Erasmus+

Online Linguistic Support

The Language Course

User Guide for Mobility Participants

Learn languages with Erasmus+ OLS

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1 Introduction

Welcome to the Erasmus+ Online Linguistic Support (OLS), the online language learning courses for Higher Education students, trainees, EVS volunteers and VET learners going on long-term mobility! This user guide helps you to quickly and efficiently start your training.

1.1 System requirements

Listed below are the minimum system requirements needed to successfully run the Erasmus+ OLS language courses online:

- Operating system: Microsoft Windows® 2000, or XP, or Vista, or Seven, or 8, or 2003 Server; Mac OS X 10.1 or later
- Screen resolution: 1024x768
- Standard audio card
- Speakers or head phones and microphone
- Browser: Internet Explorer® 7 or later; Mozilla Firefox 3.6 or later; Chrome 10 or later; Safari 5 or later
- Adobe® Flash Player 9.0.124 or later (Flash Player 10.1 for the voice recognition tool) or HTML5 (currently without voice recognition)
- Broadband Internet Connection (DSL/Cable)

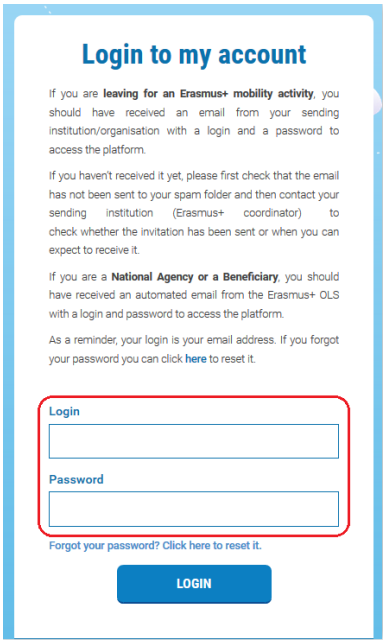
1.2 Accessing and logging into the Erasmus+ OLS website

Before being able to access the Erasmus+ OLS language assessments and courses, you need to activate your user account. You should have received an automated email with your login credentials. Just follow the link provided in the email to activate your account.

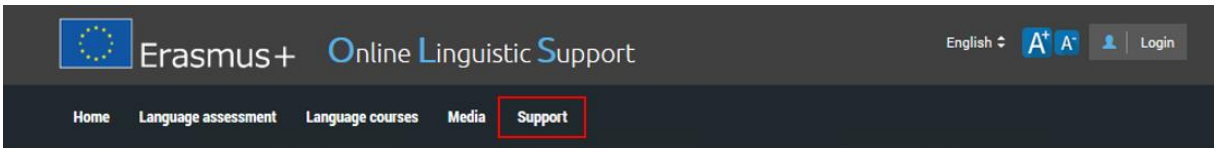
Once you have activated your Erasmus+ OLS account, to access the Erasmus+ OLS home page go to the following URL: www.erasmusplusols.eu

To access the login page, click on the "**Login**" button in the upper right-hand corner of your screen.

To log in, type the login and password you received by email from your sending institution/organisation. If you don't remember your password, click on the "**Forgot your password?**" link.



If you encounter any problems, contact the Erasmus+ OLS technical support team by clicking on "**Support**" in the upper right-hand corner of your screen.



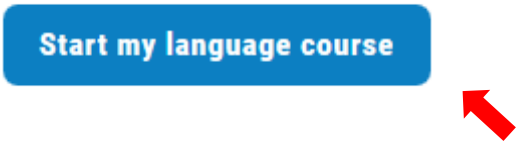
1.3 Accessing the Erasmus+ OLS language courses

After having taken the language assessment, you will receive an email from your sending institution/organisation if you have been granted a language course licence.

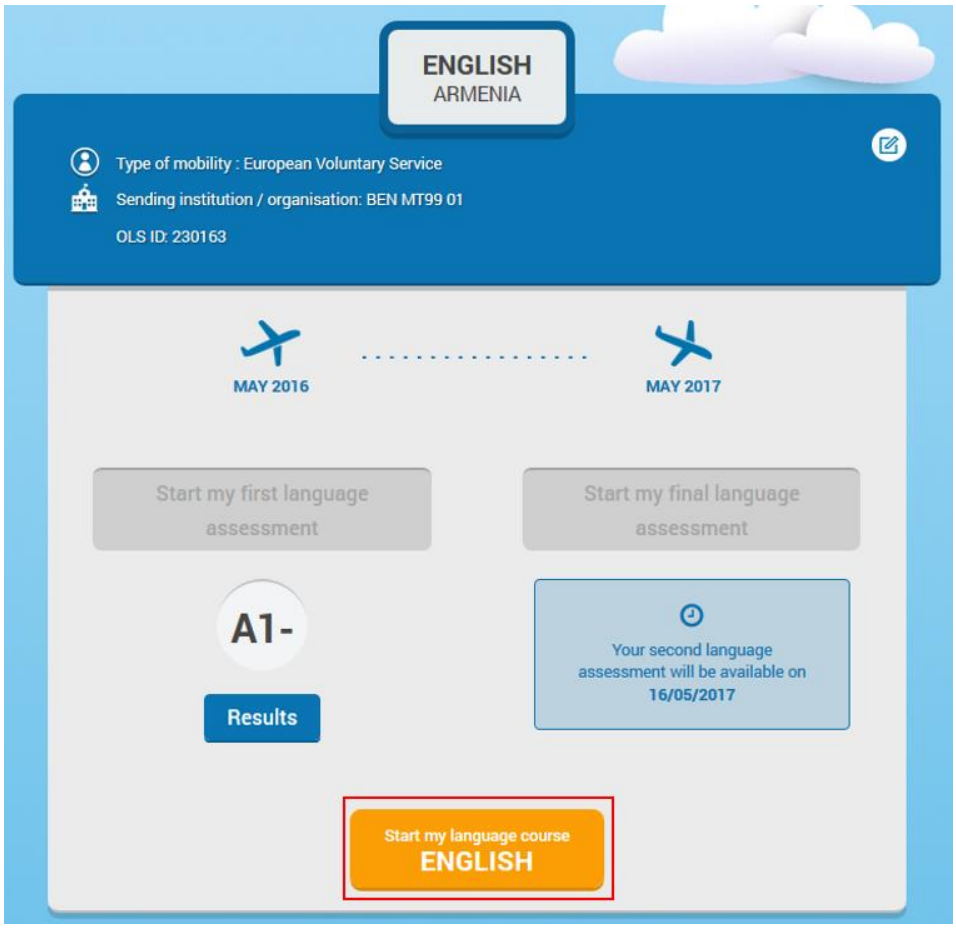
In case of multiple mobilities, you may be granted additional language course licences. If you already have access to an OLS language course in the same language, your progress will be saved and your access to the course will be extended up to your new mobility end date.

You can access the language courses in two ways:

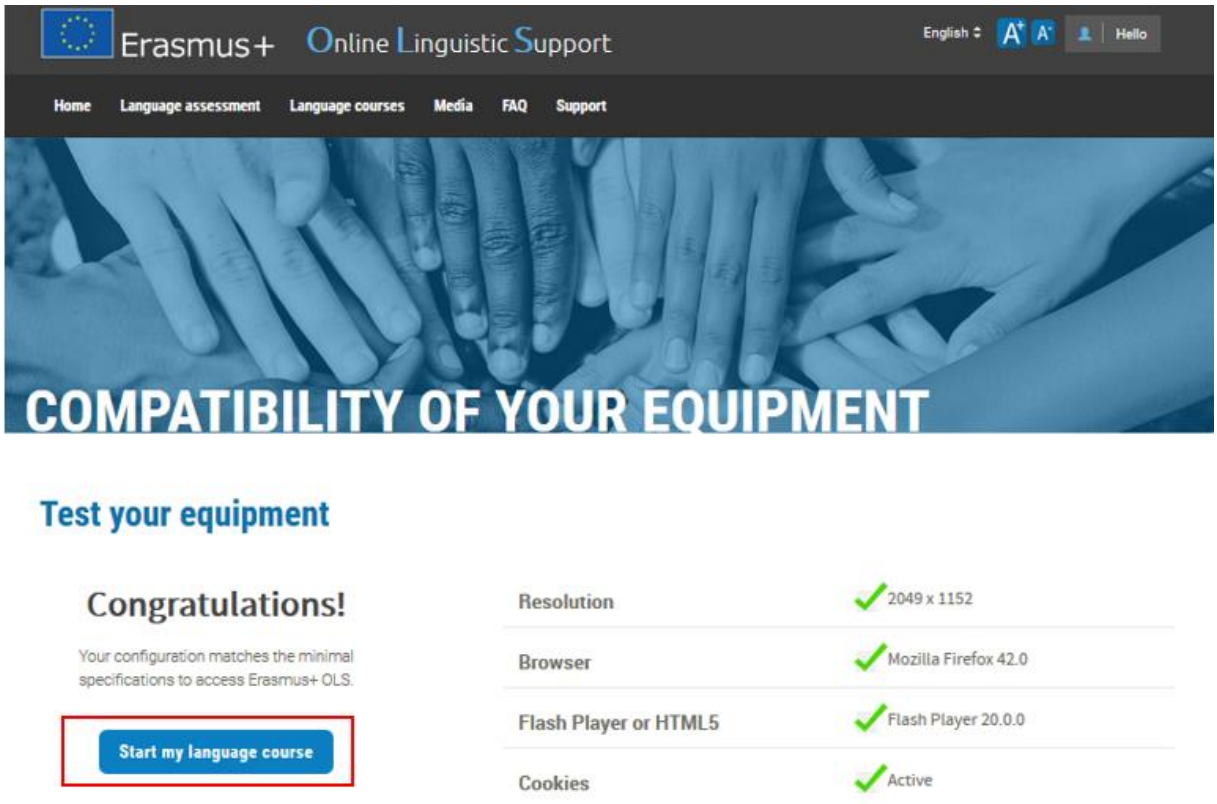
- By clicking on "**Start my language course**" within the email itself. Activate your user account the way you did before completing your language assessment to access the Erasmus+ OLS language course. Just follow the link provided in the email to activate your account.



- By logging in through the Erasmus+ OLS website (Point 1. Access the Erasmus+ OLS website). Once your account has been activated, you may log in via the Erasmus+ OLS website. You arrive at the 'Welcome' page. Click on the button "**Start my language course**" in your mobility box in order to access the Erasmus+ OLS language course.



The system then checks the compatibility of your hardware and software. Once the compatibility check has finished and your configuration matches the minimum specifications, click on "**Start my courses**".



2 Erasmus+ OLS language courses

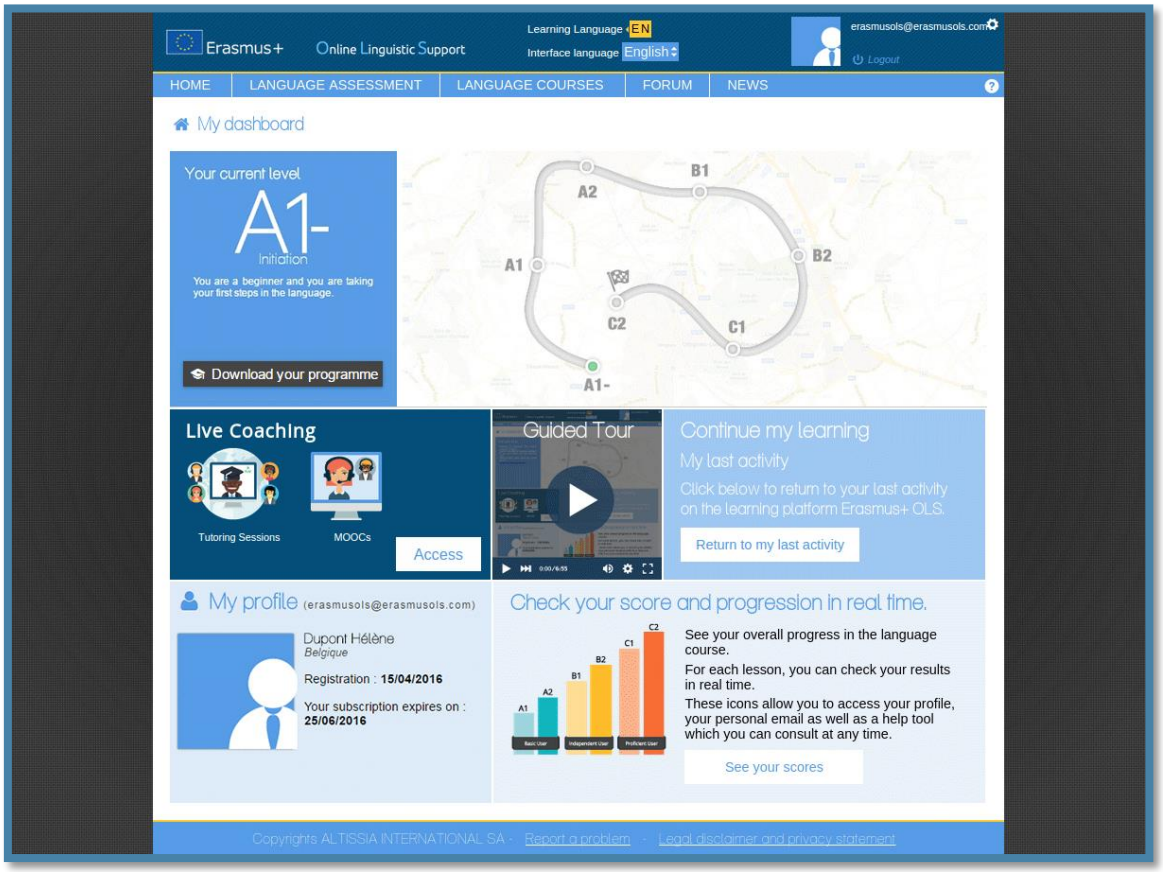
2.1 Introduction

2.1.1 Language course in the local language

If you have obtained a result between CEFR levels B2 and C2 in your first language assessment, you may have been selected by your sending institution/organisation to follow an OLS language course in the local language of your mobility country.

Please note that the **"Local Language"** only concerns the language courses, not the language assessments. Therefore the final language assessment is in the same language as the first language assessment since this is your main language of instruction/work.

As you are following an OLS language course in the local language of your mobility country your first language assessment result (which you took in your main language of work/instruction) is not displayed on the OLS dashboard.



2.1.2 How are the OLS language courses structured?

In the "**General**" section from the "**Language courses**" tab, you have access to the following modules: Vocabulary, Grammar, Pronunciation (currently only available in English as the learning language) and Argumentation. The ***Vocabulary*** and ***Grammar*** modules are available for all CEFR (Common European Framework of Reference) levels. ***Pronunciation*** is meant for beginners in English and introduces the sounds and phonetics in English only. ***Argumentation*** is for learners at levels B1 to C1 in the language they are learning. This module enables learners to improve their listening comprehension but also to defend their point of view in the language they are learning.

The "**Professions**" section is intended for learners with a minimum B1 level and is directed at the professional world. There are the following modules: banking (only in the English course), meetings, job courses and correspondence.

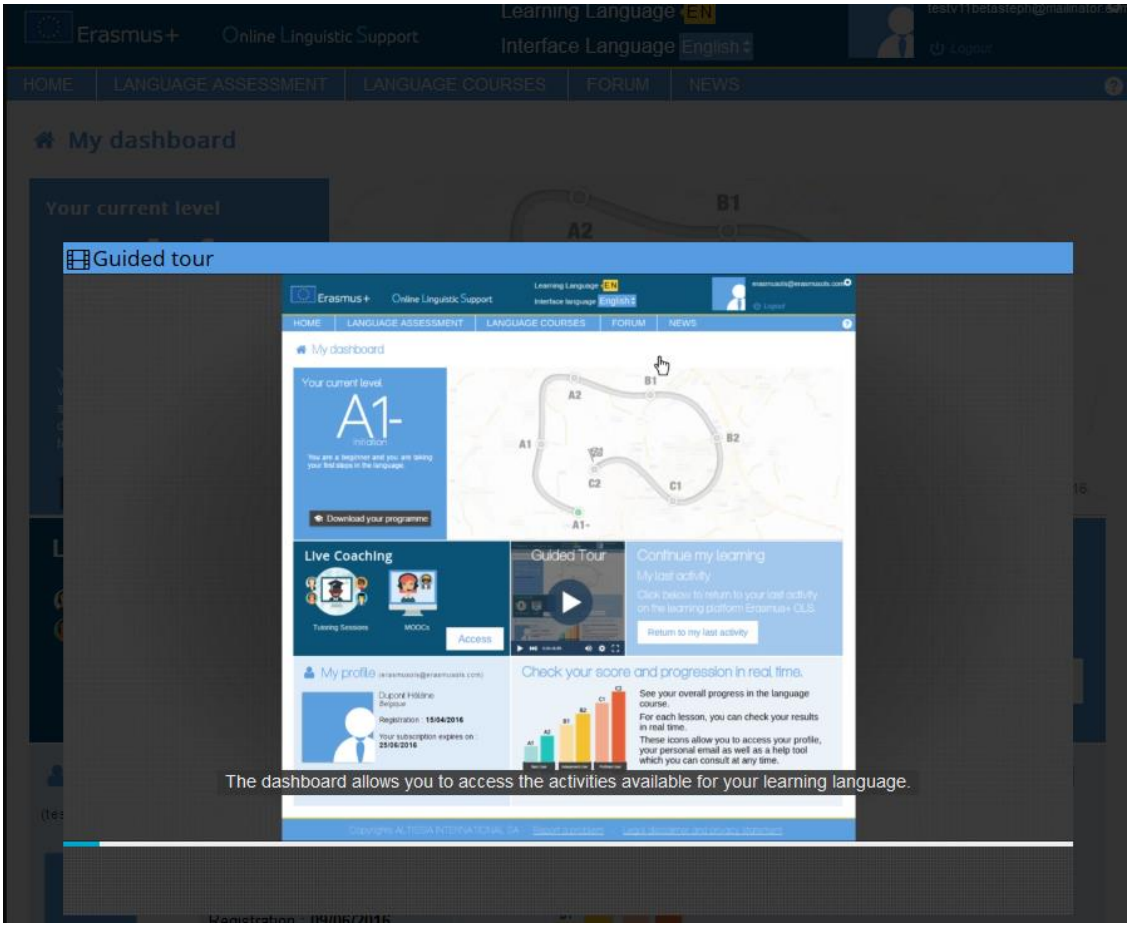
The "**Forum**" is the place to interact with other learners. You can have general or specific discussions about the language you are learning. You can also ask pedagogical questions that are answered by Erasmus+ OLS tutors.

The "**News**" section is intended for proficient learners and uses videos and articles from media around the world. Click on a word to learn what it means and complete the quiz related to the video or article to test your comprehension!

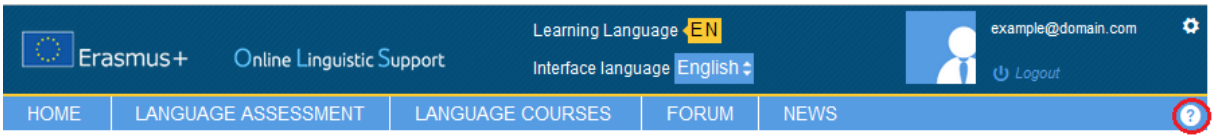
New language courses were added to the OLS platform in June 2016. If you would like more information about the available modules for each learning language, we invite you to consult this document.

2.1.3 Guided tour

The first time you log in, the system automatically plays a guided tour. We advise you to carefully watch this video so that you are aware of all the features of the OLS language courses.



This video is always available in the **Help** section, in the upper right-hand corner of the screen via the question mark icon ( ).



2.1.4 Interface language

If you want to view the website in another language, you can change your interface language at the top of the page in the dropdown list.

