



---

Online Linguistic Support

# **The language courses User guide for mobility participants**

---

Learn languages with Erasmus+ OLS

German – English – Spanish – French –  
Italian – Dutch

<b>1</b>	<b>Introduction.....</b>	<b>4</b>
1.1	System requirements.....	4
1.2	Accessing and logging into the Erasmus+ OLS website .....	5
1.3	Accessing the Erasmus+ OLS language courses.....	6
<b>2</b>	<b>Erasmus+ OLS language courses .....</b>	<b>8</b>
2.1	Introduction .....	8
2.1.1	How are the OLS language courses structured? .....	9
2.1.2	Guided tour .....	10
2.1.3	Interface language.....	10
2.2	Functionality of the menu bar .....	11
2.2.1	Introduction.....	11
2.2.2	“Profile” section .....	11
2.2.3	Useful information about your learning process .....	13
2.3	Home page .....	14
2.3.1	Results of the language assessment.....	14
2.3.2	Useful information .....	14
2.3.3	Your profile and progress .....	15
2.4	Language courses .....	16
2.4.1	“General” section .....	16
A	“Vocabulary” module .....	16
a)	Presentation.....	16
b)	Choosing a lesson.....	17
c)	Studying a lesson .....	18
d)	How to train .....	18
e)	How to use the vocabulary list.....	23
f)	Summary test.....	24
B	“Grammar” module.....	25
a)	Presentation.....	25
b)	Choosing a lesson.....	26
c)	Pre-test (only available in the English and Dutch courses) .....	26
d)	Choose a section .....	27
e)	Rules and exercises .....	28
f)	Post-test (only available in the English and Dutch courses) .....	29
C	“Pronunciation” module (only available in the English course) .....	29
D	“Argumentation” module.....	30
a)	Presentation.....	30
b)	Choosing and studying a lesson .....	31
2.4.2	“Professions” section.....	33
A	Banking (only available in the English course, B1) .....	33
B	Meetings (B1/B2) .....	34
C	Job Courses (B1/C1) .....	35
D	Correspondence (B1/C1).....	36
<b>3</b>	<b>Forum.....</b>	<b>37</b>

<b>3.1</b>	<b>Introduction .....</b>	<b>37</b>
<b>3.2</b>	<b>How to use it .....</b>	<b>37</b>
3.2.1	Access the forum .....	37
3.2.2	Post a discussion.....	38
3.2.3	Read messages .....	39
3.2.4	Post a comment.....	40
<b>3.3</b>	<b>My profile .....</b>	<b>42</b>
3.3.1	Change My Picture .....	43
3.3.2	My Preferences.....	44
<b>4</b>	<b>"News" Module .....</b>	<b>45</b>
<b>4.1</b>	<b>Purpose of the News module .....</b>	<b>45</b>
<b>4.2</b>	<b>Structure .....</b>	<b>45</b>
<b>4.3</b>	<b>How does it work? .....</b>	<b>45</b>
4.3.1	Articles.....	46
4.3.2	Videos .....	47
<b>5</b>	<b>Live coaching .....</b>	<b>48</b>
<b>5.1</b>	<b>Introduction .....</b>	<b>48</b>
5.1.1	General introduction .....	48
5.1.2	MOOCs.....	49
A	Objective .....	49
B	Organisation .....	49
5.1.3	Tutoring sessions .....	49
A	Objective .....	49
B	Organisation .....	50
<b>5.2</b>	<b>Registering for Live coaching classes.....</b>	<b>50</b>
5.2.1	Introduction.....	50
5.2.2	MOOCs.....	51
5.2.3	Tutoring sessions .....	52
<b>5.3</b>	<b>Classroom .....</b>	<b>52</b>
5.3.1	Accessing the classroom.....	52
5.3.2	MOOCs.....	52
5.3.3	Tutoring sessions .....	53
A	Interactive Document Presentation .....	54
B	Conference Room.....	55
C	Video .....	55
D	Real-time chat .....	56
E	Participants.....	57
F	Document repository .....	58
<b>6</b>	<b>Learning tips .....</b>	<b>59</b>
<b>7</b>	<b>Record of participation .....</b>	<b>59</b>
<b>8</b>	<b>Useful information.....</b>	<b>60</b>
<b>8.1</b>	<b>What is the CEFR?.....</b>	<b>60</b>
<b>8.2</b>	<b>Where can you find the user guide? .....</b>	<b>60</b>
<b>8.3</b>	<b>Helpdesk .....</b>	<b>60</b>

<b>9</b>	<b>Data protection.....</b>	<b>61</b>
9.1	Disclaimer .....	61
9.2	Privacy statement.....	62
9.3	Copyright .....	67
9.4	Contact .....	67
9.5	Cookies .....	67
9.6	OLS Code of Conduct.....	68

# 1 Introduction

Welcome to the Erasmus+ Online Linguistic Support (OLS), the online language learning courses for Higher Education students, trainees, EVS volunteers and VET learners going on long-term mobility!

This user guide helps you to quickly and efficiently start your training.

## 1.1 System requirements

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

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

## 1.2 Accessing and logging into the Erasmus+ OLS website

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

Once you have activated your Erasmus+ OLS account, to access the Erasmus+ OLS Home page go to the following URL: [www.erasmusplusols.eu](http://www.erasmusplusols.eu)

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



Useful links: Disclaimer Privacy statement Cookies English ↕ A A Login

Erasmus+ Online Linguistic Support Home Language assessment Language courses Contact us FAQ

READY TO EXPERIENCE SOMETHING NEW WITH ERASMUS+?

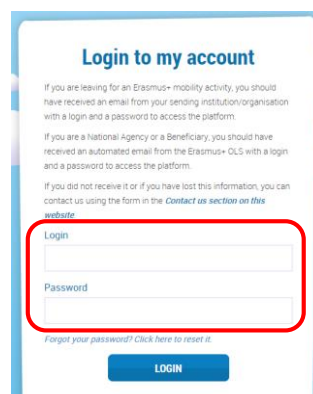
**What is the Online Linguistic Support?**

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

More information on Erasmus+

The Online Linguistic Support (OLS) supports language learning for Erasmus+ mobility participants. The OLS offers participants in Erasmus+ long-term mobility activities (Key Action 1) the opportunity to assess their skills in the foreign

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



**Login to my account**

If you are leaving for an Erasmus+ mobility activity, you should have received an email from your sending institution/organisation with a login and a password to access the platform.

If you are a National Agency or a Beneficiary, you should have received an automated email from the Erasmus+ OLS with a login and a password to access the platform.

If you did not receive it or if you have lost this information, you can contact us using the form in the [Contact us section on this website](#).

Login

Password

[Forgot your password? Click here to reset it.](#)

LOGIN

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

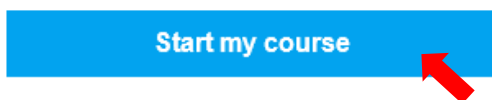


### 1.3 Accessing the Erasmus+ OLS language courses

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

You can access the language courses in two ways:

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



- By logging in through the Erasmus+ OLS website (Point 1. Access the Erasmus+ OLS website). Once your account has been activated, you may log in via the Erasmus+ OLS website. You arrive at the page with your assessment results. Click on the button “**Start my courses**” in order to access the Erasmus+ OLS language course.

Legal disclaimer - Useful links - Report a Problem

English A+ A+ Hello, First name

Erasmus+ Online Linguistic Support Home Assessment Test Online Language Courses Contact us

# YOUR TEST RESULTS

[Edit my profile](#)

## Your test results

Results of the test done on 02/10/2014: B1

Dear First name,

Thank you for having completed your English Erasmus+ Online Linguistic Support language assessment.

Your current overall level in English is: B1, in line with English according to the Common European Framework of Reference [CEFR](#).

Your detailed English competency levels in the assessed language are:

- Reading comprehension : B1
- Listening comprehension : A1
- Grammar : B1
- Vocabulary : B2
- Key communicative phrases : C1


The results of your language assessment do not prevent you from taking part in the Erasmus+ mobility. The results according to the according to the Common European Framework of Reference [CEFR](#), are accessible to you and your Higher Education sending institution or EVS coordinating organisation. For Higher Education students, the results are not communicated to the receiving institution/organisation. For EVS volunteers, the results are not communicated to the other organisation(s) of your project. However, you are free to send the results to them.

At the end of your Erasmus+ mobility period, you will be required to complete another language assessment to check the progress made in your language competence during your stay abroad. The European Commission uses aggregated data of the language assessment results for statistical purposes.

Kind regards,




Erasmus+ OLS Community Manager

[Start my courses](#)



Erasmus+ is a registered trademark of the European Union | Last Updated 30/09/2014

Erasmus+ Copyright 2014 | [Legal disclaimer](#) - [Useful links](#)

Follow us on   



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



The screenshot shows the Erasmus+ Online Linguistic Support dashboard. At the top, there is a navigation bar with links for Home, Language assessment, Language Courses, and Contact us. Below the navigation bar is a large banner with the text "COMPATIBILITY OF YOUR EQUIPMENT". Underneath the banner, there is a section titled "Test your equipment" with a "Congratulations!" message and a "Start my courses" button. To the right of the message is a table showing the system's configuration and its compatibility with the required specifications.

Resolution	✓ 1920 x 1080
Browser	✓ Google Chrome 39.0
Flash Player or HTML5	✓ Flash Player 16.0.0
Cookies	✓ Active

## 2 Erasmus+ OLS language courses

### 2.1 Introduction

#### 2.1.1 Language course in the local language

##### Only for Higher Education Mobility Participants

If you are a Higher Education Mobility Participant, you may have been selected by your sending institution to follow an OLS language course in the local language of your mobility country.

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

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



### 2.1.2 How are the OLS language courses structured?

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

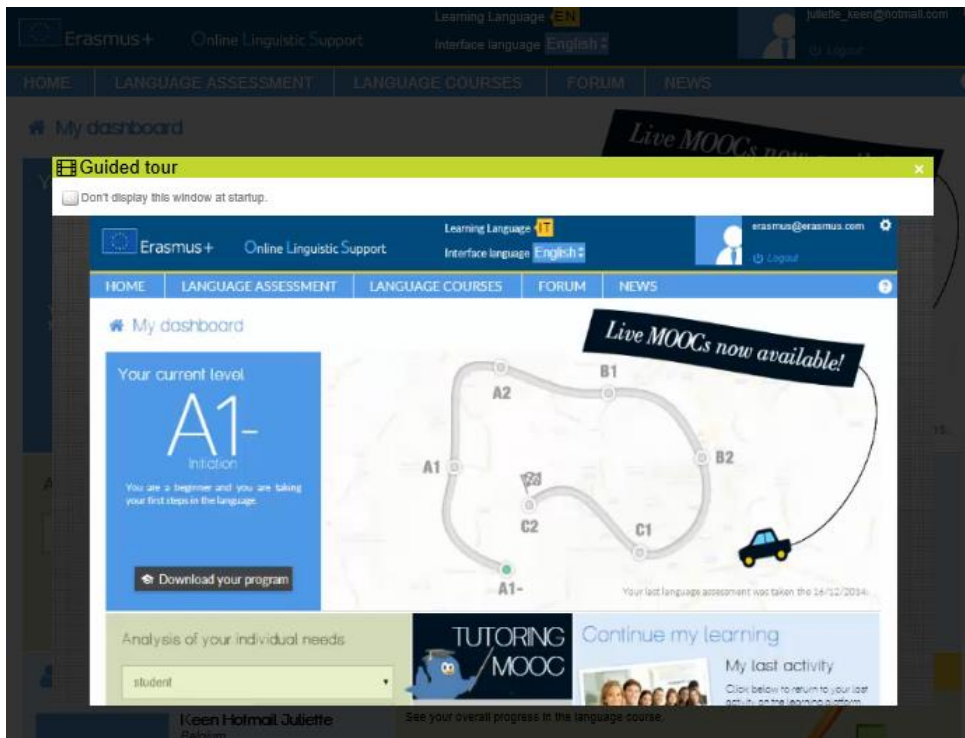
The “**Professions**” section is intended for learners with a minimum B1 level and is directed at the professional world. There are the following modules: banking (only in the English course), meetings, job courses and correspondence.

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

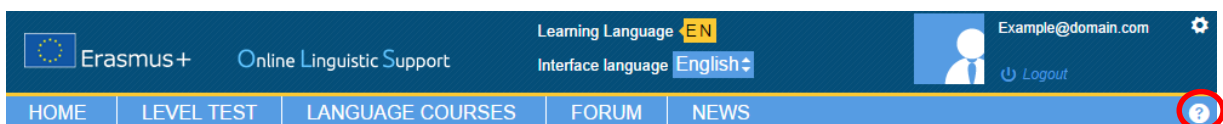
The “**News**” section is intended for proficient learners and uses videos and articles from media around the world. Click on a word to learn what it means and complete the quiz related to the video or article to test your comprehension!

