Frequently Asked Questions

for

Mobility Participants

September 2015

Questions and Answers on the Erasmus+ Online Linguistic Support (OLS)

[Intro]

This document is structured as follows:

PART I. Frequent General Questions and Answers on the Erasmus+ OLS

PART II. Frequent Technical Questions and Answers on the Erasmus+ OLS

If your question regards your **participation in the Erasmus+ OLS** and it is not included in Part I, you are kindly invited to contact your higher education sending institution or your EVS or VET coordinating organisation, as relevant.

If your question regards **technical issues** and you can't find the answer in Part II, please contact the Erasmus+ OLS technical support team by clicking on the "Contact us" button at the top of the page http://erasmusplusols.eu.

For further information on Erasmus+, we invite you to visit the official Erasmus+ website or contact the National Agency managing the Erasmus+ programme in your country.

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Questions and Answers on the Erasmus+ Online Linguistic Support (OLS)

PART I. General Questions and Answers on the Erasmus+ OLS

General Questions

What is the Erasmus+ Online Linguistic Support (OLS)?

Erasmus+ is the new European Union programme for education, training, youth and sport for the period 2014-2020. Erasmus+ offers opportunities to study, train, gain work experience or volunteer abroad and one of its strategic objectives is to strengthen linguistic skills and support language learning.

The Online Linguistic Support (OLS) has been designed to assist Erasmus+ participants in improving their knowledge of the language in which they will work, study or volunteer, before and during their stay abroad, to ensure a better quality of learning mobility.

As a lack of language competence remains one of the main barriers to the participation in European education, training and youth mobility opportunities, the OLS makes linguistic support accessible in a flexible and easy way.

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

These are the main mobility languages for around 90% of all Erasmus+ participants. The goal is to progressively expand the OLS system to all EU official languages by 2020. For those participants whose main mobility language is not yet available in the OLS, linguistic support will be provided either through the organisational support grant (for Higher Education students) or through specific grants for linguistic support (for EVS volunteers and VET learners).

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[1] Please note that Joint Master Degree students are not eligible.

The OLS is a unique, easily accessible online environment through which participants to the Erasmus+ programme who meet the above criteria can assess their knowledge of the mobility language and follow an interactive language course at their own pace, if they wish to do so. The OLS also features additional opportunities for collaborative and peer learning, such as live coaching on a variety of topics for small groups of learners (tutoring sessions) or for broader groups (MOOCs), in addition to a moderated forum for learners to exchange and support each other during their mobility experience.

Who can benefit from the Erasmus+ OLS?

The OLS is currently available for:

• Higher education students going on mobility for studies (3-12 months) or traineeships ⬈ (2-12 months) between Programme Countries.

• Young volunteers undertaking a European Voluntary Service (EVS) (2-12 months).

• Vocational Education and Training (VET) learners participating in a mobility of at least one month.

Higher education students, EVS volunteers and VET learners that have one of the following as their main mobility language can benefit from the OLS:

• German (DE)
• English (EN)
• Spanish (ES)
• French (FR)
• Italian (IT)
• Dutch (NL)

These are the main mobility languages for around 90% of all Erasmus+ participants. The goal is to progressively expand the OLS system to all EU official languages by 2020.

For those participants whose main mobility language is not yet available in the OLS, linguistic support will be provided either through the organisational support grant (for Higher education students) or through specific grants for linguistic support (for EVS volunteers and VET learners).

Why are we using the Erasmus+ OLS?

The Erasmus+ OLS has been designed to assist Erasmus+ participants in improving their knowledge of the language in which they will work, study or volunteer, before and during their stay abroad, to ensure a better quality of learning mobility.

As a lack of language competence remains one of the main barriers to the participation in European education, training and youth mobility opportunities, the OLS makes linguistic support accessible in a flexible and easy way.

What is the added value of the Erasmus+ OLS language assessment?

The OLS language assessment provides Erasmus+ participants with an easy and simple way to assess their proficiency in the language they will mostly use to study, work or volunteer during their mobility abroad. By taking the OLS language assessment, they will be able to determine both their overall level in the language and their detailed performance in each language area (reading comprehension, listening comprehension, grammatical competence, semantic competence and lexical competence), with final scores in line with the [Common European Framework of Reference for Languages (CEFR)](#).

The OLS language assessment is also a quick way for participants to assess whether they might need additional linguistic support, in order to make the most of their exchange abroad.

The OLS language assessment is compulsory. Higher education students must take the OLS language assessment before their departure as it is a prerequisite for the exchange. However, in no case will the results of the assessment prevent them from taking part in the mobility activity. On the contrary, participants will have the chance to follow a language course, in order to improve their level and be best prepared for their mobility.

