



CHARM-EU (CHALLENGE-DRIVEN, ACCESSIBLE, RESEARCH-BASED AND MOBILE EUROPEAN UNIVERSITY)

DELIVERABLE D5.4 - CHARM-EU: INTERACTIVE MOBILITY HANDBOOK

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EXECUTIVE SUMMARY: INTERACTIVE MOBILITY HANDBOOK

The Interactive Mobility Handbook is a hands-on guide for the Joint Virtual Administrative Officers of the CHARM-EU Alliance that supports the management and administration of all mobilities connected to the joint master's degree programme of the Alliance.

Chapter 1 provides an overview of the mobility opportunities, the main actions and the corresponding funding incentives regarding both student and staff mobility connected to the joint master's programme.

Chapter 2 describes in depth the student mobility system and the mobility management actions that need to be taken by the beneficiaries. The chapter also gives a detailed step-by-step guide on how to manage the mobilities and the funding by the different stakeholder groups involved in the mobility management procedures, especially the colleagues of the Joint Virtual Administrative Office. Chapter 2 also contains annexes that describe the institutional administrative procedures of some of the partner universities of the CHARM-EU Alliance.

Chapter 3 concerns the staff mobility activities, including the mobility options of academic and non-academic staff as well as extra-academic actors. This chapter – following a similar logic as in the case of Chapter 2 – elaborates on the procedures of the mobility process for both the beneficiaries and the colleagues of the Joint Virtual Administrative Office.

Chapter 4 gives a detailed overview of the financial incentives to be used in relation to the different mobility actions. The chapter reviews in depth the student mobility grants, including the top-up and supplementary grants, the staff mobility grant opportunities, and the institutional funds supporting the Erasmus+ Blended Intensive Programmes.

Chapter 5 provides an overview of the inclusion and diversity agenda in European Higher Education and the Erasmus+ Programme while also identifying tangible steps and best practices for CHARM-EU as well as organisations, students, staff and beyond to create awareness for inclusive mobility experiences.

Chapter 6 reviews the different options for environmentally sustainable mobilities within the CHARM-EU Alliance. The chapter shares best practices and useful tips to promote and implement sustainable mobilities, including the financial sources to be used and some information on how to plan sustainable travels.

Finally, Chapter 7 describes the quality assurance mechanisms and standards used in connection with mobilities undertaken within the joint master's degree programme of the CHARM-EU Alliance. The chapter also describes mobility-related monitoring and audit actions.



CHAPTER 1 - CHARM-EU MOBILITY SYSTEM

OVERVIEW OF MOBILITY OPTIONS WITHIN THE CHARM-EU ALLIANCE

International student and staff mobility by the Erasmus+ Programme and its predecessors have been a key component of the European Higher Education Area throughout the last decades. Based on this heritage, the European Commission's European Universities Initiative aims to create inter-university campuses providing accessible and seamless mobility options to all students and staff of the partner universities.

Fully aligned with these aims, the CHARM-EU European University Alliance provides a unique system in which mobility is considered a 'norm'. Mobility, therefore, is understood as a key tool for quality enhancement for all teaching and learning processes within the CHARM-EU Alliance. The aims and implementation of the mobility activities are inseparable from the overarching CHARM-EU educational principles, teaching and learning aims and delivery of these activities. Therefore, mobility is not evaluated and awarded as an independent notion but rather as a guiding framework of the three mission components of higher education, namely 1) teaching and learning, 2) research, development, and innovation, and 3) 'third mission' (service to society or outreach).

In practical terms, it means that CHARM-EU purposefully integrates international student, academic and non-academic staff mobility into its actions towards achieving mobility as the norm in teaching and learning that incorporates various mobility opportunities. The current Interactive Mobility Handbook aims to support the colleagues of the Joint Virtual Administrative Office in the implementation of the CHARMobility activities that are undertaken by students and staff in connection to the Master's in Global Challenges for Sustainability.

As part of the joint master's programme, students undertake multiple mobilities, not just in traditional (semester exchange and traineeship), but in non-traditional forms as well (non-traditional mobilities refer to all mobility types – regardless of purpose, length, modality etc. –, that do not fall under the traditional category of the Erasmus+ programme). CHARM-EU therefore promotes a wide range of mobility activities that reflect on the diverse learning needs of the students, thus offering all CHARM-EU students a personalized and unique learning path.