### 2.1.3 Guided tour

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



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



### 2.1.4 Interface language

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

Example@domain.com

German, English, Spanish, French, Italian and Dutch.

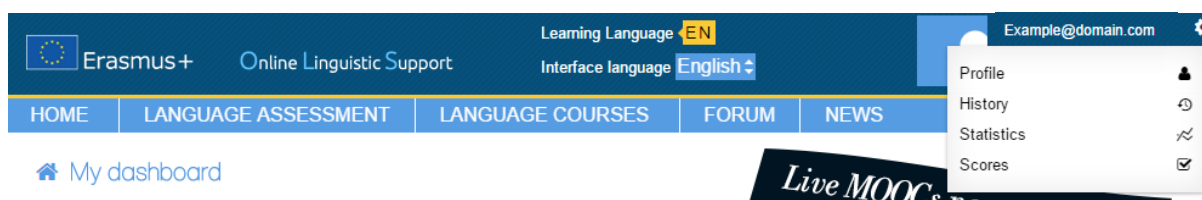


## 2.2 Functionality of the menu bar

### 2.2.1 Introduction

After logging into the OLS, your avatar and login appear in the upper right-hand corner. You may click

on the icon  to access the control panel.



### 2.2.2 "Profile" section

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

Among your contact information, you may want to update your mobility dates. The estimated dates of mobility are important as they determine the date of your second language assessment. Please pay particular attention to the date of return and note that your mobility cannot exceed 13 months.

Keep in mind that changing your mobility dates won't update your tokens for the tutoring sessions.<sup>1</sup>

The language of the assessment, as indicated under the tab "**Language to Test**", has been selected by your sending institution/organisation as the main language of instruction for your mobility period. It is not possible to modify this field.

<sup>1</sup> See explanations on tutoring sessions credits page 50

Only for Higher Education students: On your profile page, you can also see a field entitled “**Local Language**” (see point 2.1).

Login

axel.louvrier@multicom-europe.com

**Change password**

Last name\*  
Louvrier

First name\*  
Axel

Gender  
 M  F  Other

Contact email\*  
axel.louvrier@multicom-europe.com

Nationality\*  
Belgium  
This field is required.

Year of birth\*  
1902  
This field is required.

Mother tongue\*  
French

Type of mobility\*  
Studies  
This field is required.

Language to test\*  
English

Country of destination\*  
United Kingdom

Estimated start of the mobility period\*  
December 2014

Sending institution / organisation  
BEN Dummy 18

Mobility period  
13months

Time zone\*  
(GMT+02:00) Europe/Brussels

Estimated end of the mobility period\*  
December 2015

**Local Language**  
French

Newsletter  
 I wish to receive the Erasmus+ Newsletter

Privacy  
 I accept the terms on data protection and data privacy of the [Legal notice](#)\*

**Save these modifications**

## 2.2.3 Useful information about your learning process

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

### My connexion history

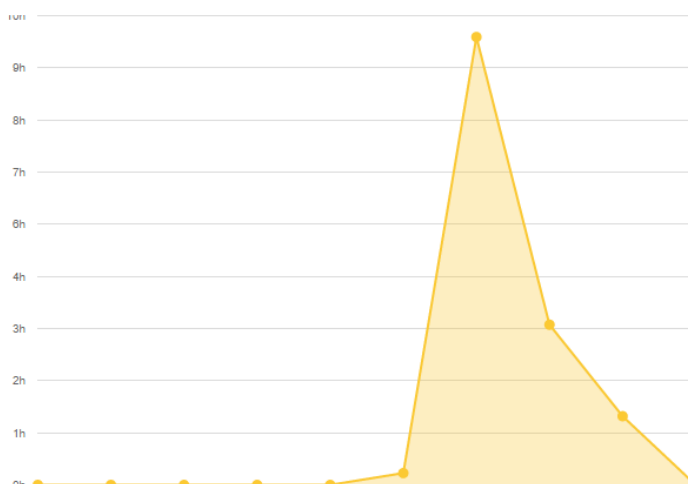
From	To	Time
06 oct. 2014 10:40:17'	06 oct. 2014 10:48:30'	00:08:13'
06 oct. 2014 08:27:49'	06 oct. 2014 09:45:59'	01:18:11'
03 oct. 2014 16:39:20'	03 oct. 2014 17:02:31'	00:23:11'
02 oct. 2014 15:06:46'	02 oct. 2014 16:52:26'	01:45:40'
30 sept. 2014 12:26:56'	30 sept. 2014 12:43:19'	00:16:23'
30 sept. 2014 12:26:20'	30 sept. 2014 12:26:44'	00:00:25'
30 sept. 2014 12:19:28'	30 sept. 2014 12:26:15'	00:06:47'
30 sept. 2014 12:17:31'	30 sept. 2014 12:19:23'	00:01:52'
30 sept. 2014 11:37:00'	30 sept. 2014 12:16:03'	00:39:02'
30 sept. 2014 10:28:38'	30 sept. 2014 10:42:36'	00:13:57'
29 sept. 2014 15:57:13'	29 sept. 2014 16:31:32'	00:34:20'
29 sept. 2014 12:31:42'	29 sept. 2014 12:34:54'	00:03:13'
29 sept. 2014 09:54:12'	29 sept. 2014 10:02:52'	00:08:40'
29 sept. 2014 09:39:26'	29 sept. 2014 09:39:45'	00:00:19'
26 sept. 2014 15:53:53'	26 sept. 2014 16:35:26'	00:41:34'
26 sept. 2014 10:27:59'	26 sept. 2014 13:30:23'	03:02:24'
25 sept. 2014 14:12:24'	25 sept. 2014 15:21:24'	01:09:01'
25 sept. 2014 12:07:59'	25 sept. 2014 13:18:51'	01:10:53'
25 sept. 2014 10:03:38'	25 sept. 2014 10:34:22'	00:30:44'
25 sept. 2014 08:33:16'	25 sept. 2014 09:49:13'	01:15:58'

[Refresh](#) | [Show](#)  items/page | 1-20(30)

Page(s) : [1](#) [2](#)

### History

#### Duration of log-in (by week)



#### Summary of performances

Last log-in : 06/10/2014  
 Duration of last log-in : 1:18  
 Average duration of log-in : 0:35  
 Hours worked : 17:32  
 Registration date : 30/09/2014  
 Credit expiry date : 30/07/2015

### Statistics



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

### Scores

GENERAL	<input type="text"/>	+
PROFESSIONS	<input type="text"/>	+

## 2.3 Home page

### 2.3.1 Results of the language assessment

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



Please note that if you are a Higher Education student following the OLS language course in the local language of your mobility country, the result of your first language assessment is not displayed on the dashboard.

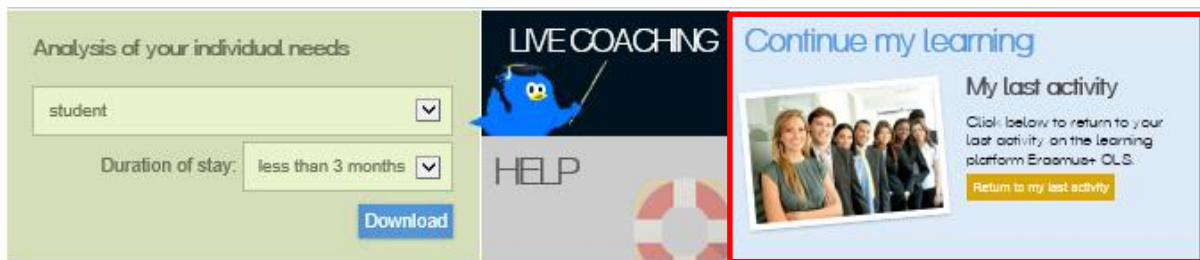
### 2.3.2 Useful information

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

- Analysis of your individual needs: The analysis of your individual needs, available on the Home page, allows you to download a detailed breakdown of your learning requirements according to different criteria: your status (student, trainee and volunteer) and the duration of your stay. You are able to download a PDF document with useful advice and information according to these criteria. In this document, the key skills related to your stay are identified: do you need to work more on your writing skills or your speaking skills, on your reading comprehension or on your listening comprehension? According to your profile, the most likely day-to-day situations you encounter are identified. You also get recommendations on how to prepare

yourself with the OLS language course. Depending on the different skills and situations identified, various modules and types of exercises are suggested to guide you in your learning process. Teaching tips that relate to the frequency and intensity of study that is required on the OLS language course are also available.

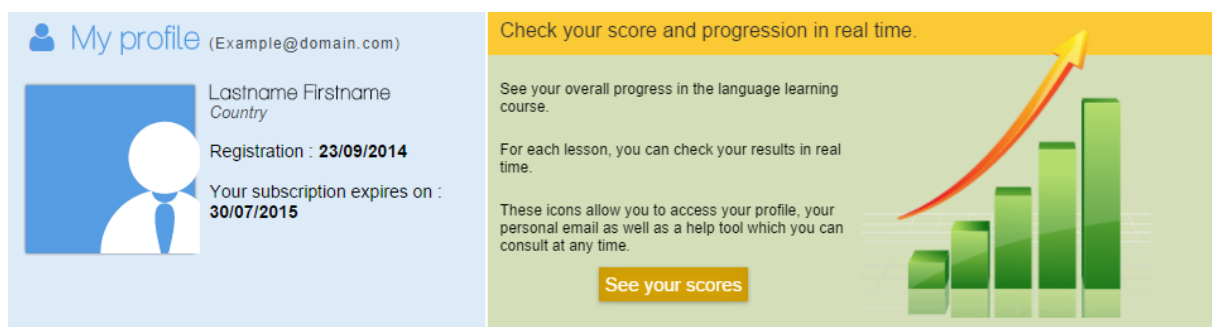
- **Live Coaching:** By clicking on the “**Live Coaching**” section you can access the dashboard where you can register for planned Tutoring sessions and MOOCs (Massive Online Open Courses).
- **Help:** By clicking on the “**Help**” section you can access the following tools and support:
  - ✓ Guided tour
  - ✓ User guide
  - ✓ A description of the Common European Framework of Reference for Languages (CEFR)
  - ✓ Report a problem
- **Continue my learning:** This allows you to continue your course from where you had stopped at during your previous session.



### 2.3.3 Your profile and progress

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

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





## 2.4 Language courses

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

### 2.4.1 "General" section

#### A "Vocabulary" module

##### a) Presentation

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



The screenshot shows the Erasmus+ Online Linguistic Support interface. The top navigation bar includes the Erasmus+ logo, 'Online Linguistic Support', 'Learning Language EN', and 'Interface language English'. The main navigation menu has tabs for HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, and NEWS. The 'LANGUAGE COURSES' tab is active, displaying a list of course categories: VOCABULARY, GRAMMAR, PRONUNCIATION (A2/B2), ARGUMENTATION (B1/C1), BANKING, MEETINGS, JOB COURSES (B1/C1), and CORRESPONDENCE (B1/C1). The 'VOCABULARY' category is selected, showing a list of levels: A1- Initiation, A1 Beginner, A1+ False beginner, A2 Elementary, B1 intermediate, B2 Upper intermediate, and C1 Advanced. On the left, a 'My dashboard' widget shows the user's current level as B2 Upper Intermediate, with a description of the level and a 'Download your program' button.

The Vocabulary module has five training levels for English and Dutch (A1 - Beginner, A2 – Elementary, B1 - Intermediate, B2 – Upper Intermediate, and C1 - Advanced) and four training levels for German, Spanish, French and Italian (A1, A2, B1 and B2).

- A1 is for learners with no or very little knowledge of the learning language. The vocabulary is based on everyday experiences. The A1 level is divided into three sub-levels: Initiation (A1-),

Beginner (A1) and False Beginner (A1+).







- A2 is for learners who wish to be able to use the language in everyday life (for example, socialising, communicating with family, travelling and making phone calls). The level focuses on learning and using the 700 most common words and phrases in the language.
- B1 is more comprehensive and looks at topics such as health and well-being, food and drink, travel, transportation, shopping, etc. The level covers 400 words that complement the A2 vocabulary.
- B2 is for learners that can now properly express themselves in general situations with the 2.000 words and phrases learnt at levels A2, B1 and B2. This level covers an additional 800 words and common expressions.
- C1 is for people who wish to gain fluency and accuracy by greatly enriching their lexical and idiomatic register with over 600 additional items to learn. The topics here are related to everyday life, social issues, political issues, and news (e.g. environment, media, etc.).