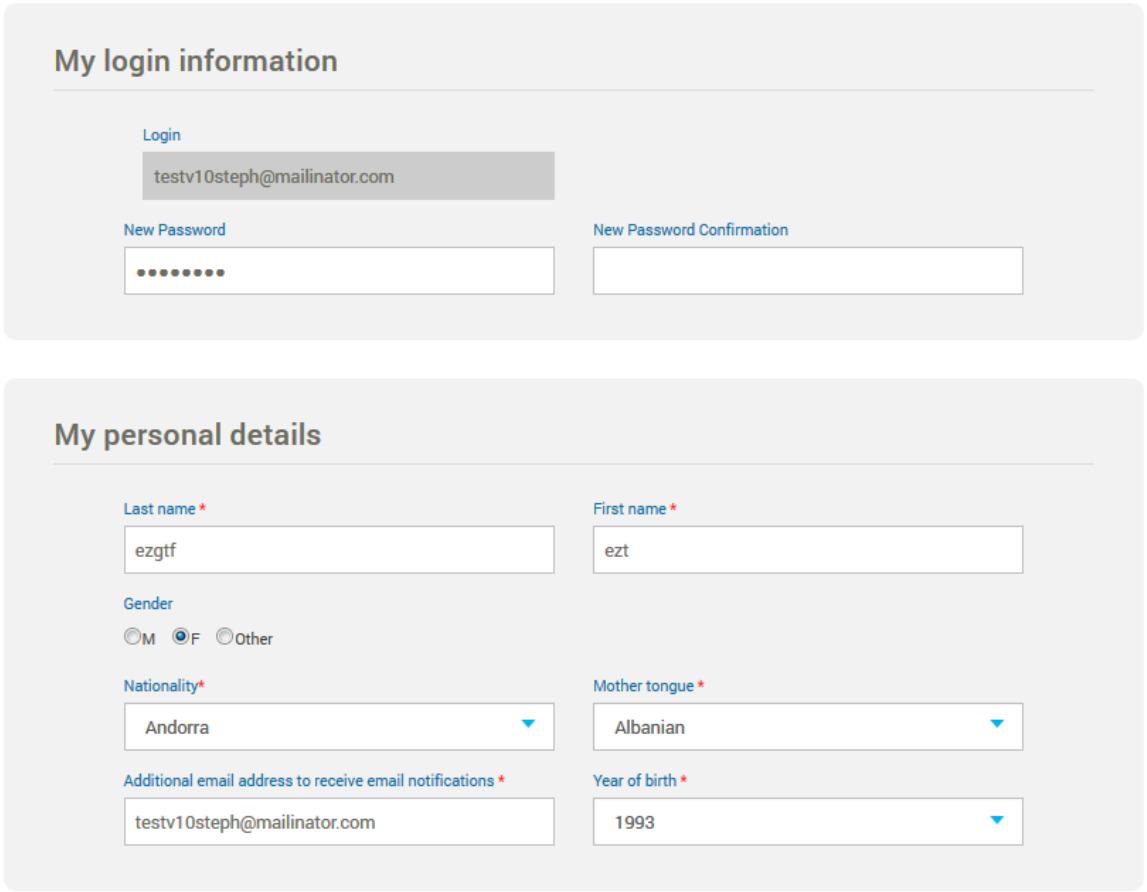
2.2 Functionality of the menu bar

2.2.1 Introduction

After logging into the OLS, your avatar and login appear in the upper right-hand corner. You may click on the icon to access the control panel.

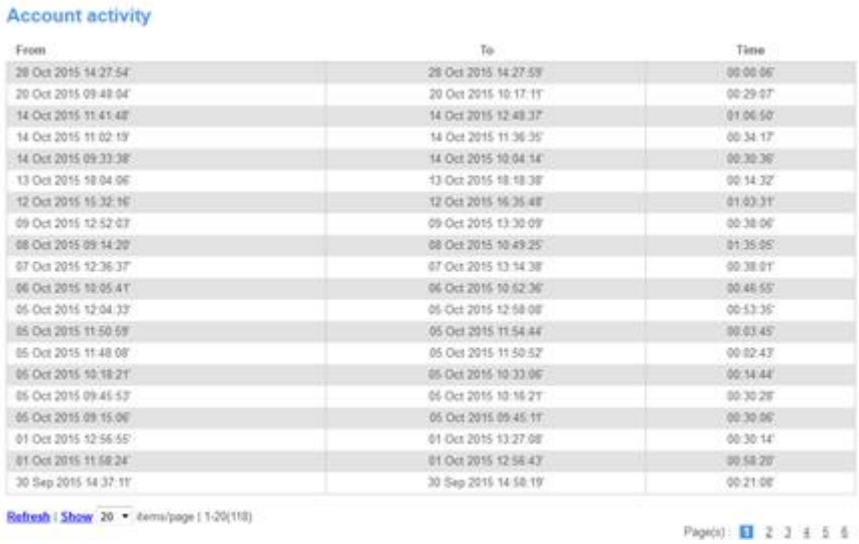
2.2.2 "Profile" section

The first section, "**Profile**", allows you to access your personal data and to change your contact information and avatar.

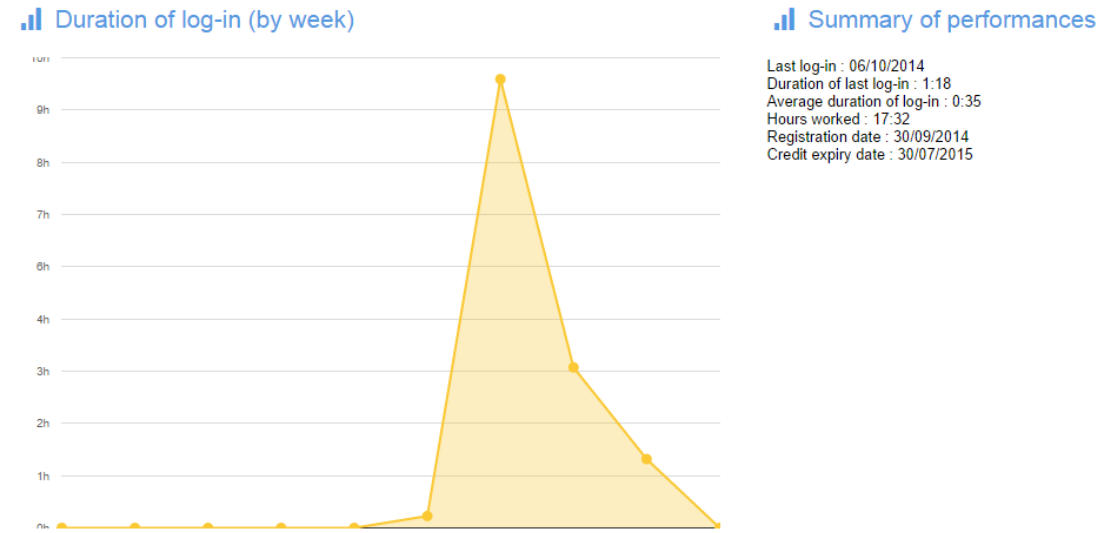


2.2.3 Useful information about your learning process

The next two sections, "**History**" and "**Statistics**", provide a detailed summary of the length of time that you have spent on the OLS language course.



History



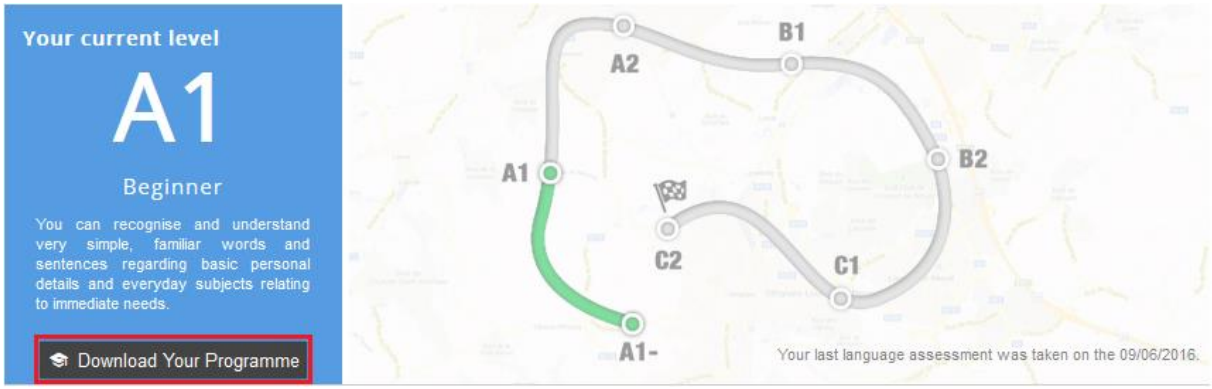
Statistics

The fourth section, "**Scores**", details the results of your course practice and exercises.

2.3 Home page

2.3.1 Results of the language assessment

On the home page of your Erasmus+ OLS language course, is the result of your language assessment. You can click on "**Download your program**" to access a learning programme for your level. You can also access the results of your language assessment by clicking on "Language assessment" on the menu bar.



Please note that if you follow the OLS language course in the local language of your mobility country, the result of your first language assessment is not displayed on the dashboard.

2.3.2 Useful information

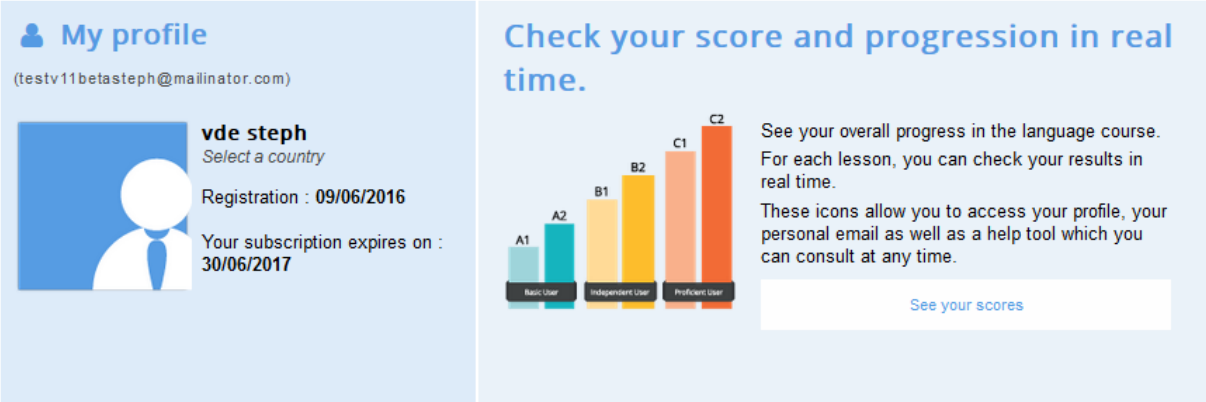
The section below your language level description shows the following information:

- Live Coaching: By clicking on the "**Live Coaching**" section you can access the dashboard where you can register for planned Tutoring sessions and MOOCs (Massive Online Open Courses).
- The Guided Tour: By clicking on the "Guided Tour" section, you are able to watch the guided tour to discover the features of the OLS language courses.
- Continue my learning: This allows you to continue your course from where you had stopped at during your previous session.

2.3.3 Your profile and progress

In the last section of the home page, you can access:

- Your profile: where you can change your personal information.
- Your scores: where you can check your scores and progression.



2.4 Language courses

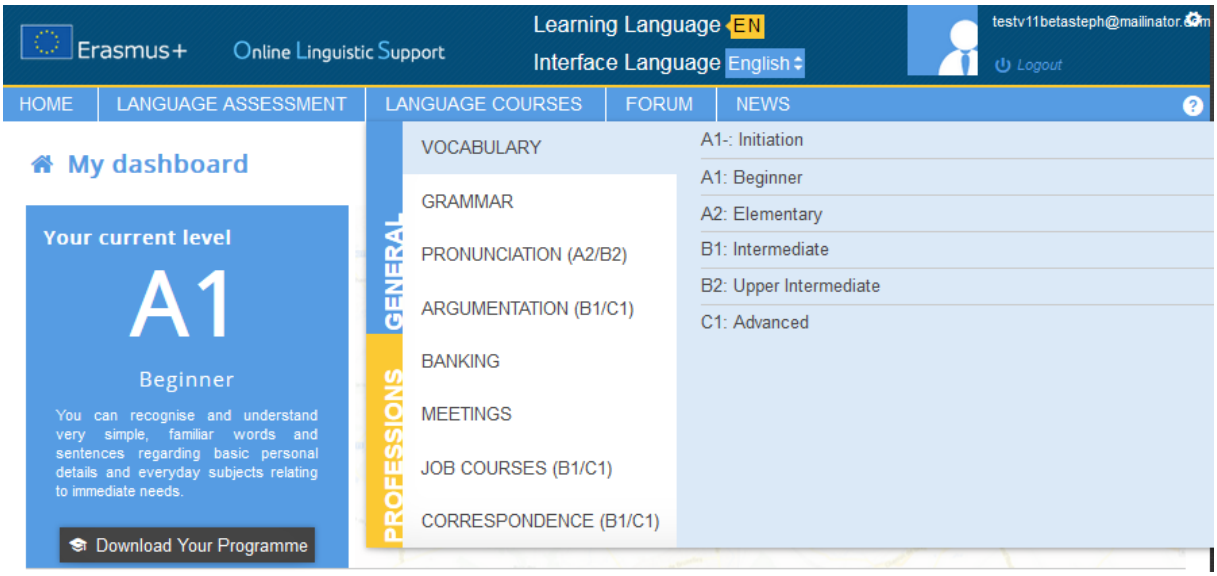
From the menu, the tab "**Language courses**" leads to a full range of courses in the selected language. Based on the Common European Framework of Reference for Languages (CEFR) level that you were assessed at, you can take a course that includes a variety of activities that allow you to progress in all language skills. We recommend following a specific course, however, you are free to move at your own pace according to your needs.

2.4.1 "General" section

A "Vocabulary" module

a) Presentation

This module focuses on learning everyday vocabulary through dynamic multimedia animation. Another module is dedicated to professional vocabulary (cf. 5.4.2 "**Professions**" section). First, choose "**Vocabulary**" from the menu under "**Language Courses**", and then select your level.



The Vocabulary module has five training levels:

- A1 is for learners with no or very little knowledge of the learning language. The vocabulary is based on everyday experiences. The A1 level is divided into three sub-levels: Initiation (A1-), Beginner (A1) and False Beginner (A1+).
- A2 is for learners who wish to be able to use the language in everyday life (for example, socialising, communicating with family, travelling and making phone calls). The level focuses on learning and using the 700 most common words and phrases in the language.
- B1 is more comprehensive and looks at topics such as health and well-being, food and drink, travel, transportation, shopping, etc. The level covers 400 words that complement the A2 vocabulary.
- B2 is for learners that can now properly express themselves in general situations with the 2.000 words and phrases learnt at levels A2, B1 and B2. This level covers an additional 800 words and common expressions.

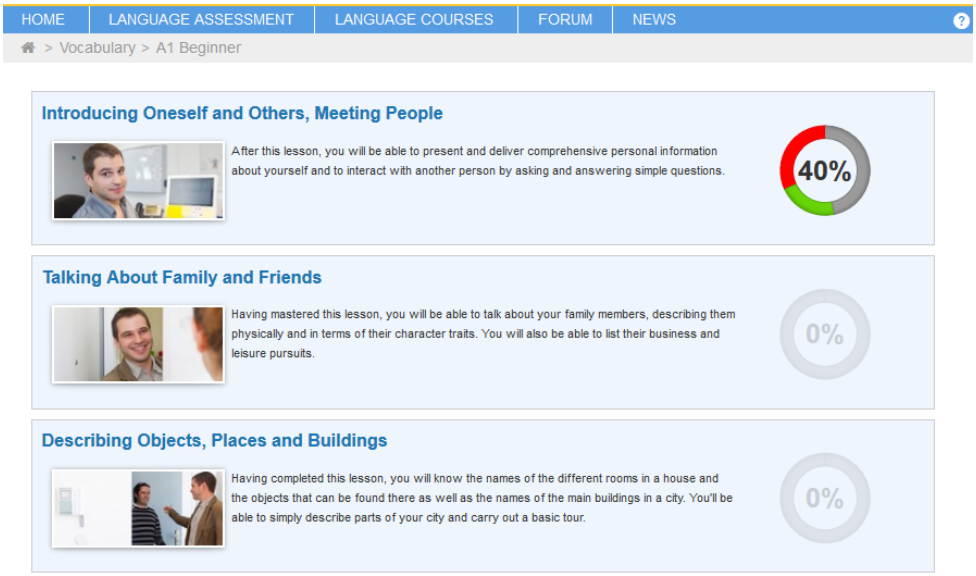
- C1 is for people who wish to gain fluency and accuracy by greatly enriching their lexical and idiomatic register with over 600 additional items to learn. The topics here are related to everyday life, social issues, political issues, and news (e.g. environment, media, etc.).

b) Choosing a lesson

Select a suitable lesson theme by clicking on the title or image.

In the list of lessons, there is the subject and learning goal of each lesson.

The doughnut chart allows you to see your overall progress in each lesson. According to the number of activities you have completed, as well as the results you achieved in the exercises, the doughnut chart turns green or red. When a lesson includes a summary test or a review test, it counts more than the exercises. Inside each lesson a horizontal line might be present to show you a more detailed overview of your results.

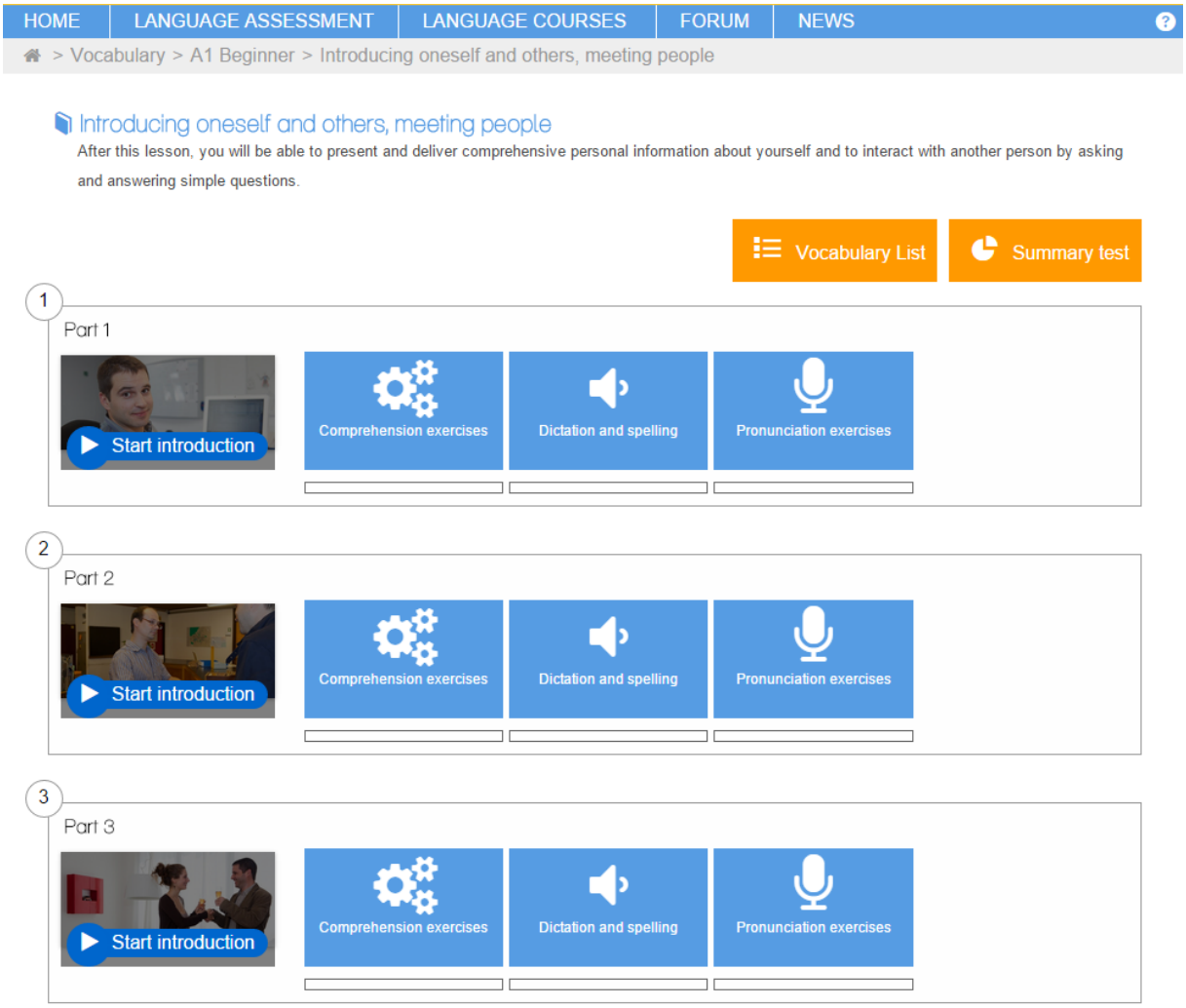


c) Studying a lesson

After choosing your topic, you can view every segment of each lesson, plus the "**Vocabulary List**" and "**Summary Test**" as shown in the top right-hand corner of the screen. For each "section", you can view the animated vignette by clicking on the video image "**Start introduction**" as well as practise your language skills by completing the comprehension, dictation and spelling, and pronunciation exercises.