Working towards a sustainable and innovative CHARMobility system, CHARM-EU integrates virtual exchange programmes, physical mobility opportunities and as a combination of those, blended mobility into its educational programmes. As part of its innovative CHARMobility system, students also have the possibility to experience mid- and short-term physical mobilities that are provided to students individually, in pairs or even in groups not just with their peers, but also with CHARM-EU faculty.



The above principle applies specifically to the Master's in Global Challenges for Sustainability, as the students and staff involved in the programme are not required to undergo a competitive selection procedure in order to be provided with an Erasmus+ grant. Applying the aforementioned non-competitive approach is the uniqueness of the joint master's programme and will not apply to the mobility actions undertaken regardless of the joint master's programme, but within the CHARM-EU Alliance.

The development and finalization of the abovementioned CHARMobility actions within the joint master's programme is implemented in cooperation of the KCTs and the mobility expert team. The work is guided by the Transnational and Intercultural Learning Toolkit and the corresponding Innovative Mobility Matrix. Based on the pre-defined mobility opportunities and the individual preferences, each student have a customized and unique student journey with differing mobility experiences. The successful implementation of the students' mobility journey is coordinated by the Academic Board in collaboration of the mobility expert team, the CHARM-EU staff, including teachers and/or mentors and Joint Virtual Administrative Office colleagues.

STUDENT MOBILITY OPTIONS IN THE MASTER'S IN GLOBAL CHALLENGES FOR SUSTAINABILITY

As part of the joint master's programme, students are offered a predefined set of mobility options to choose from. Based on availability and students' individual preferences, they have a customised and unique student journey with a combination of differing mobility experiences. Participation at one phase mobility throughout the students' CHARM-EU journey is obligatory. Below there is a detailed description of the various mobility opportunities, starting with a brief clarification of terms used in the CHARM-EU context.

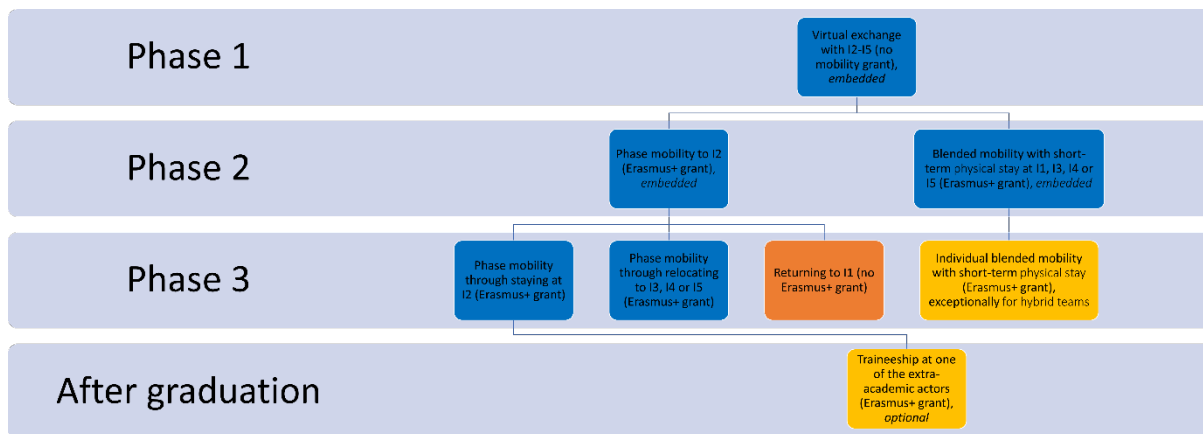
Virtual exchange is defined as a technology-enabled, real-time, facilitated learning activity that involves people-to-people dialogues sustained over a longer period of time aiming to support the experience sharing, networking, and collaboration of participants in order to increase their mutual intercultural understanding as opposed to content-driven education (European Commission, 2020). Virtual exchange (VE) actions serve as complementary activities to physical mobility and are the inherent part of the entire master's programme that are to be offered through the hybrid delivery of all teaching and learning activities.