## b) Choosing a lesson

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

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

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

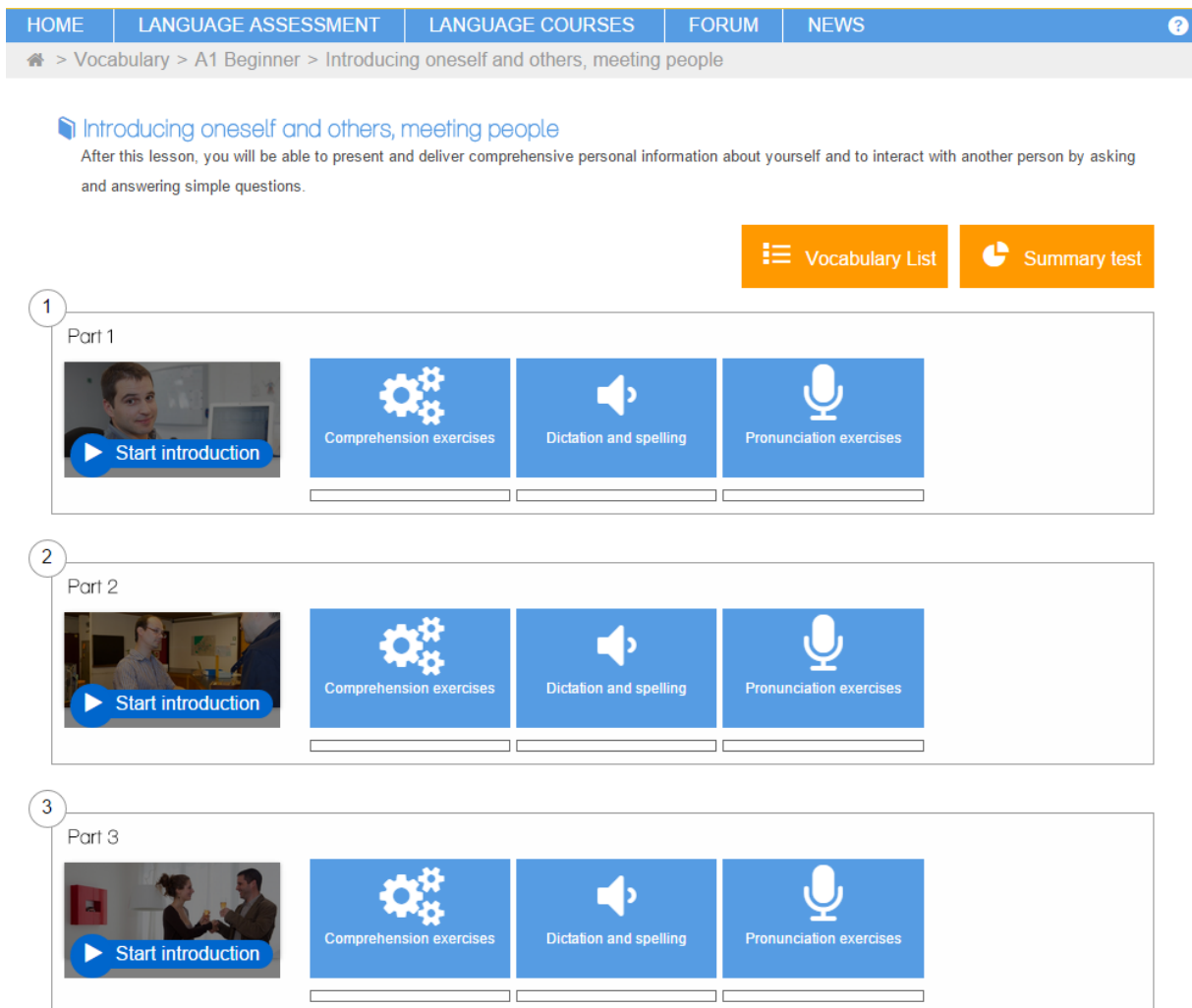
HOME	LEVEL TEST	LANGUAGE COURSES	FORUM	NEWS	?
🏠 > Vocabulary > A1 Beginner					
<b>Introducing oneself and others, meeting people</b>					
	After this lesson, you will be able to present and deliver comprehensive personal information about yourself and to interact with another person by asking and answering simple questions.				
<b>Talking about family and friends</b>					
	Having mastered this lesson, you will be able to talk about your family members, describing them physically and in terms of their character traits. You will also be able to list their business and leisure pursuits.				
<b>Describing objects, places and buildings</b>					
	Having completed this lesson, you will know the names of the different rooms in a house and the objects that can be found there as well as the names of the main buildings in a city. You'll be able to simply describe parts of your city and carry out a basic tour.				

## c) Studying a lesson

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

## d) How to train

### *The animated vignettes*



The screenshot shows a navigation menu at the top with options: HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, and NEWS. Below the menu is a breadcrumb trail: Home > Vocabulary > A1 Beginner > Introducing oneself and others, meeting people. The main content area is titled "Introducing oneself and others, meeting people" and includes a description: "After this lesson, you will be able to present and deliver comprehensive personal information about yourself and to interact with another person by asking and answering simple questions." In the top right corner, there are two orange buttons: "Vocabulary List" and "Summary test". The main content is divided into three parts, each with a video vignette and three exercise buttons: "Comprehension exercises", "Dictation and spelling", and "Pronunciation exercises".


**1** Part 1


**2** Part 2


**3** Part 3

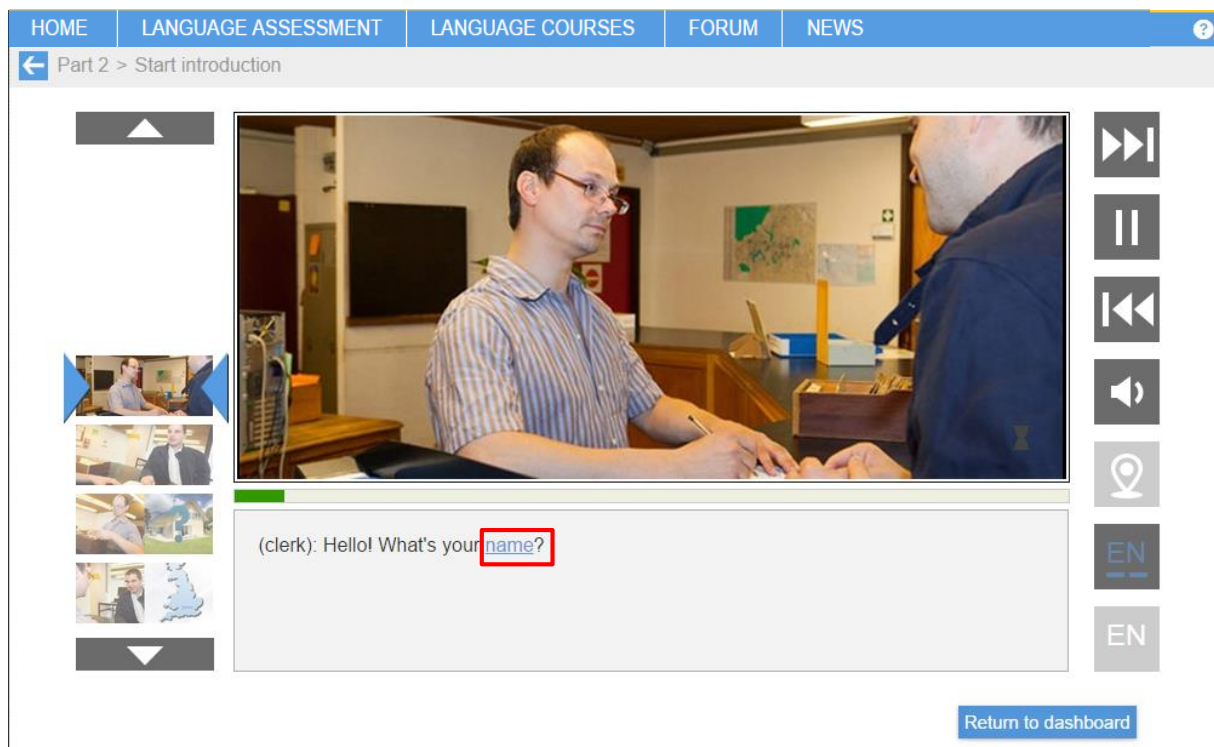
- When clicking on a topic, you are able to watch an animated vignette highlighting key words and phrases. We recommend you start here.
- Each topic has one or more animated segments, accessible by clicking on "Part 1", "Part 2" and/or more. It is recommended that you follow the learning progression. The order of the animated vignette is indicated in the section title.

- Immerse yourself in the language by watching these animated segments that are narrated by native speakers. Depending on your level and learning preference, you can choose to display the speakers' subtitles. If the speed is too fast, you can pause between sequences by clicking

on this button ().

You can move forward/backward and pause through the animation. You can click on the speaker/audio icon () to activate/deactivate the sound of the animation. You can also add subtitles in the learning language.

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



The screenshot displays the Erasmus+ Online Linguistic Support interface. At the top, there is a navigation bar with links for HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, and NEWS. Below this, a breadcrumb trail shows 'Part 2 > Start introduction'. The main content area features a video player with a video of two men in a classroom setting. The video player includes standard playback controls (play/pause, stop, previous, next, volume, and location) on the right side. Below the video, there is a subtitle box with the text '(clerk): Hello! What's your name?', where the word 'name' is underlined and highlighted with a red box. To the left of the video player, there is a vertical list of thumbnail images representing different video segments. At the bottom right of the interface, there is a button labeled 'Return to dashboard'.

Exercises

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



Three exercises are suggested for each animated vignette:

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

HOME LANGUAGE ASSESSMENT LANGUAGE COURSES FORUM NEWS

Part 1 > Comprehension exercises 1 2 3 4 5

Listening comprehension  
Listen and choose the right answer.




● Hello! My name is  Hunter. My first name is Ian and my surname is Hunter. I'm  . I was born in  but now I live in  . My address is 62 Carnegie Street. I'm  and I  any children.


VALIDATE



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

HOME
LANGUAGE ASSESSMENT
LANGUAGE COURSES
FORUM
NEWS
?



← Part 1 > Dictation and spelling

Brian introduces himself  
 Listen to the sentences below by clicking on the speaker and then complete each of these sentences using the words or phrases that you recognized/heard. If you wish, you can get the translation of the sentence by clicking the dedicated button . At the end of the exercise you can access the flashcards of words.





(Brian): Hello!

My name is Brian Walker.

My  is Brian  my

is Walker.




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


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

*How?*

- *The first time you attempt a pronunciation exercise, the system prompts you to calibrate your microphone.*
- *You must then choose the words and phrases that you want to test in the general vocabulary. You can also click on the first word in the list and gradually pronounce all the*

words by clicking on the arrow (▶).

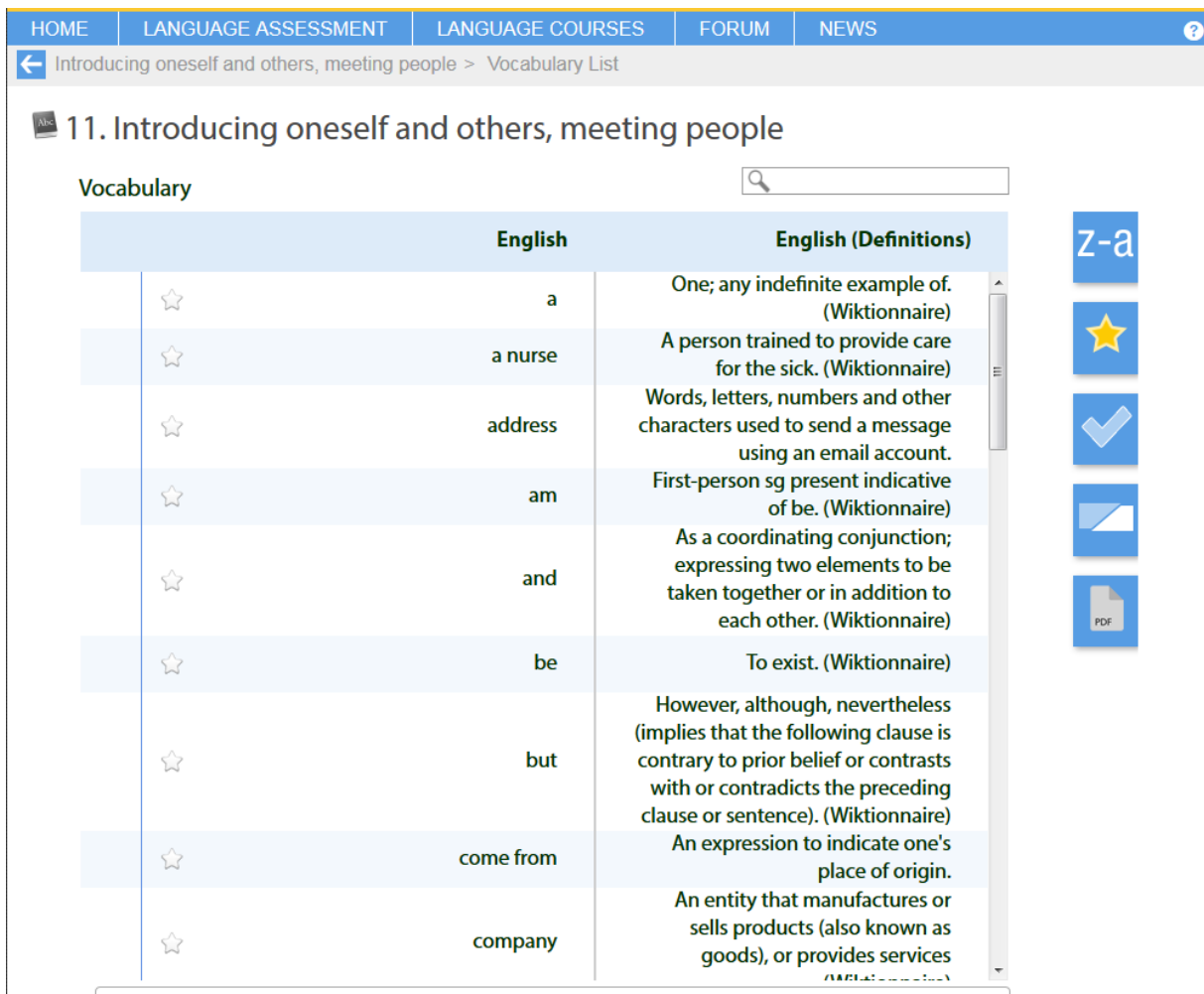
- Listen to the native pronunciation model and then try to imitate it. Record by clicking the  button and stop recording by clicking the  button.
- You can also pronounce the words or phrases again to improve your results. To do this, click the  button.
- Your pronunciation results or "scores" appear next to each word in the list.




