



HvA | Erasmus+ student handbook 2018-2019

Erasmus+ is the EU funding programme for education. Students at the Hogeschool van Amsterdam (HvA) have the opportunity to participate in Erasmus+ and apply for an Erasmus+ grant for an international mobility period for studies or traineeship in one of the countries participating in the programme.

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NOTE: Erasmus+ forms

Use only HvA’s official Erasmus+ forms for application and participation in Erasmus+. The official forms are available at the International Office of the student’s HvA faculty and through the MijnHvA A-Z List: <https://az.hva.nl> (search for “Erasmus+”). Make sure to use the forms for the correct academic year.

NOTE: HvA mail address and spam folder

Students participating in Erasmus+ will receive important messages concerning the Erasmus+ grant in their HvA mailbox. It is important that a student checks his/her HvA mailbox on a regular basis (including the spam folder).

NOTE: Questions and contact

This document includes an FAQ section for questions concerning the Erasmus+ grant. For other questions and for assistance with the procedures and documents of the Erasmus+ programme students can contact the International Office of their HvA faculty (refer to [paragraph 6](#) of this handbook for contact details).

1. Conditions for participation in Erasmus+

In order to be eligible for participation in Erasmus+ HvA students must meet the following conditions. Before application a student needs to consult with the International Office at his/her HvA faculty in order to confirm that he/she meets all the conditions for Erasmus+.

Procedures and forms

- The student will use only HvA's official Erasmus+ forms for application and participation in Erasmus+. The official forms are available at the International Office of the student's HvA faculty and through the MijnHvA A-Z List (<https://az.hva.nl>) under "Erasmus+".
- For all signatures it is required to first print the designated form to paper and then sign by hand. Signatures that have been inserted by digital means or the use of copy-paste cannot be accepted.
- The student will hand in all required documents for the Erasmus+ grant in the correct manner, before expiration of the deadline for the designated form.

The student

- The student is enrolled in a bachelor degree programme at HvA and has paid his/her tuition fee.
- The student will check his/her HvA E-mailbox on a regular basis (including the spam folder). All messages concerning Erasmus+ will be sent to the student's HvA E-mail address. If the student fails to respond to or act on these messages in time it may affect his/her eligibility for participation in Erasmus+.
- At the time of the start of the mobility the student has obtained all 60 ECTS credits of the first year of his/her degree programme. I.e. the student must have fully completed the first year of his/her degree programme at HvA.
- The student holds a nationality different than the nationality of the destination country of the mobility.
- The student has, during his/her studies at HvA, never before participated in the Erasmus+ programme for mobility. The status of Erasmus+ student can be awarded only once during a student's studies at HvA.
- The student has been selected for participation in Erasmus+ and the Erasmus+ grant by the International Office of his/her HvA faculty.

The mobility period

- The mobility period is an integral part of the student's degree programme at HvA.
- The mobility period takes place in one of the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Turkey, United Kingdom.
- A mobility period for studies has a minimum duration of 3 full months. A mobility period for traineeship has a minimum duration of 2 full months. The maximum duration of the mobility period, either for studies or traineeship, is 12 months.
- (Applies only to mobility for studies): Mobility for studies takes place only within the framework of an Erasmus Inter-Institutional Agreement (IIA) established between the student's faculty at HvA and the receiving organisation. A list of IIA's is available at the International Office of the student's HvA faculty.
- (Applies only to mobility for studies): During mobility for studies the student will be a full-time student at the receiving organisation.
- (Applies only to mobility for traineeship): The weekly number of working hours during a mobility for traineeship will be equivalent to the destination country's standard for full-time employment.
- Well before the start of the mobility period the programme/activities during the mobility will be laid down in a Learning Agreement signed by the student, HvA and the receiving organisation.
- Upon successful completion of the programme/activities laid down in the Learning Agreement the awarded credits for these components will be recognised by HvA and will count towards the student's degree at HvA

2. Erasmus+ procedures - Checklist

BEFORE MOBILITY

- Step 1: Application Form**
 - Form 1.1 for studies / Form 2.1 for traineeship
 - The correct application form needs to be handed in at the International Office of the student's HVA faculty before the applicable deadline
 - Selection procedures may apply
- Step 2: First Language Assessment (OLS1)**
 - The student will receive an automated invitation by email with a link and log-in details
 - OLS1 needs to be completed before the deadline mentioned in the invitation
- Step 3: Learning Agreement (LA)**
 - Form 1.2 for studies / Form 2.2 for traineeship
 - The LA needs to be drafted and signed before the start of the mobility. A scan of the completed and signed LA needs to be sent to erasmus@hva.nl preferably 60 days before the start of the mobility. Later submission of the LA can be accepted, but may lead to delay of the payment of the Erasmus+ grant.
- Step 4: Grant Agreement (GA)**
 - After completion of steps 2 and 3 the Grant Agreement will be send to the student by email
 - A scan of the signed Grant Agreement needs to be returned to erasmus@hva.nl within 1 week

PAYMENT 1: An advance payment of the Erasmus+ grant is transferred after completion of steps 1 through 4

