Erasmus +
Online Linguistic Support

Erasmus+ OLS Webinar
Welcome to our webinar on the OLS

✓ Configure your audio using the Audio Setup Wizard

✓ Check whether you can see and hear everything.
✓ If so, please display a green checkmark
Blackboard Collaborate Features

- Audio
- Emoticons (approval etc.)
- Set status to “Away”
- Raise your hand
- Polling (tick or cross / multiple choice)
- Chatting
Asking for the floor

✓ To ask for the floor:
  ✓ Raise your hand
  ✓ Wait for the moderator's approval

✓ When you have the floor
  ✓ Click on "Talk" before you start

✓ At the end
  ✓ Click on "Talk" after you end
  ✓ Lower your hand
Want to try?

✓ Raise your hand
Want to try?

✓ Lower your hand
Welcome

Aim of the webinar
Agenda of the webinar

1. OLS State of Play
2. OLS Licence allocation process
3. OLS for the Call 2016 + improvements
4. OLS Licence Management System
5. OLS Live Coaching
6. OLS for refugees
7. Help and promotion material
8. Questions and answers
9. OPTIONAL: Live tour of OLS Licence Management System
Who's running the webinar?

Barbara
EACEA

Céline
EAC-B1

Ildiko,
EACEA

Ben
DG HR
1. OLS State of Play
More than 361,000 participants on board

✓ 361,000+ Erasmus+ participants assessed their level with the OLS
✓ 147,000+ followed an OLS language course
✓ Live Coaching: MOOCS, Tutoring sessions, Forums
✓ Check EAC website News for OLS success stories!

News

Select a month: Any
Select a year: Any

26/11/2015

Boost your Erasmus+ experience with OLS language courses

Since its launch in 2014, the Erasmus+ Online Linguistic Support has already benefited more than 270,000 Erasmus+ participants who used it to assess their language skills prior to their Erasmus+ experience and measure their progress upon return.
Feedback from users
Mobility Participants
Would you recommend to follow the OLS Language Course?

Absolutely. It would be stupid not to participate. The language course just has positive effects on your language skills and on yourself.
Anouk van der Vliet, Fachhochschule Koeln

Obviously! I would recommend other Erasmus+ participants to follow an OLS language course. I recommend this way of learning and improving language skills very much indeed.
Mariusz Basiura, Centrum Innowacyjnego Rozwoju Spoleczeństwa

Yes, I strongly recommend the OLS, at the end it's a question of how much you will exploit your experience. By attending the OLS you'll be able to have a deeper experience (this could imply of course more fun).
Marco Arduino, Universita Degli Studi di Milano
**OLS usage by country**

**Higher Education**

**October 2014 – April 2016**

### Call 2014
- First language assessments completed: 129,006
- Second language assessments completed: 102,786
- Language courses used: 57,784

### Call 2015
- First language assessments completed: 215,423
- Second language assessments completed: 81,409
- Language courses used: 82,713

### Call 2016
- First language assessments completed: 98
- Language courses used: 2

**Total first language assessments completed**: 344,527
**Total language courses used**: 140,499
**Call 2014**
- First language assessments completed: 533
- Second language assessments completed: 219
- Language courses used: 383

**Call 2015**
- First language assessments completed: 1,776
- Second language assessments completed: 104
- Language courses used: 1,276

**Total first language assessments completed**: 2,309
**Total language courses used**: 1,659
OLS usage by country

VET

June 2015 – April 2016

Call 2015
First language assessments completed 11.189
Second language assessments completed 3.589
Language courses used 5.050
Significant improvements of mobility participants' language skills

- Participants' progress depends on the **initial level**, **selected language**, the use of and assiduity in the **language course**
- The average improvement is higher for participants whose initial level is **low (A1-B1)** than for participants with high initial level (C1-C2)
- Intensive use of the language course and longer mobility duration further increase the participants' progress
- Other possible factors: linguistic distance between mother tongue and mobility language, motivation and effort put into LA2.