d) How to train

The animated vignettes

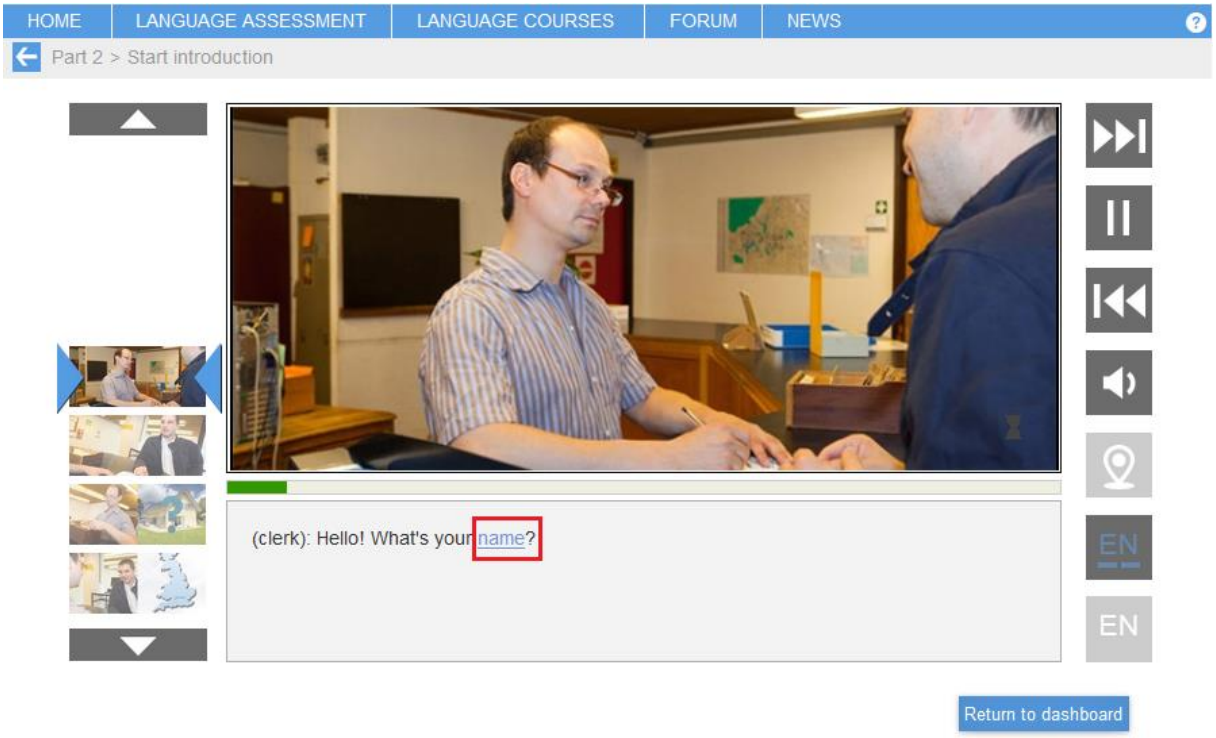


- When clicking on a topic, you are able to watch an animated vignette highlighting key words and phrases. We recommend you start here.
- Each topic has one or more animated segments, accessible by clicking on "Part 1", "Part 2" and/or more. It is recommended that you follow the learning progression. The order of the animated vignette is indicated in the section title.
- Immerse yourself in the language by watching these animated segments that are narrated by native speakers. Depending on your level and learning preference, you can choose to display the speakers' subtitles. If the speed is too fast, you can pause between sequences by clicking on this button ( ).

  You can move forward/backward and pause through the animation. You can click on the

speaker/audio icon ( ) to activate/deactivate the sound of the animation. You can also add subtitles in the learning language.

Click on the underlined words in order to view the definition, listen to the pronunciation, as well as to see more details concerning that particular word (e.g. sample sentences, tab 'learn more', etc.). If you want to memorise an unknown word or expression, you can mark it with a star so that you can create a personalised vocabulary list. These words can be filtered in the vocabulary list by clicking on the 'STAR' ( ) button.

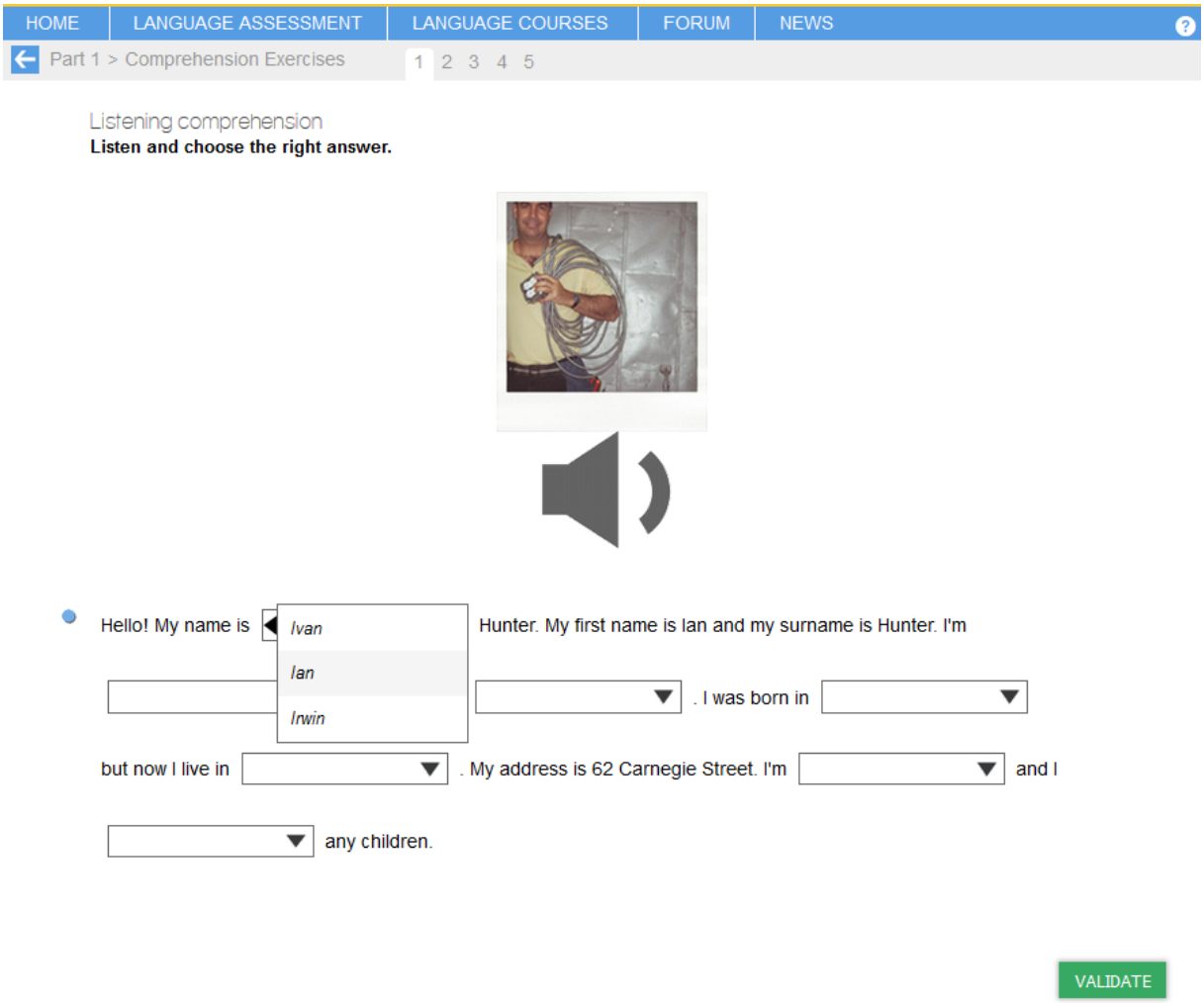


Exercises

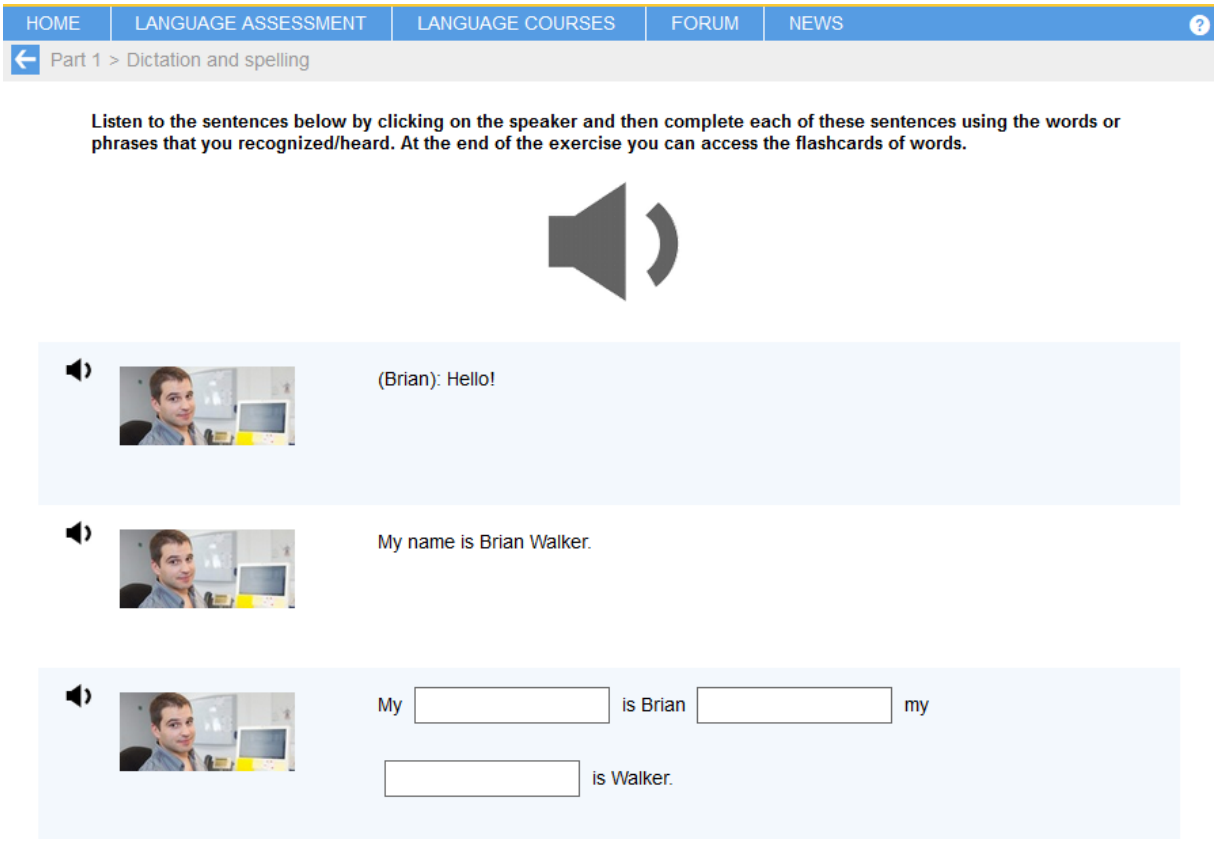
Each animated segment includes a series of exercises that allow you to quickly learn and practise the targeted vocabulary.

Three exercises are suggested for each animated vignette:

- "**Comprehension exercises**" focus on the understanding and use of the key vocabulary presented in the video.



- "**Dictation and spelling**" includes exercises focusing on the transcription and spelling of the vignette's keywords.



- "**Pronunciation exercises**" use a voice recognition tool, which helps you to properly pronounce key words and phrases. You need a headset with a microphone to complete these exercises. Be sure to adjust the settings of your microphone to optimise your results.

  This tool allows you to assess whether your pronunciation is similar to that of a native speaker by giving your results as a percentage (a score between 0% and 100%) and also offers the possibility to record and replay your input. This possibility is important because it allows you to evaluate yourself by distinguishing the difference between your pronunciation and that of a native speaker.

  How?

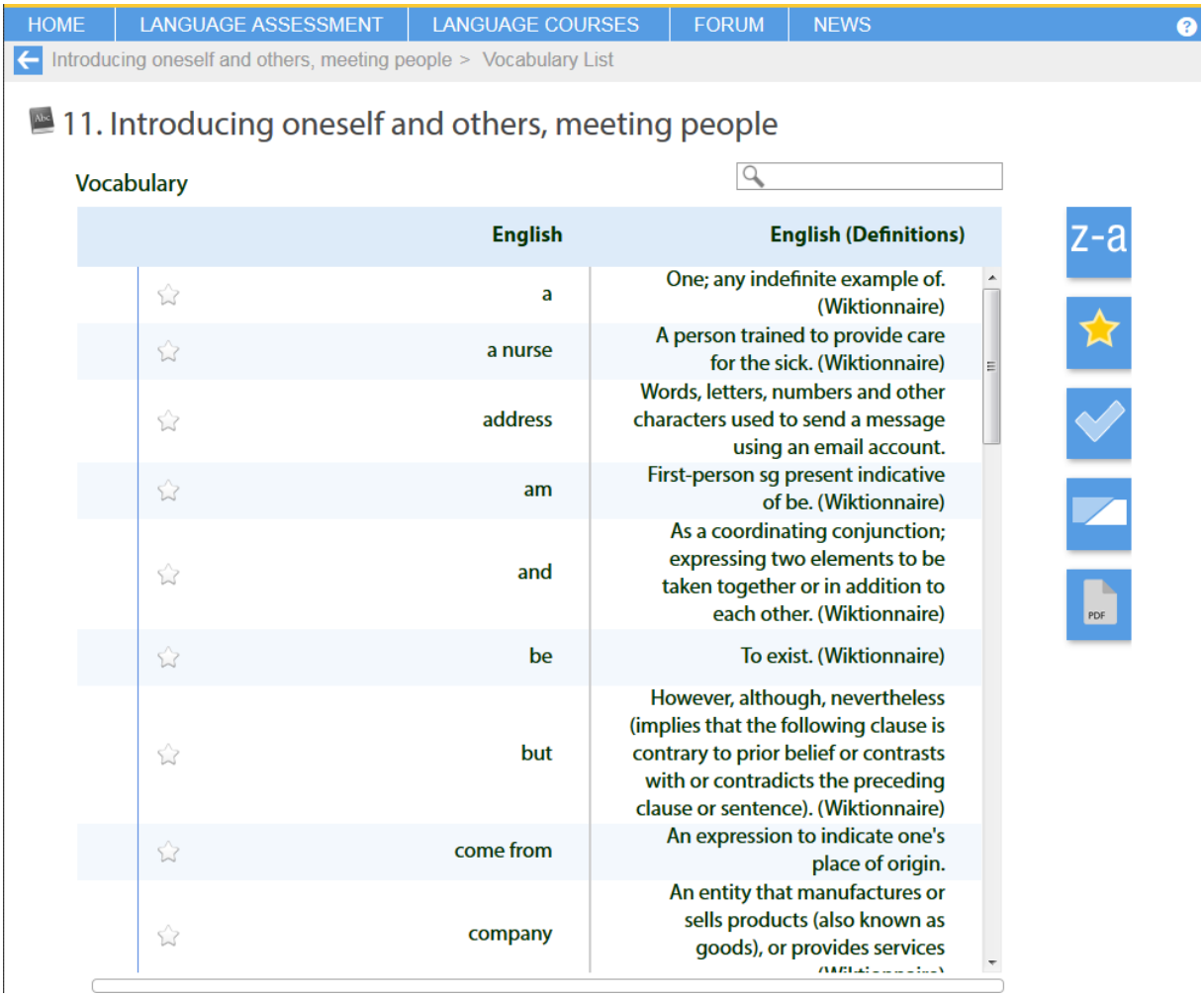
  - *The first time you attempt a pronunciation exercise, the system prompts you to calibrate your microphone.*
  - *You must then choose the words and phrases that you want to test in the general vocabulary. You can also click on the first word in the list and gradually pronounce all the words by clicking on the arrow ( ).*
  - *Listen to the native pronunciation model and then try to imitate it. Record by clicking the*

button and stop recording by clicking the *button.*

- *You can also pronounce the words or phrases again to improve your results. To do this, click the* *button.*
- *Your pronunciation results or "scores" appear next to each word in the list.*

e) How to use the vocabulary list

- During each lesson, you can consult the list of vocabulary by clicking on the "**Vocabulary List**" tab.
- This list includes the words and expressions that you have progressively memorised through the comprehension, dictation, and pronunciation exercises.



By clicking on each word, additional explanations appear. Then, click on the speaker symbol ( ) to hear the correct pronunciation of a word. You can also easily navigate through the words by using the left and right arrows.

- The status of each word is determined by your results on the lesson's summary test:
  - The symbol (✔) indicates that you know the word;
  - The symbol (✘) indicates that you do not yet know the word;
  - The box remains blank if the word has not been checked on the summary test.
- You are able to print the vocabulary lists so that you can take them with you to study. To print

the vocabulary lists, click on the PDF icon ( ) in the vertical menu on the right-hand side next to the vocabulary list.

- You can use the search bar to search for a word .
- Clicking on the z-a icon allows you to change the word order of the vocabulary list.
- Clicking on the stars next to the words allows you to save these words in the favourites' vocabulary list. You can access that favourites' vocabulary list by clicking on .
- Clicking on the ( ) icon in the title of a column, allows you to hide or show the column, thus facilitating your training experience.

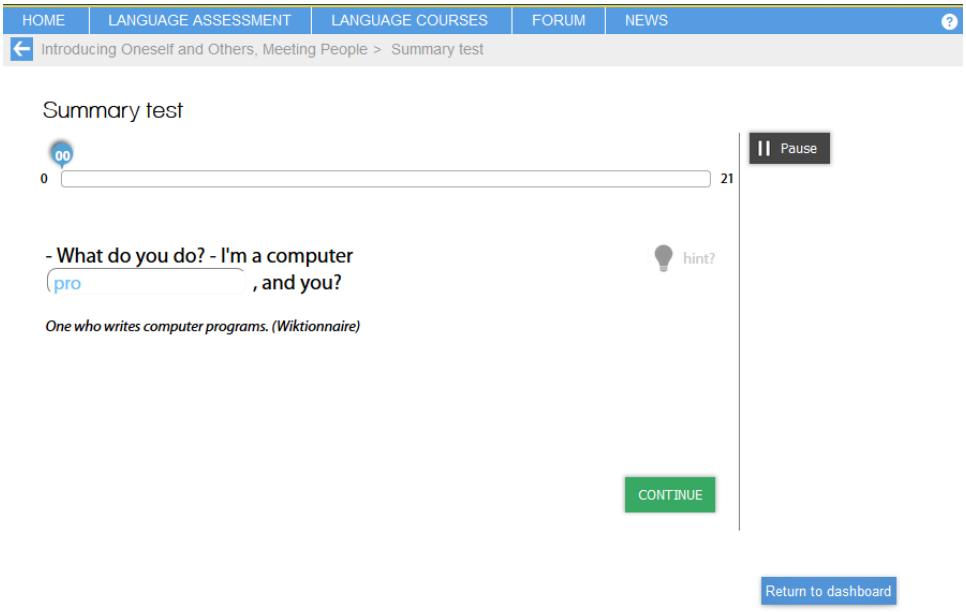
f) Summary test

The summary test quizzes you on the lesson's vocabulary, while testing your knowledge of what you have just learnt in all sections of that topic. It firstly tests words on which you have not yet been tested, or for which you have given an incorrect answer on a previous test. The test includes gap-fill exercises for one or more of the missing words.