The screenshot shows a web interface for a pronunciation exercise. At the top, there is a navigation bar with links for HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, and NEWS. Below this, a breadcrumb trail reads 'Part 1 > Pronunciation exercises'. The main content area features a window titled 'a nurse' with a close button (X) in the top right corner. Inside this window, there is a 'Play' button with a green triangle icon, a 'Rec' button with a red circle icon, and a 'Retry' button with a red circle icon. A blue waveform visualization is shown next to the 'Play' button. Below the buttons, there is a text prompt: 'Click on "Rec" to record your pronunciation'. At the bottom of the window, there is a 'Set up your microphone.' button with a gear icon. To the right of the window, there is a 'Return to dashboard' button.

## e) How to use the vocabulary list

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







	English	English (Definitions)
☆	a	One; any indefinite example of. (Wiktionnaire)
☆	a nurse	A person trained to provide care for the sick. (Wiktionnaire)
☆	address	Words, letters, numbers and other characters used to send a message using an email account.
☆	am	First-person sg present indicative of be. (Wiktionnaire)
☆	and	As a coordinating conjunction; expressing two elements to be taken together or in addition to each other. (Wiktionnaire)
☆	be	To exist. (Wiktionnaire)
☆	but	However, although, nevertheless (implies that the following clause is contrary to prior belief or contrasts with or contradicts the preceding clause or sentence). (Wiktionnaire)
☆	come from	An expression to indicate one's place of origin.
☆	company	An entity that manufactures or sells products (also known as goods), or provides services

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

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



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

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

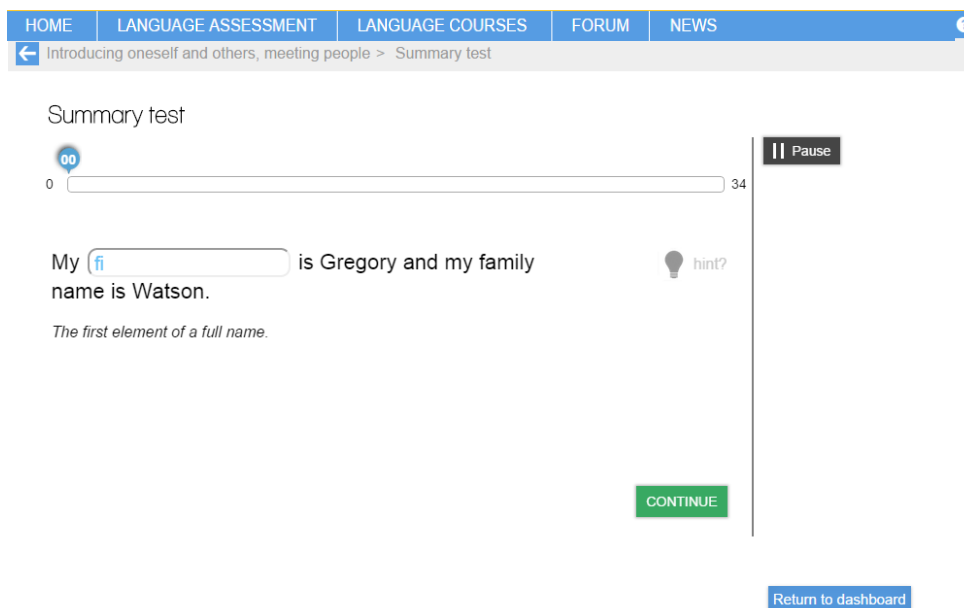
## f) Summary test

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

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

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

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



The screenshot shows the 'Summary test' interface. At the top, there is a navigation bar with links for HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, and NEWS. Below this is a breadcrumb trail: 'Introducing oneself and others, meeting people > Summary test'. The main content area is titled 'Summary test' and features a progress bar at the top left showing 0 out of 34 questions completed. A 'Pause' button is located at the top right. The main question is: 'My  is Gregory and my family name is Watson.' To the right of the question is a lightbulb icon with the text 'hint?'. Below the question is a hint: 'The first element of a full name.' At the bottom right of the question area is a green 'CONTINUE' button. At the very bottom of the page, there is a blue 'Return to dashboard' button.

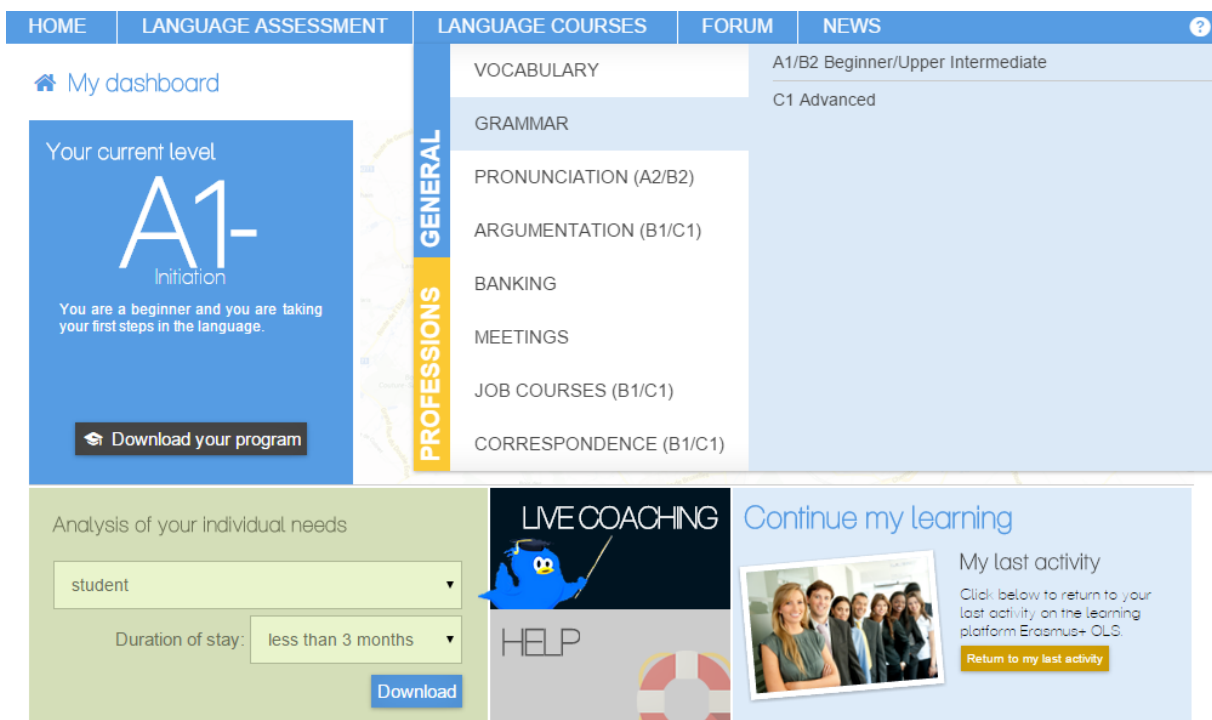
Upon completion of the test, you receive your score as well as the corrections. You may want to retry the summary test or learn the unknown words by repeating them until they are memorised.

## B “Grammar” module

### a) Presentation

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

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



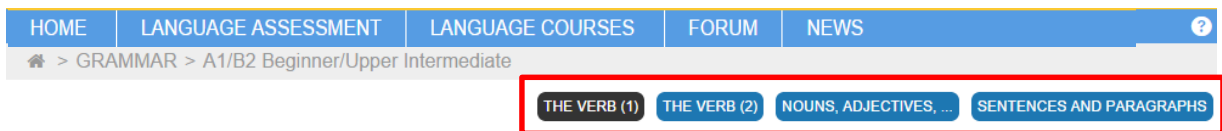
The screenshot displays the Erasmus+ Online Linguistic Support interface. At the top, there is a navigation bar with tabs: HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, and NEWS. Below the navigation bar, the main content area is divided into several sections:

- My dashboard:** Shows the user's current level as **A1- Initiation**. Below this, it states "You are a beginner and you are taking your first steps in the language." and provides a "Download your program" button.
- Language Courses Menu:** A vertical menu on the left lists various course categories: VOCABULARY, GRAMMAR, PRONUNCIATION (A2/B2), ARGUMENTATION (B1/C1), BANKING, MEETINGS, JOB COURSES (B1/C1), and CORRESPONDENCE (B1/C1). The menu is divided into "GENERAL" and "PROFESSIONS" sections.
- Analysis of your individual needs:** A section with a dropdown menu set to "student" and a "Duration of stay" dropdown set to "less than 3 months". A "Download" button is located below these options.
- LIVE COACHING:** A section featuring a blue cartoon character and a "HELP" button.
- Continue my learning:** A section with a photo of a group of people and a "My last activity" section. The "My last activity" section includes a description: "Click below to return to your last activity on the learning platform Erasmus+ OLS." and a "Return to my last activity" button.

## b) Choosing a lesson

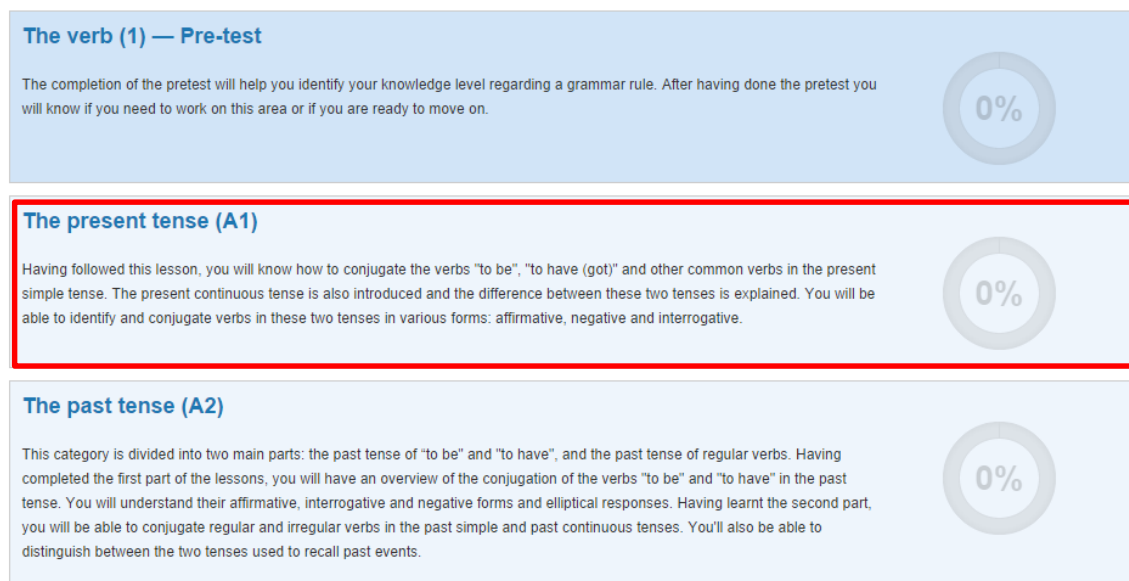
Choose your level and then the category. Depending on the language, several categories are available: for example, verb, determinants, sentence structure, etc. Each category includes several themes. Choose a theme and then begin your lesson by clicking on its title.