Participants with an initial A-level using OLS language courses for more than 10 hours, show a progress of 1 CEFR level on average; without the OLS language course the progress is ½ CEFR level.
OLS licences are starting to be allocated for the Call 2016

<table>
<thead>
<tr>
<th>Fields</th>
<th>Allocation from NAs to BENs &gt; 160,000 assessment so far</th>
<th>Allocation from BENs to MPs &gt; 300 assessment licences so far</th>
</tr>
</thead>
<tbody>
<tr>
<td>VET</td>
<td>AT01, EL01, ES01</td>
<td>-</td>
</tr>
<tr>
<td>Higher Education</td>
<td>BE01, DK01, EE01, ES01, FI01, HR01, HU01, IE02, IS01, IT02, MT01, NL01, PL01, PT01, RO01, SE01</td>
<td>BE01, EE01, FI01, HU01, IT02, PL01, PT01, SE01</td>
</tr>
<tr>
<td>Youth</td>
<td>BE01, EE01, FI01, HU01, IT02, PL01, PT01, SE01</td>
<td>-</td>
</tr>
</tbody>
</table>
Aspects highlighted by our analysis

OLS licences are not being fully used by Beneficiaries

**HE 2015 - 3648 projects**
% of allocation of available licences per project to MPs

**VET 2015 - 1015 projects**
% of allocation of available licences per project to MPs

**CALL 2015**
Assessment licence allocation to NAs: 330.953
Assessment licences allocation to BENs: 303.872
MPs invited for language assessment 1: 218.476
MPs invited for language courses: 86.200

**CALL 2015**
Assessment licence allocation to NAs: 67.106
Assessment licences allocation to BENs: 30.155
MPs invited for language assessment 1: 11.520
MPs invited for language courses: 5.600

Native speakers being exempt from OLS
Aspects highlighted by our analysis
Higher education

Fairly good language level at 1st language assessment

First language assessments results per language (ALL NAs, HE Call 2014 + 2015)

Minimum recommended language level according to the learning agreement B1
The Erasmus+ OLS language assessment (a first assessment to be taken before the mobility and a final assessment to be taken at the end of the mobility) is compulsory for all participants going on an Erasmus+ mobility for studies, traineeships or volunteering in another Programme Country, and having one of the available OLS languages as the main language of instruction, work or volunteering. For higher education students, it is also a prerequisite to the mobility.

<table>
<thead>
<tr>
<th>Mobility participants invited rather late for the language assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time of taking LA1 with respect to the beginning of the mobility (ALL NAs, Call 2015)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>&gt; 9 wks before</th>
<th>5-8 wks before</th>
<th>2-4 wks before</th>
<th>within 1 week</th>
<th>2-4 wks after</th>
<th>5-8 wks after</th>
<th>&gt; 9 wks after</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>224.300</td>
<td>29.655</td>
<td>37.605</td>
<td>41.617</td>
<td>50.881</td>
<td>31.844</td>
<td>18.005</td>
<td>14.691</td>
</tr>
<tr>
<td>LA1 %</td>
<td>100,0%</td>
<td>13,2%</td>
<td>16,8%</td>
<td>18,6%</td>
<td>22,7%</td>
<td>14,2%</td>
<td>8,0%</td>
<td>6,5%</td>
</tr>
</tbody>
</table>

The Erasmus+ OLS language assessment (a first assessment to be taken before the mobility and a final assessment to be taken at the end of the mobility) is compulsory for all participants going on an Erasmus+ mobility for studies, traineeships or volunteering in another Programme Country, and having one of the available OLS languages as the main language of instruction, work or volunteering. For higher education students, it is also a prerequisite to the mobility.