Phase mobility is defined as the physical relocation of the students for the purposes of enhancing their own learning experience during the course of the joint master's programme. In the context of the joint master's programme, students are provided with the opportunity to participate in a Phase mobility that lasts for 1 entire phase (semester) of the programme. Phase mobility is a compulsory element of the programme that is to be financed through an Erasmus+ grant. In Phase 2 students go on semester-long mobility to one of the partner universities where the chosen track is provided, based on preliminary decision of the Academic Board. Additionally, students might apply for a

second-semester mobility during Phase 3. The choice is made by the student, however, the final decision on the allocation of the students is managed by the Academic Board.

Blended mobility is a short programme that contains a virtual and onsite component. Participation at least in one blended mobility per track is foreseen for the entire programme, that is to be funded by the starting university through its Erasmus+ (or complementary CHARM-EU) funds. Blended mobility activities are offered in relation to Blended Intensive Programmes (BIPs).

Traineeship mobility allows students to participate in a traineeship activity after graduation (2-12 months traineeship financed through Erasmus+). Traineeship mobility after graduation can take place at any of the countries that participate the Erasmus+ programme, except the one in which the starting university is located. In this case the activity does not count as a traineeship mobility, yet it can be undertaken as an unpaid traineeship.



The mobility options embedded in the joint master’s programme are as follows.

Phase 1 options

The physical relocation of students before or upon starting Phase 1 of the Master’s does not qualify to be called as a mobility from a programme point of view as students are registered at the Phase 1 institution as their “home”/starting university. Therefore, students cannot apply for mobility grants provided by the CHARM-EU partner institutions for this phase.

Virtual exchange

Virtual exchange is built into the CHARM-EU curricula, the teaching and learning activities, and therefore are implemented automatically through the hybrid classrooms. With this practice, students experience intercultural dialogue, constructive communication, and interaction with CHARM-EU students at other locations, with the support of the faculty.

Phase 2 options



Phase mobility

Phase mobility is compulsory for all CHARM-EU students for Phase 2. Within the joint master's programme, students are required to undertake at least one mobility with a physical component in at least one additional country aside from the one in which they started their studies in order to support the achievement of the corresponding programme and module learning outcomes of the chosen track. Exceptions in physical mobility can be permitted for reasons of inclusivity and/or in the case of force majeure such as natural diseases, pandemics, or other unexpected situations that prevent physical mobility.

Since Phase 2 mobility is a compulsory element of the joint master's programme, it is to be financed through an Erasmus+ grant for all students, regardless of their country of origin.

Note: There might be specific cases related to inclusion mentioned by the student and assessed by the CHARM-EU Equality and Inclusivity Office. If there is any exceptional inclusion matter that makes mobility between phases impossible, the examinations Board needs to analyse and propose how the student can cover the programme learning outcomes that shall be obtained during the mobility period.

During their application period for the joint master's programme, students are allocated to one of the partner institutions for both their Phase 1 and Phase 2 period. Students therefore are advised in advance on their mobility track.

Erasmus+ mobility grants are available for Phase 2 mobility, if not succeeding 12 months in the corresponding study cycle. Students can find the grant amounts and application procedures in the specific calls that are to be published by the Joint Virtual Administrative Office at least 3 months prior the mobility start date.

Blended mobility

CHARM-EU offers a number of blended mobility options related to the study tracks of the master's programme, thus providing students with the possibility to expand students' knowledge in students' chosen study field. Blended mobility is a combination of a short 5–14-day physical mobility and a series of intensive online preparatory and/or follow-up virtual activities.

Based on the curriculum of the master's programme, 1 blended mobility opportunity per track is available for all students during Phase 2. The content of each blended mobility activity is designed in accordance with the chosen track within the master's programme. The content is defined by the KCTs.