If you cannot recall the missing words or expressions, definitions below the exercise might be of use.

You can pause the summary test at any stage, then continue it later.

If you need help or a hint, click on the light bulb (hint?) to reveal the first letters of the word or phrase.



Upon completion of the test, you receive your score as well as the corrections. You may want to retry the summary test or learn the unknown words by repeating them until they are memorised.

B "Grammar" module

a) Presentation

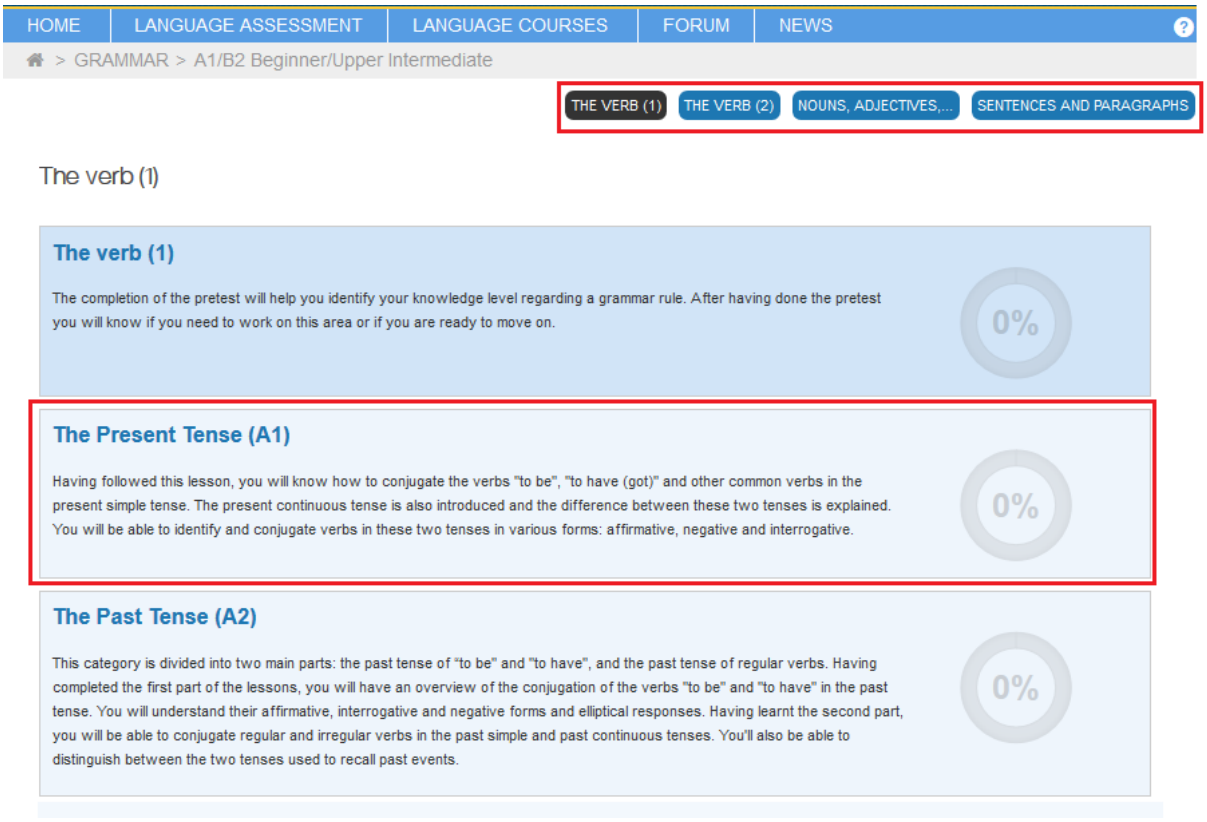
The grammar module helps you to understand and master the grammatical rules through a very effective teaching method. Each rule is introduced progressively, reviewed several times, and presented throughout the material studied.

You can access the grammar module by clicking on "**Language Courses**" and then selecting the "**Grammar**" tab. The available levels depend on the language studied. We recommend you choose the level according to your result in the grammar section of your language assessment. You might also pick a section in order to learn more about a specific grammatical rule.

b) Choosing a lesson

Choose your level and then the category. Depending on the language, several categories are available: for example, verbs, determiners, sentence structure, etc. Each category includes several themes. Choose a theme and then begin your lesson by clicking on its title.

The doughnut chart allows you to see your progress in every lesson. According to the number of activities you have done as well as the results you achieved in the exercises, the doughnut chart turns green or red. When a lesson includes a summary test or a review test, completion of this test fills a larger portion of the doughnut chart. In each lesson a horizontal line is present to show you a detailed overview of your results.

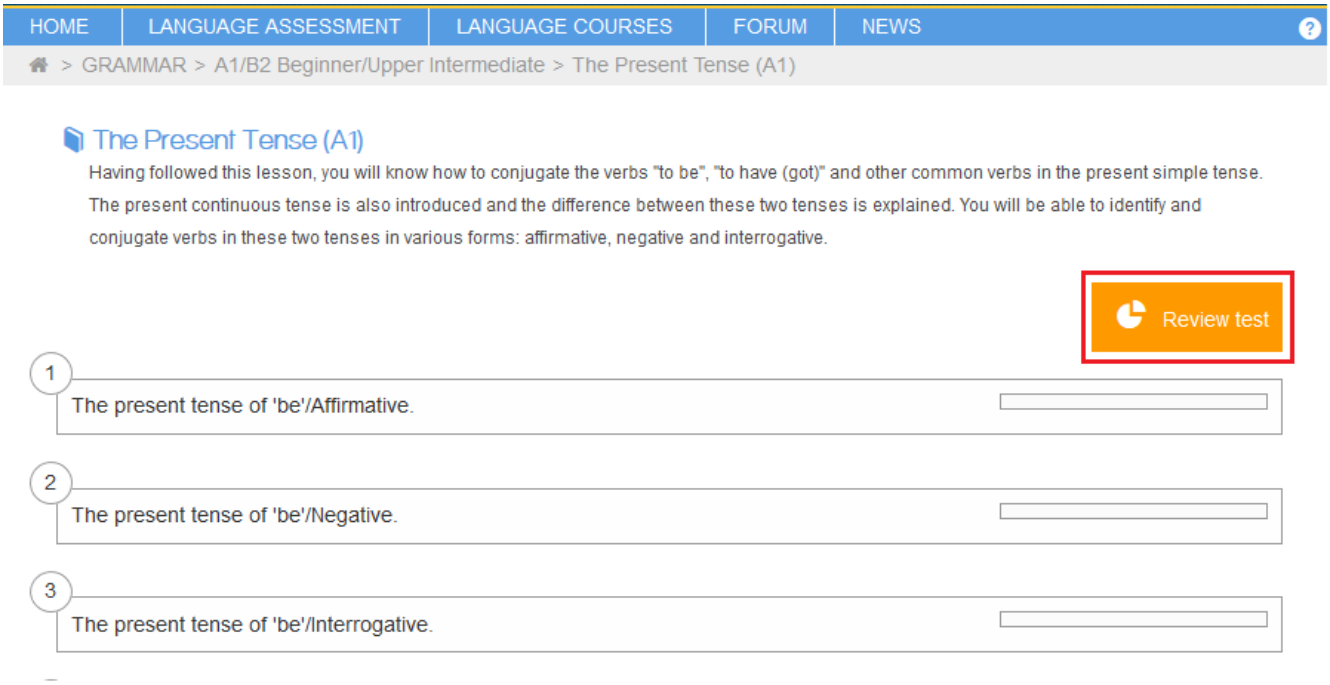


c) Pre-test (only available in the English and Dutch courses)

Pre-tests and post-tests are available in the list of proposed "lessons" and are highlighted in a slightly darker colour (see above). Use the "**Pre-test**" to identify your weaknesses in the chosen category. You should perform the exercises without reviewing the grammar. This allows you to identify the categories and themes on which to focus your grammatical revision.

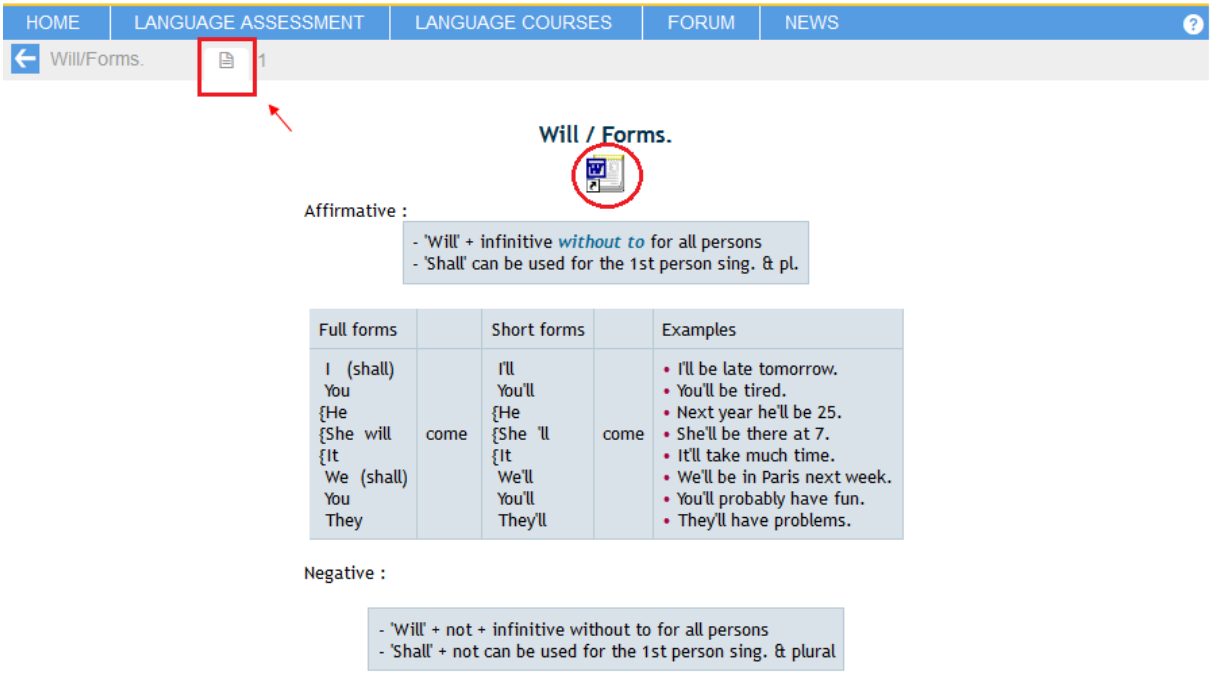
d) Choose a section

After selecting a lesson, you are able to see every section. The "**Review Test**" tests the content from the studied lesson (only in the English language course), and is accessible in the top right-hand side of the screen. We advise you to take the review test after you have studied each part of the lesson. The review test evaluates what you have learnt in a particular lesson.



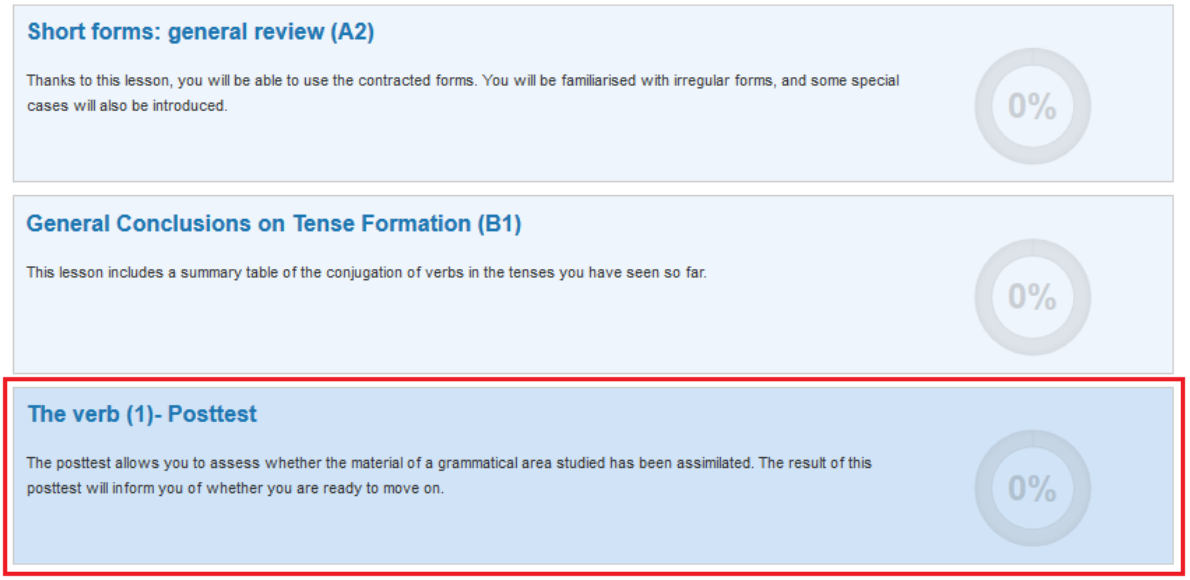
e) Rules and exercises

Enter a section by clicking its title. You then see the grammatical rules and can access exercises by clicking on the grey numbers in the header line just below the menu tab. The rules can be viewed by clicking the ( ) icon. Download these rules by clicking on the icon for the MS Word or PDF files.



f) Post-test (only available in the English and Dutch courses)

The "**Post-test**" is to check whether the grammatical content has been learnt. The result of this post-test indicates whether you are ready to move on. The post-test focuses on the new knowledge you have learnt in a given category (e.g. verb, noun, etc.).



C "Pronunciation" module (only available in the English course)

The "**Pronunciation**" module is to learn how to pronounce English vowels, consonants, and diphthongs. Each sound has an example with its phonetic transcription. Learn to use the English phonetics and also hear the correct pronunciation of the word. We suggest you watch the videos and try to reproduce the sounds and words.

This module is not the same as the pronunciation exercises available in the vocabulary module for all languages. The pronunciation module doesn't have voice recognition, while the pronunciation exercises in the vocabulary module do. The purpose of this module is to learn the English phonetic sounds besides the pronunciation of words and sounds in English.

This module is available for beginner (A1) to upper intermediate (B2) levels.

With the functionality on the right-hand side of the video you can move forward/backward and pause the animation. You can also activate/deactivate the sound of the animation by clicking on the speaker/audio icon. Subtitles are also available in the learning language.

D “Argumentation” module

a) Presentation

The "**Argumentation**” module is a video course designed to teach you how to express your ideas and develop a convincing argument.

All situations are focused on real-life examples where you learn common expressions used by native speakers who speak about specific topics such as work, marriage, politics, recreation, etc.

This module is available from Intermediate (B1) to Advanced (C1) levels.

The doughnut chart allows you to see your overall progress in every lesson. It turns green or red according to the number of activities you have done as well as the results you achieved in the exercises. When a lesson includes a summary test or a review test, completion of this test fills a larger portion of the doughnut chart. In each lesson a horizontal line is present to show you a detailed overview of your results.

b) Choosing and studying a lesson

Once you select a topic, you can play the video.

We recommend that you:

- Watch the video

  This phase is the core of your learning. Listen to the voices of native speakers, immersing yourself and choose your own preferred learning style: continuous or sequential monitoring, with or without subtitles. Each time you click on new words or expressions, a flash card pops up including the meaning, pronunciation as well as some more details. You can move forward/backward and pause through the animation. You can click on the speaker/audio icon to activate/deactivate the sound. An additional functionality is available in this module: you can add the outline of the argumentation by clicking on this icon:

- Look up the vocabulary

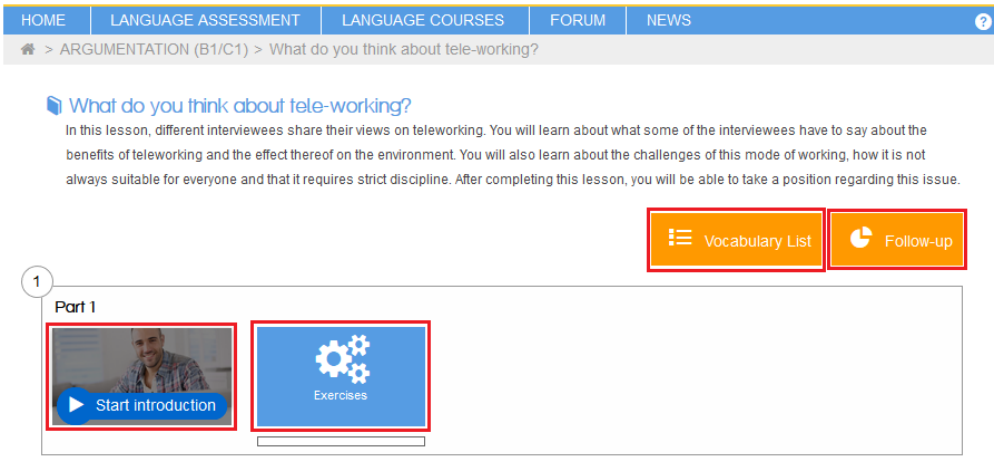
  Click on "Vocabulary List" to view a list of key words, as well as their definitions. This vocabulary list has the same structure as the vocabulary lessons, with identical functionality.

- Check your understanding

  Click on "Exercises" to attempt comprehension and vocabulary exercises relating to the video that you have just watched.

- Express yourself, regarding the subject

  Click on "Follow-up" for more possibilities to practise the words and phrases from the lesson. This section of the module is meant for teachers and groups of learners to start debates and discussions on the subjects covered. An individual learner can also use it to write or talk about the subjects by using words and expressions learnt in this module.



2.4.2 "Professions" section

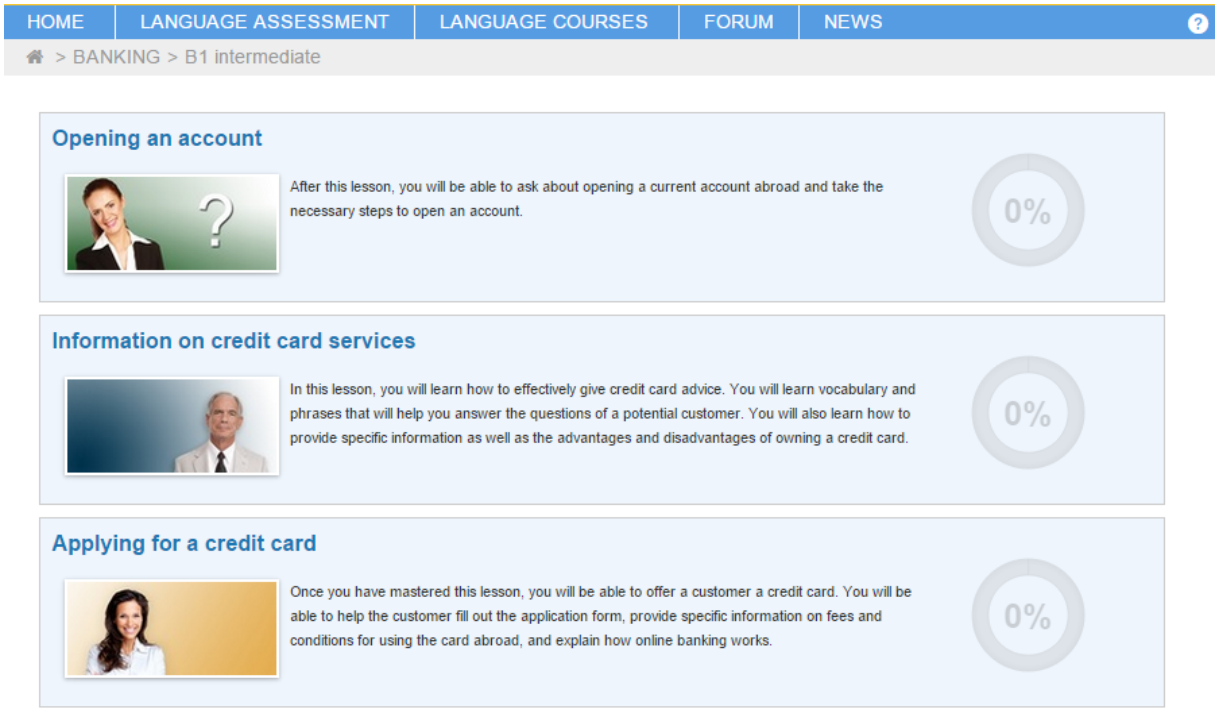
A professional vocabulary module is available in the "**Professions**" section. There are four modules for the English course with functions similar to those of the other modules. The "**Professions**" module is intended for learners with a minimum B1 level. The "**Banking**" module is only available in the English course for B1 learners. The "**Meetings**" module is available for B1/B2 levels. Finally, the "**Job Courses**" and "**Correspondence**" modules are available for learners with a level ranging from B1 to C1.