By taking the second OLS language assessment upon return from their mobility, Erasmus+ participants will have the possibility to evaluate how their language level has developed during their stay abroad. Additionally, the second OLS language assessment helps participants to quantify their own progress. After having taken each of the OLS assessments, participants will be able to save and print their language assessment results for further reference.

Aggregated data of the OLS language assessment and courses will be utilised by the European Commission for statistical purposes, in order to assess the impact of mobility activities and of the Erasmus+ programme on strengthening linguistic skills.

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

The advantages of the Erasmus+ OLS language courses can be summarised in a few words: *à la carte* exercises, where and when you want them. Thanks to unlimited access, it is possible to use the language courses both day and night, and study as much as you want, at your own pace. As no installation is required, the Erasmus+ OLS language courses can be followed from any computer or tablet, provided that the device is connected to the Internet. To make the best possible use of the course, please make sure that your loudspeakers are turned on, or your headphones plugged in.

Each user is assigned a personalised training programme. However, you are entirely free to choose the modules you find useful and follow them at your own pace and in the order of your choice. Animations and videos based on real life allow you to practise your listening comprehension, reading comprehension, writing and speaking skills.

Currently, the number of licences for OLS language courses made available by the European Commission covers all Erasmus+ mobility participants using one of the OLS languages as their main mobility language. This means that every mobility participant who takes the OLS language assessment has the chance to follow an OLS language course and improve their language skills, if they wish to do so.

How does the Erasmus+ OLS work?

The OLS provides participants in Erasmus+ long-term mobility activities (Key Action 1) with the opportunity to assess their knowledge of the main mobility language, before and after their stay abroad. If they so wish, participants also have the opportunity to follow an online language course to improve their language level, before and during their mobility.

With the exception of native speakers, compulsory OLS language assessments must be undertaken both before and at the end of the mobility period in order to monitor the progress made in language competence. For Erasmus+ Higher education students, except in duly justified cases, taking the OLS language assessment before their departure is a prerequisite for the exchange. However, the results of the language assessment will not prevent them from taking part in the mobility activity.

Based on their results, participants also have the opportunity to follow an online language course before and during their stay abroad in order to improve their language competence, if they so wish.

Access to the course includes live coaching: tutoring sessions, MOOCs, a moderated forum, and more.

Is there any opportunity for mobility participants to learn a language beyond Erasmus+ OLS?

For Erasmus+ mobility participants whose main mobility language is not yet available in the Erasmus+ OLS, linguistic support is provided either through the organisational support grant (for Higher education students) or through specific grants for linguistic support (for EVS volunteers and VET learners).

For higher education, Erasmus+ OLS and on-site language courses funded by the Programme's Organisational Support exclude each other in case they cover the same scope. If they have a different scope, for example if the on-site language course aims at developing intercultural competences and learning about the receiving country's culture, it could be allowed. In any case, it is up to the sending institution/organisation to evaluate whether following an on-site course is of added value for the mobility, considering that the mobility participant will have already followed an Erasmus+ OLS language course.

Language Assessment

When is the Erasmus+ OLS language assessment compulsory?

Higher education students

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

If you are a higher education student or trainee who has already been selected for an Erasmus+ mobility with one of the above as your main language of mobility, your higher education sending institution will provide you with access to the OLS to take a language assessment and, if you wish to do so, follow an online language course. In this case, you will receive an email with a login and a

password to access the OLS. For further information, please contact your higher education sending institution.

European Voluntary Service (EVS) Volunteers

For EVS volunteers, the Erasmus+ OLS language assessment is compulsory for all mobilities of at least two months having one of the following languages as the main language for volunteering: German, English, Spanish, French, Italian and Dutch (except native speakers). In order for long-term EVS volunteers to get access to the OLS, the applicant has to request linguistic support in the project application form.

EVS volunteers taking part in projects receive a login and a password to access the platform from the project coordinating organisation. We invite you to contact your coordinating organisation to ask about linguistic support.

Vocational Education and Training (VET) Learners

For VET learners, since June 2015, the OLS language assessment is compulsory for all mobilities of at least one month, having one of the following languages as the main language of work: German, English, Spanish, French, Italian and Dutch (except native speakers).

When is the Erasmus+ OLS language assessment not compulsory?

Native speakers are exempt from taking the OLS language assessment (for a definition of native speaker, please refer to your sending institution or coordinating organisation).

If the main language of mobility is **not** German, English, Spanish, French, Italian or Dutch, the assessment will not be carried out via the Erasmus+ OLS language assessment. Please refer to your sending institution or coordinating organisation for information about linguistic support in other languages.

For further information on Erasmus+ OLS or other opportunities of linguistic support, we invite you to contact your Erasmus+ higher education sending institution or your EVS/VET coordinating organisation.