In order to provide students with the possibility to benefit from blended mobility grants, CHARM-EU partners organise Erasmus+ Blended Intensive Programmes (BIP) during Phase 2, either independently per track (Food, Water, Life & Health) or a joint one for all students. BIP is a short



programme that contains a virtual and an onsite component (5-30 days physical mobility). BIP's have a number of added values, as they help to gather physically all the students studying in the same track but at different universities and to provide joint activities for them; to enhance the practical elements of the training through field trips and visiting stakeholders; to improve the communication and collaborative skills of the students; to give a deeper insight to one of the thematic areas of the track.

BIPs must have either an intense virtual preparation for the participants before the physical part, including individual or team activities of the students or virtual follow-up activities (assessment of the programme, further tasks for the students building on the knowledge gained / skills enhanced during the BIP). The participation in a BIP is awarded at least 3 ECTS credits. Participation at least in one blended mobility per track is mandatory that is to be funded by the starting university through its Erasmus+ (or complementary) funds. Students who cannot participate in the BIP for valid reasons are offered an alternative programme with similar learning goals.

Phase 3 options

Phase mobility

Additionally, students might apply for a second phase mobility during Phase 3. Phase 3 mobility is available for all CHARM-EU students, connected to their track and the capstone project choice.

During the application period launched towards the end of Phase 2, students must choose their preferred capstone project and one of its corresponding mobility destinations, based on the academic and professional added value for their individual programme. Students are guided through this procedure during application by the Capstone KCT.

The individual decision on the capstone project and its corresponding study destination should be taken based on the following criteria:

- Academic and professional added value of the chosen mobility destination (in terms of and beyond the formal curriculum);
- Language learning potential in the chosen mobility destination;
- Available funding for travelling to and living at the chosen mobility destination

Even though the choice is made by the students based on their chosen challenge, the final decision on the allocation of the students as well as the official approval is given by the Academic Board.

Erasmus+ mobility grants are available for the Phase 3 mobility, if not succeeding 12 months in the corresponding study cycle. Students can find the grant amounts and application procedures in the corresponding Call for Erasmus+ grants that is to be communicated at least 3 months in advance by the Joint Virtual Administrative Office.



Blended mobility

Further individual blended mobility is provided for those students during the Capstone phase who participate in a global challenge that is delivered through the virtual collaboration of the capstone project teams. These are only exceptional cases, ideally collaborating students should be physically present at the university that is responsible for the challenge. Mobility grant application is managed on an exceptional case, after request of the Capstone

Post-graduation mobility options

Traineeship mobility in the year after graduation is an option if students wish to have a follow-up traineeship at one of the extra-academic actors of CHARM-EU. A traineeship of at least 2 months in one of the CHARM-EU partner countries, other than the one in which students started their CHARM student journey, can be done with the support of an Erasmus+ grant. Erasmus+ grant in this case is not guaranteed, as it depends on the number of available grants, the individual application submitted to the starting ('home') university as well as the number of months remaining for an Erasmus+ grant within the corresponding study cycle.

In case of doing students' traineeship mobility at one of the official CHARM-EU extra-academic actors, CHARM-EU provides students with academic guidance on how to proceed. Also, there is a possibility to do an Erasmus+ traineeship after graduation at other institutions/companies who do not belong to the official circle of extra-academic actors of CHARM-EU. In this case, only administrative help can be provided for the Erasmus+ application, but CHARM-EU cannot guarantee to provide students with academic guidance.

Furthermore, traineeship might be a possibility during Phase 2 and Phase 3, if the 2-month eligibility criterium for Erasmus+ grant is being met without hindering the student's official learning process in CHARM-EU. Should students want to do a traineeship during their studies, please contact students starting (Phase 1) institution's JVAO coordinator.

In case of doing a traineeship mobility, students are responsible for the content, the design and the structured discussion with the host extra-academic actor directly.

PROCEDURES AROUND STUDENT MOBILITY ACTIONS

Phase 2 options

Phase mobility

Since Phase 2 mobility is embedded in the curriculum, the corresponding allocation is coordinated by the Academic Board upon admission of the students. Funding related to the Phase 2 mobility is provided by the sending ('home') institution through Erasmus+ grants. The mobility Call for Erasmus+ grant as well as the management of the granting process is implemented by the JVAO. Students arrange their Phase mobility grant application and participation in collaboration with their



respective JVAO officer, therefore the Academic Board and KCT members do not fulfil any role in this process. The description of the student mobility procedure can be found in the Student Mobility chapter of the [Interactive Mobility Handbook](#).

