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Online Linguistic Support

**Technical Questions and Answers on the  
Erasmus+ Online Linguistic Support  
Licence Management System, Language  
Assessment and Language Course**

**February 2019**

This document covers the main **technical questions and answers for beneficiaries (BENs)** regarding the Erasmus+ Online Linguistic Support Licence Management System, language assessment and language course.

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

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

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

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## Licence Management System General Features

### Whom should I contact if I have technical questions about the Licence Management System?

If you have technical questions related to the Licence Management System, please contact the [Technical Support Team](#). You should receive a reply within 1-2 working days.

For all other queries, please contact your national agency who will transfer the enquiry to the EACEA OLS functional mailbox.

### Which languages are available in OLS?

OLS is available in 24 official EU languages. Please note that the new language courses introduced in 2016, 2017 and 2018 are only available at certain levels as described in the table below.

Languages	Language assessment available	Language course available
English, German, French, Italian, Spanish, Dutch	Yes	Yes – all levels
Portuguese	Yes	Yes – up to B2 level
Czech	Yes	Yes – up to A2 level
Bulgarian, Danish, Greek, Finnish, Croatian, Hungarian, Polish, Romanian, Slovak, Swedish	Yes	Yes – up to A1 level
Estonian, Lithuanian, Latvian, Slovenian	Yes	Yes – up to A1 level
Irish Gaelic, Maltese	Yes	No

### Who is behind OLS?

OLS is provided by a consortium made up of CLL Centres de Langues, the Université Catholique de Louvain (UCL) and ALTISSIA. Together, they responded to the call for tender for the Erasmus+ OLS.

Learn more by watching this [video](#).

### Where can I find promotional material for OLS?

A promotional toolkit for national agencies and beneficiaries can be found on the *Home* page of the Licence Management System (first screen after you log in) which includes informative videos, presentations, leaflets, postcards and more.

To promote OLS, the European Commission is running a promotional campaign on social media via the official EU Erasmus+ [Facebook](#) and [Twitter](#) accounts. Beneficiaries are invited to share these posts to increase the visibility of OLS.

### **Where can I find information about the language assessment and courses?**

Practical information about the language assessment and language courses, FAQs and informative videos can be found on the [OLS public website](#).

### **How can I get access to the Licence Management System?**

Once a national agency (NA) validates a project in OLS, the respective beneficiary (BEN) contact person will receive their personal credentials by email which will allow them to access the Licence Management System. If you are the contact person and have not received your login credentials by email, please check with the NA to ensure that they have validated your contact details. At present, it is not possible for NAs to resend personal credentials to BENs. If the BEN contact person forgets their access credentials, they can be reset by clicking on the *Forgot your password?* link on the OLS website.

### **Whom should I contact about allocating licences to a project?**

If you are the contact person and notice that there are no licences available in the Licence Management System, please contact your national agency (NA) as they must first validate the allocation of language assessment and course licences for the project.

If you have any additional questions related to the allocation of language assessment and course licences, please contact your NA.

### **Can I create additional users (secondary contact persons) in OLS?**

Beneficiaries are able to create additional users, named 'secondary contact persons', in the Licence Management System. This functionality allows you to create additional users with the same rights as the main contact person. The creation of additional users can be done under the *Project Contact Persons* tab. Please consult the [BEN User Guide](#) for further information. All users/secondary contact persons benefit from the same rights and functionalities in the Licence Management System. This means that secondary contact persons may create new secondary contact persons, allocate licences to mobility participants and receive notification emails from OLS.

National agencies can also create secondary contact persons linked to projects. The main OLS contact person is always notified by email when a secondary contact person is created.

### **What should I do if the contact person has not received their login credentials for OLS?**

If you are the contact person and have not received your login credentials by email, please check with your national agency (NA) to ensure that they have validated your contact details. If the NA has already validated your contact details in OLS, please check your spam folder. Alternatively, you can request a new password by clicking on the *Forgot your password?* link on the OLS website.