DURING

- Step 5: Changes to the Learning Agreement**
 - Form 1.2b for studies / Form 2.2b for traineeship
 - This step only applies in case of changes in the mobility programme
 - A scan of the completed and signed document needs to be send to erasmus@hva.nl within 6 weeks after the start of the mobility

AFTER MOBILITY

- Step 6: Statement of Receiving Organisation + Transcript of Records (ToR)**
 - Form 1.3 for studies / Form 2.3 for traineeship
 - The document needs to be filled in and signed during the final week of the mobility. A scan of the completed and signed document needs to be send to erasmus@hva.nl within 8 weeks after the end of the mobility and no later than 30 September 2019
- Step 7: Credit Recognition Document**
 - Form 1.4
 - This step only applies to studies
 - A scan of the completed and signed document needs to be send to erasmus@hva.nl within 8 weeks after the end of the mobility and no later than 30 September 2019
- Step 8: Final Language Assessment (OLS2)**
 - The student will receive an automated invitation by email with a link and log-in details
 - OLS2 needs to be completed before the deadline mentioned in the invitation
- Step 9: Online Participant Report (PR)**
 - The student will receive an automated invitation by email with a link and log-in details
 - The Participant Report needs to be completed before the deadline mentioned in the invitation

PAYMENT 2: The final payment of the Erasmus+ grant is transferred after completion of steps 5 through 9

Step 1: Application Form (Before mobility)

- *Use form 1.1 for studies / Use form 2.1 for traineeship.*
- **ACTION:** *The correct application form needs to be handed in at the International Office of the student's HvA faculty before the applicable deadline.*

There are separate application forms for Erasmus+ for studies or traineeship. Form 1.1 applies to studies and form 2.1 applies to traineeship. The student needs to complete the correct application form for his/her mobility period and send it by E-mail to the International Office of his/her HvA faculty before the applicable deadline (see schedule below). Incomplete forms or applications sent in after expiration of the applicable deadline will not be processed.

Start date of the Erasmus+ mobility	Deadline for application for the Erasmus+ grant
Between 1 August 2018 and 31 October 2018	1 June 2018, 13.00 hrs CET
Between 1 November 2018 and 31 December 2018	1 September 2018, 13.00 hrs CET
Between 1 January 2019 and 31 March 2019	1 November 2018, 13.00 hrs CET
Between 1 April 2019 and 31 July 2019	1 February 2019, 13.00 hrs CET

NOTE: These deadlines only apply to the Erasmus+ grant application. The HvA faculty may have an earlier deadline for registration for a mobility period in general. Students can contact their faculty's International Office for more information (refer to [paragraph 6](#) of this handbook for contact details).

NOTE: If the number of applications for the Erasmus+ grants exceeds the number of grants available, the HvA faculties will apply a [selection procedure](#) for participation in Erasmus+. Only students that have been selected by the International Office of their HvA faculty can be eligible for the Erasmus+ grant. For information about the exact procedures and criteria for the selection students can contact the International Office of their HvA faculty.

Step 2: OLS1 - First Language Assessment (Before mobility)

- *Online Language Assessment: Students who are required to complete the Language Assessment will receive an automated invitation by email with the link and log-in details.*
- **ACTION:** *The first Language Assessment needs to be completed before the deadline mentioned in the invitation and before the start of the mobility period.*

OLS, Online Linguistic Support (<https://erasmusplusols.eu>), is a European online platform that supports language learning for Erasmus+ mobility participants. Students that have been selected to participate in Erasmus+ are required to participate in an online assessment in the language of instruction/communication of their mobility period. The Language Assessment consists of two parts. The first Language Assessment needs to be completed before the start of the mobility. The final Language Assessment ([step 8](#)) is to be completed at the end of the mobility. Refer to [paragraph 4](#) of this handbook for more information about the online Language Assessments.

NOTE: OLS is only available in the official languages of the European Union. Students for whom the main language of instruction/communication during the mobility period is not one of the official languages of the European Union are not required to complete the Language Assessment and will not receive an invitation.

NOTE: The Language Assessment does not apply if the student is a native speaker of the main language of instruction/communication of the mobility period. Native speakers are not required to complete the Language Assessment and will not receive an invitation.

NOTE: When a student completes the First Language Assessment HvA will receive an automatic notification. It is therefore not necessary to send the results of the assessment to HvA.

Step 3: LA - Learning Agreement (Before mobility)

- Use form 1.2 for studies / Use form 2.2 for traineeship.
- **ACTION:** The Learning Agreement needs to be drafted and signed before the start of the mobility period. A scan of the completed and signed document needs to be sent to erasmus@hva.nl preferably at least 60 days before the start of the mobility. Later submission of the Learning Agreement can be accepted, but may result in delayed payment of the Erasmus+ grant.

Preferably at least 60 days before the start of the mobility the three parties involved (student, HvA and the receiving organisation) will draft and sign a Learning Agreement (form 1.2 for studies or form 2.2 for traineeship). The Learning Agreement describes the duration of the mobility period and the student's planned programme and activities during the mobility. By signing the Learning Agreement all three parties confirm that the programme and activities for the mobility have been approved and that the credits for the mobility will be recognised and will count towards the student's degree at HvA.