Blended mobility

KCT members can organise maximum one Blended Intensive Programme in their track during Phase 2. In order to organise the mobility, KCTs need to contact the Academic Board to indicate their BIP needs by the end of September of the corresponding academic year. After the feasibility check provided by the mobility expert team, the organisation of the BIP is the sole responsibility of the KCTs and the organising institution. The help of the JVAO might be required upon individual negotiations.

All students of the joint master's programme are entitled for funding for the embedded Blended Intensive Programmes during Phase 2. Funding related to the BIP mobility is provided by the sending ('home') institution through Erasmus+ grants or by the Academic Board through supplementary CHARM-EU grants.

In the first scenario, the mobility Call for Erasmus+ grant as well as the management of the granting process is implemented by the JVAO. Students arrange their mobility grant application and participation in collaboration with their respective JVAO officer, therefore the Academic Board and KCT members do not fulfil any role in this process. The description of the student mobility procedure can be found in the Student Mobility chapter of the [Interactive Mobility Handbook](#).

In case of the second scenario of financing blended mobility through supplementary CHARM-EU grants, the mobility granting procedure is implemented by the Academic Board. The process is supported by the JVAO colleagues upon the request of the Academic Board.

Phase 3 options

Phase mobility

Phase 3 mobility is connected to the Capstone projects offered by the Capstone KCT, therefore proposing the Capstone projects, including the thematic focus and the corresponding mobility destination is done by the Capstone KCT. The KCT needs to contact the Academic Board and finalise their Capstone project proposals by the end of May of the corresponding calendar year. The selection and allocation of the students is the sole responsibility of the Capstone KCT and is approved by the Academic Board.

Funding related to the Phase 3 mobility is provided by the sending ('home') institution through Erasmus+ grants. The mobility Call for Erasmus+ grant as well as the management of the granting process is implemented by the JVAO. Students arrange their Phase mobility grant application and participation in collaboration with their respective JVAO officer, therefore the Academic Board and



KCT members do not fulfil any role in this process. The description of the student mobility procedure can be found in the Student Mobility chapter of the [Interactive Mobility Handbook](#).

Blended mobility

Blended mobility during Phase 3 is offered only in exceptional cases. The request to provide students with individual blended mobility grant needs to be indicated by the Capstone KCT to the mobility expert team. After feasibility check, the mobility expert team either initiate an Erasmus+ grant application process similarly to the Phase 2 BIP mobility procedures or contact the Academic Board to initiate a supplementary granting procedure.

Post-graduation mobility options

Traineeship mobility after graduation is neither embedded nor guaranteed in the programme, therefore, the application and Erasmus+ granting procedures of the sending ('home') institution apply in this regard. JVAO is solely responsible for informing students on this matter and redirect them to the information page of their corresponding institution.

STAFF MOBILITY OPTIONS IN THE MASTER'S IN GLOBAL CHALLENGES FOR SUSTAINABILITY

International staff mobility is defined as the physical relocation of the academic or non-academic staff for a great variety of purposes, including teaching, supervision, self-development, or job shadowing. Other purposes for mobility can be found in the [Mobility Matrix System \(MMS\)](#). The physical mobility of academics and non-academic staff qualifies to be financed if the beneficiaries undertake their actions at one of the CHARM-EU partner institutions different from the one which employs the beneficiaries in question. The majority of the mobilities implemented within the master's programme can be defined as blended mobility – in line with the definitions above – that combines physical mobility with virtual components.

While the international character of the joint master programme is very strong, and thanks to the hybrid classrooms, students are taught by teachers of different CHARM-EU partner universities regardless of the place they are studying, to meet personally, a teacher from abroad could give an added value to the programme. Therefore, it is strongly recommended to design and implement the study programme in a way where certain lectures are held by teachers from the partner institutions. On the other hand, staff mobility improves the intercultural skills of the teachers, strengthens the networking of the staff involved in the joint master programme and contributes to the common interpretation of the pedagogical principles of CHARM-EU. The design and integration of the staff mobility actions into the programme can be done following the Transnational and Intercultural Learning Toolkit.