### **Can I manage several projects in OLS?**

It is possible to manage several projects in OLS as you might be working with more than one national agency (NA) to cover different fields (higher education, VET and Youth) and/or you might have more than one project or mobility consortia projects.

The OLS system relies on the project number to identify projects. Therefore, no confusion can occur if your contact email is shared by multiple projects or NAs. The OLS system is capable of keeping these projects separate and only granting access to beneficiary contact persons who are entitled to have access.

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

### **Can my contact information be modified in OLS?**

Your contact information is indicated by national agencies (NAs) in EPlusLink when allocating OLS licences to a project. The contact information can therefore only be modified by NAs in EPlusLink. NAs are required to check that their beneficiaries' contact information (name, phone number, email address) is correct prior to validating a project in OLS.

If the main OLS contact person at your institution/organisation would like to share the workload with a colleague, it is advisable to create additional users (secondary contact persons) under the *Project Contact Persons* tab.



If the contact information of the main OLS contact person has changed or the main OLS contact person has left your institution/organisation, please inform your NA and request that this information is updated in EPlusLink.

## Is it possible to change the interface language in the Licence Management System?

The OLS Licence Management System is only available in English.

## Can I change the duration of the mobility as indicated by mobility participants in OLS?

The start and end date of the mobility (indicated by month/year e.g. 07/2018 for July 2018) is indicated by the participant when filling out their user profile the first time they access OLS.

In the *Licence Usage per Participant* screen of the Licence Management System, you can view and modify the start and end date of the mobility as indicated by the participant in their OLS user profile, as well as the duration of mobility as calculated by the system.

To edit the mobility period, click on the date and a calendar will appear allowing you to select the correct date. Once all modifications are introduced in the system, mobility participants will be notified in due course of their updated mobility period in their mobility profile.

Mobility participants can also change the end date of their mobility themselves at any time directly in their OLS profile. Changing the end date of the mobility has an impact on the length of time mobility participants have access to the language course (access is extended or reduced), as well as the date of the second language assessment.

## Can I have access to the language assessment and language courses offered by OLS?

In June 2017, all Erasmus+ beneficiaries with a 2017 OLS project received OLS licences for demonstration and instruction purposes. This will be repeated with every new call. The licence allows you to access an OLS assessment and course so that you can familiarise yourself with the platform and help mobility participants make the best use of all OLS functionalities.

Under each call, each beneficiary institution/organisation receives **1 language assessment** (including a first and final language assessment) and **1 language course per project**, in the language of their choice.

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

Any unused licences can be reallocated by the respective national agency (NA) to another beneficiary. For further information on this, please contact your NA.

## Can I export information available in the Licence Management System?

It is possible to export all information available in the Licence Management System in the form of Excel files for the *Licence Allocation to Participants – Course*, *Licence Usage per Participant*, *Expired Projects*, and *Expired Licences* screens. To do this, click on the button in the top right corner of the



screen ( ). For more information on this process, please see the [BEN User Guide](#) which is available in the Licence Management System.

## Will improvements be made to the Licence Management System?

The development of new functionalities and improvements to the Licence Management System are ongoing. With each version, new functionalities are added to facilitate and assist the work of beneficiaries and national agencies.

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

## Are OLS and Mobility Tool+ linked?

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

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

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

There is a risk of dropout among those mobility participants who have been selected for a mobility and have taken the assessment, and those who actually start and/or complete their mobility. It is the responsibility of each beneficiary to minimise the number of dropouts as much as possible.

## The Erasmus+ OLS Licence Management System: Language Assessment

### How can I invite mobility participants to take the language assessment?

To invite mobility participants to take the language assessment, you will need to allocate a language assessment licence. To do this, copy the mobility participants' email addresses in the Licence Management System and paste them under the *Assessment Licence Allocation to Participants* tab, in the field reserved for this purpose. It is advisable to group together all participants who will be tested in the same language. In such cases, please separate each email address with a semi-colon ';' or a comma ','.

