project Amendments

Q3) Can I make amendments to my project and the activities I proposed in my application?

You can contact us to ask about any possible project changes, especially budget or activity amendments. These queries and requests will be considered on a case-by-case basis, and you might be asked to complete and return a project change form for us to consider these changes if they have an impact on your project budget, its quality, or objectives. Changes may include:

Adding additional participants: This might be possible if there is unspent funding within the awarded grant amount. Please note that the amount of grant amount awarded at contracting stage cannot be increased

Change of location: This might be possible if the aims and outputs of the project remain the same. If the distance band will increase, we can only agree to the original travel distance band that was approved at contracting stage. However, there may be capacity to increase some claims at final reporting dependent on there being underspends from other categories. This can only be calculated at final reporting stage, so the funding agreed for the original mobility is what's eligible. Please note the grant is a contribution to enable participation, it should not cover all the project costs. We are unable to award more money than what was originally awarded at contracting stage. The change of location would need to be approved by the UKNA prior to the mobility taking place. Please make sure to include a detailed explanation of the change of location in your final report.

Change of project dates: This might be possible if the mobility falls within the project start and end dates. Please make sure to include a detailed explanation of the dates in your final report.

Change of mobility type: This is classed as a significant change to the original approved application so it would not be eligible.

Any request for an amendment should be submitted by the beneficiary in good time, before the change is planned to take effect, and at least one month before the end of the eligibility period set in the grant agreement. Amendments will not be approved retrospectively.

Q4) Can I extend my project duration?

Projects can be extended to a maximum of 36 months duration. Requests for project extensions must be received 30 days before the project end date. If you would like to extend your project, please email the delivery team at UKErasmusPlusSchools@britishcouncil.org who will investigate and advise if this is possible.

Final Reporting

Q5) When should I submit the Final Beneficiary Report?

The Final Beneficiary Report must be completed within 60 days of the project end date. Schools are able to begin completing their narrative report prior to their mobility data being completed, as the Mobility Tool+ automatically updates the report with any changes to the mobility data.

Q6) How can I access Mobility Tool+?

Mobility Tool+ is the online management and reporting system developed by the European Commission for all Erasmus+ projects. It is a contractual requirement for all beneficiaries to report their project activities in the tool. It is highly recommended to complete information online as your project progresses. This will help you to manage your project budget and save time when the project final report is due for submission.

The official Contact and Legal Representative for your Erasmus+ project (as per the most up-to-date details on the UK National Agency database) will receive an automated email when your Erasmus+ project has been added to Mobility Tool+. Once logged in, the Contact person can add additional contacts to assist with the reporting of the Erasmus+ project. The Mobility Tool+ website can be accessed [here](#).

Please note that the Legal Representative will automatically be given “View” access and will not be able to amend the information on Mobility Tool+ unless these rights are manually changed.

If the contact person has changed and the new contact requires access to the Mobility Tool+ please read Q1 for information on how to change the contact person. Once this has been changed on the system you should then be able to access the Mobility Tool.

To log in to Mobility Tool+ you need to have an ‘EU Login’ account EU Login is a service that allows users to access digital systems developed or used by the European Commission

If you do not have an EU Login account, please follow the instructions below to register Open the link [here](#) to access the registration page to enter your details

Please ensure that you:

- Complete all mandatory fields (marked with an asterisk *)
- Read and accept the privacy statement by checking the box; and
- Complete the security check by typing in the characters on screen If the characters are not clear enough, click the icon to try a different image or click the icon for an audio version

After clicking ‘Create an account’ button, an automatic email will be sent through to the email address you used to register This email contains your username and a link to create your password. You must create a password within 90 minutes of receiving the email. If you are required to specify your Domain Name when completing the form, you should ensure that you choose ‘External’ Further guidance for registering with EU Login is available on the Erasmus+ website

Once you have registered, you will be able to log in to Mobility Tool+ In order to do this, please click [here](#) or follow this URL address: <https://webgate.ec.europa.eu/eac/mobility>.

We recommend that you open Mobility Tool+ on Google Chrome or Firefox, as other browsers might not allow you full access to the tool. Please do keep in mind that some school networks block the access to Mobility Tool+ and, therefore, you might need to access the website using your own electronic device/network

Q7) Participant is no longer at the school and is unable to complete the participant report?

Where possible please encourage all colleagues to complete the participant report. If colleagues have left the organisation or are unwell, they do not have to complete the participant report. Please send us confirmation of this via email so we can file it with your record

Q8) What can Organisation Support funding be used for?

Costs directly linked to the implementation of mobility activities within the project (including costs for preparation activities, food, accommodation, local transport, premises, insurance, equipment and materials, evaluation, dissemination and exploitation of results and follow-up activities).

Q9) What is classed as force majeure? How do I claim force majeure and what evidence do I need to submit?

If a mobility has been affected by force majeure and had to be cancelled, the first step to take is to try to recover the costs through your insurance provider or other refund method from the airlines, course, and accommodation providers. However, if this is not possible you may claim force majeure

Force majeure is defined on page 327 of the 2020 Erasmus+ Programme Guide as ‘an unforeseeable exceptional situation or event beyond the participant’s control and not attributable to error or negligence on his/her part’. Please contact the delivery team at UKErasmusPlusSchools@britishcouncil.org if a participant is unable to complete their mobility and you think that the reason fits the above force majeure definition. Please provide as much detail as possible so that the UK National Agency can consider your request.