A Banking (only available in the English course, B1)

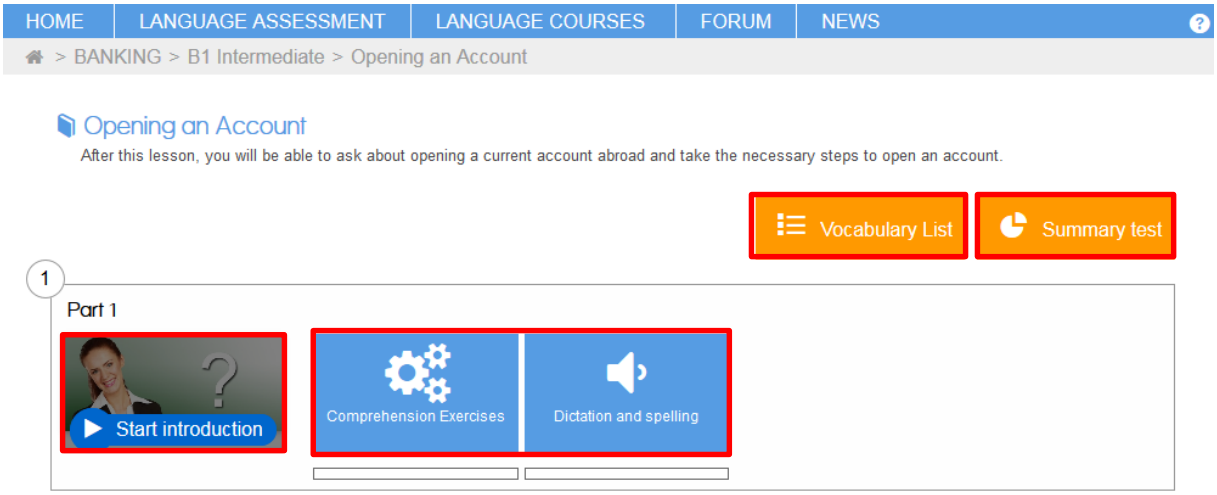
Structured around six thematic lessons, this module focuses on the banking sector and teaches you how to handle common situations that you might encounter. This course is currently available for English only, but will soon be available in other languages.

You can access this course via the main menu by clicking on "**Language courses**" and then on "**Banking**".

These lessons help you to quickly learn the vocabulary and key phrases relevant to opening a bank account, requesting a credit card, getting financial advice, etc.



The teaching outline for each lesson includes an animated vignette with comprehension exercises and dictation and spelling exercises.

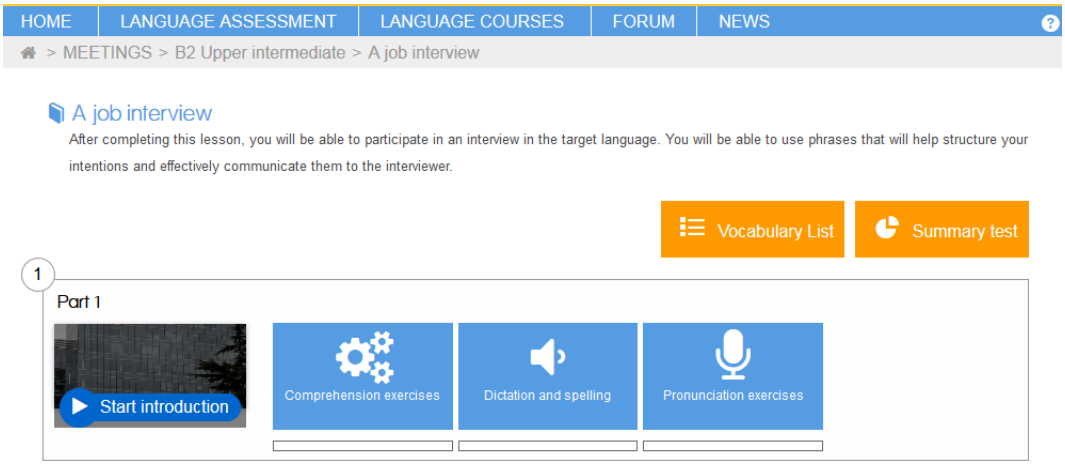


B Meetings (B1/B2)

This course focuses on language skills for meetings and negotiations in a professional context. The emphasis is on learning the vocabulary necessary to communicate effectively in this context, as well as improving your listening comprehension skills.

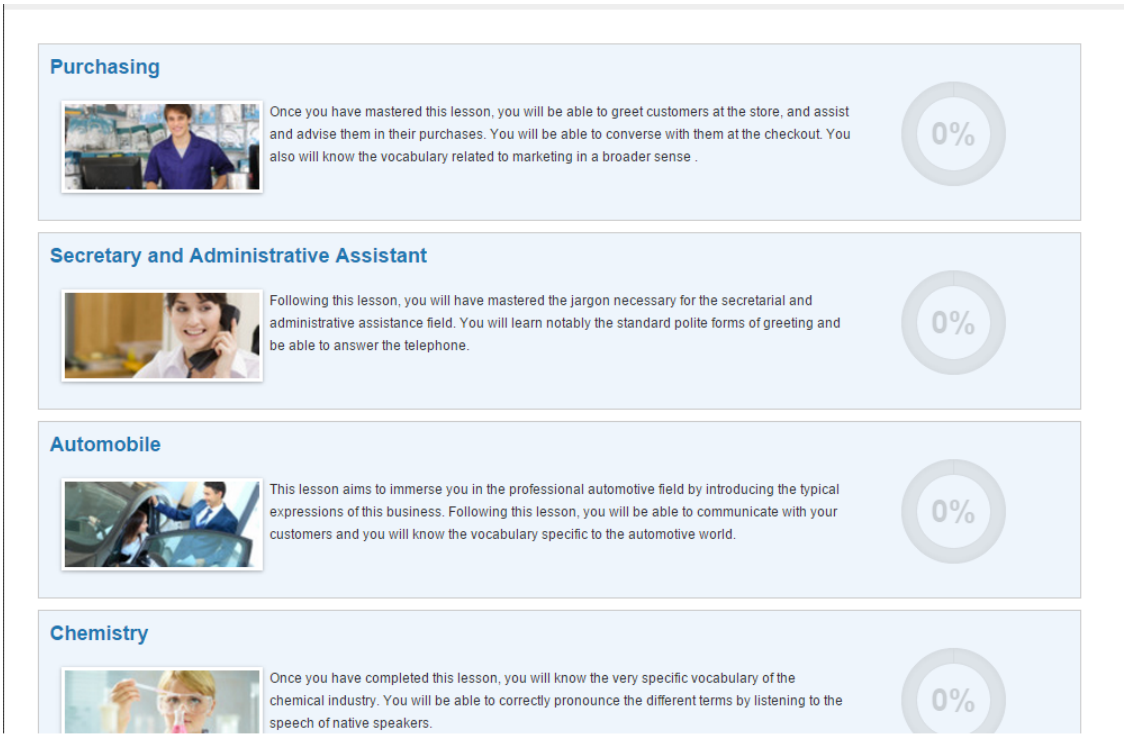
This course is accessible via the main menu, by clicking on "**Language courses**" and then, in the second part of the menu, on "**Meetings**". This section is available from Intermediate (B1) to Upper Intermediate (B2) levels.

The teaching outline is identical to that of the vocabulary module; therefore you quickly find your way.

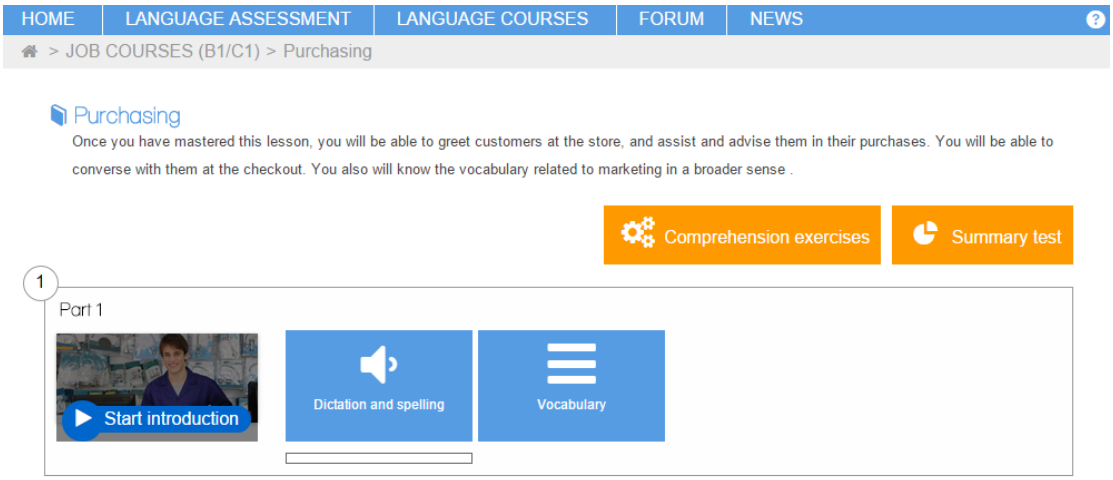


C Job Courses (B1/C1)

"**Job courses**", available in all languages, allow you to study the vocabulary necessary for a profession. Access "**Language Courses**" by clicking on it and in the second part of the menu, click on "**Job Courses**". This section is available from Intermediate (B1) to Advanced (C1) levels.



In each category (25 in total) there are 50 words and 20 phrases related to the selected job or professional sector. Expressions are illustrated via an animated video. Words are grouped in a list that you can study and print.



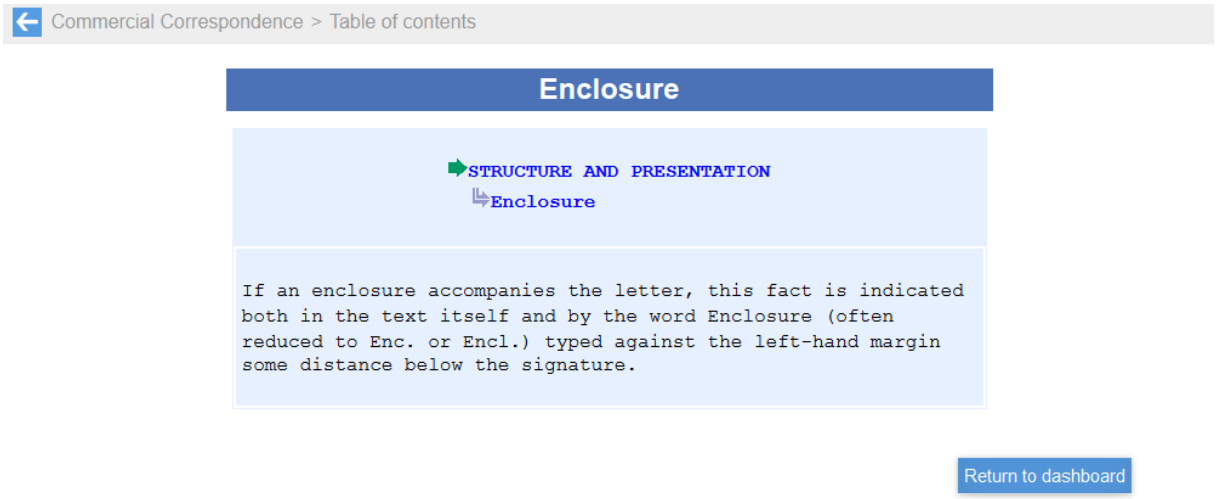
D Correspondence (B1/C1)

Our online business writing section is a tool that assists in writing professional documents (e.g. reply to a request for information, payment reminder, reservation for a hotel, job application, etc.).

If you need to write professional documents, *commercial correspondence* is a useful database where you are able to find the appropriate words and expressions or different professional contexts.

The contents are accessible via the table of contents and the index of keywords.

This section is available from Intermediate (B1) to Advanced (C1) levels.



3 Forum

3.1 Introduction

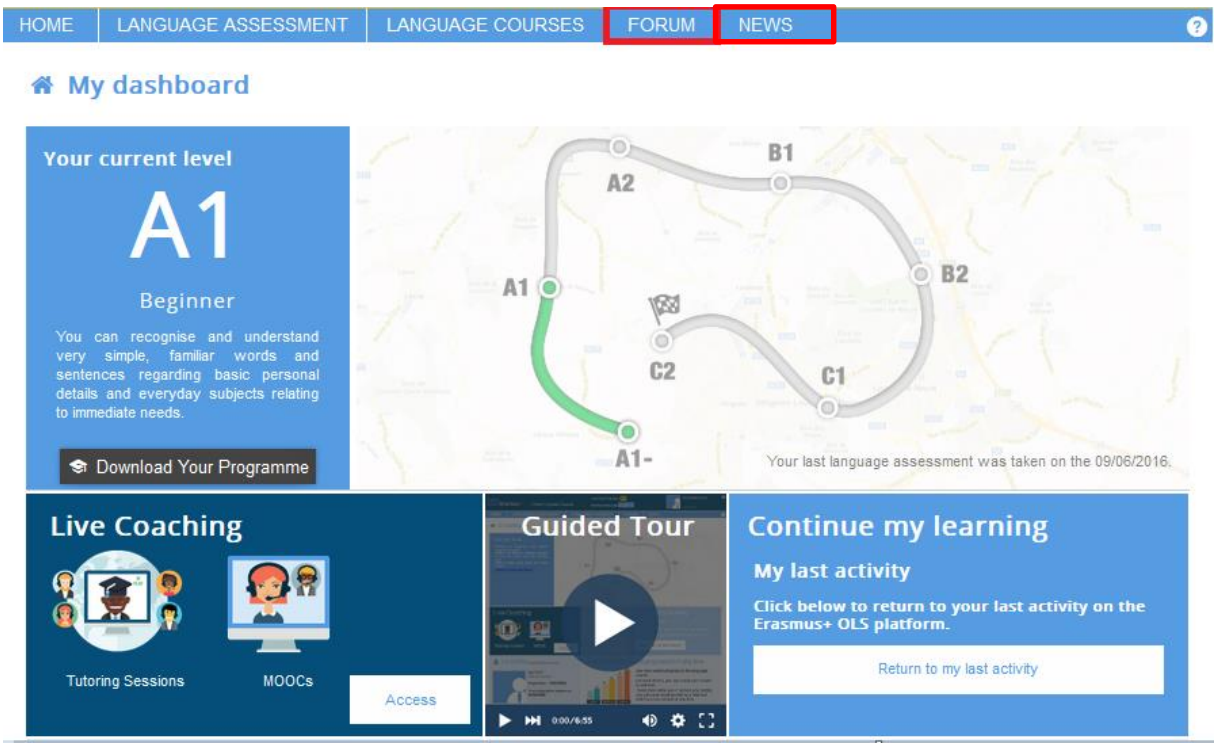
The "**Forum**" tab provides a forum through which to exchange ideas with other learners on specific and varied subjects. Dare to take the plunge: natural use of the language is essential for learning.

You can ask questions on the Forum to the Erasmus+ OLS tutors. So that the whole Erasmus+ OLS community can take advantage of your questions and the answers given, everyone is invited to ask their questions in the language they are learning (or in English for level A).

3.2 How to use it

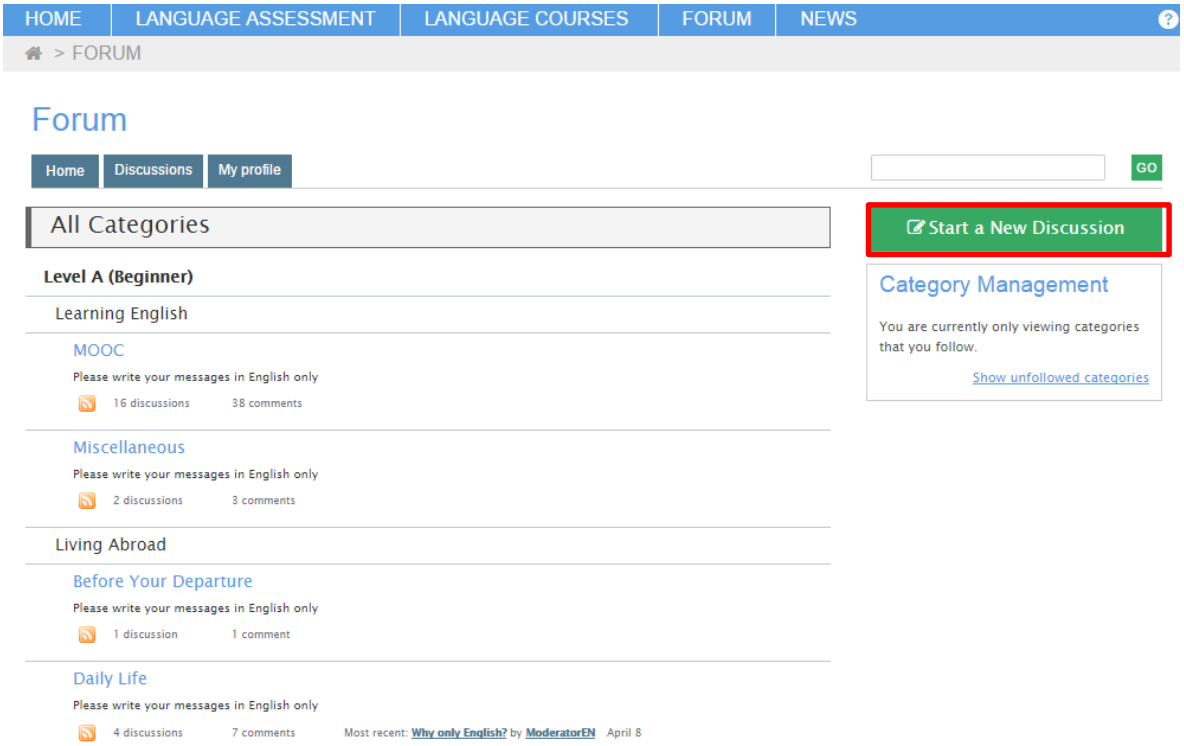
3.2.1 Access the forum

You can access the forums by clicking on "**Forum**" on the main page of your OLS language course.



3.2.2 Post a discussion

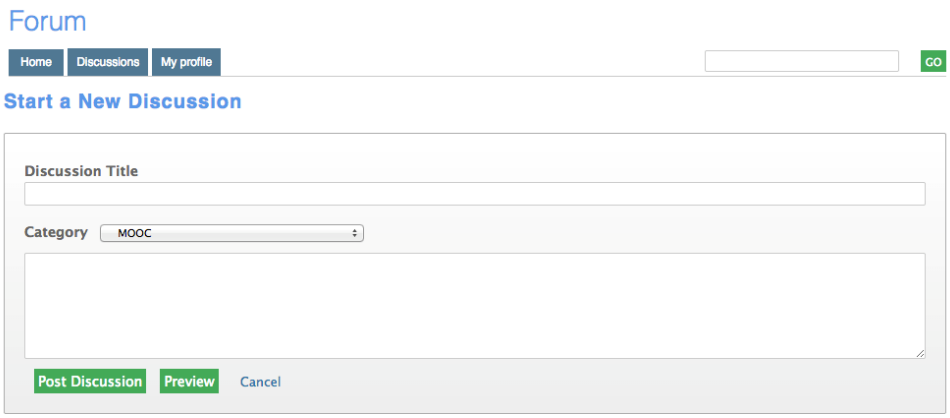
Once you access the forum, there are a variety of categories that you can navigate to and discuss with others on. Simply click on the different topics to enter that section.