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



The screenshot shows a navigation bar with the following items: HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, NEWS, and a help icon. Below the navigation bar is a breadcrumb trail: > GRAMMAR > A1/B2 Beginner/Upper Intermediate. A red box highlights a sub-menu with four items: THE VERB (1), THE VERB (2), NOUNS, ADJECTIVES, ... and SENTENCES AND PARAGRAPHS.

The verb (1)



The screenshot shows a list of lessons with progress indicators (doughnut charts) showing 0% completion. The lessons are:

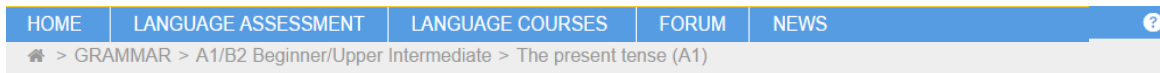
- The verb (1) — Pre-test**: The completion of the pretest will help you identify your knowledge level regarding a grammar rule. After having done the pretest you will know if you need to work on this area or if you are ready to move on.
- The present tense (A1)**: Having followed this lesson, you will know how to conjugate the verbs "to be", "to have (got)" and other common verbs in the present simple tense. The present continuous tense is also introduced and the difference between these two tenses is explained. You will be able to identify and conjugate verbs in these two tenses in various forms: affirmative, negative and interrogative.
- The past tense (A2)**: This category is divided into two main parts: the past tense of "to be" and "to have", and the past tense of regular verbs. Having completed the first part of the lessons, you will have an overview of the conjugation of the verbs "to be" and "to have" in the past tense. You will understand their affirmative, interrogative and negative forms and elliptical responses. Having learnt the second part, you will be able to conjugate regular and irregular verbs in the past simple and past continuous tenses. You'll also be able to distinguish between the two tenses used to recall past events.

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

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

## d) Choose a section

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




### The present tense (A1)

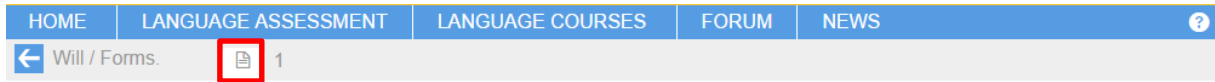
Having followed this lesson, you will know how to conjugate the verbs "to be", "to have (got)" and other common verbs in the present simple tense. The present continuous tense is also introduced and the difference between these two tenses is explained. You will be able to identify and conjugate verbs in these two tenses in various forms: affirmative, negative and interrogative.



- 1 The present tense of 'be' / Affirmative.
- 2 The present tense of 'be' / Negative.
- 3 The present tense of 'be' / Interrogative.

## e) Rules and exercises

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



### Will / Forms.



Affirmative :

- 'Will' + infinitive *without to* for all persons
- 'Shall' can be used for the 1st person sing. & pl.

Full forms		Short forms		Examples
I (shall)		I'll		<ul style="list-style-type: none"> <li>• I'll be late tomorrow.</li> <li>• You'll be tired.</li> <li>• Next year he'll be 25.</li> <li>• She'll be there at 7.</li> <li>• It'll take much time.</li> <li>• We'll be in Paris next week.</li> <li>• You'll probably have fun.</li> <li>• They'll have problems.</li> </ul>
You		You'll		
{He	come	{He	come	
{She will		{She 'll		
{It		{It		
We (shall)		We'll		
You		You'll		
They		They'll		

Negative :

- 'Will' + not + infinitive without to for all persons
- 'Shall' + not can be used for the 1st person sing. & plural

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

The “**Post-test**” is to check whether the grammatical content has been learnt. The result of this post-test indicates whether you are ready to move on. The post-test focuses on the new knowledge you have learnt in a given category (e.g. verb, noun, etc.). The review test allows you to check your knowledge of a particular lesson (e.g. the “present tense”, “possessives”, etc.)

<b>Short forms : general review (A2)</b> Thanks to this lesson, you will be able to use the contracted forms. You will be familiarised with irregular forms, and some special cases will also be introduced.	0%
<b>General conclusions on tense formation (B1)</b> This lesson includes a summary table of the conjugation of verbs in the tenses you have seen so far.	0%
<b>The verb (1) — Posttest</b> The posttest allows you to assess whether the material of a grammatical area studied has been assimilated. The result of this posttest will inform you of whether you are ready to move on.	0%

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

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

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

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

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

HOME LANGUAGE ASSESSMENT LANGUAGE COURSES FORUM NEWS

Animation : General overview of vowels, diphthongs and consonants > Start introduction

Lesson 1 : General overview of vowels, diphthongs and consonants

Vowels

[i:] as in see [si:]	[ɔ:] as in law [lɔ:]
[ɪ] as in sit [sɪt]	[ʊ] as in put [pʊt]
[e] as in ten [ten]	[u:] as in too [tu:]
[æ] as in hat [hæt]	[ʌ] as in cup [kʌp]
[ɑ:] as in arm [ɑ:m]	[ə:] as in fur [fɜ:]
[ɒ] as in got [gɒt]	[ə] as in ago [ə'gəʊ]

Return to dashboard

## D “Argumentation” module

### a) Presentation

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

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

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

The doughnut chart allows you to see your overall progress in every lesson. It turns green or red according to the number of activities you have done as well as the results you achieved in the exercises.


When a lesson includes a summary test or a review test, completion of this test fills a larger portion of the doughnut chart. In each lesson a horizontal line is present to show you a detailed overview of your results.

## b) Choosing and studying a lesson

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

We recommend that you:

- Watch the video

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

- Look up the vocabulary

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

- Check your understanding

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

- Express yourself, regarding the subject

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



[HOME](#)[LANGUAGE ASSESSMENT](#)[LANGUAGE COURSES](#)[FORUM](#)[NEWS](#)[Home](#) > [ARGUMENTATION \(B1/C1\)](#) > [What do you think about tele-working?](#)

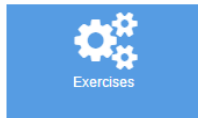
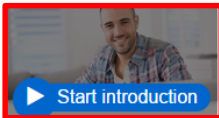
### What do you think about tele-working?

In this lesson, different interviewees share their views on teleworking. You will learn about what some of the interviewees have to say about the benefits of teleworking and the effect thereof on the environment. You will also learn about the challenges of this mode of working, how it is not always suitable for everyone and that it requires strict discipline. After completing this lesson, you will be able to take a position regarding this issue.

[☰ Vocabulary List](#)[🔄 Follow-up](#)

1

Part 1



## 2.4.2 "Professions" section

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

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

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

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

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

HOME	LANGUAGE ASSESSMENT	LANGUAGE COURSES	FORUM	NEWS	?
------	---------------------	------------------	-------	------	---

🏠 > BANKING > B1 intermediate

#### Opening an account



After this lesson, you will be able to ask about opening a current account abroad and take the necessary steps to open an account.

0%

#### Information on credit card services



In this lesson, you will learn how to effectively give credit card advice. You will learn vocabulary and phrases that will help you answer the questions of a potential customer. You will also learn how to provide specific information as well as the advantages and disadvantages of owning a credit card.

0%

#### Applying for a credit card



Once you have mastered this lesson, you will be able to offer a customer a credit card. You will be able to help the customer fill out the application form, provide specific information on fees and conditions for using the card abroad, and explain how online banking works.

0%

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

## B Meetings (B1/B2)

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

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

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


## C Job Courses (B1/C1)

"**Job courses**", available in all languages, allow you to study the vocabulary necessary for a profession.

Access "**Language Courses**" by clicking on it and in the second part of the menu, click on "**Job Courses**".

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


### Purchasing



Once you have mastered this lesson, you will be able to greet customers at the store, and assist and advise them in their purchases. You will be able to converse with them at the checkout. You also will know the vocabulary related to marketing in a broader sense .

0%


### Secretary and Administrative Assistant



Following this lesson, you will have mastered the jargon necessary for the secretarial and administrative assistance field. You will learn notably the standard polite forms of greeting and be able to answer the telephone.

0%


### Automobile



This lesson aims to immerse you in the professional automotive field by introducing the typical expressions of this business. Following this lesson, you will be able to communicate with your customers and you will know the vocabulary specific to the automotive world.

0%

### Chemistry



Once you have completed this lesson, you will know the very specific vocabulary of the chemical industry. You will be able to correctly pronounce the different terms by listening to the speech of native speakers.

0%

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


### Purchasing

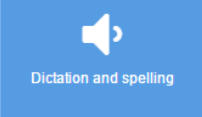
Once you have mastered this lesson, you will be able to greet customers at the store, and assist and advise them in their purchases. You will be able to converse with them at the checkout. You also will know the vocabulary related to marketing in a broader sense .

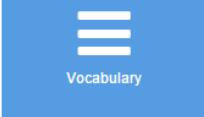
 Comprehension exercises  Summary test

1

Part 1



 Dictation and spelling

 Vocabulary

## D Correspondence (B1/C1)

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

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

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

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

### Enclosure

➔ **STRUCTURE AND PRESENTATION**

↳ **Enclosure**

If an enclosure accompanies the letter, this fact is indicated both in the text itself and by the word Enclosure (often reduced to Enc. or Encl.) typed against the left-hand margin some distance below the signature.

[Return to dashboard](#)

## 3 Forum

### 3.1 Introduction

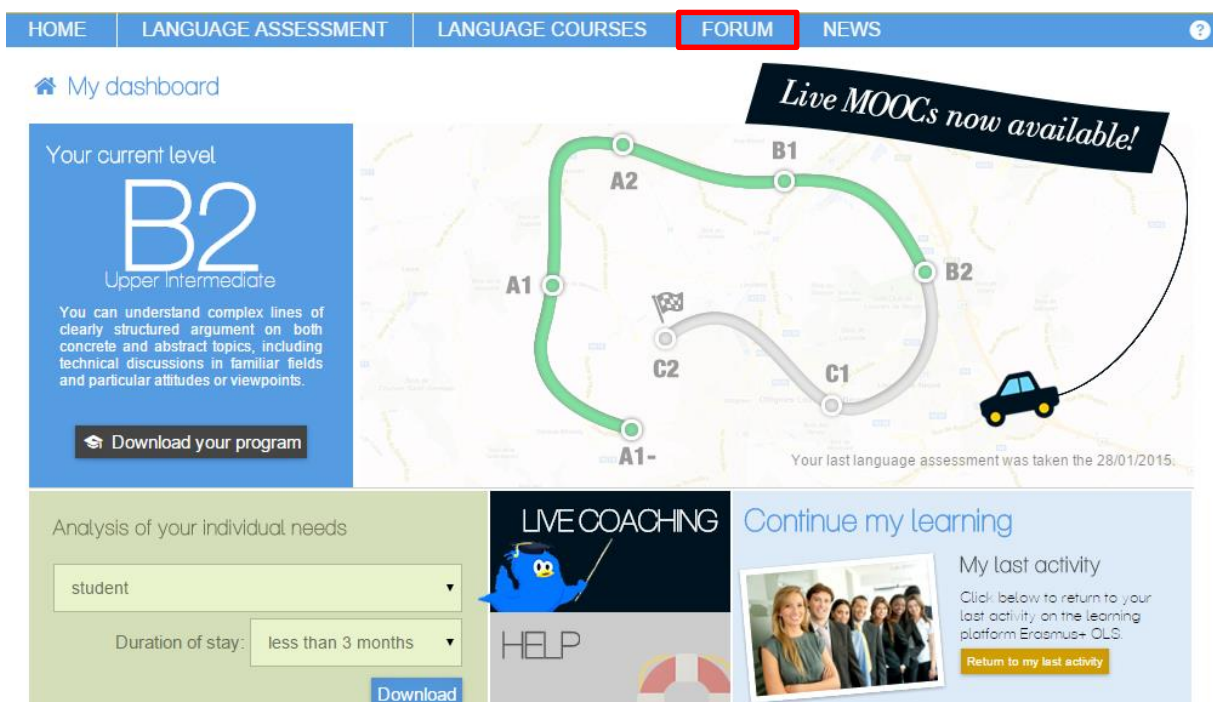
The "**Forum**" tab provides a forum through which to exchange ideas with other learners and participants of mobility programmes, on specific and varied subjects. Dare to take the plunge: natural use of the language is essential for learning.