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

The Erasmus+ OLS language assessment (a first assessment to be taken before the mobility and a final assessment to be taken at the end of the mobility) is compulsory for all participants going on an Erasmus+ mobility for studies, traineeships or volunteering in another Programme Country, and

having one of the following languages as the main language of instruction, work or volunteering: German, English, Spanish, French, Italian and Dutch (except native speakers).

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

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

The online language assessment assesses your language skills - listening, reading and writing – in line with the [Common European Framework of Reference for Languages (CEFR)](#).

The Erasmus+ OLS language assessment evaluates five skills:

- Grammatical competence: the knowledge of and ability to use the grammatical resources of the language.

- Lexical competence: both the knowledge of and ability to use grammar and lexical items (words, stock phrases and idiomatic expressions).

- Semantic competence: the ability to determine the meaning of a series of words

- Listening comprehension: the ability to receive and process a spoken message produced by one or more speakers.

- Reading comprehension: the ability to understand and handle written texts.

The assessment consists of 70 questions and takes approximately 40 to 50 minutes. Results are saved and the assessment can be taken in several separate stages. The assessment is adaptive and uses a smart and progressive methodology: the difficulty of the questions is based on the answers to previous questions, so that your linguistic ability can be measured with a progressively increasing degree of precision. Thus, the higher your level is, the more precise your evaluation is since the questions refer to more specialised themes.

What happens to my Erasmus+ OLS language assessments results?

For Higher education students, results will not be communicated to the receiving institution or organisation. For EVS volunteers and VET learners, results will not be communicated automatically to other organisation(s) in the project. Only you and the institution in charge of your selection or coordinating your EVS project receive the results of your language assessments.

The results of the Erasmus+ OLS language assessments do not prevent anyone from taking part in the Erasmus+ mobility programme. Results may be used by the sending institution or coordinating organisation to identify the participants most in need of linguistic support.

For Higher education students, and in cases where the language level recommended by the receiving organisation is not reached, a discussion takes place between the student and the higher education institution to discuss any support needed by the student.

If your language level does not change during your stay abroad, it will have no direct, negative consequences for your participation in the Erasmus+ programme – however, to make the most of your stay abroad, you should be dedicated to learning the language of your studies, work or volunteering activities.

The European Commission might use aggregated data of language assessment results for statistical purposes, in order to assess the impact of the programme.

Does the Erasmus+ OLS offer any official certificate?

After taking the Erasmus+ OLS assessment, you will be able to view, save and print your language assessment results, based on the Common European Framework of Reference for Languages (CEFR).

The Erasmus+ OLS language courses cover all skills of language learning tested in exams such as the FCE, TOEIC, TOEFL, CNaVT, Goethe or DALF. You will not receive any official certification or diploma for your participation in an OLS language course; however, you will have the possibility to download a *record of participation* for having attended the OLS language course.

The main objective of the OLS is indeed for you to be best prepared, in order to make the most of your mobility period abroad.

For Higher education students: it is up to your Higher education sending institution to decide whether to award ECTS credits for your participation in the OLS. We invite you to contact your sending institution for further information.

For EVS volunteers: once you have completed your second assessment, you can attach the results page to your Youthpass certificate.

Can native speakers in the mobility language take the OLS assessment in another language?

It is compulsory for participants to take the OLS language assessment in the main language of instruction, work or volunteering foreseen for their mobility (provided that it is covered by the OLS). However, if the participant is a native speaker or has knowledge of the main mobility language

equivalent to C2 level, the sending institution may provide him/her with the possibility to follow an OLS language course in the language of the country instead.

Language Courses

How can I follow the Erasmus+ OLS language courses?

Higher education students

Higher education students who have attained a result between CEFR levels A1 and B1 in the first OLS language assessment of their main language of instruction or work are automatically invited to follow the OLS language course in that language. It is up to them to make the most of this opportunity.

Vocational Education and Training (VET) Learners and European Voluntary Service (EVS) Volunteers

The Erasmus+ sending institutions and coordinating organisations decide which participants they invite to follow an Erasmus+ OLS language course, based on the individual linguistic competence and needs. Sending institutions/coordinating organisations are automatically notified of completed language assessments and following this notification, they decide whether and to whom to grant access to OLS language courses, taking into account the results of the first language assessment.

All mobility participants

Mobility participants who have attained a result between CEFR levels B2 and C2 in the first OLS language assessment of their main language of instruction or work will be able to either, follow an OLS language course in their main language of instruction or work, or in the local language, provided that the language is available in the OLS, if they wish to do so. It will be up to the sending institution/organisation to indicate this choice directly in the OLS.

If you are invited to follow an Erasmus+ OLS language course, you will receive a notification by email. Starting from the date you receive the email notification, you have one month to log in to the Erasmus+ OLS website and start your language course.