For claims of force majeure, please read this useful [guide](#) on how to input claims of force majeure onto the Mobility Tool+.

For mobilities impacted by force majeure we require evidence that you tried to recoup the costs via your insurance provider.

For force majeure claims impacted by COVID if the insurance policy did not cover COVID and we have a reason as to why this wasn’t covered, we would honour the force majeure claims. To consider claims we require:

- The relevant extract from the insurance policy or policy provider to confirm the insurance policy doesn't pay out for COVID.
- Cancellation emails/invoices for the flights/hotels and course fees for any claims being sought.

Please email UKErasmusPlusSchools@britishcouncil.org with the evidence or upload it to Mobility Tool+. Please include any correspondence you had with the insurance provider.

Q10) Can I claim costs of COVID tests?

The European Commission acknowledges that COVID testing has become more and more a pre-requisite for physical mobility abroad and because of this, they are eligible for funding under the Exceptional Costs for Services and Equipment section and as part of the exceptional rules applying under the COVID-19 framework. The reimbursement rate is set at 100% of the eligible costs incurred

As part of the COVID 19 framework, for KA1 projects, the European Commission has approved the transfer of up to 10% of funds from any budget category to exceptional costs. The circumstances where this applies, and the rules relating to the transfer, are set out in the Addendum issued to you by the UK National Agency (NA). The transfers should not exceed 10% of the overall last budget approved by the NA, unless agreed as an exception through the submission and approval of a change to the Grant Agreement. In all cases, it is not possible to request additional funding over and above the last budget approved by the NA.

All costs will be subject to approval by the NA on submission of the final report form and must be recorded within Mobility Tool+. Grant Agreement requirements relating to supporting documentation for exceptional cost items must be respected.

Q11) On Mobility Tool+ in the budget section why is there a prefilled figure in the Exceptional Costs for Services and Equipment field?

This has been automatically populated by the European Commission and is 10% of your final approved awarded amount. If you did not complete virtual activity, then please delete this. If you did complete virtual activity and you are claiming Exceptional Costs for Services and Equipment, please amend the figure to the amount you are claiming including the approval from the UKNA for the relevant purchases. Please remember to include evidence of this cost in the form of invoices and/or receipts and include these with your final report submission

Q12) The costs of the mobility are higher than the unit costs awarded for the mobility. Am I able to claim more funding?

No. The Erasmus+ grant is approved on a co-finance approach and it is not meant to entirely fund all elements of the programme

Q13) How do I request access to the Project Results Platform (PRP)?

This would need to be requested from the European Commission directly as the NA does not manage the PRP.

Q14) We are not going to use all the funding; can we take teachers/pupils from a school in our Local Area on the activities?

Funding is awarded based on the information provided in your application form, including the schools that are named (as the quality of the partnership has an impact on the score of your project) Furthermore, your contract is between your school and the National Agency and, therefore, the funds are not transferable to another school. Only those contractually linked to the school that received the funding (e.g., through a contract of employment or by being enrolled in the school) will be able to benefit from Erasmus+ funding

If you think you will be unable to complete the activities that were originally awarded or if there might be changes to their implementation, please get in touch so we can discuss your situation and offer advice and guidance to maximise the project's impact.

Q15) How do I withdraw or cancel the project?

In order to cancel the project, the Legal Representative must provide us with a formal notification and you will need to submit a final report in Mobility Tool+ outlining any work and costs that have been incurred (including force majeure claims if you were unable to recover any funds from your providers) and provide evidence that you have tried to claim back any incurred costs from the travel company/insurance/ course provider etc. Following this we will undertake a financial analysis to recover or pay any corresponding funding.

If no mobilities have been carried out and no costs have been incurred for the project, you will need to go to the Reports section of the project on Mobility Tool+ and click on the 'Generate a termination report with no grant' A request for recovery of the balance will be issued within 60 calendar days following this.

Q16) I'm unable to upload all the Certificates of Attendance and invoices to Mobility Tool+, what should I do?

If you are having trouble uploading the supporting documents to Mobility Tool+ you might have exceeded the limit permissible to upload. Please email the remaining supporting documents to UKErasmusPlusSchools@britishcouncil.org.

Q17) How do I get in touch?

We are always happy to hear from you and to support you through your project's duration. For more support or if you have any questions regarding your project or final report, please quote your Erasmus+ project number and email us at Erasmus.schools@britishcouncil.org.

Primary and System Check questions

Q18) How should I submit documents requested for a Primary Check?

All documents submitted should have a short description stating that documents should have identifiable and relevant names and be grouped in appropriate folders. E.g. Relevant activity type and per partner. If documents are received and are not easily identifiable the NA may reject the submission.

If you are asked to send documents that include personal data or sensitive information, we always recommend that you use a secure file transfer mechanism and will normally provide you with a link to a secure SharePoint site when asking you to provide this kind of documentation.

Q19) Where can I find information on which documents I should retain in case of checks or audits?

You are required to retain all supporting documents for a period of 3 years from the date of final payment if your grant is less than €60,000, or 5 years for grants over €60,000. This requirement is outlined in Article II.20.2 of your grant agreement. Annex III of the Grant Agreement clearly outlines the supporting documents which must be retained by each partner for each relevant budget heading.

Q20) Are Primary Checks mandatory?

Yes. All Primary Checks are mandatory, and compliance is stated within your Grant Agreement. Failure to comply with a request to conduct a check could result in part or all of your grant being made ineligible, and your project being terminated.