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

### 3.2 How to use it

#### 3.2.1 Access the forum

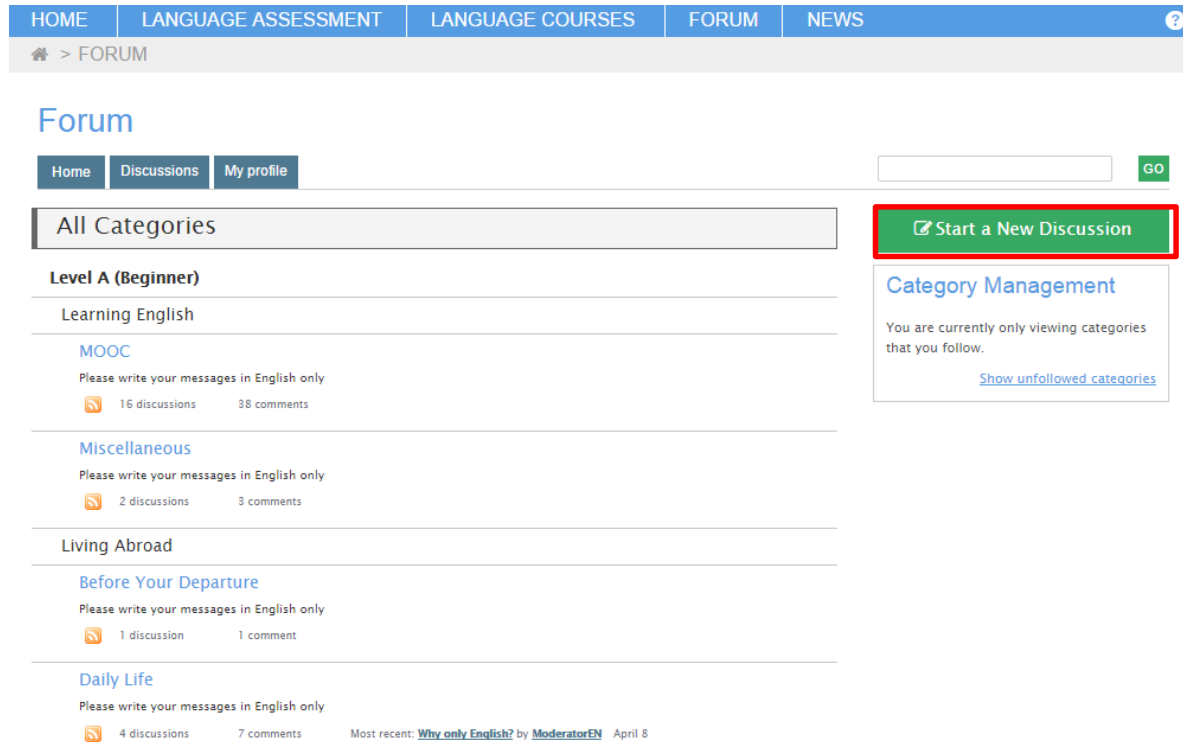
You can access the forums by clicking on "**Forum**" on the main page of the OLS.



The screenshot shows the Erasmus+ OLS main page. The navigation bar at the top includes: HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, **FORUM** (highlighted with a red box), and NEWS. Below the navigation bar, there is a "My dashboard" section. On the left, a blue box displays "Your current level B2 Upper Intermediate" with a description: "You can understand complex lines of clearly structured argument on both concrete and abstract topics, including technical discussions in familiar fields and particular attitudes or viewpoints." and a "Download your program" button. To the right, a map shows a learning path with levels A1, A2, B1, B2, C1, and C2. A banner above the map says "Live MOOCs now available!". Below the map, it states "Your last language assessment was taken the 28/01/2015.". At the bottom, there are three sections: "Analysis of your individual needs" with a dropdown menu set to "student" and "Duration of stay: less than 3 months", a "Download" button, and a "LIVE COACHING" section with a blue penguin icon and a "HELP" button. On the right, a "Continue my learning" section features a photo of a group of people and a "Return to my last activity" button.

### 3.2.2 Post a discussion

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



The screenshot shows the forum's navigation bar with tabs for HOME, LANGUAGE ASSESSMENT, LANGUAGE COURSES, FORUM, and NEWS. Below the navigation bar is a breadcrumb trail: HOME > FORUM. The main heading is "Forum". There are three sub-tabs: Home, Discussions, and My profile. A search bar is located on the right with a "GO" button. A prominent green button with a red border says "Start a New Discussion". Below this is a "Category Management" box with the text: "You are currently only viewing categories that you follow." and a link "Show unfollowed categories". The main content area lists categories under "All Categories":

- Level A (Beginner)**
  - Learning English**
    - MOOC**  
Please write your messages in English only  
16 discussions 38 comments
    - Miscellaneous**  
Please write your messages in English only  
2 discussions 3 comments
  - Living Abroad**
    - Before Your Departure**  
Please write your messages in English only  
1 discussion 1 comment
    - Daily Life**  
Please write your messages in English only  
4 discussions 7 comments  
Most recent: [Why only English?](#) by ModeratorEN April 8

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

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

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

## Forum

[Home](#) [Discussions](#) [My profile](#) [GO](#)

## Start a New Discussion

Discussion Title

Category

[Post Discussion](#) [Preview](#) [Cancel](#)

### 3.2.3 Read messages

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

[Home](#) [Dashboard](#) [Discussions](#) [My profile](#) [Sign Out](#)

[All Discussions](#) [My Discussions 12](#)

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

## Forum

[Home](#) [Dashboard](#) [Discussions](#) [My profile](#) [Sign Out](#)

[All Discussions](#) [My Discussions 12](#)

<b>Flat hunting</b>	Options	<input type="checkbox"/>	<input type="star"/>
3 comments <a href="#">MOOC</a> Most recent by <a href="#">ModeratorEN</a> January 21			
<b>Where are you?</b>		<input type="checkbox"/>	<input type="star"/>
6 comments <a href="#">Daily Life</a> Most recent by <a href="#">Chiara161805</a> January 19			
<b>Welcome</b>		<input type="checkbox"/>	<input type="star"/>
1 comment <a href="#">Miscellaneous</a> Started by <a href="#">ModeratorEN</a> January 12			

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

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



Home Dashboard Discussions My profile Sign Out

All Discussions **My Discussions 12**

After you click on this link, you are able to see all the discussions that you have started.

All Discussions **My Discussions 12**

Welcome 1 comment **Miscellaneous** Started by ModeratorEN January 12

Welcome 1 comment **MOOC** Started by ModeratorEN January 12

Welcome 1 comment **Miscellaneous** Started by ModeratorEN January 12

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

Flat hunting MOOC ☆

reşon January 19

The video about flat hunting was really good! Did you all see it? Could we talk about it together?

Chiara161805 January 20

Yes, it's interesting. I would like to see it again, although I would like to see the recording. Do you have any other videos of the same kind?

### 3.2.4 Post a comment

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

All Discussions **My Discussions 12**

reşon 1 comment **Daily Life** Started by REST137873 4:36AM

**Flat hunting** 3 comments **MOOC** Most recent by ModeratorEN January 21

Where are you? 6 comments **Daily Life** Most recent by Chiara161805 January 19

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



The screenshot shows a discussion thread with a yellow background. At the bottom, there is a grey box titled "Write Comment" with a "Preview" link in the top right corner. Below the title is a large text input area. At the bottom left of the box is a "Back to Discussions" link, and at the bottom right is a green "Post Comment" button.

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



This screenshot is identical to the previous one, but the "Preview" link in the top right corner of the "Write Comment" box is highlighted with an orange border.

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



The screenshot shows the "Preview" screen. The title "Write Comment" is on the left and "Preview" is on the right. The text "Hello, welcome to the forum." is displayed in the center. At the bottom left is a "Back to Discussions" link, and at the bottom right is a green "Post Comment" button.

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



Write Comment Preview

Hello, welcome to the forum.

Back to Discussions Post Comment

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



Write Comment Preview

Back to Discussions Post Comment

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

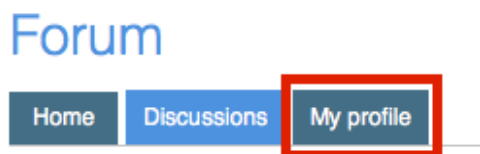


Write Comment Preview

Back to Discussions Post Comment

### 3.3 My profile

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



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

Home > FORUM

### Forum

Home Discussions My profile

Ray159404

Notifications Discussions Comments

You do not have any notifications yet.

Change My Picture  
Edit My Account  
My Preferences

**About**

Username	Ray159404
Visits	0
Last Active	9:17AM
Roles	Member

### 3.3.1 Change My Picture

When you click on “Change My Picture” you can select a few avatars available to you to personalise your account:

#### Change My Picture

Please select a picture among these ones

Deselect Picture Save

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


### 3.3.2 My Preferences

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

## Forum

Home Discussions My profile

---



[Change My Picture](#)  
[Edit My Account](#)  
[My Preferences](#)

### My Preferences

#### Notifications

Email	Popup	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Notify me when people comment on my discussions.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Notify me when people mention me in discussion titles.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Notify me when people mention me in comments.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Notify me when people comment on my bookmarked discussions.

[Save Preferences](#)

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

## 4 "News" Module

### 4.1 Purpose of the News module

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

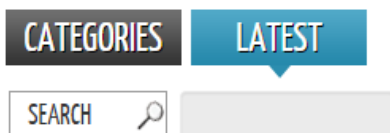
### 4.2 Structure

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



### 4.3 How does it work?

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



### 4.3.1 Articles

Once you have chosen an article, several vertical sidebar options help you go through the article. The “**Dictionary**” button informs you that you can click on a word in the article to get its definition. The “**Quiz**” button allows you to take a quiz related to the article and thus test your understanding. Click on the “**Highlight**” button to highlight the article on the page.

?
HOME   LANGUAGE ASSESSMENT   LANGUAGE COURSES   FORUM   NEWS

🏠 > NEWS

CATEGORIES
LATEST



Incumbent Rouseff to face Neves in Brazil runoff

08/10/2014

QUIZ



Petersen slams 'bullying' England cricket culture

08/10/2014

QUIZ



Disney steps in to rescue struggling Disneyland Paris

08/10/2014

QUIZ



Nervous wait for F1 driver Bianchi's family and team

08/10/2014

QUIZ



China cyber-war costing US billions: FBI chief

08/10/2014

QUIZ



Advocacy group urges renewed global push to end Africa poverty

08/10/2014

QUIZ



Nobel season opens with Snowden, chili research

08/10/2014

QUIZ



Hong Kong protests subside as exhaustion sets in

08/10/2014

QUIZ

ARTICLE
a-   A+
estimated reading time: 02:15

#### Hitmen admit killing 17 of 43 missing Mexican students

2014-10-08

QUIZ AVAILABLE



Two gang hitmen linked to police admitted to killing 17 of 43 students missing in southern Mexico, prosecutors said, amid fears the victims were among bodies found in a mass grave.

Inaky Blanco, the chief prosecutor of violence-plagued Guerrero state, said Sunday that it would take at least 15 days to identify the 28 bodies in the clandestine grave, some of which were badly burned and in pieces.

The site was found Saturday in Pueblo Viejo, an impoverished district of the city of Iguala, where the missing students were last seen on the night of September 26, some 200 kilometers (125 miles) south of Mexico City.

"A bed of branches and tree trunks was made, on which the bodies of the victims were laid and a flammable substance was used," Blanco said.

The students disappeared after Iguala municipal police officers shot at buses transporting them, and Blanco said the Guerreros Unidos gang participated in a night of violence that left six people dead, 25 wounded and 43 missing.

While the students are accused of having hijacked the buses, Blanco said the motive for the attack remains under investigation.

The case could become one of the worst slaughters that Mexico has witnessed since the drug war intensified in 2006, leaving 80,000 people dead to date, and by far the most horrific since President Enrique Pena Nieto took office in December 2012.

- Parents hold out hope -

Earlier Sunday, some parents and hundreds of fellow students from the missing group's teacher training college blocked the highway between Guerrero's capital Chilpancingo and Acapulco, voicing anger at the authorities.



Some of the parents said they were shown pictures of the bodies but that they did not believe that they looked like their children.

"As parents, we reject this situation. It's not the youngsters. We know they're holding them alive," said Manuel Martinez, whose son is among the missing.

Survivors said the students had gone to Iguala to conduct fundraising activities and came under attack by police after they boarded three buses.

A

DICTIONARY

X=  
Y=

QUIZ

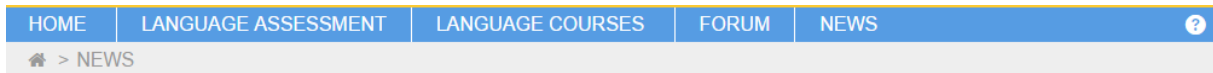
[ ]

HIGHLIGHT




### 4.3.2 Videos

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




**CATEGORIES** **LATEST**


SEARCH  > 0 videos found

- 


**Ebola survivor lives with tragedy**  
18/10/2014

SUBTITLES QUIZ
- 


**Protective measures are key when it comes to Ebola**  
14/10/2014

SUBTITLES QUIZ
- 

**US blames protocol breach for new Texas Ebola case**  
13/10/2014

SUBTITLES QUIZ
- 

**Churches join fight against Ebola in Sierra Leone**  
06/10/2014

SUBTITLES QUIZ
- 

**West African economy falling victim to Ebola outbreak**  
01/10/2014


SUBTITLES QUIZ

**+ More Items**

**VIDEO**

**Ebola survivor lives with tragedy**  
2014-10-16

QUIZ AVAILABLE



QUIZ AVAILABLE

As Ebola continues to ravage west Africa, some residents in the northwestern region of the Democratic Republic of Congo have recovered from it. Duration: 01:48

© AFP - Powered by 3 An media

**QUIZ** 4n Media

**EASY**

★★ MEDIUM

★★★ DIFFICULT

**How many members of Maria's family died from the Ebola virus?**

- 8 members,
- 12 members,
- 10 members.