NOTE: In order to enable transfer of the advance payment before the start of the mobility, a scan of the completed and signed Learning Agreement has to be sent to erasmus@hva.nl at least 60 days before the start of the mobility. Later submission of the Learning Agreement can be accepted, but may result in delayed payment of the Erasmus+ grant.

NOTE: The Erasmus+ programme requires that the Learning Agreement is drafted and signed by all three parties before the start of the mobility period. If the Learning Agreement is not drafted and signed before the start of the mobility period, the Learning Agreement will not be processed and the mobility cannot be eligible for the Erasmus+ grant.

Step 4: GA - Grant Agreement (Before mobility)

- The Grant Agreement will be drafted and sent to the student's HvA mail address after completion of steps 2 and 3.
- **ACTION:** Within 1 week after receiving it the student needs to return a scan of the signed Grant Agreement to erasmus@hva.nl.

After the student has completed steps 2 and 3 of the procedures HvA will draft the student's Grant Agreement. The Grant Agreement outlines the mutual obligations and requirements for the Erasmus+ grant for both the student and HvA. Moreover, the Grant Agreement stipulates the maximum duration and the maximum grant amount for the mobility. The document needs to be signed by both the student and HvA. The Grant Agreement will be sent to the student's HvA mail address on weekdays between the 20th and the 26th of the month. After the student returns a signed copy of the Grant Agreement HvA will start the procedures for transfer of an advance payment of the Erasmus+ grant.

NOTE: The Grant Agreement will be sent to the student's HvA mail address on weekdays between the 20th and the 26th of the month. Within 1 week after receiving it the student needs to return a scan of the signed Grant Agreement to erasmus@hva.nl. Later submission of the signed Grant Agreement can be accepted but may result in delayed payment of the Erasmus+ grant.

Step 5: Changes to the Learning Agreement (During mobility)

- Use form 1.2b for studies / Use form 2.2b for traineeship.
- **ACTION:** In case of changes in the Learning Agreement the correct form needs to be filled in, approved and signed by all three parties involved within 4 weeks after the start of the mobility. A scan of the document needs to be sent to erasmus@hva.nl within 6 weeks after the start of the mobility.

When the student arrives at the receiving organisation it may occur that some elements of his/her programme need to be changed (for instance if a study course has been cancelled). If this is the case it is important that the student contacts the International Office at his/her HvA faculty as soon as possible to discuss revision of the Learning agreement. Any changes to the Learning agreement need to be documented in form 1.2b for studies or form 2.2b for traineeship. A scan of the completed and signed form needs to be sent to erasmus@hva.nl.

NOTE: This step only applies in case of changes in the mobility programme as laid down in the Learning Agreement.

Step 6: Statement of Receiving Organisation + Transcript of Records (After mobility)

- Use form 1.3 for studies / Use form 2.3 for traineeship.
- **ACTION:** A scan of the completed and signed form needs to be sent to erasmus@hva.nl within 8 weeks after the end of the mobility and no later than 30 September 2019.

During the final week of the mobility the student will ask the receiving organisation to complete and sign a Statement of receiving organisation (form 1.3 for studies or form 2.3 for traineeship). In this statement the receiving organisation confirms the actual start and end dates of the mobility period.

NOTE: The inclusion of the Transcript of Records only applies to Erasmus+ for studies. The Receiving Organisation can either include the Transcript of Records in form 1.3 or it can be added (later) as a separate document.

NOTE: If the official Transcript of Records mentions the start and end dates of the mobility period, it is not necessary to complete form 1.3. In that case it is sufficient to send only a scan of the official Transcript of Records to erasmus@hva.nl.

Step 7: Credit Recognition Document (After mobility)

- Use form 1.4 (only applies to studies).
- **ACTION:** A scan of the completed and signed document needs to be sent to erasmus@hva.nl within 8 weeks after the end of the mobility and no later than 30 September 2019.

After the mobility the student will hand in the Transcript of Records at the responsible person of his/her HvA study programme. The Responsible Person will then fill in and sign the Credit Recognition Document (form 1.4). By signing this Credit Recognition Document HvA confirms that the credits that the student received during the mobility will be recognised and will count towards the student's degree at HvA.

NOTE: The Credit Recognition Document only applies to Erasmus+ for studies.

Step 8: OLS2 - Final Language Assessment (After mobility)

- *Online Language Assessment: Students who are required to complete the Language Assessment will receive an automated invitation by email with the link and log-in details.*
- ***ACTION:** The final Language Assessment needs to be completed before the deadline mentioned in the invitation.*

At the end of the mobility period all students that are required to complete the online final Language Assessment will receive an automated E-mail with an invitation to complete the final Language Assessment.

For more information on the Language Assessment refer to [paragraph 4](#) of this handbook.

NOTE: The invitation for the final Language Assessment will be sent to the student's HvA mail address around the 15th of the end month that the student has entered in his/her OLS profile when he/she completed the first Language Assessment ([step 2](#)).

NOTE: The final Language Assessment only applies if the student was also required to complete the first Language Assessment ([step 2](#)).

NOTE: Students who achieved an overall score of C2 for the first Language Assessment ([step 2](#)) are not required to complete the final Language Assessment and will not receive an invitation to complete the final Language Assessment.