Before being able to send the language assessment invitations, the email addresses need to be validated. This can be done by clicking on *Validate emails*. The Licence Management System then checks if the structure of the email address or addresses entered is correct, however, it cannot confirm whether certain email accounts do in fact exist. These steps will need to be repeated if participants are tested in additional languages.

The process of inviting mobility participants to take the language assessment is explained in further detail in the [BEN User Guide](#), available to beneficiaries on the *Home* screen of the Licence Management System.

### Can a mobility participant be invited to take the language assessment more than once with the same email address?

You can invite mobility participants to take the language assessment with the same email address for several mobility periods. A participant who is taking part in more than one Erasmus+ mobility can use OLS for each mobility (especially if they are in different languages).

If mobility participants have already had access to an OLS language course in the same language, their progress will be saved and access to the course will be extended up to the new mobility end date to ensure continuity in their learning.

## Can I allocate assessment licences to anyone who wishes to use OLS voluntarily?


The OLS language assessment is compulsory for Erasmus+ participants (HE, VET and Youth) whose mobility lasts at least 2 months, and who have one of the available OLS languages as their main language of instruction, training or volunteering. Since June 2015, VET learners participating in a mobility of at least 19 days can also take the language assessment. OLS language assessment licences must therefore only be allocated to mobility participants who correspond to the above criteria, and may not be allocated to anyone else.

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

## What should I do if I am unable to allocate assessment licences and the summary box shows 0 licences?

National agencies must first validate the licence allocation to beneficiaries' projects in OLS before you as a beneficiary can start assigning licences to mobility participants. If the summary box in the Licence Management System shows 0 licences, this is either because the respective national agency has not validated the project, or because the national agency has not allocated any licences to you as the beneficiary. In such cases, the national agency must be informed in order to take appropriate action, such as validating the project or allocating licences to you and thereby ensuring that you can allocate licences to mobility participants.

## Can I cancel an invitation to take the language assessment after it has been sent to a mobility participant?

It is possible to cancel language assessment invitations for participants who have not yet accessed OLS. This operation is done via the *Licence Usage per Participant* screen by clicking on the red *Cancel* button (  ) next to the participant's data. Upon pressing the *Cancel* button, the system will ask you to confirm that you want to cancel the invitation. Once the cancellation is confirmed, the mobility participant can no longer use the invitation or access OLS. A notification email is automatically sent

to the mobility participant concerned informing them that their language assessment has been cancelled.


This process is explained in further detail in the [BEN User Guide](#), available in the OLS Licence Management System. In this user guide, the process is explained step-by-step with screenshots.

### **Is it possible to remove a mobility participant from the Licence Management System?**

It is not possible to remove a mobility participant from the Licence Management System.

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

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

1) If the deadline (specified by you) for taking the language assessment has not yet passed and the participant has not yet accessed OLS, it is possible to re-send the invitation to the same mobility participant. This can be done on the *Licence Usage per Participant* screen by clicking on the blue *Resend invitation* () button next to the participant's data. Upon pressing this button, the system will ask you to enter the new deadline by which the participant must complete the assessment. After having clicked the *Send* button, the mobility participant will receive the initial invitation asking them to take the language assessment. Please note that the *Resend invitation* functionality is only available for those participants whose deadline to take the language assessment has not passed.


2) If the deadline for taking the language assessment has passed and the mobility participant has never accessed OLS, the licence allocated to the mobility participant will automatically be returned to the Licence Management System. Returned licences are visible in the *Remaining assessment licences* count on the *Licence Allocation to Participants - Assessment* page, and can be used again. You can then proceed to invite the participant to take the language assessment using the standard procedure.