As part of the mobility scheme, the following mobility types are foreseen in connection the master's programme:



	Phase 1	Phase 2		Phase 3	
Teaching mobility of academics	Teaching mobility at a regular course	Teaching mobility at a regular course	Teaching mobility at a BIP	Teaching mobility at a regular course	Teaching mobility at a BIP
Teaching mobility of extra-academic actors	Teaching mobility at a regular course or at a BIP				
Training mobility of academic and non-academic staff	Training mobility, e.g., participation at professional development activities via workshops, skills trainings, courses, job shadowing, etc.				

As part of the pilot year of the master’s, only the teaching mobility of academics action is in motion, however, teaching mobility activities involving extra-academic actors, as well as training mobility for all target group is an area of development for the next phase of cooperation the CHARM-EU Alliance.

Project meetings of the staff members – being it academic or non-academic – for the purpose of the development of the CHARM-EU Alliance and its actions are financed from the corresponding Erasmus+ budget of the Alliance, thus not falling into the category of staff mobility.



CHAPTER 2 – STUDENT MOBILITY SYSTEM AND PROCEDURES

OVERVIEW

Types of mobility

Phase mobility is a compulsory element of the programme that is to be financed through an Erasmus+ grant. In Phase 2 students go on semester-long mobility to one of the partner universities where the chosen track is provided, based on preliminary decision of the Academic Board. Additionally, students might apply for a second-semester mobility during Phase 3. The choice is made by the student, however, the final decision on the allocation of the students is managed by the Academic Board.

Blended mobility is a short programme that contains a virtual and onsite component. Participation at least in one blended mobility per track is foreseen for the entire programme, that is to be funded by the starting university through its Erasmus+ (or complementary CHARM-EU) funds.

Students are also allowed to participate in traineeship mobility after graduation (2-12 months traineeship financed through Erasmus+), but it is not guaranteed; it depends on the number of available grants and the individual application submitted to the starting university. Traineeship mobility after graduation can take place at any of the countries that participate the Erasmus+ programme, except the one in which the starting university is located. In this case the activity does not count as a traineeship mobility, yet it can be undertaken as an unpaid traineeship.

Finances

Every mobility form will get an Erasmus+ grant, and for the success of the programme implementation, all CHARM-EU students are entitled to funding. All financial support comes from the starting university; students have to apply for a scholarship there.

Available financial resources:

- Erasmus+ scholarship
- Erasmus+ additional financial support for students with physical, mental or health-related conditions
- Erasmus+ supplementary sustainable mobility grants (for green travel)
- Supplementary support for those who are willing to return to their phase 1 institution for short-term mobility, thus not entitled for Erasmus+ grant (from CHARM-EU budget)

More information on the mobility funding schemes can be found in Chapter 4.



STUDENT MOBILITY ACTIVITIES

Phase mobility (Phase 2)

Application:

The application is in line with the standard Erasmus+ procedure of the starting university (application form, the way to submit the application, etc) with special elements:

- Mobility is only allowed to the CHARM-EU university where the student was allocated.
- All CHARM-EU students are entitled to funding.
- Decision-making and contracting process is simplified and quicker.
- The minimum requirement is reduced

JVAO mobility coordinator, local JVAO coordinator and local IRO provides strong assistance for the preparation of the applications.

Procedure:

A specific Erasmus+ call, targeting only CHARM-EU students. It aims at providing financial background to mobility, and access is guaranteed for every CHARM-EU student. The decision is approved by the bodies in charge of Erasmus+ at the starting university.

Phase mobility (Phase 3)

Application:

The application is in line with the standard Erasmus+ procedure of the starting university (application form, the way to submit the application, etc) with special elements:

- Mobility is only allowed to the CHARM-EU universities, and there is no external mobility.
- All CHARM-EU students are entitled to funding.
- Decision-making and contracting process is simplified and quicker.
- The minimum requirement is reduced

JVAO mobility coordinator, local JVAO coordinator and local IRO provides strong assistance for the preparation of the applications

Procedure:



1. The first step is a specific call for CHARM-EU students; it aims at allocating students to the partner university. The Academic Board makes the decision.
2. The second step is a specific Erasmus+ call, targeting only CHARM-EU students. It aims at providing financial background to mobility, and access is guaranteed for every CHARM-EU student. The decision is approved by the bodies in charge of Erasmus+ at the starting university.