Q 1/3 **SUBMIT**

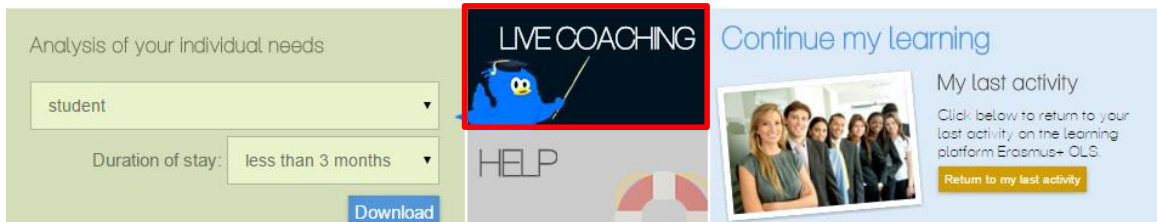


## 5 Live coaching

### 5.1 Introduction

#### 5.1.1 General introduction

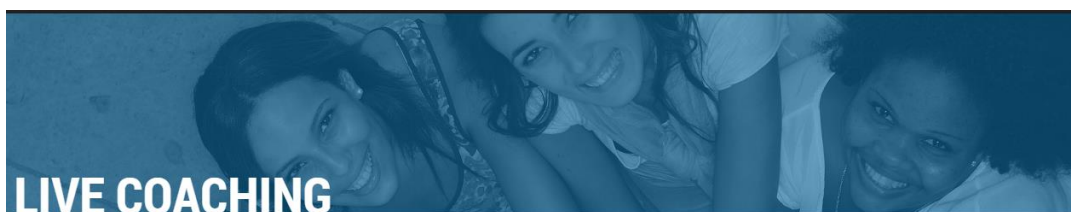
We now explore the live coaching. By clicking on the “**Live Coaching**” section you can access the Visio Dashboard, where you can register for planned live coaching (MOOCs and tutoring sessions).



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

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

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



#### Planned course

Only one tutoring session can be planned at any one time.

Date	Hour	Type	Level	Theme	
04/02/2015	15:00	MOOC	C	Environment	<a href="#">Access to classroom</a>

#### Incoming courses

Date	Hour	Tutor	Theme	Remaining places	Level	
04/02/2015	15:00	Ray Levy	Environment	∞	C	<a href="#">Registered</a>

[See all incoming courses](#)

## 5.1.2 MOOCs

### A Objective

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

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

### B Organisation

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

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

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

## 5.1.3 Tutoring sessions

### A Objective

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

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

You can choose between the following sessions:

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

## B Organisation

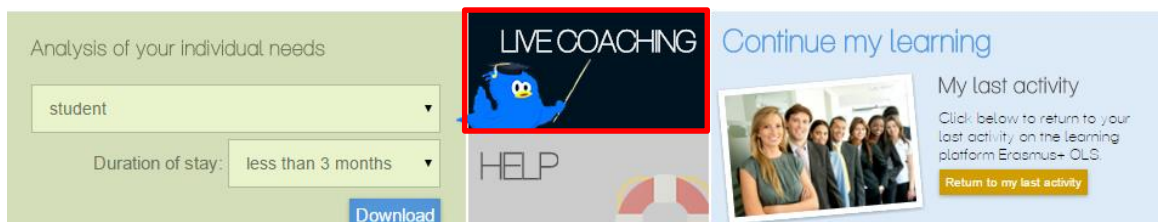
Tutoring sessions are 30 minutes long and are organised for groups of up to 6 participants. The number of tutoring sessions you can attend depends on the duration of your mobility programme. You need one credit to attend a 30-minute tutoring session. You are granted “credits” which allow you to register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

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

### 5.2 Registering for Live coaching classes

#### 5.2.1 Introduction

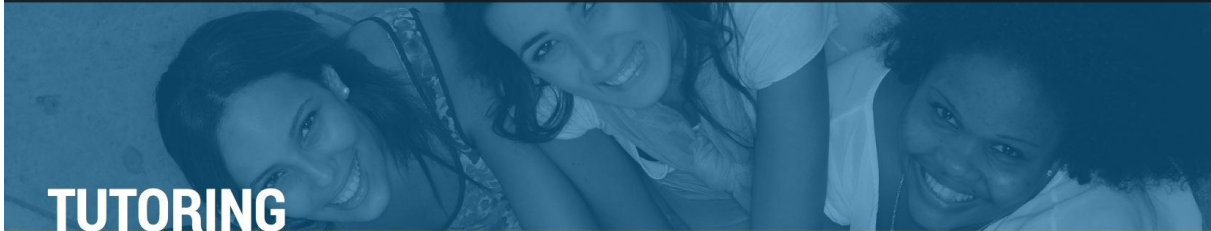
In order to attend a tutoring session, you need to be registered. To do so, click on “**Live Coaching**” on the Home page.



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

Useful links Disclaimer Privacy statement Cookies Report a Problem English ↕ A<sup>+</sup> A<sup>+</sup> Hello, Jessica

Erasmus+ Online Linguistic Support Home Language assessment Language courses Contact us FAQ



## Planned course

Only one tutoring session can be planned at any one time.

Date	Hour	Type	Level	Theme	

You have no booked tutoring session. Do you want to book one?

## Incoming courses

Date	Hour	Tutor	Theme	Remaining places	Level	
	All	All	All	All	All	
04/02/2015	15:00	Ray Levy	Environment	∞	C	<a href="#">Register</a>

[See all incoming courses](#)

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

Please note that once you are registered for a class it is not possible to cancel.

17/11/2014	09:30	Teacher02 teacher02	Media and news	6	B	<a href="#">Register</a>
------------	-------	---------------------	----------------	---	---	--------------------------

Once you are registered the course appears in **“Planned course”**:

## Planned course

Only one tutoring session can be planned in the meantime

Date	Hour	Type	Level	Theme	
17/11/2014	09:00	Class	C	Academic writing	<a href="#">Access to classroom</a>

## 5.2.2 MOOCs

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

You need to be registered to attend a session.

### 5.2.3 Tutoring sessions

Tutoring sessions can be attended by up to six participants. You can check on the dashboard whether the class you're interested in has any available remaining places or not. You can register up to 24 hours before the class. But the best way to guarantee your spot is to register as soon as possible! Therefore we advise you to check regularly when the upcoming tutoring sessions take place.

## 5.3 Classroom

### 5.3.1 Accessing the classroom

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

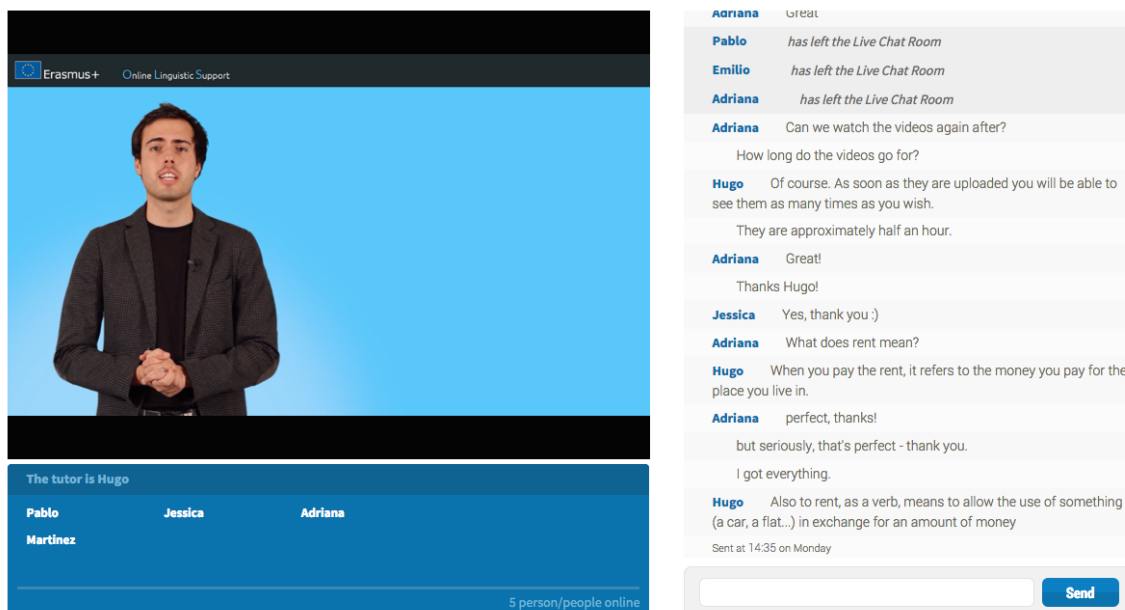
#### Planned course

Only one tutoring session can be planned in the meantime

Date	Hour	Type	Level	Theme	
17/11/2014	09:00	Class	C	Academic writing	<a href="#">Access to classroom</a>

### 5.3.2 MOOCs

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

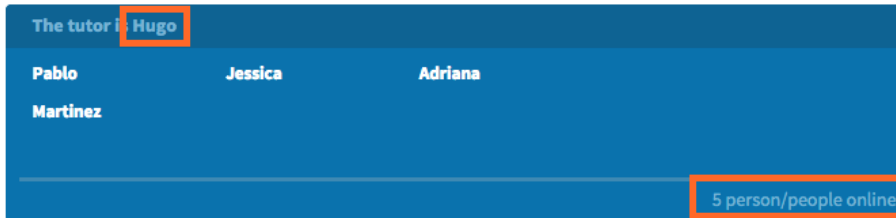


The screenshot shows a classroom interface. On the left, a video player displays a male tutor, Hugo, against a blue background. Below the video, a blue bar identifies the tutor as Hugo and lists other participants: Pablo, Jessica, Adriana, and Martínez. A status bar at the bottom indicates "5 person/people online". On the right, a chat window shows a conversation between participants. The chat messages are as follows:

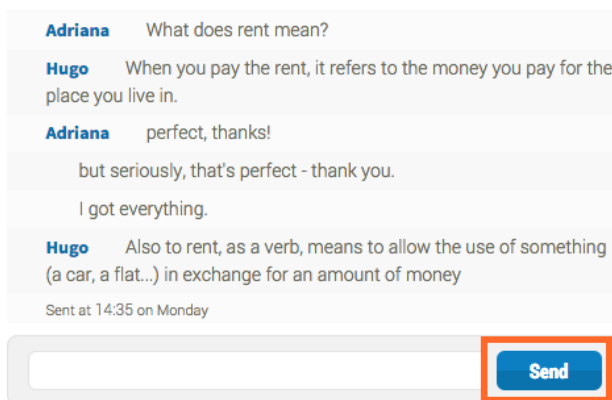
- Adriana**: Great
- Pablo**: has left the Live Chat Room
- Emilio**: has left the Live Chat Room
- Adriana**: has left the Live Chat Room
- Adriana**: Can we watch the videos again after?  
How long do the videos go for?
- Hugo**: Of course. As soon as they are uploaded you will be able to see them as many times as you wish.  
They are approximately half an hour.
- Adriana**: Great!  
Thanks Hugo!
- Jessica**: Yes, thank you :)
- Adriana**: What does rent mean?
- Hugo**: When you pay the rent, it refers to the money you pay for the place you live in.
- Adriana**: perfect, thanks!  
but seriously, that's perfect - thank you.  
I got everything.
- Hugo**: Also to rent, as a verb, means to allow the use of something (a car, a flat...) in exchange for an amount of money  
Sent at 14:35 on Monday

At the bottom of the chat window, there is a text input field and a "Send" button.

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



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



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

### 5.3.3 Tutoring sessions

For following tutoring sessions Adobe Flash is needed. Before accessing the tutoring sessions, the system automatically checks if Adobe Flash is installed on your computer and you will be notified should your computer not meet this requirement.