The *Expired licences* tab was added to facilitate the monitoring of mobility participants who have missed the deadline to take the first language assessment or the deadline to start following the language course. You can also re-invite mobility participants to take the first language assessment or access the language course from this tab. The process of resending invitations from the *Expired*

*licences* screen is explained in greater detail in the [BEN User Guide](#) available on the Licence Management System *Home* page.

3) If the deadline for taking the language assessment has expired, and the mobility participant has accessed but not completed the language assessment, the licence is considered as having been used. In order to re-invite the participant, you must use an extra licence.


### **Can an email address be modified once a licence has been allocated and the invitation has been sent out?**

Email addresses that have already been validated cannot be modified because an invitation email is automatically sent to the mobility participant which includes their access to the OLS language assessment. If you accidentally send an invitation to the wrong person, you can cancel the initial invitation **providing the recipient has not yet accessed OLS**. This operation is done via the *Licence Usage per Participant* screen by clicking on the red *Cancel* button () next to the participant's data. Upon pressing the *Cancel* button, the system will ask you to confirm that you want to cancel the invitation. The licence is then returned to the Licence Management System and the participant can be invited using the correct email address. To re-invite the participant, simply go to the *Licence Allocation to Participants – Assessment* screen and invite the participant in the usual way by entering the email address, validating it, choosing the language and deadline, and finally sending the invitation.

If an invitation is sent to the wrong email address and that person has accessed OLS, the process described above can no longer be followed because the licence has been activated and counts as having been used. In such cases you will need to re-invite the correct participant with a new licence.

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

The language of the assessment cannot be changed for invitations that have already been sent out. You can, however, get around this issue by cancelling the initial invitation for the wrong language and re-sending a new invitation **providing the recipient has not yet accessed OLS**.

This operation is done via the *Licence Usage per Participant* screen by clicking on the red *Cancel* button () next to the participant's data. Upon pressing the *Cancel* button, the system will ask you to confirm that you want to cancel the invitation. The licence is returned to the Licence Management System and the participant can be re-invited to take the language assessment in the correct

language. To re-invite the participant, simply go to the *Licence Allocation to Participants – Assessment* screen and invite the participant in the usual way by entering the email address, validating it, choosing the language and deadline, and finally sending the invitation.

If an invitation to the language assessment indicating the wrong language has been sent to the mobility participant, and this participant has accessed OLS, the process described above can no longer be followed because the licence has been activated and counts as having been used. In such cases you will need to re-invite the participant to access the assessment in the correct language with a new licence.

### **How long do students have to complete the first and second language assessment?**

When you allocate a language assessment licence to a mobility participant, the Licence Management System will ask you to specify the deadline by which the mobility participant is requested to complete the first language assessment. The timeframe can vary from days to months, depending on the circumstances. This deadline is communicated to the participant in the invitation email and in the reminders for the first language assessment.

The deadline for mobility participants to complete the second language assessment is indicated in the email which invites them to take the second assessment. It has been agreed with the national agencies and beneficiaries that mobility participants should be informed that they have a limit of 15 days to complete the second language assessment in order to encourage them to complete it as soon as possible. In reality, this access remains active for 3 months from the invitation email or 75 days after the end of the indicated mobility end date.

**Participants who obtained a score of C2 in the first language assessment are not required to take a second language assessment.**

### **Are mobility participants reminded that they have to complete the first and second language assessments?**

Once you have assigned language assessment licences to mobility participants they are reminded by email, on a weekly basis, of the first language assessment that they have to complete. The number of reminder emails that mobility participants receive depends on the deadline for the language assessment set by you as the beneficiary. Nevertheless, final reminders are sent everyday 5 days prior to the deadline.



For the second language assessment (at the end of the mobility), participants are frequently reminded to take the assessment every 5 days until the end date of their mobility.

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

### **What happens to language assessment licences that have expired?**

If the mobility participant does not access the first language assessment by the deadline specified by you in the Licence Management System when you allocated the licence, it will expire. Expired licences are returned to the Licence Management System.