Actions taken

- OLS licences available at an earlier stage: as of March 2016

Suggestions

- BENs: invite MPs to complete the first language assessment once selection is done
Aspects highlighted by our analysis

2\textsuperscript{nd} language assessments are not being completed

OLS language assessment usage (ALL NAs, ALL fields, Call 2014)

<table>
<thead>
<tr>
<th></th>
<th>Total used</th>
<th>Completed LAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment 1</td>
<td>130,716</td>
<td>129,308</td>
</tr>
<tr>
<td>Assessment 2</td>
<td>103,898</td>
<td>101,768</td>
</tr>
<tr>
<td>Intake of Assessment 2</td>
<td>79,5%</td>
<td>78,7%</td>
</tr>
</tbody>
</table>

Actions taken
- OLS communication campaign
- OLS email reminders
- OLS extension of availability of the 2\textsuperscript{nd} assessment

Suggestion
- BENs: remind MPs that the 2\textsuperscript{nd} assessment is compulsory
A fair number of mobility participants are invited for OLS language courses

### OLS language course intake (ALL NAs, ALL fields Call 2014 + 2015)

<table>
<thead>
<tr>
<th></th>
<th>DE</th>
<th>EN</th>
<th>ES</th>
<th>FR</th>
<th>IT</th>
<th>NL</th>
<th>total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment 1</td>
<td>28.515</td>
<td>231.464</td>
<td>42.282</td>
<td>29.878</td>
<td>20.724</td>
<td>2.153</td>
<td>355.016</td>
</tr>
<tr>
<td>Course</td>
<td>15.130</td>
<td>76.445</td>
<td>23.285</td>
<td>15.859</td>
<td>12.250</td>
<td>1.549</td>
<td>144.518</td>
</tr>
<tr>
<td>Course intake</td>
<td>53,1%</td>
<td>33,0%</td>
<td>55,1%</td>
<td>53,1%</td>
<td>59,1%</td>
<td>71,9%</td>
<td>40,7%</td>
</tr>
</tbody>
</table>

### Actions taken
- OLS – for HE: automation of language course invitations (CEFR A1-B1)
- OLS: possibility of language course in the local language (B2-C2)

### Suggestions
- BENs: use available OLS course licences
- BENs: inform MPs of the benefits of the OLS language courses
Very few mobility participants are allocated an OLS language course in the LOCAL LANGUAGE

Usage of language courses (ALL NAs, ALL fields, Call 2015)

<table>
<thead>
<tr>
<th>Language</th>
<th>Total Used LC</th>
<th>% used LC in mobility language for MPs with LA1 results B2 and more</th>
<th>%used LC in local language</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE</td>
<td>9.590</td>
<td>27,9 %</td>
<td>5,2 %</td>
</tr>
<tr>
<td>EN</td>
<td>42.818</td>
<td>30,7 %</td>
<td>0,2 %</td>
</tr>
<tr>
<td>ES</td>
<td>14.715</td>
<td>30,9 %</td>
<td>2,7 %</td>
</tr>
<tr>
<td>FR</td>
<td>10.218</td>
<td>30,9 %</td>
<td>2,7 %</td>
</tr>
<tr>
<td>IT</td>
<td>8.102</td>
<td>26,9 %</td>
<td>3,5 %</td>
</tr>
<tr>
<td>NL</td>
<td>988</td>
<td>24,7 %</td>
<td>24,0 %</td>
</tr>
<tr>
<td>All languages</td>
<td>86.431</td>
<td>30,0 %</td>
<td>2,0 %</td>
</tr>
</tbody>
</table>

Action on the way
- OLS motivation strategy (emailing, competitions, awards, gamification)

Suggestion
- BENs should invite their MPs to local language courses
Mobility participants are not using the OLS language course

Aspects highlighted by our analysis

**OLS language course usage (ALL NAs, ALL fields, Call 2014 + 2015)**

<table>
<thead>
<tr>
<th>Language</th>
<th>Inactive</th>
<th>0-1h</th>
<th>1-10h</th>
<th>10-30h</th>
<th>&gt;30h</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>DE</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>EN</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>ES</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>FR</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>IT</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>NL</td>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>