Evaluation criteria during the allocation procedure:

- The track chosen by the students should be provided at the mobility destination.
- Students cannot select a mobility destination that does not offer the chosen track. A validity check is needed if the track choice and the proposed destination are correctly aligned.
- The necessary balance between the universities.
- Priorities of the students, particularly where the starting university is not the preferred one
- Assessment of the learning activities/achievements of the students

Timeline:

- Phase 2 – semester mobility
- Specific Erasmus+ call – Late October
- Submission – November
- Decision – December
- Payment of the first instalment – depending on the university
- Start – mid-February

Phase 3 – semester mobility

- Specific Erasmus+ call – May
- Submission – early June
- Decision – late June
- Payment of the first instalment – depending on the university
- Start – September



Blended mobility

Application:

The application in line with the standard Erasmus+ procedure of the starting university (application form, the way to submit the application, etc.) with special elements:

- Special call for the CHARM-EU students.
- Mobility is only allowed to the CHARM-EU university where the student was allocated, and there is no external mobility.
- All CHARM-EU students are entitled to funding.
- Decision-making and contracting process is simplified and quicker.

JVAO mobility coordinator, local JVAO coordinator and local IRO provides strong assistance for the preparation of the applications.

Procedure:

1. The first step is a decision by the organiser of the blended programme; however, there should be CHARM-EU level coordination during the allocation to involve as many students as possible. The decision is made by the blended mobility organisers, supported by WP5 and JVAO mobility coordinator.
2. The second step is an application for the specific Erasmus+ call. It aims at providing financial background to mobility, and access is guaranteed for every CHARM-EU student. The decision is approved by the bodies in charge of Erasmus+ at the starting university.

Evaluation criteria during the allocation procedure:

- The blended mobility should be linked to the track chosen by the student.
- Places available in the programme.
- Assessment of the learning activities/achievements of the students (particularly in case of semester 3.).

Timeline:

Phase 2 – blended mobility

- Specific Erasmus+ call – Late October



- Submission – November
- Decision – December
- Payment of the first instalment – depending on the university
- Start – mid-February

Phase 3 – blended mobility

- Specific Erasmus+ call – May
- Submission – early June
- Decision – late June
- Payment of the first instalment – depending on the university
- Start – September

Post-graduation mobility

Mobility after graduation is not an integrated part of the master programme; it is an additional element. Consequently, the application is in line with the standard Erasmus+ procedure of the starting university (application form, the way to submit the application, decision-making, timeline, etc.) and has no special elements compared to other applicants' procedure. Erasmus+ decision is made by the starting universities (no Academic Board decision), but in preparation of the application JVAO mobility coordinator, local JVAO coordinator and local IRO provides strong assistance for the preparation of the applications.

PMT/Academic Board/WP4 provides a list of possible placement destinations (e.g., formal extra-academic actors or other stakeholders).

TASK DESCRIPTION OF THE DIFFERENT STAKEHOLDERS INVOLVED IN STUDENT MOBILITY

JVAO mobility coordinator (ELTE)

- First contact for PMT on Mobility topics
- Set up year planning for all mobility activities and related procedures; keep track of year planning and inform/remind other JVAO coordinators
- Information on the following topics for advisory purposes



- CHARM-EU mobility scheme, embedded mobility options
- Inclusive mobility
 - inclusivity top-up grants
- Sustainable mobility (green travel)
 - sustainable mobility options and grants
- Call for mobility grants > instruction to JVAO coordinators
- General Mobility assessment, report, dissemination on CHARM-EU level
- Joint tasks Mobility and Service expert: helping students to find connection to services

JVAO coordinators (UB, TCD, UU, UM, ELTE)