Once you access the classroom, you are able to participate in the tutoring session. Tutoring sessions have a number of features available. When you connect to the platform, an image similar to the following is seen:



Conference Room Logged in as: ray\_levy (presentor) Logout

**Interactive Document Presentation**  
 Document: Recursos actividades cotidianas.pdf Page: 2 / 4 Current owner: teacher06\_teacher06

Conference Room  
 Presentation  
 Document repository

Video  
 [Video feed of a man]

Real-time Chat  
 [07:36:29] ray\_levy: I can see you now.  
 [07:59:38] [User 292 hands off presentation to user 294]  
 [08:09:19] [User 294 hands off presentation to user 292]

Participants (3)  
 uta\_mehmert guest Yes (T)  
 ray\_levy guest Yes [M] [S]  
 teacher06\_teacher06 creator,presentator Yes [M] [S]

## A Interactive Document Presentation

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

**Interactive Document Presentation**  
 Document: Recursos actividades cotidianas.pdf Page: 2 / 4 Current owner: teacher06\_teacher06

ACCIONES COTIDIANAS

por la mañana

por la tarde

por la noche

11 12 10 9 8 7 6 5 4 3 2 1

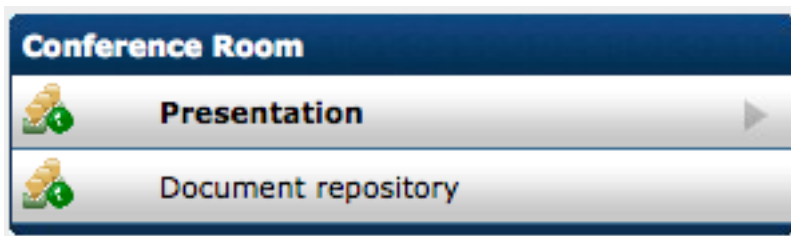
[Animador 2º année Etalier 2012  
 Illustrations Obananso]

At the top of the screen, you can see the name of the document, the page number and the current owner of the document (the person who uploaded it). Further on the top right-hand side you can see who you are logged in as and a link so that you can “Logout”.

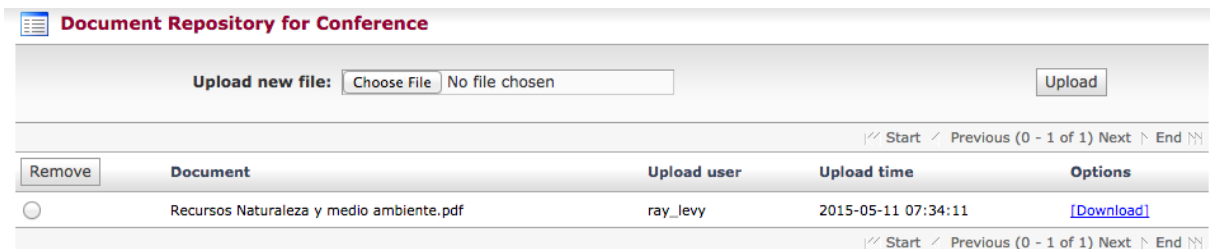
While looking at a document, you can scroll up and down to look at the document on the *Interactive Document Presentation*. If the tutor changes the page forward or backward, you automatically change pages as well.

## B Conference Room

At the top left-hand side of the screen you can see the section *Conference Room*. In this section you are able to navigate between the main presentation by clicking on the *Presentation* link, and the *Document repository*.



The *Presentation* is the main part of the tutoring session, and where documents are displayed. The *Document repository* is a section to view and download additional files related to the lesson.



## C Video

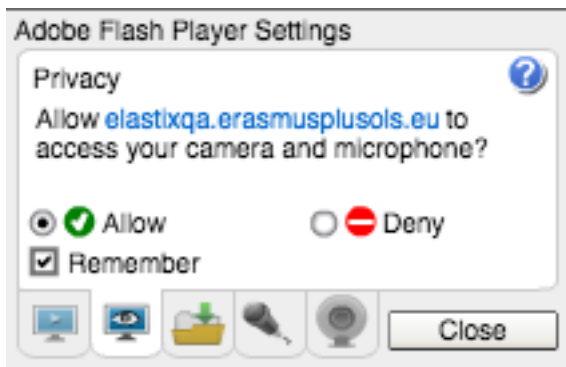
Under the section for *Conference Room*, is the video for the person you have chosen to display. When first joining a tutoring session, you need to confirm the security settings of the video tool in order for other users to be able to see (via the video) and/or hear (via the microphone) you.





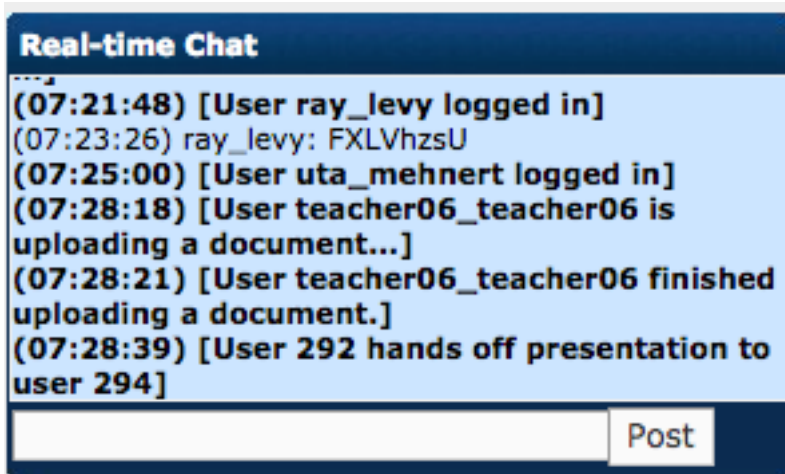
Click on 'Allow' on the security settings to enable the video and audio functionalities. After you have clicked on 'Allow', it is recommended that you right click on the video and enter the settings.

In the second tab or 'Privacy' tab in the Adobe Flash Player Settings, click on 'Allow', check the box 'Remember' and then click on 'Close'. This remembers your settings for this tutoring session and future tutoring sessions.



## D Real-time chat

In this window you are able to communicate with the other participants in the tutoring session by text. You can type in the chat window and then press enter or click 'Post' to send your message.





Other messages may appear in the *Real-time Chat* window when important events occur, such as participants joining the tutoring session, the tutor uploading a document, or when the tutor gives control on the presentation to a participant.

## E Participants

In the bottom left-hand corner of the screen is the list of participants in the tutoring session.

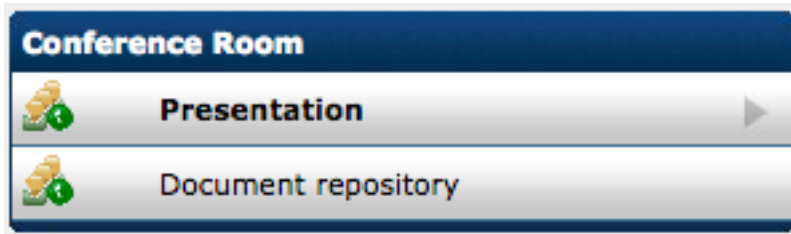


Participants (3)			
uta_mehnert	guest	Yes (T)	
ray_levy	guest	Yes	 S
teacher06_teacher06	creator,presentator	Yes	 [s]

The number of participants registered for the session is indicated by the number next to *Participants*, the names of the users are then listed in the first column to the left. The next column shows whether they are the “creator” (the tutor) or “guest” (the participants). The following column indicates whether the participant is in the tutoring session by a “Yes”, or a “No” if the participant has not yet joined. The camera symbol () indicates that the participant has video available or not. You can choose to display the participant as the focus on the screen by clicking on the .

## F Document repository

The *Document Repository* is a section of tutoring sessions where the tutor or other participants can upload documents that are related or helpful to the lesson. You can access this area of the tutoring sessions by clicking on *Document Repository* on the top left-hand side of the screen.



When you enter the *Document repository*, you can upload a file by clicking *Choose file* next to *Upload new file* at the top. Navigate to the file on your computer and then click on *Upload* in the top right-hand corner of the screen.



An uploaded file appears in the list and you are then able to download this file by clicking on the blue hyperlink (*Download*). Other participants can see and download this file as well. If you ever want to remove the file from the *Document repository*, select the bubble on the left of the file in the list and then click *Remove* just above.

You can return to the main presentation page by simply clicking on *Presentation* at the top left-hand side under *Conference Room*.

## 6 Learning tips

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

## 7 Record of participation in the language course

After completing the second language assessment at the end of your mobility period, you receive an email containing a PDF file with your *Record of Participation* for having followed the OLS language course. Please be aware that this *Record of Participation* is not available on the OLS, therefore, please take the time to save the PDF file and do not delete this email. This record specifies the number of hours that you have spent on your Erasmus+ OLS language course. Please note, only full hours spent on the OLS course platform are counted. For example, if you have spent only 30 minutes on the OLS course platform, a total of “0 hours” is indicated on your record.



## 8 Useful information


### 8.1 What is the CEFR?

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


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

For more information about the CEFR levels, go to:

<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>



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

### 8.2 Where can you find the user guide?

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

### 8.3 Helpdesk

If you encounter problems, contact our support service by clicking on “**Report a problem**”:

- Through the  pictogram in the menu bar
- Through the “**Help**” section on the Home page
- At the bottom of each page on the Erasmus+ OLS language courses: 

<sup>2</sup> [http://www.coe.int/t/dg4/linguistic/cadre1\\_en.asp](http://www.coe.int/t/dg4/linguistic/cadre1_en.asp)

<sup>3</sup> Ibid.

## 9 Data protection

### 9.1 Disclaimer

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

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

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

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

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

**This information is:**

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

Altissia, on behalf of the Consortium, reserves the right, under direct instruction by the EACEA, to suspend, change, modify, add or remove portions of the website at any time.

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

### **Liability for content**

Although the webmaster is very careful in creating and updating this website, they cannot guarantee the accuracy of the information. The information contained in this site may be subject to change without notice. The webmaster is not liable for any omission or error in its pages nor for any consequences arising from the use of the provided information and instruction.

### **Incoming and outgoing hyperlinks**

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

If you would like to link to the site <http://erasmusplusols.eu>, you must contact the author of the site in advance.

## **9.2 Privacy statement**

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

### **Overview**

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

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

The various tools present on the OLS allow users to submit information in order to participate in OLS activities. When registering online and submitting other information, the data is collected and further processed for the purposes detailed hereafter under point 1. The relevant processing operations thereof fall under the responsibility of the Data Controller, who is the Head of Unit A1 – Erasmus+ Schools, Prospective Initiatives, Programme Coordination at the EACEA (see point 6 below for contact information).

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

#### (a) Information relating to mobility participants:

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

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

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

#### **Results of language assessments and courses.**

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

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

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

#### (c) Purpose of the processing:

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



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

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

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

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

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

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

Personal data will never be used for marketing purposes.

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

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

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

Other data submitted by mobility participants on the OLS (e.g., messages in forums, online discussions and threads, files and pictures) are only visible to other registered users related to the area of the platform where they have been uploaded. However, the administrator of such areas may decide to

make part of the data publicly available. In this case, the registrant has the right to delete the information concerning him/herself.

### *9.2.3 How do we protect and safeguard your information?*

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

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

### *9.2.4 How can you verify and rectify your information?*

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

### *9.2.5 How long do we keep your data?*

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

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

### *9.2.6 Contact information*

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

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

Executive Agency Education, Audiovisual and Culture

Office: BOU2 01/017

Avenue du Bourget 1

1049 Brussels

Belgium

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

### *9.2.7 Recourse*

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

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

Website – <http://www.edps.europa.eu>;

Email – [edps@edps.europa.eu](mailto:edps@edps.europa.eu).

### *9.2.8 Legal basis*

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

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

(b) Article 5 (e) of the 'Erasmus+': the European Union programme for education, training, youth and sport established by Regulation (EU) No. 1288/2013 of the European Parliament and of the Council of

11 December 2013 and repealing Decisions No. 1719/2006/EC, No. 1720/2006/EC and No. 1298/2008/EC (OJ L 347 of 20.12.2013, pp. 50–73).

## 9.3 Copyright

### Copyright Notice

The <http://erasmusplusols.eu> site is protected by copyright. Text, images and other elements of the site are protected by copyright. Any copy, adaptation, translation, agreement, public communication, rental and other utilization of all or part of this site in any form and by any means, electronic, mechanical or otherwise, conducted for profit or in a private setting, is strictly prohibited without prior approval of the Consortium. Any copyright infringement will result in civil or criminal prosecution.

Assessment tests, language courses, and web layout graphics are the property of the Consortium.

Copyright on system data concerning National Agencies, Erasmus+ sending institutions/organisations, mobility participants and aggregated statistics rests with the European Union.

Any dispute relating to the site <http://erasmusplusols.eu> will be governed exclusively by Belgian law. The Courts of Brussels will have sole jurisdiction in any dispute.

### Trademarks and trade name

Erasmus+ is a registered trademark of the European Union. The logos, web banners and signs used on this site are legally protected. Any use of these or similar names is strictly prohibited without prior written consent.

## 9.4 Contact

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

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

You can contact the web provider at their headquarters:

OVH, 2 rue Kellermann – 59100 Roubaix – France

## 9.5 Cookies

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

### What are cookies?

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

### How do we use cookies?

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

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

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

### How to control cookies?

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

## 9.6 OLS Code of Conduct

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

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

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

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