What are the Erasmus+ OLS language courses like?

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

Erasmus+ OLS language courses are based on three key learning principles:

- Immersion: language skills are developed and strengthened via intensive exposure to multimedia animation; simulations of real-life everyday situations and by featuring native speakers exclusively.

- Practice: a language is learned by listening, reading, writing and speaking. You will practise all these aspects in concrete situations from everyday and working life.

- Spiral learning: each subject is introduced progressively, is regularly revised and serves as a reference during the language course.

Lessons generally begin with realistic videos and animations which relate to daily and professional contexts, in order to allow you to learn words and phrases most needed.

You can then memorise vocabulary through interactive flash cards, improve pronunciation by listening to your recordings, practise your vocabulary and develop spelling through dictation, as well as improve your understanding with the listening exercises. Thanks to the grammar section, you can also strengthen your grammatical skills and knowledge of the rules.

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

For complete beginners, the Erasmus+ OLS offers an *A1 Introduction* level course, in order to learn the first words of a new language.

For learners who have basic knowledge of the language, *A1* level classes are available in most sections: grammar, vocabulary and pronunciation.

Courses focusing on business language and points of view (learning to speak like a native speaker) are more suited to people who already have a fair command of the language; but there is nothing to stop beginners from following them, as they always have access to the full content of the platform.

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

In addition to the general course modules (vocabulary, grammar, pronunciation, and argumentation), the Erasmus+ OLS language courses also offer professional course modules: *Meetings*, *Job Courses* and *Correspondence*. These courses focus on language used in a working environment. The emphasis

is on assimilation and the use of key expressions required for effective communication in a number of professional contexts. The English language course also offers a *Banking* section which teaches you how to handle common situations which you might encounter while opening a bank account, requesting a credit card or receiving financial advice.

How can I get help from a teacher or interact with other learners?

The Erasmus+ OLS language courses offer several types of interaction with both tutors and other learners through *live coaching*:

- *Videos sessions* based on the model of *Massive Open Online Courses* (MOOCs) are offered weekly and announced on the homepage of the OLS. These courses are open to an unlimited number of learners. Video recordings of previous MOOC sessions are also available on the webpage.

- *Tutoring sessions* are small sessions in groups of 1 to 6 participants, which allow direct interaction with a teacher. Both themed and "free" sessions are available.

- The *Forum* allows learners to support each other, facilitates collaborative learning, and is moderated by tutors who provide learning tips and answer questions raised by participants.

What is the OLS "Live Coaching"?

Live coaching (tutoring sessions and MOOCs) is available for three levels (A, B, C): levels A1 and A2, B1 and B2, and C1 and C2 are therefore respectively merged. *Live coaching* can be accessed via the "*Live Coaching"* tab of the Erasmus+ OLS language courses.

Tutoring sessions are either thematic, i.e. focused on a specific theme, or '*free'*. '*Free sessions*' allow participants to choose topics and aspects of the language on which they wish to work. Thanks to the small class size (1 to 6 participants), the tutoring sessions ensure that they focus on the learners' specific needs. With a little luck, it might even be possible to have one-to-one tutoring.

MOOCs are ½ hour classes aimed at specific subjects. Tutors will 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 or share your views with the other participants attending the session.

Who are the tutors for the "Live Coaching"?

A pool of 80 tutors across the six current languages is available to assist and support you through your learning. Tutors are native speakers with a degree in languages and have a minimum of three years' professional experience teaching their mother tongue as a foreign language.

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

Can tutors provide answers to my questions?

Tutors can provide answers to your specific questions, both during the *tutoring sessions* and via the *forum* section. Questions asked in the forum will be answered within 24 working hours.

Is there a limit to the "Live Coaching" sessions I can attend?

There is no limit to the number of scheduled MOOCs in which you can participate, or to the number of interactions on the *Forum*.

However, a credit system exists for tutoring sessions. You are assigned a number of credits based on the duration of your Erasmus+ mobility, with one tutoring session credited for every two weeks of mobility. Each credit is valid for 30 minutes of participation in a tutoring session. For example, a student participating in 12-week Erasmus+ mobility receives six credits, which allow him/her to attend six tutoring sessions.

How will my data be treated?