**Action on the way**
- OLS motivation strategy (emailing, competitions, awards, gamification)

**Suggestion**
- BENs should incite their MPs to actively use the language courses
2. OLS licence allocation
Reminder of key principles
Role of BENs

Distribute OLS assessment licences to participants
(using OLS licences from the Call of mobilities unless exception granted – e.g. 2015 licences for 2016 Call mobilities OR 2014 licences for 2015 Call mobilities if no OLS licences of the corresponding Call are yet available)

Invite participants for OLS language courses
(HE: automation of language course invitations CEFR A1-B1)

Monitor licence consumption / usage
Process for every KA1 mobility (HE SMS + SMP)

1st language assessment
Online Language Course + Live Coaching

2nd language assessment
After selection
Mandatory as of 1 January 2015
Upon return

Voluntary
Before/during the exchange
Principles in a nutshell

OLS language assessment should **NOT** be selective.

Commitment from sending HEIs to ensure that outgoing students have the requested language level.

OLS language assessment **NOT** meant to compete with international language certifications, but to help identify the students most in need of linguistic support and measure their progress.
3. OLS for the Call 2016
Continuous improvements
# 2016 Roadmap

<table>
<thead>
<tr>
<th>Action</th>
<th>Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAs consultation and OLS licences allocation to NAs</td>
<td>All fields February 2016</td>
</tr>
<tr>
<td>OLS licences allocation to BENs</td>
<td>HE By end of March 2016 (after Eligibility check)</td>
</tr>
<tr>
<td></td>
<td>VET By end of April 2016 (after Grant award decision)</td>
</tr>
<tr>
<td></td>
<td>YOUTH For Round 1: by end of April 2016 For Round 2: by end of July 2016 For Round 3: by end of December 2016 (after Grant award decision)</td>
</tr>
<tr>
<td>OLS licence allocation to MPs</td>
<td>All fields From March / April 2016 (after NA allocation to BENs)</td>
</tr>
</tbody>
</table>

**Guaranteed 100% of OLS course licences**

**Improvement for the Call 2016:**

- Earlier OLS licence allocation to BEN projects
- Smoother management of licences

As from the 2016 Call, the n. of OLS licences indicated in **grant agreements** will not require amendments in case of increase or decrease due to a new provision under Article I.XX. A simple notification will be sufficient.
Developments for the Call 2016

Language assessments and courses

- 6 new languages for Call 2016 (CZ, DK, EL, PL, PT, SE)
  - Assessments by May/June 2016
  - Courses by May/June 2016
- Transition towards immersion approach (only courses)

Allocation of licences / Licence Management System

- *Multiple mobilities* i.e. one email address for several mobilities
- TBC: improvements for NAs/BENs/MPs/EC
  - long wish list from stakeholders
Overview of recent and upcoming releases

- **Version 9** - technical – March 2016
- **Version 10** – functional/linguistic – May 2016
- **Version 11** – linguistic – June 2016
- **Version 12** - tbd
  - Linguistic revision of language assessments/courses
  - Improved technical infrastructure and better performance
Advantages

• No double encoding
• Data consistency
• MT+ single entry point for:
  1. Management of OLS licences
  2. Basic data of participants
     (automatically transferred to the Mobility page of MT+ and to the OLS system)
  3. Allocation of OLS licences to participants
     (for main language and other language)

Points for attention

• Risks and timeline
• Stability of MT+
• Extensive testing by beneficiaries
• OLS for refugees

Future

Improved communication with MT+
4. OLS Licence Management
Technical questions received

- Resend 2\textsuperscript{nd} assessment invitation
- Email addresses (changes / multiple mobilities)
- Licences of expired projects
- Mobility duration / dates
- Data entered by MPs
- Technical requirements for MPs
- Duration of access to language course
- Delete a MP from the OLS
- Creation of groups
- Language course in the local language - only 1 course per mobility
- Recommendations for language course usage
You need help?