The *Expired Licences* tab was added to the Licence Management System to facilitate the monitoring of mobility participants who have missed the deadline to take the first language assessment or the deadline to start following the language course. From this tab, you can also re-invite these mobility participants to take the first language assessment or access a language course.

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

The invitation to complete the second language assessment is automatically sent to mobility participants 15 days before the end of the mobility period, as indicated in the participant's OLS user profile. You therefore do not have to invite mobility participants to take the second language assessment. **Please note that Erasmus+ mobility participants who scored C2 in their first language assessment do not have to take a final language assessment.**

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

Should you receive complaints from your mobility participants that they have not yet received the invitation for the second language assessment, please consider checking their mobility period on the *Licence Usage per Participant* screen. Mobility participants sometimes forget which month they have

indicated as their mobility end date and therefore expect to receive the invitation to the second language assessment in the wrong month.

### **Can I resend the invitation to take the second language assessment?**

It is not possible to resend the invitation for the second language assessment to mobility participants. Mobility participants are frequently reminded of their second language assessment, and our aim is to limit the burden on beneficiary institutions/organisations by sending automated emails to mobility participants who have not yet completed their second language assessment.

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

If mobility participants do not receive an invitation to the second language assessment due to technical issues (e.g. emails being listed as spam), they can still access the second language assessment using the same credentials that they received for the first language assessment, provided that their access has not expired. Invitations are automatically sent to mobility participants 15 days prior to the end of their mobility.

### **What happens to the licence if a mobility participant does not take the language assessment?**

Mobility participants are automatically sent an invitation to complete the first language assessment once the beneficiary allocates a licence to them in the Licence Management System. If the mobility participant chooses to ignore the invitation despite the reminders, or for technical reasons does not access OLS at all, this licence is automatically returned to the Licence Management System and can be viewed under the *Expired Licences* tab. You are able to directly reallocate these unused licences to the same or other mobility participants.

### **What happens if a mobility participant does not complete the language assessments?**

The OLS language assessment is compulsory for all participants who go on an Erasmus+ mobility to study, train or volunteer in another programme country, and have one of the available OLS languages as the main language of instruction, training or volunteering (except native speakers).

For higher education students, it is also a prerequisite for the mobility. The sending institution/organisation can decide whether to make the payment for the final instalment of financial

support subject to the completion of the final OLS language assessment at the end of the mobility. This should be specified in article 6.3 of the grant agreement. **Please note that Erasmus+ mobility participants who scored C2 in their first language assessment do not have to take a final language assessment.**

### **Will I be notified if mobility participants have not completed the language assessment?**

You are not notified if mobility participants have not completed the first or second language assessment. It is, however, possible for you to check if mobility participants have completed the language assessments in the monitoring screen.

Should you wish to receive an email notification each time a mobility participant completes the first language assessment, please consult the [BEN User Guide](#).

### **Will I be notified if mobility participants have completed the first language assessment?**

It is possible to receive a notification for every mobility participant that has completed the first language assessment. This functionality can be useful if you are a VET or Youth beneficiary and want to be notified of completed first language assessments so that you can invite your mobility participants to the language course (automatic language course allocation only applies to higher education institutions).

Should you wish to receive an email notification each time a mobility participant has completed the first language assessment, please consult the [BEN User Guide](#) for further instruction.

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

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

### **Can a participant use OLS for more than one mobility?**

A participant who is taking part in more than one mobility may be required to use OLS for each mobility (especially if they are in different languages). Therefore mobility participants can use the

same email address for multiple mobility periods. This means that beneficiaries can invite mobility participants to use OLS with the same email address for several mobility periods.

If mobility participants have already had access to an OLS language course in the same language, their progress will be saved and access to the course will be extended up to the new mobility end date as to ensure continuity in their learning.