Your data will be stored and protected as presented below:
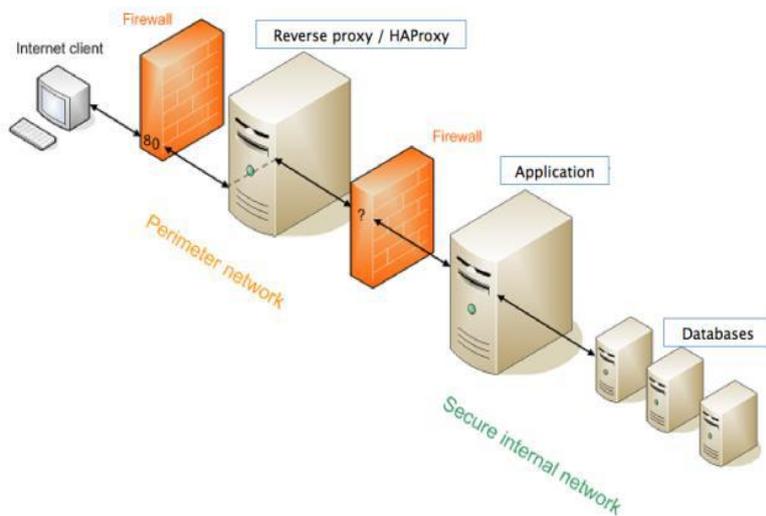
Your data (e.g. country of mobility, mobility period, etc.) may be used by National Agencies and the European Commission for monitoring and statistical purposes.

This is in compliance with Regulation (EC) N° 45/2001 [234 KB] of the European Parliament and of the Council of 18 December 2000. Websites which require such information treat it according to the policy described in the Regulation mentioned above in specific privacy policy statements. The OLS privacy policy statement is available in the participant area. You have to read and agree to the privacy policy in order to proceed with your registration on the Erasmus+ OLS website.

Additionally, all data with regards to participants of Erasmus+ mobilities - according to the contractual terms and conditions between the EACEA and the service provider - remains EU property which the service provider cannot use nor distribute.

Finally, no cloud solution will be implemented and data is stored in private servers.

PART II. Technical Questions and Answers on the Erasmus+ OLS

General issues

What can I do to avoid Erasmus+ OLS emails being flagged as spam?

The Erasmus+ Online Linguistic Support has been optimized to ensure that emails sent by the OLS are not treated as spam by the most frequently used web-based email services in Europe. Despite this, and especially if you encounter problems with receiving emails from the Erasmus+ OLS, we suggest you follow the instructions below, in order to ensure that you receive these emails.

If you use a **web-based email service** such as Google mail, Yahoo, Hotmail, Mail, or Yandex, we suggest you take the following action:

- Add [*support@erasmuplusols.eu, noreply@erasmusplusols.eu*] to your contacts list;

- If emails from the OLS have already ended up in your spam folder, please indicate them as "not spam" in order to make sure that any subsequent emails from the OLS are received in your inbox.

If you use an **email client program** such as Microsoft Outlook, Mac Mail, or Mozilla Thunderbird, you can add senders of legitimate emails to your *Whitelist*, also called the *Approved* or *Safe Sender list* in order to ensure the proper delivery of system emails from the Erasmus+ OLS to your inbox (such as the credentials for the first log-in into the OLS).

Please follow the instructions below to ensure that emails from the Erasmus+ OLS are received:

• For Microsoft Outlook 2003: Check your spam folder. Open the email message from the sender you want to add to your address book. Right-click on *Click here* to download images in the grey bar at the top of the message. Click *Add Sender to Senders Safe List*.

• For Microsoft Outlook 2007: Check your spam folder. Right-click on the email you received (in the list of emails). Click *Junk email*. Click *Add Sender to Safe Senders List*.

• For Microsoft Outlook 2010: Click the *Home* tab. Click *Junk*. Click *Junk email Options*. Click *Safe Senders*. Click *Add*. Enter [*support@erasmuplusols.eu, noreply@erasmusplusols.eu*] and additional information if you wish. Click *OK*.

• For Mac Mail: Click *Address Book*. Click *File*. Click *New Card*. Enter [*support@erasmuplusols.eu, noreply@erasmusplusols.eu*] and additional information if you wish. Click *Edit*.

• For Mozilla Thunderbird for PC: Click *Address Book*. Make sure *Personal Address Book* is highlighted. Click *New Card*. This will launch a *New Card* window that has 3 tabs: *Contact, Address & Other*. Under *Contact*, enter [*support@erasmuplusols.eu, noreply@erasmusplusols.eu*] and additional information if you wish. Click *OK*.

• For Mozilla Thunderbird for Mac: Click *Address Book*. Make sure *Personal Address Book* is highlighted. Click *New Card*. This will launch a *New Card* window that has 3 tabs: *Contact, Address & Other*. Under *Contact*, enter [*support@erasmuplusols.eu, noreply@erasmusplusols.eu*] and additional information if you wish. Click *OK*.

What are the hardware and software requirements to take the Erasmus+ OLS language assessments and courses?