You can either click on an existing topic to contribute to the discussion by adding a comment or if an existing discussion does not exist you can create another topic by clicking "**Start a New Discussion**" on the right hand side of the page.

You can post a new discussion by labelling a "**Discussion Title**" for the theme of your discussion. You can change the "**Category**" you post in by clicking the dropdown box and then write your post by writing in the box below.

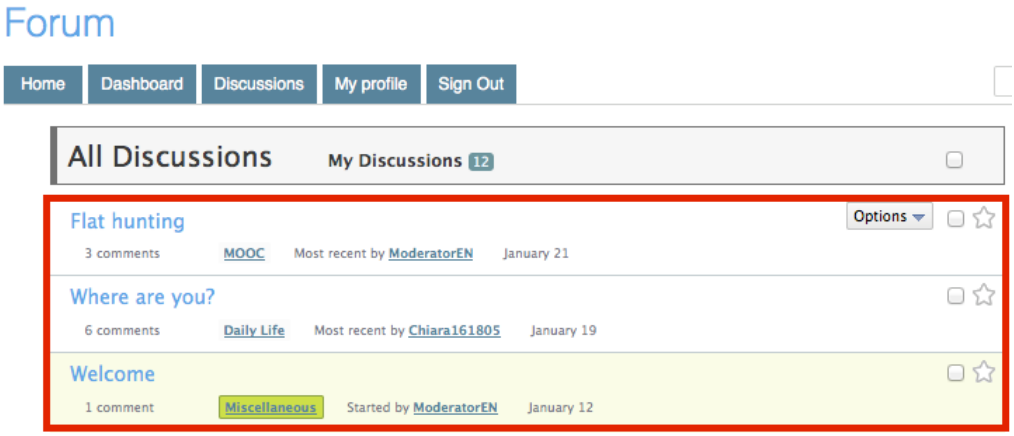
Make sure you click "**Post Discussion**" when you have finished your message. You can also click "**Preview**" to check your post and see how it looks before you publish it.



3.2.3 Read messages

You are able to read messages on the forum by clicking on the "**Discussions**" tab.

After you have clicked on this tab, you can see the list of discussions currently taking place on the Forums.

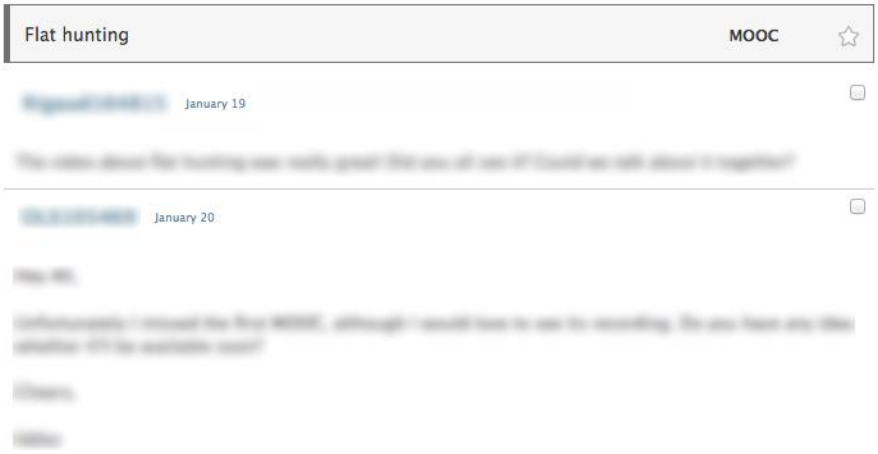


You can see the title of the discussion, how many comments have been left on the discussion, the location of the discussion and also who has left the most recent comment and when. Finally, the use of a yellow background indicates a discussion that you have started. The use of a white background indicates a discussion that you haven't started.

Alternatively, you can visit all the discussions you have participated in by clicking on "**My Discussions**".

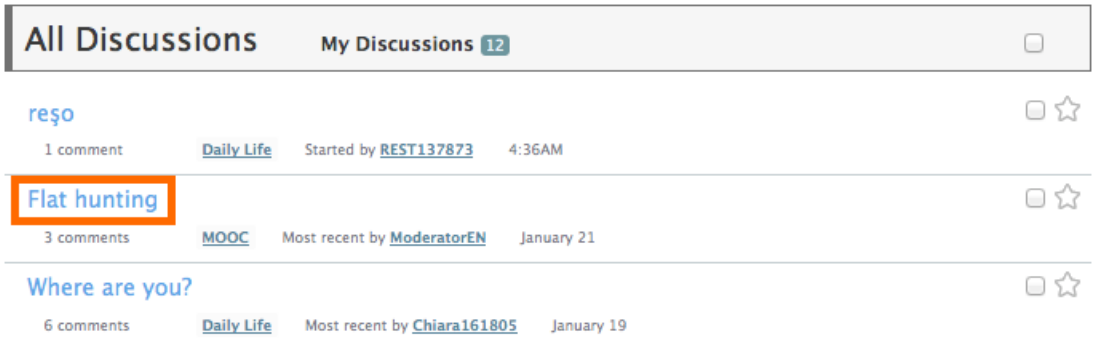
After you click on this link, you are able to see each discussion you have started.

After clicking on a thread you can see the individual comments people have written.

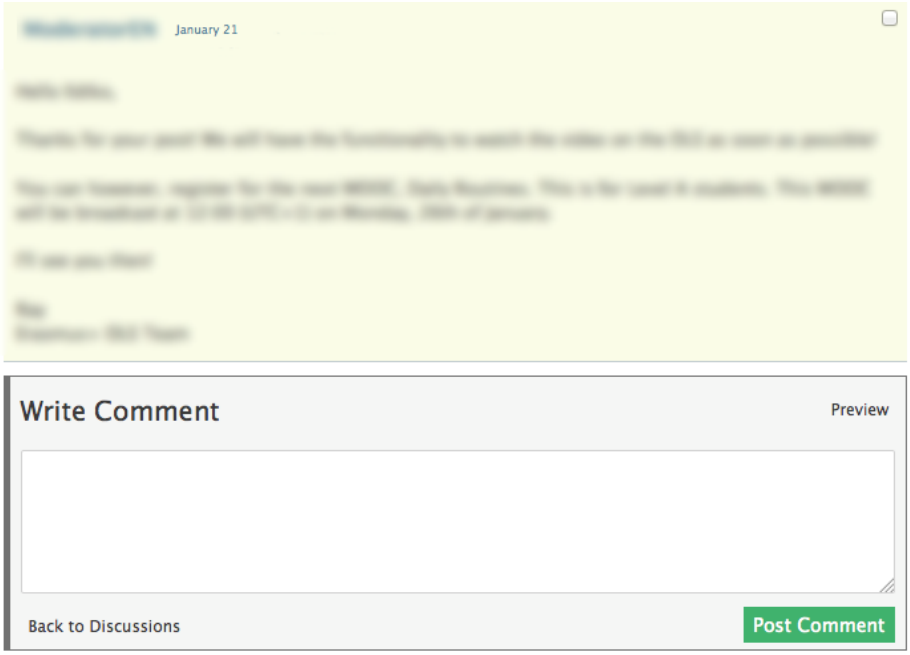


3.2.4 Post a comment

You are able to post comments on existing discussions by clicking on an existing discussion.



After clicking on the discussion, you are able to read the comments that people have made. Scroll to the bottom on the page to reach the "**Write Comment**" section. You can type your comment in the box below where it says "**Write Comment**".



After you have typed a comment, you can preview your message by clicking "**Preview**" in the top right corner of the "**Write Comment**" box.

Your preview screen shows what your final message looks like before you are ready to post it.

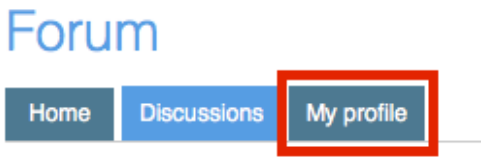
Click "**Write Comment**" again to go back to the editing mode.

After you have typed your message, publish it on the discussion by clicking "**Post Comment**", this adds what you just posted to the whole discussion.

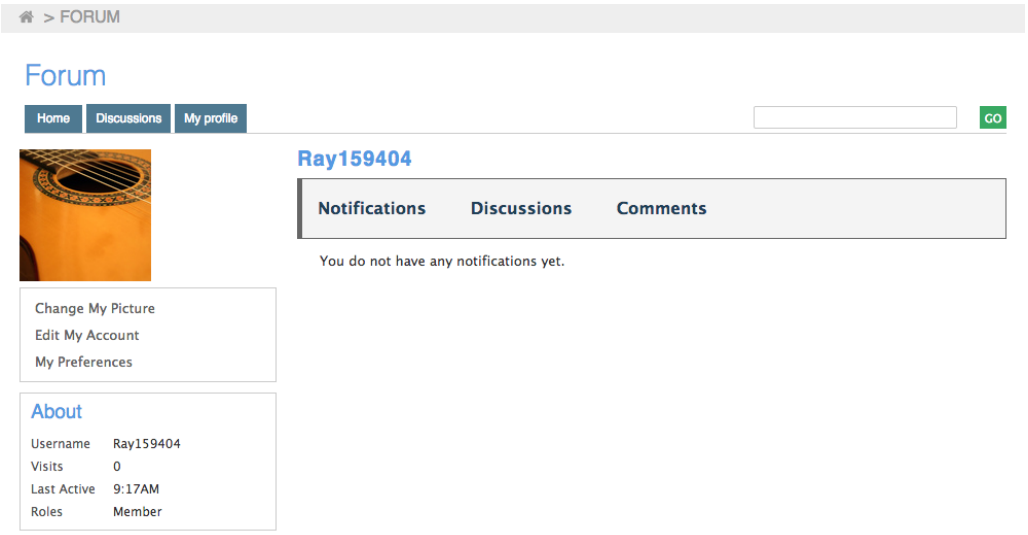
If you decide that you don't want to write a message, you can always click "**Back to Discussions**" to return to the "**Discussions**" page.

3.3 My profile

You are able to modify your profile by clicking on "**My profile**".

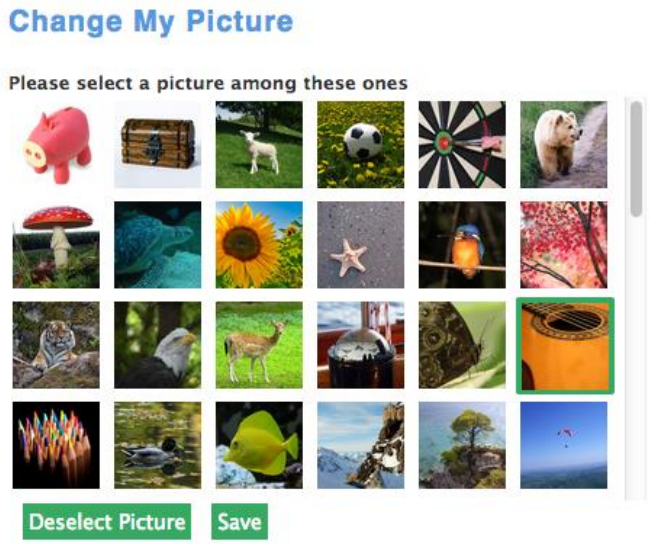


On the "**My profile**" page, you access some options such as "**Change My Picture**", "**Edit My Account**" and also change "**My Preferences**". In the middle of the page you can click on "**Notifications**", "**Discussions**", and "**Comments**" to immediately go to any conversations that you are currently part of. Finally, the box in the bottom left corner "**About**", gives you some additional information about the kind of account you have.



3.3.1 Change My Picture

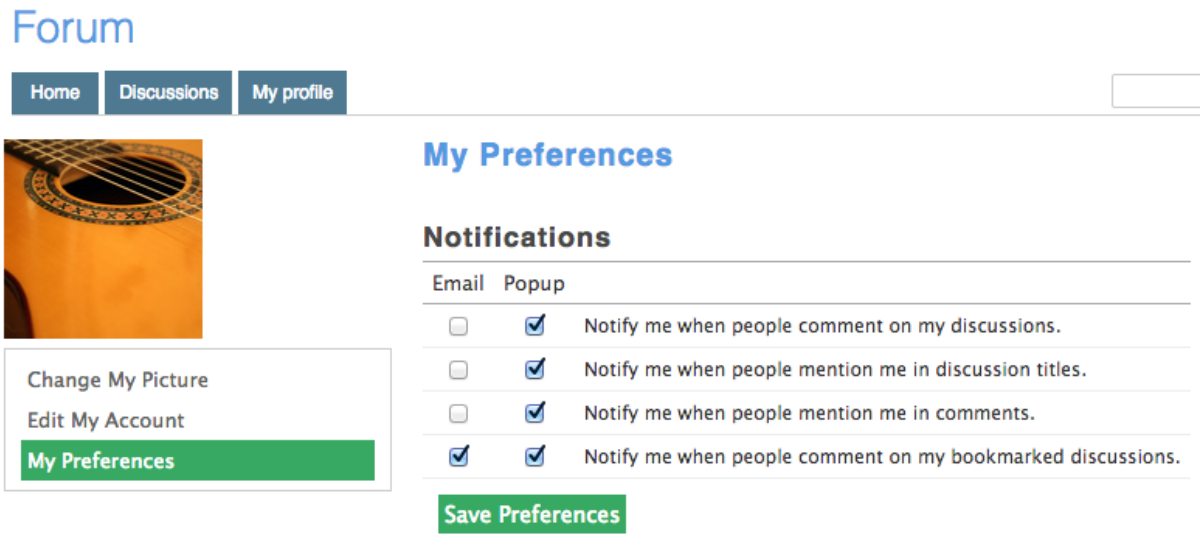
When you click on "**Change My Picture**" you can select a few avatars available to you to personalise your account.



After you have chosen a picture, click "**Save**". If you wish to have no picture for your avatar, click "**Deselect Picture**".

3.3.2 My Preferences

You can click on "**My Preferences**" to change your notification settings on the Forums. If you wish to be notified more often when you are included in a conversation, you might want to change your preferences in this section.



Choose the settings that you prefer and then click "**Save Preferences**" to store your settings.

4 "News" Module

4.1 Purpose of the News module

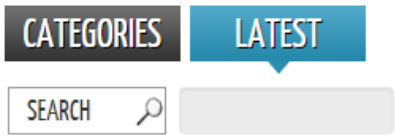
The last available module on the menu bar is the "**News**" module. The module uses videos and articles from around the world. This module is updated on a weekly basis (or daily, in the case of the English language course). You can also browse the news articles and click on the underlined words for a definition or translation. The "**News**" tab offers an interesting and efficient way to learn a language. Training becomes less monotonous with texts and videos changing daily or weekly.

4.2 Structure

The "**News**" module is divided into articles and videos. A new video and article are published every day in English. For the other languages (German, Spanish, French, Italian and Dutch) a new article and a new video are published once a week. You can access these by clicking on "**article of the day**"/ "**article of the week**" or "**video of the day**"/ "**video of the week**". You can go through all the articles and videos ever published in all languages by clicking on "**All articles**" and/or "**All videos**" (except for Dutch for which no archive of articles/videos is yet available).

4.3 How does it work?

The "**News**" section in all languages (except for Dutch) is archived thematically. After clicking on "**All articles**" or "**All videos**", you can select an article or a video either in the "**latest**" or "**categories**" options. Use the "**search**" tool to look for an article with key words.



4.3.1 Articles

Once you have chosen an article, several vertical sidebar options help you go through the article.

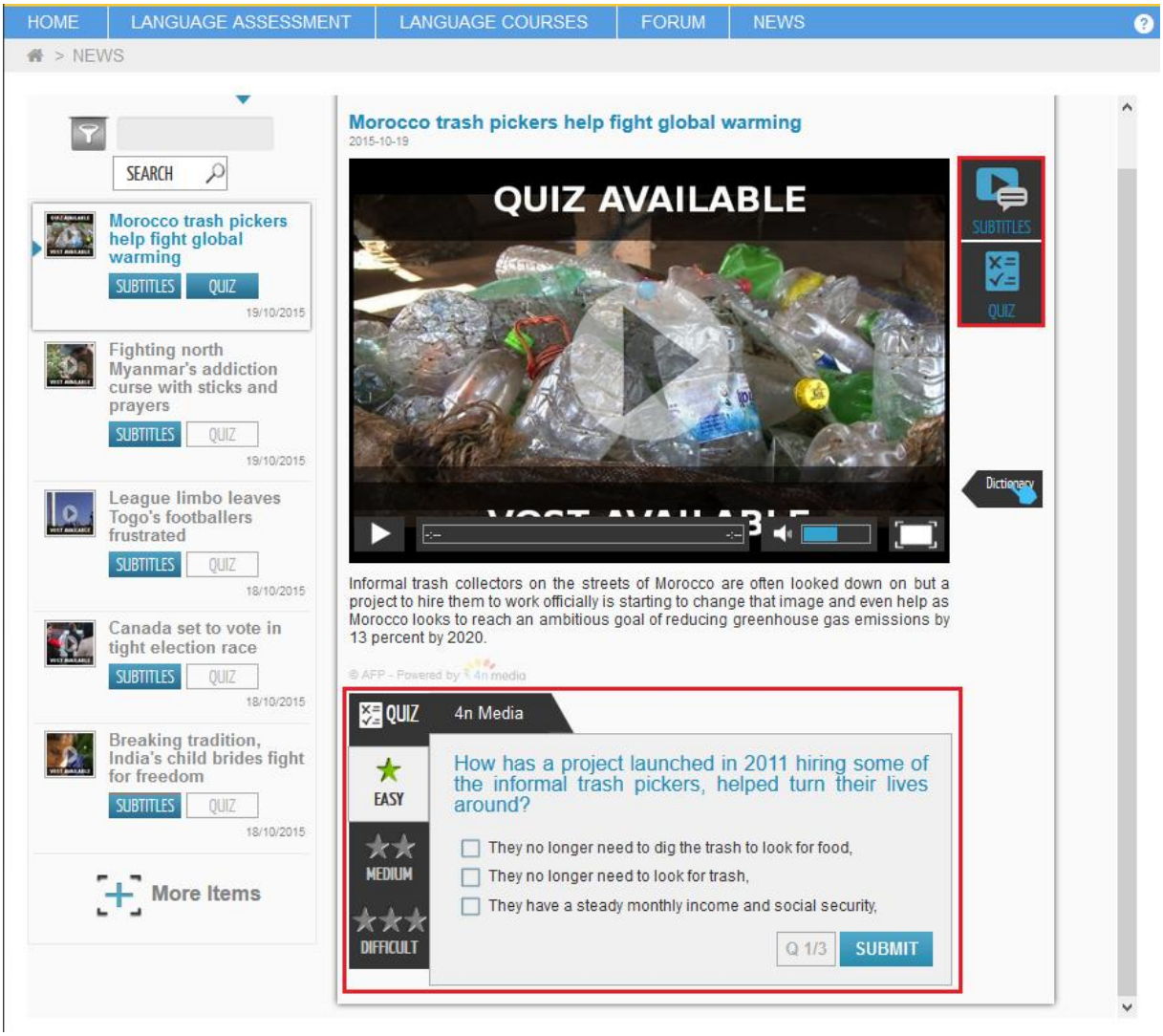
The "**Dictionary**" button informs you that you can click on a word in the article to get its definition.

The "**Quiz**" button allows you to take a quiz related to the article and thus test your understanding.

Click on the "**Highlight**" button to highlight the article on the page.

4.3.2 Videos

You can also view a video with subtitles in the learning language. Click on the words in the subtitles for their meaning. For both articles and videos, you can test your comprehension by taking a quiz.