NOTE: When a student completes the Final Language Assessment HvA will receive an automatic notification. It is therefore not necessary to send the results of the assessment to HvA.

Step 9: PR - Online Participant Report (After mobility)

- *Online survey: The student will receive an automated invitation by email with the link and log-in details.*
- ***ACTION:** The online Participant Report needs to be completed before the deadline mentioned in the invitation.*

At the end of the mobility all students will receive an automated E-mail with an invitation to complete the Erasmus+ online Participant Report. The online Participant Report is an online survey on the student's experiences during the mobility. Completion of the online Participant Report is a mandatory part of Erasmus+.

NOTE: The invitation for the online Participant Report will be sent to the student's HvA mail address around the end date of the mobility period as laid down in the student's Learning Agreement and Grant Agreement (check the end date in the Learning Agreement/Grant Agreement).

3. Grant amount and payments

This paragraph describes the procedures for calculation of the Erasmus+ grant and the grant payments made to students.

Calculation of the Erasmus+ grant

The amount of the Erasmus+ grant is calculated according to three variables:

1. The activity: there are different grant amounts for studies or traineeship
2. The destination country
3. The duration of the mobility

The table below shows the different grant amounts per month and per day and the maximum total grant amounts.

Country	Studies		Traineeship	
	Grant per month / day	Max. total grant*	Grant per month / day	Max. total grant*
Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Macedonia, Poland, Romania, Slovakia, Slovenia, Turkey	€ 171 / € 5,70	€ 1026	€ 273 / € 9,10	€ 1638
Austria, Belgium, Cyprus, Germany, France, Greece, Italy, Malta, Portugal, Spain	€ 222 / € 7,40	€ 1332	€ 324 / € 10,80	€ 1944
Denmark, Finland, Iceland, Ireland, Liechtenstein, Luxembourg, Norway, Sweden, United Kingdom	€ 273 / € 9,10	€ 1638	€ 375 / € 12,50	€ 2250

*NOTE: The maximum total grant amount will only be awarded if the duration of the mobility is at least 6 months and 0 days.

Maximum total grant

The mobility period has a maximum duration of 12 months. However, regardless of the actual duration of the mobility period, the Erasmus+ grant will be awarded for a maximum of 6 months and 0 days. For any additional duration of the mobility period, in excess of 6 months and 0 days, no extra grant will be awarded (zero-grant).

Calculation of the provisional grant amount

Before the start of the mobility the information in the Learning Agreement ([step 3](#) of the procedures) is used to calculate a provisional grant amount. First the duration of the mobility is broken down to a number of months and a number of remaining days. Then the number of months is multiplied by the applicable monthly grant amount, and the number of days by the corresponding daily amount. The result is rounded off to whole euro's. The provisional grant amount cannot exceed the maximum total grant amount (see above) and will be laid down in the student's Grant Agreement ([step 4](#) of the procedures).

Calculation of the actual/final grant amount

After the end of the mobility and after the student has completed all the required procedures for Erasmus+ the information in the Statement of receiving organisation ([step 6](#) of the procedures) is used to calculate the actual duration of the mobility and the actual grant amount. The actual grant amount is rounded off to whole euro's and cannot exceed the provisional grant amount as laid down in the student's Grant Agreement.

Payment of the Erasmus+ grant

The Erasmus+ grant is transferred to the student's bank account in two parts. Before/At the beginning of the mobility the student will receive an advance payment of the Erasmus+ grant. After the end of the mobility the student will receive payment of any remaining part of the Erasmus+ grant (final payment).

Payment 1: Advance payment

After the student has returned a signed copy of the Grant Agreement to erasmus@hva.nl he/she will receive an advance payment of the Erasmus+ grant. The advance payment will be 70% of the provisional total grant amount, rounded up to whole euro's. The exact amount of the advance payment can be found in the student's Grant Agreement.

PAYMENT DATE: New Grant Agreements are sent out every month on weekdays between the 20th and the 26th. If a student sends the signed Grant Agreement back to erasmus@hva.nl within one week after receiving it, the advance payment will be transferred to the student's bank account around the 20th of the next calendar month.

Payment 2: Final payment

After the end of the mobility and after the student has completed all the required steps for the Erasmus+ grant (see paragraph 2 of this handbook) the student will receive payment of any remaining part of the Erasmus+ grant. The final payment equals the actual grant amount minus the advance payment. If the final payment comes down to a number below zero (i.e. if the advance payment was higher than the actual grant amount), the student will have to pay back part of the advance payment (see below under refund of the Erasmus+ grant).

PAYMENT DATE: Erasmus+ payments are processed once per month. If a student has completed the final step(s) of the procedures for the Erasmus+ grant and sent the final document(s) to erasmus@hva.nl before the 3rd of the month, the final payment will be transferred to the student's bank account around the 20th of the same month.