You only need a computer (or tablet) with an internet connection in order to connect to the Erasmus+ OLS website and to take the OLS language assessments and courses. The Erasmus+ OLS is completely online, and therefore does not require the installation of any third party software. Before accessing the language assessment or the language course, the system automatically checks if your computer meets the minimum requirements. This check includes your screen resolution, browser, multimedia software (Adobe Flash or HTML 5) and agreement to the use of cookies.

When taking the language assessment, you should be equipped with a headset or loud-speakers in order to undertake the listening exercises.

When taking an online language course, it is recommended that you are equipped with a microphone for the optimal use of the video conferencing system used during MOOCs and tutoring sessions.

Adobe Flash must be installed in order to follow the tutoring sessions. Before accessing the language course, the system automatically checks if Adobe Flash is installed on your computer and you will be notified should your computer not meet this requirement.

The Erasmus+ OLS is widely compatible with the most frequently used web browsers, plug-ins, operating systems and applications. It has been developed using standard-compliant codes in order to ensure that the Erasmus+ OLS works well in a wide variety of environments and with a variety of devices, ranging from the newest to the oldest and from the most basic to the most sophisticated.

The Erasmus+ OLS is compatible with the main operating systems and internet browsers:

- Operating system: Microsoft® Windows® 2000, XP, Vista or Seven; Mac OS X® 10.1.

- Internet browser: Internet Explorer® (version 7 and higher), Firefox® (version 3 and higher), Chrome®, Safari®, Android® 4.0 and higher, and iOS® 6 and higher.

How to enable cookies in my browser?

The Erasmus+ OLS website requires the use of cookies to operate properly. Some elements and videos embedded in the pages use cookies to anonymously gather statistics on how you got there, which videos you viewed, etc. Enabling these cookies is not strictly necessary for the website itself to work properly, but it will provide you with a better browsing experience. You can delete or block these cookies; however, please note that in that case, some features – such as the log-in to access the language assessment and courses – may not work as intended, and you may be unable to log in. It does not, however, affect the functionality strictly necessary for the website to work properly. Therefore, despite the deletion or blocking of cookies, it is still possible to access the language assessment and language courses.

If you are using Firefox, please follow these instructions: *Enable cookies on Firefox*.

If you are using Internet Explorer 7 or 8, please follow these instructions: *Enable cookies on Internet Explorer*. If you want to enable cookies for the OLS, enter the following address in the configuration: **.erasmusplusols.eu*.

Should you be using Internet Explorer 9 or higher, please follow these instructions: *Enable cookies on Internet Explorer*. If you want to enable cookies for the OLS, please enter the following address in the configuration: **.erasmusplusols.eu*.

Log-in issues

What can I do if I haven't received my log-in information for the Erasmus+ OLS?

User credentials for the Erasmus+ OLS are automatically sent out by the Erasmus+ OLS system by email, once your sending institution or organisation invites you to take a language assessment or a language course.

Please contact your sending institution or organisation to check whether you have been invited to take an Erasmus+ OLS language assessment.

If your sending institution or organisation has confirmed they have sent you an invitation for the language assessment or the language course, but you have not received it, first check whether the email is in your spam folder. If not, please contact the OLS technical support team.

Do I need to activate my Erasmus+ OLS account?

Before being able to access the Erasmus+ OLS language assessments and courses, you first need to activate your Erasmus+ OLS user account. To do so, please follow the link provided in the invitation email with your log-in credentials.

Once you have activated your Erasmus+ OLS account, go to the following URL to access the Erasmus+ OLS home page: http://erasmusplusols.eu. To access the login page, click on the "*Login*" button (at the top right corner of the page) and enter the log-in credentials you have received by email.

What can I do if I forget my password?

In case you do not remember your password, click on "Forgot your password?". If you still encounter problems, please contact the Erasmus+ OLS technical support team by clicking on the "Contact us" button (at the top right corner of the page).

What can I do if the site automatically logs me out?

The Erasmus+ OLS website automatically disconnects users after 30 minutes of inactivity. If disconnections are more frequent, please contact the Erasmus+ OLS technical support team by clicking on the "Contact us" button at the top of the page.

Can more than one person log in to the same account at the same time?

Each access is personal and allows you to access your private account on the Erasmus+ OLS. The system automatically detects if a second person logs in at the same time and with the same login and password; and immediately disconnects both users.

What can I do if my access to the Erasmus+ OLS expires?

Licences for using the Erasmus+ OLS expire when you have not activated them within the time frame set by your sending institution or organisation. This means that, after a certain date, you will no longer be able to access the Erasmus+ OLS in order to take your language assessment or language course. This date is set by your sending institution or organisation and indicated in the invitation email that you have received.