OLS Supporting Documents

- OLS Website
- BEN User Guides
- BEN technical Q&A
- FAQs
- MP User Guides

Online Linguistic Support
Welcome

IMPORTANT
Automatic language course allocation:
To simplify the management of language course licences and reduce your workload, mobility participants who have obtained a result between CEFR levels A1 and B1 at their first language assessment are now automatically allocated a language course licence.

OLS language course in the local language of the country:
Mobility participants who have obtained a result between CEFR levels B2 and C2 at their first language assessment are NOT automatically allocated a language course licence. You may invite them to follow a language course in the OLS Licence Management System language of the country provided that such a language is available in the OLS. In the 3rd tab (Licence Allocation to Participants - Course) you will only see participants who have obtained a result between CEFR levels B2 and C2 at their first language assessment.

Welcome to Erasmus+ OLS Licence Management System!

Click on the following documents which explain how to handle your user interface in the OLS Licence Management System.

Please note that you will not be able to see new projects in the Licence Management System unless your NA validates the licence allocation for that particular project.

OLS Promotion Packages for Beneficiaries
- Presentations, videos and useful documents.

Beneficiaries (BIEN) support area
- BIEN user guide - December 2015.
- Technical Questions and Answers for BIEN.
- Visual tool kit for the promotion of the Erasmus+ OLS for Beneficiaries. Visual identity guidelines for Beneficiaries, OLS logo files, OLS blog, OLS graphics, powerpoint template.

Mobility Participants (MP) support area
- Mobility Participants User Guide for Assessment.
- Mobility Participants User Guides for Courses.
- Questions and Answers for Mobility Participants.

General information on the language assessment and course:
- Presentation of the Erasmus+ OLS language assessment.
- Presentation of the Erasmus+ OLS language course.
- Guided tour of the language course (DE, EN, ES, FR, IT, NL).
- MOOC completion.

New Features with Version 8 (January 2016)

[Last update: 18/01/2016]
Questions and Answers on the Erasmus+ Online Linguistic Support

The Erasmus+ Online Linguistic Support (OLS)

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

Why are we using the Erasmus+ OLS?

Who can benefit from the Erasmus+ OLS?

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

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

How does the Erasmus+ OLS work?

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

Language assessment: general points

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

When is the Erasmus+ OLS language assessment compulsory?

When is the Erasmus+ OLS language assessment not compulsory?

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

What happens to my Erasmus+ OLS language assessments results?

Does the Erasmus+ OLS offer any official certificate?

Is there a general presentation available for the Erasmus+ OLS language assessment?

Can native speakers in the mobility language take the OLS assessment in another language?
Before proceeding, please check that your question has not already been answered below. Here are the ten most frequently asked questions and their answers:

- I forgot my login/password. What are they?
- Why can't I connect even though my login and password are correct?
- How can I take my initial language assessment?
- When can I take my final language assessment?
- Why are my mobility period dates incorrect?
- I missed the language assessment deadline, what should I do?
- Why do I still receive email reminders after taking the initial language assessment?
- How can I change the language of my assessment?
- How can I access the language courses?
- I missed the deadline to connect to my Erasmus+ online language course for the first time, what can I do?

Please answer the questions below as precisely as you can:

**Description of the problem**

Enter description

**Attachment**

Max file size 2 MB
5. OLS Live Coaching
On top of online self-paced language courses: **OLS Live Coaching**

- CEFR methodology
- Needs-focused approach
- Functional communication

**INTERACTION with TUTORS**
- Self-directed learning
- Learning community

**Forum**

**MOOCs**

**Tutoring sessions**
Live Coaching: Tutoring Sessions

- 30 minutes
- 3 levels: A, B, C
- Live class
- 1 to 6 participants
- Monday to Friday 9am-4pm
- Limited number of sessions (tokens)
Are you interested in learning more about OLS tutoring sessions?

This clip gives a taste of how Tutoring Sessions, the real added value of the Erasmus+ OLS Live Coaching look like. The video features sections narrated in German, English, Spanish, French, Italian and Dutch. Subtitles in the 6 languages are available. Watch this video and dive into the world of the OLS!