5 Live coaching

5.1 Introduction

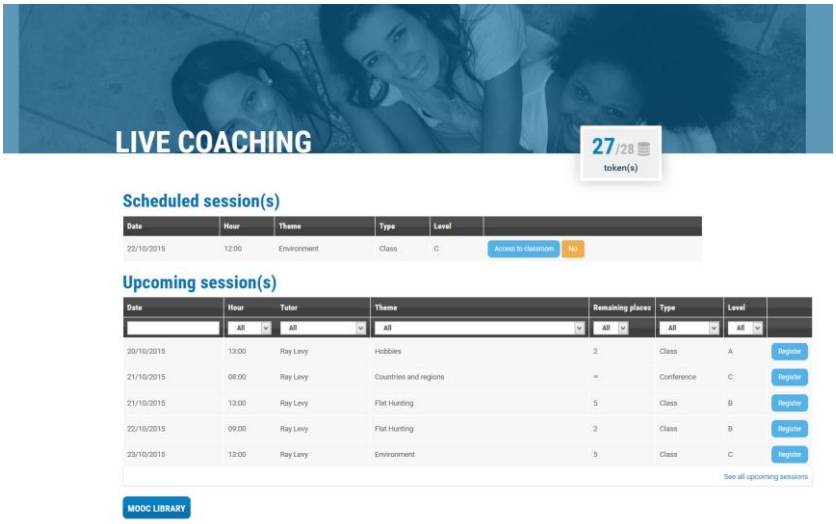
5.1.1 General introduction

By clicking on the "**Live Coaching**" section on your OLS language course home page you can access the Visio Dashboard, where you can register for planned live coaching sessions (MOOCs and tutoring sessions).

The objective of the live coaching is to facilitate your training so you can reach your learning goals. Live coaching tutoring sessions are held by tutors who give you the support you need. Tutors are native speakers with a strong background in language training.

There is access to two different kinds of live coaching: **MOOCs** and **tutoring sessions**.

- **MOOCs** are ½ hour classes aimed at specific subjects. Tutors provide you with further information about that subject during the ½ hour video. If you have any questions, you can use the chat during the session to ask your tutor, and also chat with other participants who are attending the session.
- **Tutoring sessions** give you the opportunity to interact with a tutor within a group that can be up to six participants.



5.1.2 MOOCs

A Objective

Once a week, a 30-minute **MOOC** is broadcasted on the Online Linguistic Support language course platform per language. Each class is aimed at a specific subject, such as "**Flat Hunting**", or "**Daily Routines**". The broadcast lessons alternate in level, for example: Level A, then Level B, and then C. The themes of the classes are announced every week on the live coaching dashboard.

The themes of three classes out of every four are chosen by tutors, depending on the subjects being discussed on the forums, and according to the language courses. You have the possibility of choosing one theme out of four: the tutor creates a poll on the Forum and the most popular theme is selected.

B Organisation

You can attend as many MOOCs as you wish to, as long as you are registered. No tokens are necessary to register for a MOOC.

During the class, you have the possibility to chat with your tutor, as well as with other participants in the class, so you can ask for a further explanation about a topic, or for the explanation of a particular expression.

At the end of every class, a webography (a bibliography published on the internet) is made available so you can learn more about the subject presented during the class and further develop your language skills.

By clicking on the "MOOC Library" button, you can find all the previous MOOCs which have been recorded. They are sorted by level, from level A to level C. You can watch them as many times as you wish but there is no live moderation given by a tutor.

5.1.3 Tutoring Sessions

A Objective

Tutoring sessions give you the opportunity to interact with a tutor, in a group of up to six participants. They provide you with support to continue your learning path. The tutor helps you feel more confident about speaking, answers your questions, and gives you supportive feedback.

Tutoring sessions are also an opportunity to get to know other participants in the Erasmus+ programme, so you can share experiences and make new contacts with other learners.

You can choose between the following sessions:

- Thematic sessions: the tutor chooses the theme of the session; or
- "Free" sessions: at the beginning of the class participants decide on the theme of the session.

B Organisation

Tutoring sessions are 30 minutes long and are organised for groups of up to 6 participants. The number of tutoring sessions you can attend depends on the duration of your mobility programme. You need one tokens to attend a 30-minute tutoring session. You are granted "tokens[1]" which allow you to register for tutoring sessions. The amount of tokens you are granted is based on the number of weeks of your mobility programme. Two weeks of mobility give you one token, which you can use as you wish to: for example, every day for one week or perhaps, once every two weeks, etc.

The sessions are organised by language and by level (A, B and C), between 9 a.m. and 4 p.m. (UTC+1; UTC+2 European Daylight Savings Time). You need to register at least 24 hours before the class begins.

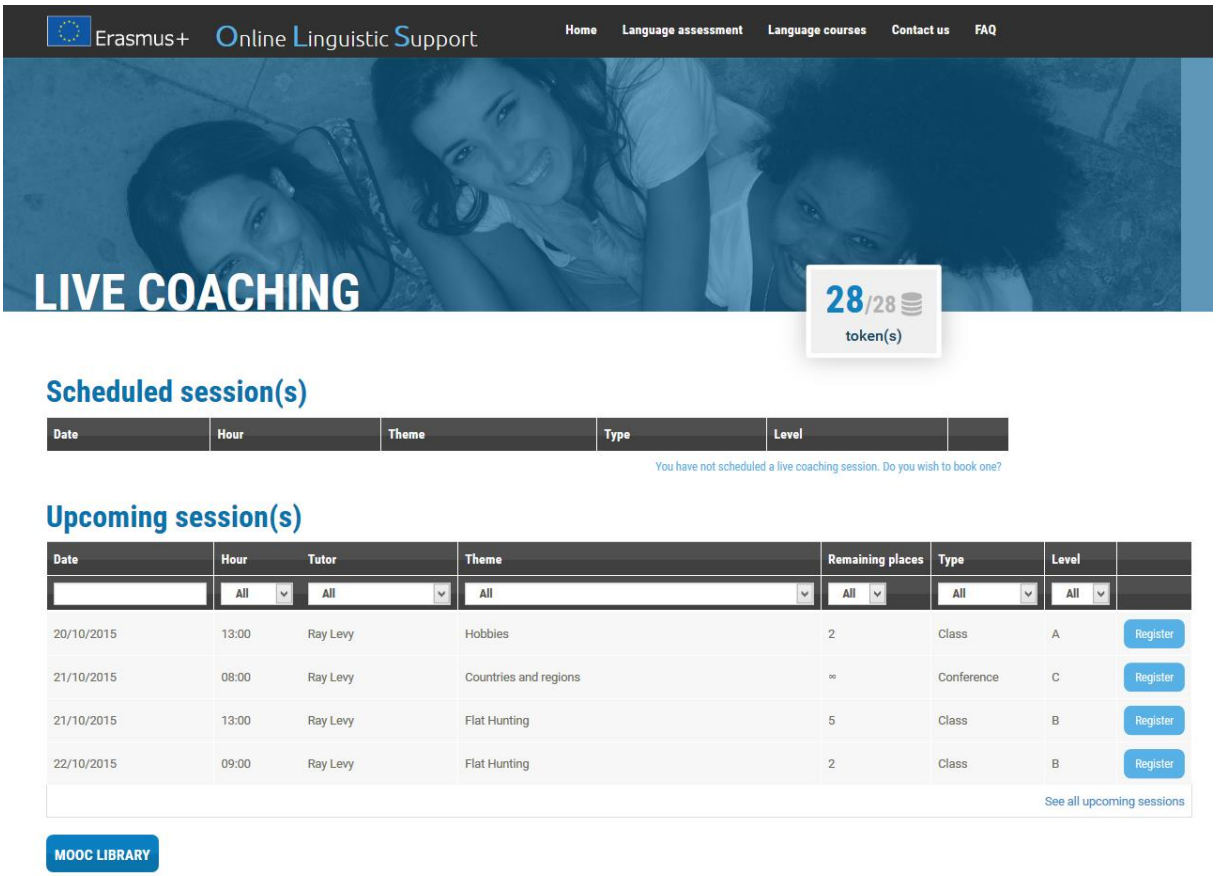
5.2 Registering for Live Coaching Classes

5.2.1 Introduction

In order to attend a tutoring session, you need to be registered. To do so, click on "**Live Coaching**" on the home page.

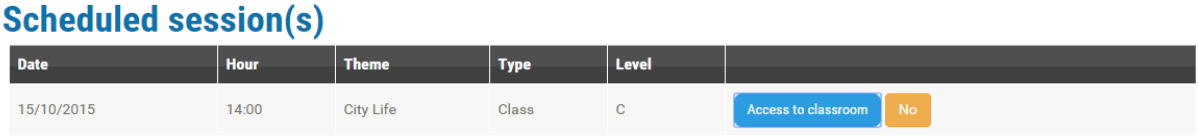
[1] See explanations on tutoring session tokens in section 5.1.3

You can access the dashboard, where you can see all the upcoming tutoring sessions (and MOOCs). You have the possibility of filtering the courses by date, hour, teacher, theme, remaining places and level.



Once you have found the course you are interested in, click on "**Register**".

Once you are registered the course appears in "**Scheduled session(s)**":



5.2.2 MOOCs

There is no limit to the number of participants attending a MOOC. You don't need tokens to attend a MOOC. Feel free to attend as many sessions as you wish!

You need to be registered to attend a session.

By clicking on the "MOOC Library" button you can find all the previous MOOCs which have been recorded. They are sorted by level, from level A to level C. You can watch them as many times as you wish, but there is no live moderation given by a tutor.

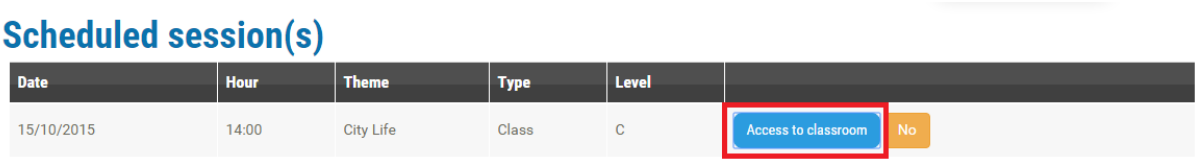
5.2.3 Tutoring Sessions

Tutoring sessions can be attended by up to six participants. You can check on the dashboard whether or not the class you are interested in has any available places. You can register up to 24 hours before the class. But the best way to guarantee your spot is to register as soon as possible! Therefore we advise you to check regularly when the upcoming tutoring sessions take place. Please note that once you are registered for a class, you will lose a token if you cancel within 24 hours of the class taking place.

5.3 Classroom

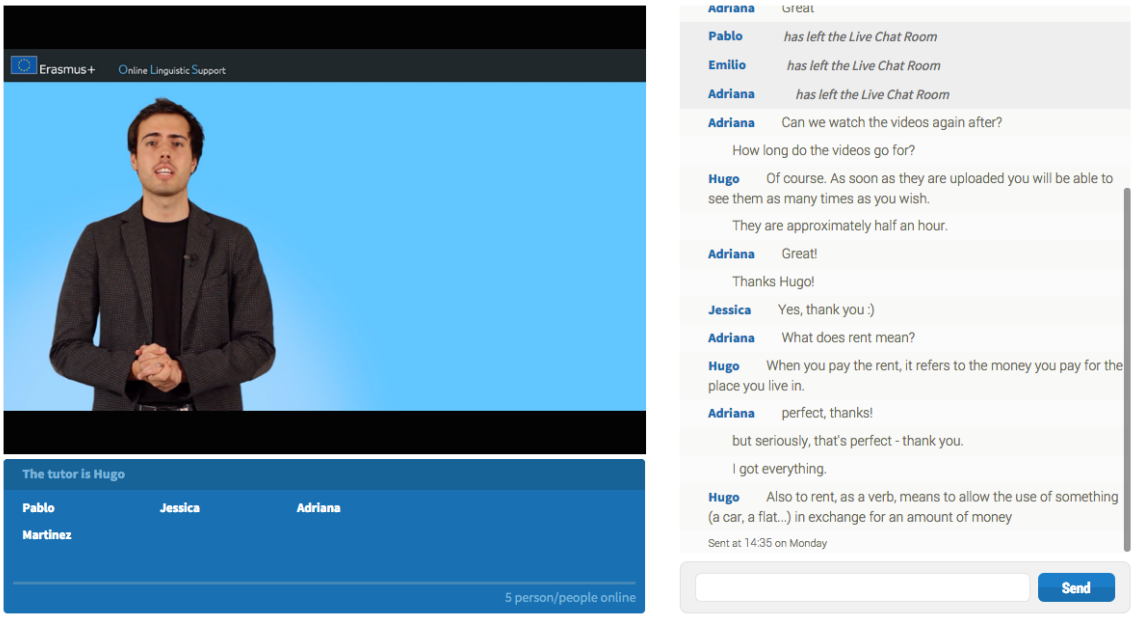
5.3.1 Accessing the classroom

Access to the classroom is possible 10 minutes before the session begins. To do so, click on "**Access to classroom**".

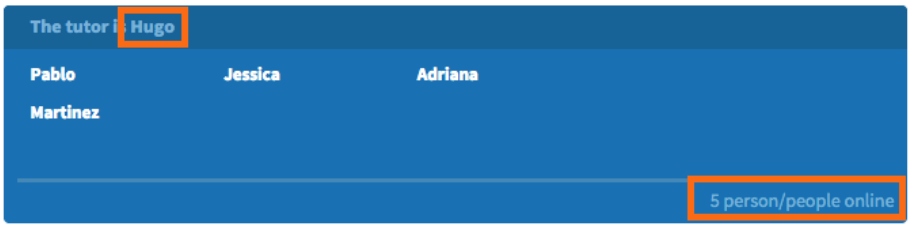


5.3.2 MOOCs

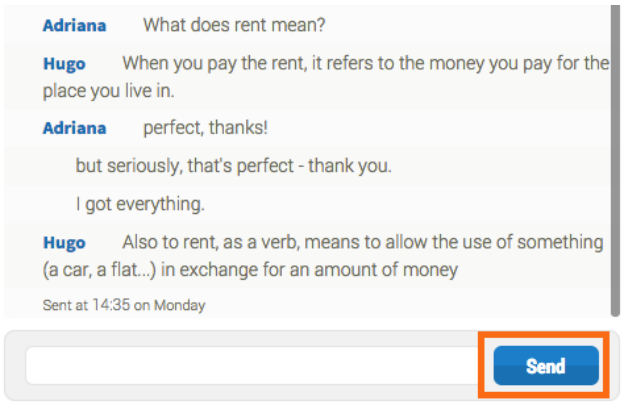
Once you access the classroom, you are able to watch the MOOC. After you have joined the session, the video begins automatically at the scheduled time on the left-hand side of the screen.



You can see a chat box in the bottom left hand corner of the screen. In this box, you can see the name of the tutor just above the list of participants during the MOOC. Knowing who the tutor is can be helpful so that you know who is supposed to help answer questions in any MOOC session. You can also see the total number of participants in the MOOC anytime on the bottom right hand side of the box.



On the right side of the page, you are able to see chat messages from the participants of the MOOC. You are able to contribute to this discussion by clicking on the chat field and pressing enter or clicking "Send" when you have written your message.

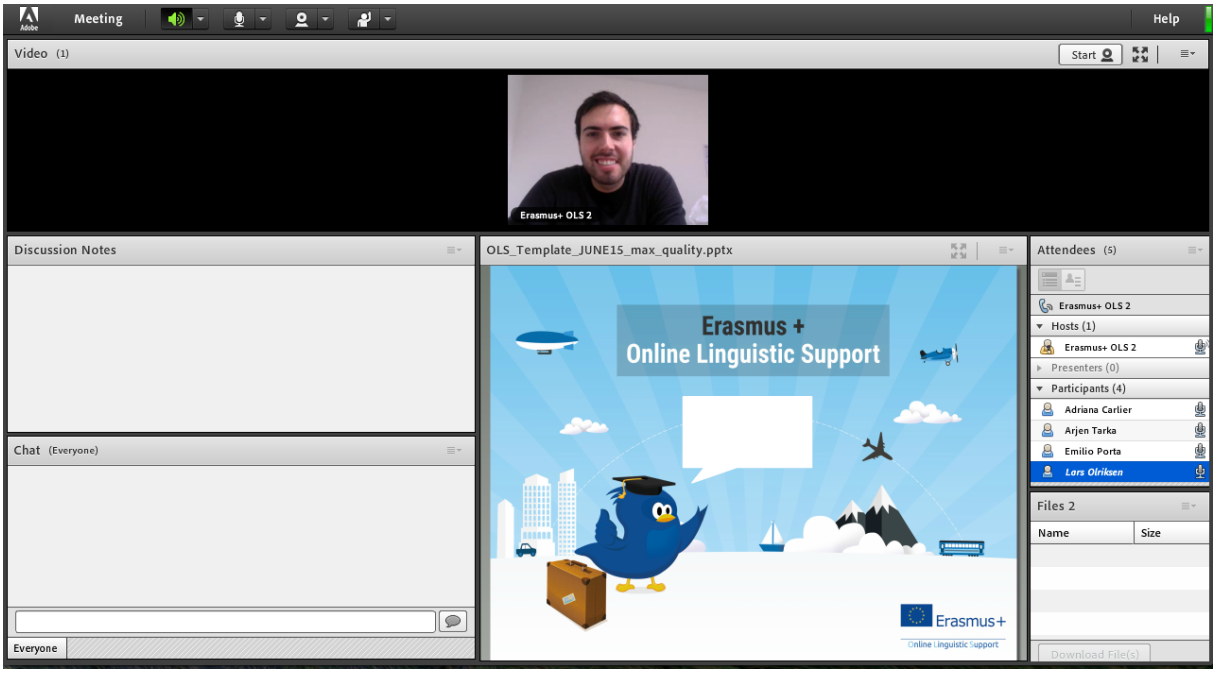


Messages should always be in the language of the MOOC taking place. For example, if the lesson is in English, the discussion is therefore in English too. It's a good idea to participate in these discussions as the best way to learn is by immersing yourself in the language!

5.3.3 Tutoring Sessions

Adobe Flash is needed to follow tutoring sessions. Before accessing the tutoring sessions, the system automatically checks if Adobe Flash is installed on your computer and you are notified should your computer not meet this requirement.

Once you access the classroom, you are able to participate in the tutoring session. Tutoring sessions have a number of features available. The Erasmus+ OLS utilises the Adobe Connect platform to run its tutoring sessions. When you connect to the platform, an image similar to the following is seen:



A Preferences

When you first join a tutoring session, it is necessary to turn on your microphone and webcam, and to calibrate your audio. The option to turn on, turn off or mute these functions is available at the top left-hand side of the tutoring session, on the *Application Bar*.

- *Sound.* It is possible to mute the sound by clicking on the speaker icon . Your symbol is grey when deactivated and green when active. It is additionally possible to switch the sound output device between headphones and loudspeakers, and adjust other preferences by clicking on the dropdown box next to the speaker icon.
- *Microphone*. Activate your microphone by clicking on the microphone icon . Your symbol is grey when deactivated and green when active. You can click on the drop down symbol just next to the icon to access additional microphone options such as switching between microphones. Please note that it is highly recommended that you use the microphone featured on a headset rather than any in-built microphone for your computer.
- *Webcam*. A button enabling you to share your webcam appears on the video pod. To share your camera, make sure your webcam is plugged in and click the *Share My Webcam* button. Adobe Flash may prompt you for permission. After granting permission, a webcam video preview appears. If you're happy with the preview, click *Start Sharing* to share your video with all participants. Your symbol is grey when deactivated and green when active. You can also click the webcam icon in the Application Bar to access your webcam and preferences.
- *Raise Hand.* You can use the Raise Hand function at any point during the tutoring session to attract the attention of your tutor or of other participants in order to ask a question or give feedback. You can access this feature by clicking on the Raise Hand icon . There are further options that can be found under the dropdown menu.

Please note that before you participate in any session it is highly recommended that the *Audio Setup Wizard* be run. This can be found on the *Meeting* section in the top left-hand corner of the screen when you enter the tutoring session. By running the Audio Setup Wizard, you are able to calibrate your sound and microphone to the most appropriate level for your equipment and the room you are in.

B Video

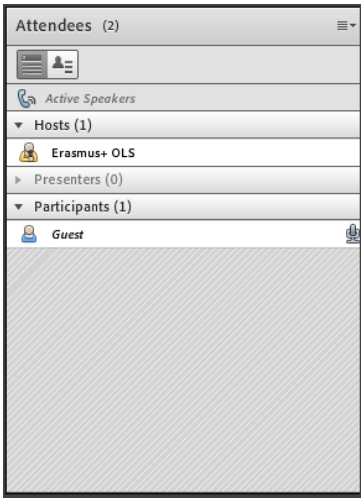
The video section is in the top middle of the screen. Each participant and the tutor has their video displayed in this section. The video from the webcam stretches from left to right across this black area.