Example calculation of the Erasmus+ grant and payments

Calculation of the provisional grant amount and advance payment

- A mobility period for traineeship in Germany (grant per month: € 324, grant per day € 10,80)
- Planned duration of the mobility period (as laid down in the Learning Agreement): 12 September - 29 November = 2 months and 18 days
- Provisional grant amount: 2 months x 324 + 18 days x 10,80 = 842,40 → € 842 (rounded off)
- Advance payment: 70% x 842 = 589,40 → € 590 (will always be rounded up)

Calculation of the actual grant amount and final payment

- Actual duration of the mobility period (see: Statement of Receiving Organisation): 12 September - 22 November = 2 months and 11 days
- Actual/final grant amount: 2 months x 324 + 11 days x 10,80 = 766,80 → € 767 (rounded off)
- Final payment: € 767 – € 590 (advance payment) = € 177

Refund of the Erasmus+ grant

In some instances a student will have to pay back (part of) the Erasmus+ grant. For instance:

- If a student has cancelled his/her mobility period
- If the duration of the mobility period was shorter than previously planned
- If the advance payment was higher than the actual grant amount that the student is entitled to according to the information in the Statement of Receiving Organisation

If a student has to pay back (part of) the Erasmus+ grant he/she will be notified by erasmus@hva.nl with instructions on how much he/she will have to pay back and on how and when to refund the money. In order to be able to properly process the refund it is important that a student follows these instructions: a student should not refund any amount before receiving the instructions.

4. Erasmus+ Online Linguistic Support (OLS)

OLS, Online Linguistic Support (<https://erasmusplusols.eu>), is a European online platform that supports language learning for Erasmus+ mobility participants. OLS is available in the following languages:

Bulgarian	Dutch	French	Irish	Maltese	Slovak
Croatian	English	German	Italian	Polish	Slovenian
Czech	Estonian	Greek	Latvian	Portuguese	Spanish
Danish	Finnish	Hungarian	Lithuanian	Romanian	Swedish

For whom

All students that have been selected to participate in Erasmus+ and whose main language of instruction/communication during the mobility period will be one of the listed languages are required to participate in an online Language Assessment in the designated language of the mobility period. If a student is a native speaker in the main language of instruction/communication during the Erasmus+ period, he/she will not be required to complete the Language Assessment.

Aim of the Language Assessment

The aim of the Language Assessment is to provide students insight in their level of competence in the main language of instruction/communication during their mobility period. The European Commission will use statistical data from the assessments to gain insight in the progress that students make in the main language of their mobility period. The assessment is not an issue of pass or fail. The outcome of the assessment does not affect the student's participation in Erasmus+ or the Erasmus+ grant.

Procedures for the Erasmus+ Language Assessment

The Language Assessment consists of two parts. The first Language Assessment needs to be completed before the start of the mobility. The final Language Assessment is to be completed at the end of the mobility.

For technical issues with the availability of the Language Assessments refer to the FAQ section of this handbook.

- **First Language Assessment**
If a student is required to complete the Language Assessment he/she will receive an automated invitation by email with the link and log-in details for the Language Assessment. The deadline for completion of the first Language Assessment is mentioned in the invitation. The deadline will be so that after receipt of the invitation the student will have approximately 2 weeks to complete the first Language Assessment. If a student fails to complete the first Language Assessment, he/she cannot be eligible for the Erasmus+ grant.
- **Creating a profile**
When completing the first Language Assessment the student will be required to create a profile and enter the planned start and end month/year of his/her mobility period. It is important that the student enters the correct start and end month/year of the mobility period.
- **Final Language Assessment**
The invitation for the final Language Assessment will be sent to the student by E-mail around the 15th of the end month/year he/she has entered in his/her profile (see above). The deadline for completion of the final Language Assessment is mentioned in the invitation. It is important that a student completes the final Language Assessment before expiration of the deadline.
Students who achieved a score of C2 for the first Language Assessment are not required to complete the final Language Assessment and will not receive an invitation for the final Language Assessment.

Important notes for the Erasmus+ Language Assessment

- It is recommended to use of a laptop or desktop computer to complete the Language Assessment. It is unknown whether the assessment will function properly on a tablet or smartphone.
- It is up to the student to assure optimal conditions for doing the Language Assessment: a quiet environment with a stable internet connection and access to a power supply for computer or laptop.

- Before the first Language Assessment students are required to create a profile. In this profile they will need to enter the estimated start and end month/year of their mobility period. It is important that the student enters the correct start and end month/year of the mobility period. The end/month year entered in the profile will affect when the final Language Assessment will become available.
- The assessment consists of 70 questions (mainly multiple-choice) and will take approximately 40-50 minutes to complete. There is no time limit for completion of the Language Assessment.
- Although it is possible to pause the Language Assessment, it isn't possible to go backward and review questions: once an answer has been confirmed, it will not be possible to return to the question or alter the answer.
- The assessment includes a number of sound clips. It is up to the student to make sure that the sound on his/her computer is switched on (the use of a set of decent headphones is recommended). The sound clips can be played a maximum of three times.
- For some students it may be tempting to "cheat" during the assessment by calling in for aid or use the internet or a dictionary to look up answers. We strongly recommend NOT to do this. First of all, there is no need to manipulate the outcome of the assessment, for the assessment does not affect the student's participation in Erasmus+ or his/her Erasmus+ grant. Moreover, by cheating a student would deny himself/herself the opportunity to gain insight in his/her actual level of competence in the main language of the mobility period.