Language courses are accessible for the duration of your mobility, but you need to activate your licence within one month of receipt of the invitation. So, for example, if you go on an Erasmus+ mobility with a duration of six months, you need to access the language course within one month after receiving the invitation. You then have access to the Erasmus+ OLS language course for the same duration of the mobility period (e.g. six months), starting from the activation of your licence, thus for six months from your first access to the language course.

If your access expires unexpectedly, please contact your sending institution/organisation for further information.

For how long does my Erasmus+ OLS account remain active?

Your Erasmus+ OLS account remains active for 12 months after your last connection to the OLS platform.

How can I change my mobility period dates?

You need to log in to your account and edit your profile in order to change your mobility period dates.

The invitation date of your second (final) language assessment will be affected by any change to the mobility end date, as set in your profile.

If you are eligible to take a language course, please note that the course licence start date and period have been calculated based on the initial mobility period start and end dates entered in your profile.

Language assessment

Do I have to indicate my time zone in 'My profile'?

Indicating your time zone is important for the live coaching of the Erasmus+ OLS language course. The selected time zone should correspond to the country where you are based while taking your language course.

How can I change the interface language of the Erasmus+ OLS language assessment?

The interface language of the Erasmus+ OLS website and language assessment is English by default. The interface language of the language assessment can be changed on the OLS website by using the scroll-down menu at the top of the screen before taking the language assessment. For the current release, six interface languages are available: German, English, Spanish, French, Italian and Dutch. As of September 2015, all 24 languages of the European Union will be available as interface languages for the OLS language assessment.

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

The language assessment is composed of five sections in the following order: grammar, vocabulary, key communicative phrases, listening comprehension and reading comprehension. The language

assessment must be carried out in this sequence and it is not possible to change the order of the sections.

Do I need to complete my Erasmus+ OLS language assessment in one go?

At any time during the language assessment, you can save your assessment and resume it at a later stage, although only completed sections are saved. Also, please keep in mind that once you have completed the assessment and received your results, you cannot repeat the assessment.

Are the correct answers displayed upon completion of my Erasmus+ OLS language assessment?

While you are taking the language assessment, the system does not display the correct answers. The OLS does not show the correct answers in order to prevent misuse of the assessment.

Once you have finished the language assessment, your overall score and detailed results by section are displayed on the screen. A copy of these results is also sent to you by email. You may save and print your results by clicking on the *"Save and print your evaluation report"* button.

Can I take my Erasmus+ OLS language assessment more than once?

The Erasmus+ OLS language assessment can be taken only once. As soon as you have completed the assessment, you are instantly shown and sent your results.

However, should you be leaving for another Erasmus+ mobility, you will again be requested to take both Erasmus+ OLS language assessments.

Will I be informed about when to take my second (final) Erasmus+ OLS language assessment?

You will receive an automatic email from the OLS inviting you to take your second language assessment, as well as weekly and daily reminders to make sure that you do not miss your second Erasmus+ OLS language assessment. This invitation is sent to you 15 days before the end of your Erasmus+ mobility period.

Please make sure that the end date of your mobility period is correctly entered in your user profile, in order to ensure that you receive the invitation to your second language assessment in due time.

When can I take my second (final) language assessment?

 Invitation emails to take the second language assessment are automatically sent out by the Erasmus+ OLS system on the 15th or 16th of the end month of your mobility period, as indicated in your profile.

Please first connect to your account (using your login and password) and check that your mobility period start and end dates are correctly entered in your profile. You should correct them if necessary.

I missed the language assessment deadline, what should I do?

If you missed the **first** (**initial) language assessment** deadline (before your mobility period), please inform your sending institution. In this event, only your Erasmus+ Coordinator can help you further.

If you missed the **second (final) language assessment** deadline (when returning from your mobility period):

- Login to Erasmus+ OLS website.

- Check the bottom of the page to see if the "Start the language assessment" button is available.

If it is, you are still able to take the language assessment.

If your second (final) OLS language assessment is no longer available to you and you have not yet started it, you can change your mobility end date in your Erasmus+ OLS profile. You will then receive another invitation to take the second (final) Erasmus+ OLS language assessment on the 15th or 16th of the month indicated as your new mobility end date.

Why do I still receive email reminders after taking the first (initial) Erasmus+ OLS language assessment?

If you have completed the first (initial) Erasmus+ OLS language assessment and your results were displayed, please don't worry, they have been saved in the system.

You may still receive Erasmus+ OLS email reminders in the following cases:

- You received the email reminder for the first (initial) Erasmus+ OLS language assessment shortly after having completed it. Please disregard this reminder.

- The email reminder is about the second (final) Erasmus+ OLS language assessment if you are in the last month of the mobility period recorded in your profile. If this date is incorrect, please change it in your profile as soon as possible.

- The email reminder is about the Erasmus+ OLS language course that you have been invited to.

Is there a difference between the first and the final Erasmus+ OLS language assessments?