### **Who receives the results of the language assessments?**

The results which are provided according to the [Common European Framework of Reference for Languages](#) (CEFR) are displayed to mobility participants on the screen as soon as they complete the language assessment. The results provide mobility participants with an overall level e.g. A1, A2 etc., as well as a breakdown for each of the competency areas tested in the assessment. Mobility participants can also print out a *pdf* document, and are sent the results by email.

Higher education sending institutions, VET sending organisations and Youth co-ordinating organisations can see the results of their mobility participants' language assessments on the *Licence Usage per Participant* monitoring screen in the Licence Management System.

For higher education students, the results are not communicated to the receiving institution/organisation. For EVS volunteers and VET learners, the results will not be automatically communicated to other organisations in the project. However, mobility participants are free to send the results to them if they wish to do so.

The results of the language assessment do not prevent participants from taking part in an Erasmus+ mobility. The language assessment is not a selective tool and should not be used to select mobility participants, but rather to identify those most in need of linguistic support.

### **Do I need to share the mobility participants' results in the first language assessment with the receiving institution/organisation?**

Receiving institutions/organisations do not see the results of the mobility participants' first language assessment unless the mobility participants wish to share this information. The OLS language assessment is not a selective tool and should not be used to select mobility participants, but rather to identify the mobility participants most in need of linguistic support. In the inter-institutional agreements and learning agreements, sending institutions/organisations ensure that outgoing mobility participants have the recommended language level. If the commitment of the sending

institution/organisation is not fulfilled, it is up to the receiving institution/organisation to re-discuss the inter-institutional agreements.

### **Can a mobility participant repeat the language assessment with the same licence?**

Language assessments can only be completed once and cannot be repeated. As soon as the mobility participant has completed the assessment, they are instantly shown the results.

### **Is the language assessment recognised as an official diploma or certificate?**

The OLS language assessment is not recognised as an official diploma or certificate. The language assessment is an online test and, as such, it is not possible to control the conditions in which the assessment is taken. If beneficiaries are considering issuing official certificates to their mobility participants for having completed the language assessment, we would recommend that they ask their participants to take the assessment in a controlled environment, such as a university lecture hall, under supervision and within a set time limit.

### **Is there a user guide available to mobility participants for the language assessment?**

User guides for mobility participants are available on the [OLS website](#). These user guides cover both language assessments and language courses. They are also available to Beneficiaries on the *Home* page of the Licence Management System.

## Erasmus+ OLS Licence Management System: Language Courses

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

To simplify the management of language course licences and reduce the workload for beneficiaries, higher education mobility participants who have obtained a result between CEFR levels A1 and B1 in their first language assessment are automatically allocated a language course licence.

Since June 2015, this applies to higher education mobility participants who have completed their first language assessment. As a higher education institution, you do not need to take any further action in the Licence Management System for those participants. The language course allocated is the same as the mobility language chosen for the assessment. Course licences are automatically deducted according to the total course licences allocated. Therefore, participants with a level of B1 or below no longer appear on the *Licence Allocation to Participants – Course* screen, however, they continue to be listed on the *Licence Usage per Participant* screen.

If you do not have sufficient language course licences that can be automatically allocated to mobility participants, a warning appears on the *Home* page of the Licence Management System. The warning will inform you that the automated language course allocation failed. If this happens, please contact your respective national agency.

Please note that higher education mobility participants who have obtained a result between CEFR level B2 and C2 in their first language assessment are not automatically allocated a language course licence.

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

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

On the *Licence Allocation to Participants – Course* screen, you can see those mobility participants who have obtained a result between CEFR level B2 and C2 in their first language assessment and are able to manually select the language of the courses for these participants. This process is explained in detail in the [BEN User Guide](#) available in the OLS Licence Management System.

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

Mobility participants who obtain a result between CEFR level B2 and C2 will appear on the *Licence Allocation to Participants – Course* screen of the Licence Management System. Beneficiaries can allocate language course licences to selected mobility participants by clicking on the *Allocate* button.

This process is explained in detail in the [BEN User Guide](#) available in the Licence Management System.