Online Language Course (optional)

One of the aims of OLS is to help students improve their competence in a foreign language. In addition to the Language Assessments OLS therefore offers Erasmus+ students the opportunity to sign up for an online Language Course. Participation in the Language Course is not obligatory and is free of charge. Only students who have completed the first Language Assessment can participate in the online Language Course. Their options for participation depend on their overall score for the first Language Assessment.

Overall score first Language Assessment: B1 or lower

If a student achieves an overall score of B1 or lower for the first Language Assessment, the student will automatically receive an email with an invitation to participate in the online Language Course in the language of the assessment.

Overall score first Language Assessment: B2 or higher

Students who achieve an overall score of B2 or higher for the first assessment can choose from two different options for participation in the Language Course. To sign up, the student needs to send an email to erasmus@hva.nl indicating in what language he/she wants to do the Language Course (NOTE: only one language can be chosen):

Option A: A student can choose to do the online Language Course in the main language of instruction/communication during the mobility period (i.e. the same language as the Language Assessment).

Option B: A student can choose to do the online Language Course in the language of the country where he/she will be going. This option only applies if the language is available in OLS (see above).

Example: A student is going to Sweden, but the main language of instruction/communication during his/her mobility period will be English. In this case the student can choose to do the online Language Course in either English (option A) or Swedish (option B).

NOTE: Invitation for the Language Course

The invitation for the Language Course is sent to the student's HvA mail address. Often these automated invitations are wrongfully moved to the spam folder.

5. FAQ - 33 Frequently Asked Questions about the Erasmus+ grant

This paragraph provides answers to frequently asked questions on the following topics:

- [Application: conditions, forms and deadline](#) (FAQ 1-4)
- [Learning Agreement: form 1.2/2.2](#) (FAQ 5-7)
- [Grant Agreement](#) (FAQ 8-9)
- [Form 1.3/2.3, Transcript of Records and ECTS](#) (FAQ 10-11)
- [Online Participant Report](#) (FAQ 12-14)
- [Payments and refunding of the Erasmus+ grant](#) (FAQ 15-24)
- [OLS: online Language Assessments and online Language Course](#) (FAQ 25-32)
- [Other questions](#) (FAQ 33)

Application: conditions, forms and deadline

FAQ 1: What are the **conditions for application** for the Erasmus+ grant?

Refer to paragraph 1 of this handbook for an overview of the conditions for the Erasmus+ grant. Consult with the International Office of your HvA faculty to make sure that you meet all the conditions for Erasmus+ (refer to [paragraph 6](#) of this handbook for contact details).

FAQ 2: Where can I find the **forms** for the Erasmus+ grant?

The Erasmus+ forms are available at the International Office of your HvA faculty and through the MijnHvA A-Z List: <https://az.hva.nl> (search for “Erasmus+”). Make sure to use the forms for the correct academic year.

FAQ 3: When is the **deadline for application** for the Erasmus+ grant?

Please note that these deadlines only apply to the Erasmus+ grant application. Your HvA faculty may have an earlier deadline for registration for an international mobility period in general. Contact your faculty’s International Office for more information (see [paragraph 6](#) of this handbook for contact details).

Start date of the Erasmus+ mobility	Deadline for application for the Erasmus+ grant
Between 1 August 2018 and 31 October 2018	1 June 2018, 13.00 hrs CET
Between 1 November 2018 and 31 December 2018	1 September 2018, 13.00 hrs CET
Between 1 January 2019 and 31 March 2019	1 November 2018, 13.00 hrs CET
Between 1 April 2019 and 31 July 2019	1 February 2019, 13.00 hrs CET

FAQ 4: When/How will I know if my **application** for the Erasmus+ grant has been accepted?

Approximately 3-4 weeks after the applicable deadline for application for Erasmus+ a confirmation will be send to your HvA mail address.

Learning Agreement: form 1.2/2.2

FAQ 5: The receiving university uses its own **Learning Agreement**. Can I use this Learning Agreement instead of form 1.2?

You can use the receiving university’s Learning Agreement if it provides all the information requested in form 1.2. If the receiving university’s Learning Agreement has been signed by all three parties, but does not have all the information of form 1.2, then make sure to also complete form 1.2. Form 1.2 will then only have to be signed by the student and the HvA. Send scans of both forms to erasmus@hva.nl.

FAQ 6: I’m having trouble getting my **Learning Agreement** drafted and signed before the start of my mobility period. What should I do?

Contact the International Office of your HvA faculty immediately to inform them about your situation and ask for assistance.

FAQ 7: I have sent my [Learning Agreement](#) to erasmus@hva.nl. Will I receive a confirmation?

Yes, we will send you a confirmation of receipt when we have received and processed your Learning Agreement.

Grant Agreement

FAQ 8: When will I receive my [Grant Agreement](#)?

After you have completed your Language Assessment and sent your Learning Agreement to erasmus@hva.nl, HvA will draft your Grant Agreement and send it to your HvA mail address. New Grant Agreements are sent out every month on weekdays between the 20th and the 26th.

FAQ 9: I have sent my [Grant Agreement](#) to erasmus@hva.nl. Will I receive a confirmation?

Yes, we will send you a confirmation of receipt when we have received and processed your Grant Agreement.