There is no difference between the first (prior to the mobility period) and the second (upon return from one's mobility) Erasmus+ OLS language assessments. However, the assessment is adaptive and therefore the questions might be different. Because both assessments are based on the same principles, it is possible to measure the improvement of your language skills during your mobility period.

Language courses

For how long do I have access to the Erasmus+ OLS language course?

The validity period of your access to the Erasmus+ OLS language course corresponds to the duration of your Erasmus+ mobility (based on the start and end dates of your mobility period, as specified in your user profile). The validity period begins upon your first connection to the language course. Expiration may therefore not correspond to the actual date of return from your Erasmus+ mobility programme.

However, if you have made a mistake in your profile or if you have extended your mobility, you are able to modify the mobility end date in your user profile. This change will extend, to a maximum of 12 months, the validity period of your access to the language course.

Can I extend my subscription to the Erasmus+ OLS language course if it has expired?

You cannot extend your subscription to the Erasmus+ OLS language course once it has expired.

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

The Erasmus+ OLS online language course is available for the duration of your Erasmus+ mobility stay, seven days a week, 24 hours a day. You may choose the time which suits you best to follow the Erasmus+ OLS language course. You can access the online language course on any computer or electronic device, provided that it has an internet connection.

Do I have to complete a minimum of the Erasmus+ OLS language course exercises?

You may follow as many of the Erasmus+ OLS language course modules as you find useful for your individual linguistic needs, and complete as many exercises as you wish to, for the improvement of your language skills.

Please note that you commit to following the online language course when you sign/signed your Erasmus+ mobility grant agreement. If you are unable to follow the online language course, you should immediately inform your sending institution or organisation and avoid connecting to the OLS. This is due to the fact that sending institutions and organisations can only invite a limited number of mobility participants to follow the Erasmus+ OLS language course. Being granted access to the Erasmus+ OLS language course is therefore a unique opportunity to improve your skills in the working language of your mobility programme.

How many hours do I have to work in order to make progress?

All Erasmus+ OLS language course users have unlimited access for the duration of their Erasmus+ mobility period. Therefore you can connect for as many hours as you wish. It is also possible to view your connection history by clicking on the "gear" icon at the top right of the homepage. Select *History* to view your log-in history, *Statistics* to view your learning performance, and *Scores* to see your results in the different exercises. You may also download a *Record of Participation* which states how many hours you have attended the Erasmus+ OLS language course.

The Erasmus+ Online Linguistic Support recommends studying at least two hours per week on the language course.

The more time and effort you invest, the more progress you can achieve. It is also advisable to have daily contact with the language. Reading newspaper articles, listening to the radio, watching TV in the target language allow you to make even more progress.

What can I do if the video animations do not load?

Some modules present video animations to give you an initial introduction to the module. If you encounter problems with these video animations, please check whether your connection speed is fast enough. If the problem persists, please contact the Erasmus+ OLS technical support team.

What can I do if I have problems with the sound?

Some modules include video animations and listening comprehension exercises. For these and other types of multimedia exercises, it is important that sound (loudspeakers or headphones) is enabled and works properly, so that you can benefit from these activities. If you encounter problems with the sound, please first make sure that the volume is turned up and check that the "mute" button is off (with Internet Explorer: *Start Menu> Settings> Control Panel> Sounds and Audio Devices*). If you use a headset, check that it is correctly plugged into the device. Finally, connect to another website (e.g.

www.youtube.com) to see whether this is a general problem with your computer. If the problem persists, please contact the Erasmus+ OLS technical support team.

What is the voice recognition feature?

The voice recognition is an advanced tool that allows you to practise your pronunciation. You can record your pronunciation and compare it with the pronunciation of native speakers. Please note that you need a microphone in order to record your voice.

What can I do if words are not translated into my language in the vocabulary lists and flashcards?

In the vocabulary lists and flashcards, terms are translated into your interface language in order to help you understand them better, and ultimately learn them. It might happen that words are not translated into your language in the vocabulary list in cases where your learning language corresponds to your interface language. For example, if you are learning English and you have also selected English as your interface language, words in the vocabulary list are not translated into any other language. You can change your interface language in the top bar of your screen (the drop-down menu) in order to show translations of vocabulary.

Can I print the Erasmus+ OLS language course material?

It is possible to download and print the grammatical rules and the vocabulary lists of each lesson.

How can I book a MOOC or tutoring session?

You can easily book a MOOC or tutoring session on the Erasmus+ OLS language course dashboard. Please click on the "*Live coaching*" button at the top of the page and follow the instructions.

Is there a user guide available for the Erasmus+ OLS language courses?

There are indeed user guides for mobility participants available on the http://erasmusplusols.eu website, for both language assessments and language courses.