Beneficiaries should keep in mind the available languages as well as their levels when deciding to assign language course licences to mobility participants who have achieved relatively high results in their language assessment.

Languages	Language assessment available	Language course available
English, German, French, Italian, Spanish, Dutch	Yes	Yes – <b>all levels</b>
Portuguese	Yes	Yes – <b>up to B2 level</b>
Czech	Yes	Yes – <b>up to A2 level</b>
Bulgarian, Danish, Greek, Finnish, Croatian, Hungarian, Polish, Romanian, Slovak, Swedish	Yes	Yes – <b>up to A1 level</b>
Estonian, Latvian, Lithuanian, Slovenian	Yes	Yes – <b>up to A1 level</b>
Irish Gaelic, Maltese	Yes	No

## How long does a mobility participant have access to the language course for?

Mobility participants have access to the language course for a total of 13 months. The validity period begins when the participant connects to the language course for the first time, and lasts until the end of the mobility when the second language assessment becomes available. The start and end dates of the mobility are indicated by the mobility participant in their OLS user profile. Mobility participants can modify the end date of the mobility to allow for continued access to the language course, however, access to the course cannot exceed a total of 13 months.

## Can the access period to the language course be changed?

Mobility participants can modify the end date of the mobility to allow for continued access to the language course, however, access to the course cannot exceed a total of 13 months. The start and end dates of the mobility can be modified by the mobility participant by clicking on the edit icon (



) on the *Welcome* page.

## What happens if participants do not appear on the *Licence Allocation to Participants - Course* screen of the Licence Management System?

It is only once mobility participants have completed their first language assessment that their names appear in the *Licence Allocation to Participants - Course* screen of the Licence Management System.

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

## Is there a User Guide available to mobility participants for the language course?

User guides for mobility participants are available on the [OLS website](#). These user guides cover both language assessments and language courses. These user guides are also available to beneficiaries on the *Home* page of the Licence Management System.



## Monitoring

### How can I monitor licences used by mobility participants?

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

For active projects (projects that have not yet reached their contractual end date), it is possible to monitor the usage of assessment and course licences via the *Licence Usage per Participant* screen. On this screen, you can retrieve information on every mobility participant which can also be sorted by alphabetical, chronological or numerical order by clicking on the column title. This process is explained in detail in the [BEN User Guide](#).

Expired projects (projects that have reached their contractual end date), can be viewed via the *Expired Projects* screen. The *Expired Projects* tab was added to facilitate the management of past projects and mobility participants. This allows current projects to be kept separate from expired projects (i.e. those that have reached their contractual end date). When projects have expired, their content is moved to this screen.

For projects that have expired, it is no longer possible to invite mobility participants to take the first language assessment. However, mobility participants that have been invited to take the first language assessment before the project end date are able to take the first and second language assessment, and you are still able to invite them to follow a language course via the *Expired Licences* tab. Please see the [BEN User Guide](#) for more information.

### Can I monitor how much time a mobility participant spends using the language course?

You can actively monitor how much time a mobility participant spends using a language course. This can be done in the *Licence Usage per Participant* screen. On this screen, you are able to access information on when each mobility participant accessed the language course for the first time, and also how much time the participant has spent on the platform.

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

## **Can higher education institutions differentiate between SMS/SMP mobilities in the monitoring screens?**

A variable was introduced for higher education (HE) projects that allows HE institutions to identify mobility participants undertaking SMS or SMP mobilities in the *Licence Usage per Participant* screen.

Please be aware that it is the HE students who indicate whether they undertake a SMS or SMP mobility in their OLS mobility profile. Should the information for individual students indicated in the *Licence Usage per Participant* screen not be correct, please ask your students to correct it in their OLS mobility profile.