Form 1.3/2.3, Transcript of Records and ECTS

FAQ 10: The receiving university refuses to complete and sign my [form 1.3 for studies](#). What should I do?

If desired the receiving university can use its own form to confirm the duration of the mobility period. As long as the form includes the start and end dates of the mobility period and the signature of the authorised representative of the university.

If your official Transcript of Records mentions the start and end dates of your mobility period it is not necessary to use form 1.3. It is sufficient to send a scan of your Transcript of Records to erasmus@hva.nl.

FAQ 11: The [ECTS credits](#) for my Erasmus+ mobility period have not (yet) been added in SIS. What should I do?

Contact the International Office of your HvA faculty (see [paragraph 6](#) for contact details) for information on the procedures for your faculty to get your ECTS credits listed in SIS.

Online Participant Report

FAQ 12: When will I receive the invitation for the [Participant Report](#)?

The invitation for the Participant Report will be sent to your HvA mail address on/around the end date of your mobility period as laid down in your Learning Agreement and your Grant Agreement (check the end date in your Learning Agreement/Grant Agreement). Often these automated invitations are wrongfully moved to the spam folder, so please keep an eye on both your inbox and your spam folder.

FAQ 13: I have not received an invitation for the [Participant Report](#). What should I do?

The invitation has been sent to your HvA mail address. Often these automated invitations are wrongfully moved to the spam folder, so please check both your inbox and your spam folder.

If you haven't received the invitation, contact erasmus@hva.nl to request for a new invitation to be sent to your HvA mail address (keep an eye on your inbox and your spam folder).

FAQ 14: The link in the invitation for the [Participant Report](#) does not work. What should I do?

Contact erasmus@hva.nl to request for a new invitation to be sent to your HvA mail address. Note: often these automated invitations are wrongfully moved to the spam folder, so please keep an eye on both your inbox and your spam folder.

Payments and refunding of the Erasmus+ grant

FAQ 15: How many grant payments will I receive?

The total Erasmus+ grant is transferred to the student's bank account in two payments. Before/At the beginning of the mobility the student will receive an advance payment of the Erasmus+ grant (the amount of the advance payment is mentioned in the Grant Agreement). After the end of the mobility, after the student has completed all the steps of the procedures, the student will receive payment of any remaining part of the Erasmus+ grant (final payment).

FAQ 16: When will I receive my advance payment?

The advance payment of your Erasmus+ grant will be transferred after you have returned a scan of your signed Grant Agreement (see FAQ 8) to erasmus@hva.nl. If you send the signed Grant Agreement back to erasmus@hva.nl within one week after it has been sent to you, your advance payment will be transferred during the next calendar month (around the 20th).

FAQ 17: How is the advance payment calculated?

The calculation of the advance payment is based on the information provided in the Learning Agreement. Refer to [paragraph 3](#) of this handbook for information on the calculation of the advance payment of the Erasmus+ grant.

FAQ 18: I'm doing my studies/traineeship together with another HvA student, but his/her advance payment is higher/lower than mine. How can this be?

The calculation of the Erasmus+ grant is based on the duration of the mobility period as laid down in the student's individual Learning Agreement. Compare the start and end dates in your Learning Agreements. If there is a difference in the duration of the mobility period in the Learning Agreement this may affect the amounts of the total Erasmus+ grant and the advance payment.

FAQ 19: I have not (yet) received my advance payment. What should I do?

Make sure that you have sent back your signed Grant Agreement within one week after receiving it (see FAQ 16). If you missed this deadline your payment will be delayed by at least one month.

Check the bank account number (IBAN) in your Grant Agreement. If the bank account number is incorrect, inform erasmus@hva.nl immediately.

FAQ 20: When will I receive my final payment?

The final payment of the Erasmus+ grant will be transferred after your mobility period and after you have completed all the required steps for the Erasmus+ grant (see [paragraph 2](#) of this handbook).

Erasmus+ payments are processed once per month. If you have completed the final step(s) of the procedures for the Erasmus+ grant before the 3rd of the month, the final payment will be transferred around the 20th of the same month. Otherwise your final payment will be delayed one month.

FAQ 21: How is the final payment calculated?

The calculation of the advance payment is based on the information provided in form 1.3/2.3 or the Transcript of Records. Refer to [paragraph 3](#) of this handbook for information on the calculation of the final payment of the Erasmus+ grant.

FAQ 22: My final payment is lower than I expected. How can this be?

After the end of your mobility period HvA uses the information in your Statement of Receiving Organisation (step 6 of the procedures) to calculate your actual/final grant amount. If the duration of the mobility period as indicated in your Statement is shorter than the duration of the mobility period as indicated in your Learning Agreement this may affect the total amount of your Erasmus+ grant and the final payment.

If the duration in your Statement of Receiving Organisation is incorrect, contact the Receiving Organisation to request them to draft and sign a new Statement with the correct start and end dates of your mobility period. Send a scan of the new Statement to erasmus@hva.nl.

FAQ 23: I'm did my studies/traineeship together with another HvA student, but his/her final payment is higher/lower than mine. How can this be?

The calculation of the Erasmus+ grant is based on the duration of the mobility period as confirmed in the student's individual Statement of Receiving Organisation. Compare the start and end dates in your Statements. If there is a difference in the duration of the mobility period in the Statements this may affect the amount of the Erasmus+ grant.