Your tutor will ask you to use your webcam to share your video. A button enabling you to share your webcam will then appear on the video pod. To share your video, make sure your webcam is plugged in and click the *Share My Webcam* button. Adobe Flash may prompt you for permission. After granting permission, a webcam video preview appears. If you're happy with the preview, click *Start Sharing* to share your video with all participants.

You can also click the webcam icon in the Application Bar to access your webcam and preferences.

C Attendees

On the right-hand side of the screen is the list of participants in the tutoring session.

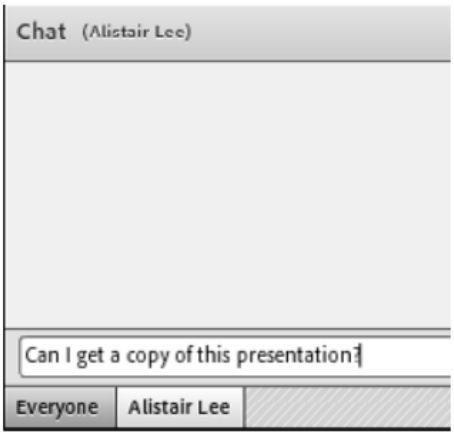


The number of participants registered for the session is indicated by the number next to *Attendees*, the name of the tutor is then listed under *Hosts*. The row below, *Participants,* shows all the other participating members of the tutoring session. Each participant that has their microphone enabled has a symbol next to their name.

D Chat

In this window, you are able to communicate with the other participants in the tutoring session by text. To send a message to everyone, simply type your message in the chat pod and press enter or click the send icon.

If the meeting host has enabled private chat, you can send messages to a specific attendee or group within the tutoring session. To do this, use the *Attendees* pod to hover over the name of the attendee you'd like to chat with, and select *Start Private Chat.* Alternatively, you can use the pod options menu in the top right hand corner of the pod to elect an individual or group by clicking *Start Chat With.* Private chat messages show up in additional tabs to make it easy to distinguish between private and public chat.



E Document Presentation

The main part of the screen seen in the centre is the *Document Presentation*. The Document Presentation is where the tutor displays and features any exercises or information for the lesson.

While looking at a document, you can scroll up and down to view it in its entirety (if the document is a PDF or DOC file). If the tutor moves the page forwards or backwards, you automatically change page as well.

It is possible to use drawing tools that the tutor can enable during the tutoring session. Participants are able to annotate and write on the presentation.

- *Cursor tool (* *)*. This tool can point to specific elements on the document. This is often used to help point out important information or to draw the attention of other participants to certain parts of the screen.

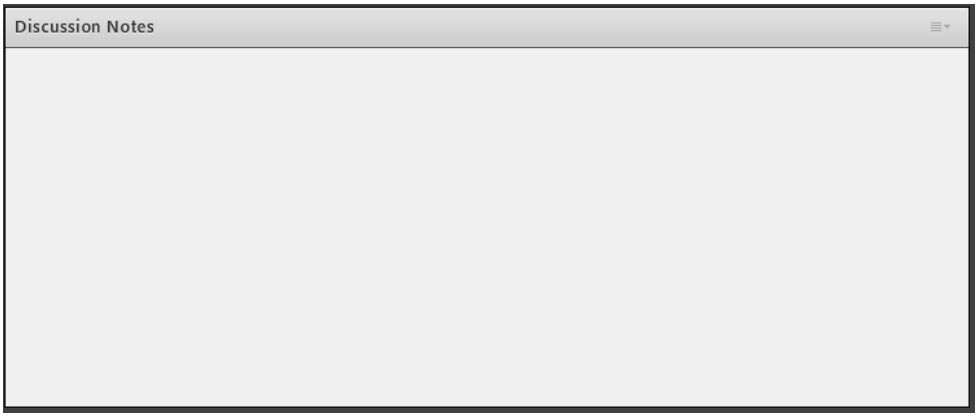
- *Draw tool ( )*. This tool has four different parts: pen, highlighter, fountain pen and pencil. Each tool allows you to simply draw on the document in the middle of the screen with different effects. The highlighter is used to emphasise important text.

- *Trash ( )* allows you to delete or remove any previous content that has been drawn on the document. This tool is not available (greyed out) until you have added content to the document on the screen using some of the other tools available.
- *Text tool ( )*. This is an important function that enables you to write on the screen using text. Please note that you are unable to adjust the size and colour of the text.
- *Shapes tool ( )*. Using this tool, you are able to quickly and easily draw a variety of shapes that can be placed on the screen. This can vary from rectangles and circles to ticks and crosses.

- *Undo* ( ) and *Redo ( )* functions. These tools enable you to move forwards or backwards through the different actions that you have performed using the other tools on the document in the middle of the screen. This is the most effective way to perform or cancel an action if you have previously made a mistake.

F Discussion Notes

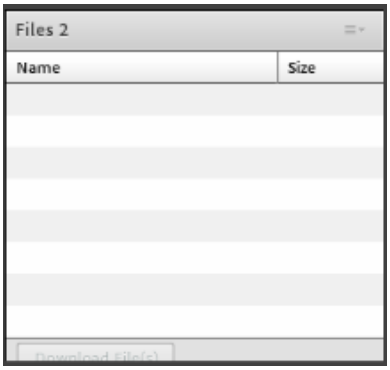
Throughout the tutoring session, the tutor may utilise the *Discussion Notes* space in order to write or list various important teaching points such as vocabulary or grammar. They can be found on the left-hand side of the page below the Video and above the Chat.



It is possible for the tutor to export these notes and then share them for downloading in the *Files* section of the tutoring session screen.

G Files

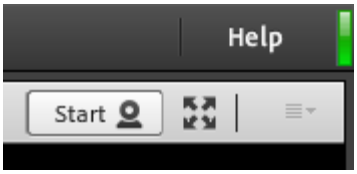
Files is a section of the tutoring sessions where the tutor or other participants can upload documents that are related or helpful to the lesson. This section is found at the bottom right-hand side of the screen.



An uploaded file appears in the list and you are then able to download this file by clicking on *Download File(s)* at the bottom. Other participants can also see and download this file.

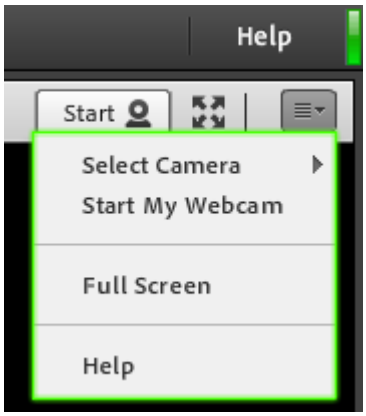
H Help and Additional Options

At the top right-hand corner of the screen, you can find a variety of useful options.



- *Start Webcam*. This button repeats the same function as the Webcam icon at the top-left hand corner of the screen. You can enable and disable your webcam from this icon as well.

- *Full Screen.* You are able to extend the video to full screen by clicking on the symbol.
- *Parameters.* This icon with four horizontal lines and a down arrow leads you to further video options. When you click on it you can see:



- *Help.* By clicking on the Help menu you, you are able to choose the range of support options that Adobe Connect offers. If you continue to have issues on Adobe Connect after consulting this User Guide, it is recommended you seek assistance via Adobe support.

6 Learning tips

- ✓ Download your programme on the home page to get the program that suits your level.
- ✓ Download the analysis of your needs, according to your status and mobility duration, on the home page.
- ✓ Work a minimum of 2 hours a week on the Erasmus+ OLS language course in order to see real progress.
- ✓ Immerse yourself in the language: read newspapers, listen to the radio, and watch TV or videos on the Internet in the language you are learning.

7 Record of participation in the language course

Once your access to the OLS language course has expired, you receive an email containing a PDF file with your *Record of Participation* for having followed the OLS language course. This *Record of Participation* is also available on your Erasmus+ OLS welcome page, by clicking on the "Record of participation" button at the top of the page. This record specifies the number of hours that you have spent on your Erasmus+ OLS language course. Please note, only full hours spent on the OLS course platform are counted. For example, if you have spent only 30 minutes on the OLS course platform, a total of "0 hours" is indicated on your record.

8 Useful information

8.1 What is the CEFR?

"The result of over twenty years of research, the *Common European Framework of Reference for Languages: Learning, teaching, assessment (CEFR)* is exactly what its title says: a framework of reference. It was designed to provide a transparent, coherent and comprehensive basis for the elaboration of language syllabuses and curriculum guidelines, the design of teaching and learning materials, and the assessment of foreign language proficiency. It is used in Europe but also in other continents and is now available in 39 languages"[2].

"The CEFR describes foreign language proficiency at six levels: A1 and A2, B1 and B2, C1 and C2. It also defines three 'plus' levels (A2+, B1+, B2+). Based on empirical research and widespread consultation, this scheme makes it possible to compare tests and examinations across languages and national boundaries. It also provides a basis for recognising language qualifications and thus facilitating educational and occupational mobility"[3].

For more information about the CEFR levels, go to:
https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr

The description of the levels is available on the OLS language course home page. You can access it by clicking on the question mark pictogram in the menu bar and by selecting "**Level descriptions**".

8.2 Where can you find the user guide?

You can access the user guide by clicking on the question mark pictogram in the menu bar or by clicking on the "**Help**" section on the home page and by selecting "**User guide**".

8.3 Helpdesk

If you encounter problems, contact our technical support team by clicking on "**Report a problem**":

- Through the pictogram in the menu bar
- Through the "**Help**" section on the home page
- At the bottom of each page on the Erasmus+ OLS language courses: Report a problem

[2] http://www.coe.int/t/dg4/linguistic/cadre1_en.asp
[3] Ibid.

9 Data protection

9.1 Disclaimer

The Erasmus+ Online Linguistic Support (OLS) is a service financed by the European Commission within the framework of the Erasmus+ Programme.

Altissia, on behalf of the project Consortium (Centre de Langues, Université Catholique de Louvain and Altissia International S.A.), maintains this website to promote its initiatives to the public. The material on this website is for information and learning purposes only.

The Consortium's goal is to keep this information timely and accurate. If errors are brought to our attention, we will try to correct them.

The contents of the language assessments, courses and all related areas accessible to Erasmus+ mobility participants are the sole responsibility of the Consortium and can in no way be taken to reflect the views of the European Commission and the Executive Agency on Education, Audiovisual and Culture (EACEA).

The restricted area of the licence management system concerning National Agencies and Erasmus+ sending institutions/organisations is fed with data extracted from the European Commission's IT tools and is subject to modifications by them. This data is covered by the legal basis of Directive 95/46 and Regulation 45/2001.

This information is:

- of a general nature only and is not intended to address the specific circumstances of any particular individual or entity;
- not necessarily comprehensive, accurate, complete or up to date;
- sometimes linked to external sites over which Altissia, on behalf of the Consortium, has no control and for which Altissia, on behalf of the Consortium, assumes no responsibility;
- not professional or legal advice (if you need specific advice, you should always consult a suitably qualified professional).

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This disclaimer is not intended to limit the liability of Altissia, on behalf of the Consortium, in contravention of any requirements laid down in applicable national law, nor to exclude its liability for matters which may not be excluded under that law.

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Incoming and outgoing hyperlinks

The implementation of hyperlinks within the site to other sites, and generally towards all existing resources on the internet, is not the responsibility of the author of erasmusplusols.eu. Similarly, other websites with a hyperlink to this site are not the author's responsibility; therefore they decline any liability for their content.

If you would like to link to the site erasmusplusols.eu, you must contact the author of the site in advance.

9.2 Privacy statement

The following statement explains our policy regarding the personal information we collect about you.

Overview

The Erasmus+ Online Linguistic Support (hereinafter "OLS") is an initiative of the European Union. It is part of Erasmus+, the European programme for Education, Training, Youth and Sport. It is steered by the European Commission and implemented by its Executive Agency for Education, Audiovisual and Culture (hereinafter the "EACEA").

The OLS is dedicated to respecting the privacy of its users. It provides a secure and safe environment for participants of mobility programmes to learn foreign languages. The following statement outlines the policies by which the OLS collects, manages and uses the data provided by its users. As the OLS – which encompasses the licence management tool, the language assessment, as well as the language courses – collects and further processes personal data, it is subject to Regulation (EC) no. 45/2001 of the European Parliament and of the Council, of 18 December 2000, on the protection of individuals with regard to the processing of personal data by the European Community institutions and bodies and on the free movement of such data (OJ L8 of 12.1.2001, p. 1).

The various tools present on the OLS allow users to submit information in order to participate in OLS activities. When registering online and submitting other information, the data is collected and further

processed for the purposes detailed hereafter under point 1. The relevant processing operations thereof fall under the responsibility of the Data Controller, who is the Head of Unit A1 – Erasmus+: Schools, Prospective Initiatives, Programme Coordination at the EACEA (see point 6 below for contact information).

9.2.1 What personal information do we collect, and for what purpose?

(a) Information relating to mobility participants:

The European Commission's DG EAC transmits to the EACEA your e-mail address. The following information may then be collected directly from you by the EACEA.

Registrant data: last name, first name, gender, contact e-mail, nationality, year of birth, mother tongue, type of mobility, language to test, country of destination, estimated start of the mobility period, sending institution, period of mobility, time zone, estimated end of the mobility period. All mandatory data.

The European Commission, the EACEA and Altissia (on behalf of the Consortium) are not liable for any information or documents uploaded by third parties.

Results of language assessments and courses.

Other optional data submitted by participants of mobility programmes on the OLS (e.g., messages in forums, online discussions and threads, files and pictures). Not providing any optional data will not put the participants at a disadvantaged position.

(b) Information relating to National Agencies and Erasmus+ sending institutions/organisations is provided by the DG EAC to the EACEA:

Institutional data: Project number, PIC number, project name, project start date, project end date, project contact person, project contact telephone number, contact project e-mail, number of licences for language assessments and number of licences for language courses.

(c) Purpose of the processing:

Participants in Erasmus+ mobility programmes have to assess their language competence both before and after their stay abroad. In addition, participants will have the opportunity to take online language courses. The data processing OLS tool is necessary in order to provide these services.

In particular, the storage, processing and displaying of data is necessary to:

- enable the OLS to function;
- allow OLS registrants to communicate and collaborate in the spirit of mutual trust and respect;
- extract aggregate data for statistical purposes.

Aggregated statistics are collected regularly, including, but not limited to, the results of the language assessment.

Aggregated data of mobility participants may be used only for the purpose of carrying out analysis, monitoring and information sharing by National Agencies, the EACEA and the European Commission. Altissia, on behalf of the consortium, cannot use and/or exploit any of the data without specific authorisation.

In an effort to maximise user experience, the OLS may keep track of user frequency, habits, preferences and settings.

9.2.2 Who has access to your information and to whom is it disclosed?

Personal data will never be used for marketing purposes.

For the purposes detailed above, access to data is strictly limited to:

- The European Commission, the EACEA and National Agencies: aggregate data only.
- Service provider Altissia that acts on behalf and under the instructions of the EACEA: full set of data.
- Data related to individual participants of mobility programmes is accessible to their sending institution/organisation, which has access to the backend licence management system OLS and which can then decide on its use.
- For EVS volunteers, the results will not be communicated to the other organisation(s) in the project.

Whenever possible, data will be processed in an anonymous manner, especially if transferred to third-parties for research purposes.

Other data submitted by mobility participants on the OLS (e.g., messages in forums, online discussions and threads, files and pictures) are only visible to other registered users related to the area of the platform where they have been uploaded. However, the administrator of such areas may decide to make part of the data publicly available. In this case, the registrant has the right to delete the information concerning him/herself.

9.2.3 How do we protect and safeguard your information?

The collected personal data and all related information are stored on secured servers of the service provider (Altissia) for the duration of the contract with the Consortium.

The operations of the service provider's computer centres contractually abide by the European Commission's security directives and provisions established by the Directorate of Security for these kinds of servers and services. The standard security measures exist for the site hosting the Altissia servers, i.e. the most recently patched and updated operating system and software, antivirus protection, firewall, regular security auditing and network security scans, applied IT security policy, vulnerability testing and intrusion detection system.

9.2.4 How can you verify and rectify your information?

To exercise your rights, such as the right of access and rectification of inaccurate or incomplete personal data, you may do this yourself online. You may also contact the Controller (see below under 10.2.6).

9.2.5 How long do we keep your data?

Data related to statistics and research purposes is kept for the entire duration of the OLS. At the end of the contract, the Consortium will hand over all information and data to the EACEA and will not keep a copy of confidential information, documents and personal data in any format.

In case the mobility participant profiles are automatically deactivated or deleted, no data will be visible to other OLS users. Data will be kept only in an anonymous form that does not allow for personal identification. If users with a deactivated or deleted profile want to continue using the platform (i.e. in case of another mobility programme), they will need to register again. The data remain solely for research and monitoring purposes at the disposal of the EACEA, the European Commission, NAs and Erasmus+ sending institutions/organisations, Altissia, on behalf of the Consortium, and other third-parties under the authorisation of the Data Controller in an aggregated format.

9.2.6 Contact information

The data processing operations fall under the responsibility of the Data Controller:

Head of Unit A1 – Erasmus+: Schools, Prospective Initiatives, Programme Coordination

Executive Agency Education, Audiovisual and Culture

Office: BOU2 01/017

Avenue du Bourget 1

1049 Brussels

Belgium

For any questions on your rights and the exercise of your rights related to the processing of personal data (like access and rectification of your personal data), please feel free to contact the Controller of the OLS at this address: EACEA-EPLUS-OLS@ec.europa.eu

9.2.7 Recourse

In case of conflict on any Personal Data Protection issue, you can contact the Controller at the above-mentioned address and functional mailbox. You can also contact the EACEA's Data Protection Officer at the following e-mail address: eacea-data-protection@ec.europa.eu.

Should the conflict not be resolved by the Controller or the Data Protection Officer you may lodge a complaint with the European Data Protection Supervisor at any time:

Website – http://www.edps.europa.eu;

Email – edps@edps.europa.eu.

9.2.8 Legal basis

The main legal basis for the processing of personal data is:

(a) Article 4 of Commission Decision 2009/336/EC of 20 April 2009 setting up the Education, Audiovisual and Culture Executive Agency for the management of European Community action in the fields of education, audiovisual and culture in application of Council Regulation (EC) No. 58/2003 (OJ L 101 of 21.4.2009, p. 21);

(b) Article 5 (e) of the 'Erasmus+': the European Union programme for education, training, youth and sport established by Regulation (EU) No. 1288/2013 of the European Parliament and of the Council of 11 December 2013 and repealing Decisions No. 1719/2006/EC, No. 1720/2006/EC and No. 1298/2008/EC (OJ L 347 of 20.12.2013, pp. 50–73).

9.3 Copyright

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9.4 Contact

You can contact the site owner by e-mail via the contact form on the website or at its head office via the following address:

CLL, Place de l'Université 25 – 1348 Louvain-la-Neuve – Belgium

You can contact the web provider at their headquarters:

OVH, 2 rue Kellermann – 59100 Roubaix – France

9.5 Cookies

To make this site work properly, we sometimes place small data files called cookies on your device. Most big websites do this too.

What are cookies?

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you do not have to keep re-entering them whenever you come back to the site or browse from one page to another.

How do we use cookies?

Some elements and videos embedded in our pages use a cookie to anonymously gather statistics on how you got there and what videos you visited.

Enabling these cookies is not strictly necessary for the website to work but it will provide you with a better browsing experience. You can delete or block these cookies, but if you do so then some features of this site may not work as intended.

The cookie-related information **is not used to identify you** personally and the pattern data is fully under our control. These cookies are not used for any purpose other than that described herein.

How to control cookies?

You can **control and/or delete** cookies as you wish – for details, see aboutcookies.org. You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences each time you visit a site and some services and functionality may not work.

9.6 OLS Code of Conduct

By registering on the OLS you agree with the basic principle that the OLS is a community of mobility participants based on trust and cooperation.

It is strictly prohibited to use the OLS for commercial purposes. Any company, initiative, event or software with a commercial intent will be removed.

The OLS team cares about the mobility participants and will make sure that any abuse of the above code of conduct is not tolerated.

We wish you a great language training experience with Erasmus+ OLS!