Massive open online courses (MOOCs)

Feedback
- Very helpful and useful
- Images and pronunciation sections highly appreciated
Are you interested in learning more about OLS MOOCs?


This video describes the OLS MOOCs and the different themes and activities offered according to the participants’ levels (A, B or C). This video features sections narrated in German, English, Spanish, French, Italian and Dutch. Subtitles in the 6 languages are available.
6. OLS for refugees
**Objective**: make OLS language assessments and language courses available to refugees on a voluntary basis, to facilitate their integration in Europe's education and training systems

- As from July 2016
- Around 100,000 licences for language assessments and language courses (€4M budget) for 3 years
- HE, VET and Youth Erasmus+ beneficiaries with 2016 OLS approved project
- Limited number of OLS licences for operators for support purposes
OLS available for refugees

1. First language assessment and introductory lesson to OLS (guided tour)

2. Online language course, including:
   - 6 specific MOOCs for refugees as from July 2016
   - access to OLS forums and tutoring sessions

3. Final language assessment (not compulsory)

+ Dissemination materials in all OLS languages, Turkish and Arabic: leaflet, poster and promotional video
Guidelines

- Licences for refugees managed in OLS in the same way as for Erasmus+ participants, in a separate tab
- For higher education institutions: automatic allocation of the language course for refugees with a level <=B2
- Beneficiaries to report on the use of these licences in the final beneficiary report (one question)
Allocation process

Until end of April 2016
NA consultation with opt-in/opt-out possibility

By 10 June 2016
NAs identify voluntary BEN, BEN indicate how many licences they wish to receive and NAs submit the requests to DG EAC

June 2016
DG EAC allocates additional OLS licences based on the needs expressed and within the available budget

July 2016
Voluntary beneficiaries start allocating OLS licences to refugees
OLS for refugees

- Same management and allocation flows as for Erasmus+ participants
- Dedicated tab in the OLS
7.
Promotion material
OLS Promotion package

- Presentations of the language assessment and language course
- Leaflets
- Fact sheet
- Links to Erasmus+ OLS YouTube playlists (6 languages)
- Erasmus+ OLS videos in native format
Short teaser about the OLS
(available in 24 languages)


This animation conveys key OLS messages, such as taking part in an Erasmus+ mobility activity, taking a language assessment before departure and upon return, and the opportunity to follow OLS language courses and "Live Coaching" activities.
Are you interested in learning more about who is behind the OLS?

This video presents the three entities that make up the Consortium: Université Catholique de Louvain, Centre de Langues Louvain and Altissia. This video explains how UCL, ALTISSIA and CLL combine their unique capacities to deliver an advanced platform for language learning to support Erasmus+ mobility participants all over Europe.

Are you interested in learning more about the Common European Framework of Reference (CEFR)?


These videos explain the CEFR levels and describe each level individually. In total there are 30 different videos, five videos in each of the six main OLS languages (DE, EN, ES, FR, IT and NL), describing levels A1, A2, B1, B2 and C.
Are you interested in learning more about the methodology of the language assessment?


This video is an interview of Cédrick Faron, Professor of Computational Linguistics and Director of the Centre of Natural Language Processing at the Université Catholique de Louvain (UCL), explaining the purpose and structure of the OLS language assessment.

Are you interested in learning more about the methodology of the language course?

[Image of Cédrick Fairon and interviewer]


This video is an interview of Cédrick Fairon, Professor of Computational Linguistics and Director of the Centre of Natural Language Processing at the Université Catholique de Louvain (UCL), presenting the aim and structure of the OLS language courses.

Follow us!
8. Questions and answers
Share your experience with us

Do you find the OLS useful and the system easy to use?

What is the feedback from your mobility participants?

How can we improve it?
9. OPTIONAL Live tour
OLS Licence Management
Live tour of the OLS LMS
Modifiez le style du titre

Thank you!

Make the most of this unique opportunity!