If the duration in your Statement of Receiving Organisation is incorrect, contact the Receiving Organisation to request them to draft and sign a new Statement with the correct start and end dates of your mobility period. Send a scan of the new Statement to erasmus@hva.nl.

FAQ 24: I have to pay back (part of) my Erasmus+ grant. What should I do?

If you have to pay back (part of) the Erasmus+ grant you will be notified via email by erasmus@hva.nl. In this notification you will receive instructions on how much you will have to pay back and on how and when to refund the money. In order to be able to properly process your refund it is important that you follow these instructions: you should not refund any amount before receiving the instructions.

OLS: online Language Assessments and online Language Course

FAQ 25: When will I receive the invitation for the first Language Assessment?

Approximately 3-4 weeks after the applicable deadline for application for Erasmus+ the invitation for the Language Assessment will be sent to your HvA mail address. Often these automated invitations are wrongfully moved to the spam folder, so please keep an eye on both your inbox and your spam folder.

FAQ 26: I have not received an invitation for the first Language Assessment. What should I do?

The invitation has been sent to your HvA mail address. Often these automated invitations are wrongfully moved to the spam folder, so please check both your inbox and your spam folder.

Keep in mind that you will only receive an invitation if the main language of instruction/communication during your mobility period is one of the official languages of the European Union and if you are not a native speaker of the language of your mobility period (check your application form).

FAQ 27: I missed the deadline for my first Language Assessment. What should I do?

Contact erasmus@hva.nl to request for a new invitation for the Language Assessment to be sent to your HvA mail address. Note: often these automated invitations are wrongfully moved to the spam folder, so please keep an eye on both your inbox and your spam folder.

FAQ 28: I would like to do an OLS Language Course. What should I do?

If you have achieved an overall score of B1 or lower for your first Language Assessment you will receive an automatic invitation for a Language Course in the language of the assessment.

If you have achieved an overall score of B2 or higher for your first Language Assessment you can send an email to erasmus@hva.nl to request for participation in a Language Course in either the language of your assessment, or the language of the country where you will be going (refer to [paragraph 4](#) of this handbook for more information).

FAQ 29: I should have received an invitation for the OLS Language Course. Where can I find it?

If you have requested or have been assigned access to the OLS Language Course (see FAQ 28) an invitation will be sent to your HvA mail address. Often these automated invitations are wrongfully moved to the spam folder, so please check both your inbox and your spam folder.

FAQ 30: When will I receive the invitation for the [final Language Assessment](#)?

When you completed your first Language Assessment you were required to fill in the end month of your mobility period in your profile. The invitation for the final Language Assessment will be sent to your HvA mail address around the 15th of the end month you entered in your profile. Often these automated invitations are wrongfully moved to the spam folder, so please keep an eye on both your inbox and your [spam folder](#).

FAQ 31: I have not received an invitation for the [final Language Assessment](#). What should I do?

The invitation has been sent to your HvA mail address. Often these automated invitations are wrongfully moved to the spam folder, so please check both your inbox and your [spam folder](#).

Keep in mind that you will only receive an invitation for the final Language Assessment if you have also completed the first Language Assessment. If you achieved an overall score of C2 for the first assessment you are not required to complete the final assessment and you will not receive an invitation for the final Language Assessment.

FAQ 32: I have missed the deadline for my [final Language Assessment](#). What should I do?

You can enter OLS directly via <https://erasmusplusols.eu/login-box>. To log in use your HvA mail address and the same login details as for the first Language Assessment. If necessary this website provides the opportunity to use your HvA mail address to reset your password.

If the button for the final Language Assessment is disabled (grey), you can enter your OLS profile and adjust the end month of your mobility period to a more recent month. By tweaking the end month you can re-activate the button for the final Language Assessment (changing the end month in OLS will not affect your Erasmus+ grant). If the above solution does not work, contact erasmus@hva.nl to explain your situation and request assistance.

Other questions

FAQ 33: My [question is not listed](#). What should I do?

Contact the International Office of your HvA faculty (see [paragraph 6](#) of this handbook for contact details).

6. Contact details International Office

For questions concerning the Erasmus+ grant refer to the FAQ section of this document. For other question and for assistance with the procedures and documents of the Erasmus+ programme students can contact the International Office of their HvA faculty:

Faculty of Applied Social Sciences and Law (Maatschappij en Recht)

international-fassl@hva.nl

Faculty of Business and Economics (Business en Economie)

outgoing.fbe@hva.nl

Faculty of Digital Media and Creative Industries (Digitale Media en Creatieve Industrie)

AMFI: ofp-amfi@hva.nl

ICT: international.it@hva.nl

CMD: international-cmd@hva.nl

MIC/Communicatie: international-mic@hva.nl

Faculty of Education (Onderwijs en Opvoeding)

internationaloffice-education@hva.nl

Faculty of Health (Gezondheid)

internationalofficehealth@hva.nl

Faculty of Sports and Nutrition (Bewegen, Sport en Voeding)

sn-international@hva.nl

Faculty of Technology (Techniek)

internationalofficeft@hva.nl