## Youth/VET specific answers on language assessment and course licences

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

### Online assessment

If ...	Can an online assessment be granted/changed?	When
... an assessment is not requested in the application form	Yes	Any time (if enough licenses are available at NA level and in line with, if relevant, procedures for amendment)
... a volunteer drops out or is replaced and the licence granted has already been used	The NA needs to allocate a new licence in EPlusLink	ASAP after new volunteer is identified (if enough licenses are available at NA level)
... a volunteer drops out or is replaced and the licence granted has not been used	Yes, unused assessment licence can be withdrawn by the beneficiary from the original participant in OLS (by cancelling the invitation or by waiting for it to expire) and transferred to the new volunteer	ASAP after new volunteer is identified

## Online course

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

\*Please be aware that language courses are linked to the language assessment. Only those participants who have completed the first language assessment can therefore follow an OLS language course.

If the volunteer drops out after having taken the first language assessment, the replacement volunteer needs to be allocated both a language assessment and a language course licence.

Please also note that no participant can receive a grant for linguistic support and an OLS course as this would be considered double-funding. If you have very few/no licences left, please contact your NA.

Contact info reminder: EACEA EPLUS OLS [EACEA-EPLUS-OLS@ec.europa.eu](mailto:EACEA-EPLUS-OLS@ec.europa.eu)

## Guidelines for the new OLS languages

Please note that some language courses are only available at certain levels.

Languages	Language assessment available	Language course available
English, German, French, Italian, Spanish, Dutch	Yes	Yes – <b>all levels</b>
Portuguese	Yes	Yes – <b>up to B2 level</b>
Bulgarian, Danish, Greek, Finnish, Croatian, Hungarian, Polish, Romanian, Slovak, Swedish	Yes	Yes – <b>up to A1 level</b>
Czech	Yes	Yes – <b>up to A2 level</b>
Estonian, Latvian, Lithuanian, Slovenian	Yes	Yes – <b>up to A1 level</b>
Irish Gaelic, Maltese	Yes	No

Because the level of the participant is not known at the application stage, beneficiary organisations who wish to provide linguistic support in the language levels which are not covered should request a grant for linguistic preparation (€150).

Based on the assessment results, some participants may wish to follow an OLS language course instead of making use of the grant.

Please refer to the table below for the different cases in which this can be done.

	<i>Is it possible to grant an OLS language course licence in one of the new languages (Bulgarian, Czech, Danish, Greek, Finnish, Croatian, Hungarian, Polish, Portuguese, Romanian, Slovak, Swedish, Czech, Estonian, Latvian, Lithuanian, Slovenian, Irish Gaelic, Maltese)?</i>	<i>Is an amendment to the grant agreement needed?</i>
<b>Case 1. an OLS language course licence was initially allocated by the NA to the beneficiary</b>	1a. the participant was invited to follow an OLS language course in one of the <b>six initial languages</b> (English, German, French, Italian, Spanish, Dutch) and has already started it	No. Only one OLS language course can be granted per participant, per mobility.
		n/a

<b>organisation</b>	<b>1b.</b> the participant was invited to follow an OLS language course in one of the <b>six initial languages</b> (English, German, French, Italian, Spanish, Dutch) and <b>has not started the course yet</b>	Yes. If the participant wishes to follow a language course in one of the new languages instead (e.g. because they already have a level equal or higher than B2 in the other language), the beneficiary can cancel the initial invitation and invite the participant to follow a language course in one of the new languages	No
<b>Case 2.</b> a grant for linguistic preparation (€150) was initially awarded by the NA to the beneficiary organisation	<b>2a.</b> the grant for linguistic preparation has been partially or fully used	No. A licence for an OLS language course cannot be allocated	n/a
	<b>2b.</b> the grant for linguistic preparation <b>has not yet been used</b>	Yes. The grant for linguistic preparation can be turned into an OLS language course. The initial grant amount cannot be transferred to any other budget category and will be recovered at the final report stage	No
<b>Case 3.</b> neither an OLS language course nor a grant for linguistic preparation were initially awarded by the NA to the beneficiary organisation		Please contact your NA	No