- First contact person for incoming and outgoing mobile students and staff
- First contact for local IRO's, Erasmus+ offices, Visa offices
- Contact person for JVAO Mobility coordinator
- Registration of students in local Student Information System (not only relevant for mobility but important for visa/grant applications)
- Publication/information/dissemination of CHARMobility activities on university website/social media (with local communications department)
- Keep track of visa and residence permit applications (with local visa office)
- Contact with local housing office(r), an overview of housing situation/issues
- Coordination orientation/welcome activities for newcomers (start of semester/phase in cooperation with local orientation coordinator and in between for any mobility activity)
- Coordination or contact person to the local buddy system and student organisations (with responsible IROs) whenever newcomers arrive
- Information about available services
- Collecting Erasmus+ Participant Reports from the local Erasmus+ office and forwarding them to the JVQO
- List of coordinators with contact details (e.g., link to the webpage)



Local offices involved in mobility (based on the home institution's structure and procedures – see further information in Annex 2.1)

WORKLOAD ESTIMATION

- JVAO mobility coordinator: 10-15 hours/regular week, 40 hours/application week
- JVAO officers: 5-10 hours / regular week, 25-30 hours/application week
- Local International Relations Office/Erasmus+ Office: 2-3 hours/regular week, 20 hours/application and grant payment weeks

STUDENT MOBILITY TASKS, SERVICES, AND PROCEDURES

Depending on how local offices are organised at CHARM-EU institutions, description per topic:

Local International Relations Office (IRO)

- Registration and approval of mobility in local SIS (if necessary for Erasmus+ grant application) > or authorise local JVAO
- Include CHARMobility students in local student organisations (buddy system, student organisations)

List of central or faculty offices with contact details (e.g. link to the webpage)

Local Erasmus+ office (if different from the above)

- Mobility document management
 - Online Learning Agreement
 - Grant agreement data (if applicable)
 - Compulsory Online Language Support (if applicable during the next Erasmus+ programme)
 - Student signature
 - Confirmation of attendance
- Grant management according to local procedures in local SIS: phase mobility and blended mobility



- collect and assess digital student files/data according to Erasmus programme requirements (Grant agreement, Learning agreement, Certificate of Attendance, OLS, Mobility tool, etc.)
- Erasmus+ grant payments
- Erasmus+ top-ups (application, award, payment, report)
- Project management (funding application, reporting, dissemination) as part of overall Erasmus+ programme management

Local Visa office (if different from the above)

- Visa applications for CHARM-EU students, according to national legislation and local procedures

CHARM-EU call

	JVAO officer perspective	Student perspective
What?	Promotion of CHARM-EU mobility	Search for information on CHARM-EU application
How? - Steps to be taken	<p>JVAO Mobility coordinator:</p> <p>Collecting information about conditions and necessary elements</p> <p>Updating website and other information materials</p> <p>Promotion of mobility: information sessions, answering emails, walk-in hours, social media posts and stories</p> <p>JVAO coordinator:</p> <p>Updating website and other information materials</p> <p>Promotion of mobility on the channels of the university (website news, newsletter, social media, posters, etc.) and CHARM-EU channels (direct email)</p>	<p>Checking website, attendance at the information session, contact the JVAO officer</p>
Partners	AB, Communications Office	JVAO officer



Resources to be used	CHARM-EU mobility call, AB's decision about the call, handbook	CHARM-EU mobility call
Administrative requirements	Access to promotional channels or contact to Communications	No administrative requirements
Challenges, risks	The procedure may involve several contributors, it may take longer. Message may have lower priority in university communication, it makes hard the involvement of other departments.	

Erasmus+ call

	JVAO officer perspective	Student perspective
What?	Erasmus+ mobility call	Search for information about Erasmus+ mobility application
How? - Steps to be taken	JVAO coordinator: Sending information to IRO/Erasmus+ office (an office which prepares the call) about CHARM-EU specific requests (e.g. reduced minimum requirement) Updating website and other information materials (call for applications, guides about the application system and additional financial support: supplementary social support, support for students with physical, mental or health-related conditions) Promotion of mobility on the channels of the university (website news, newsletter, social media, posters, etc.), information sessions, answering emails, walk-in hours Special focus on information about partner universities, application procedure, selection criteria,	Checking website, attendance at information sessions, contact the JVAO officer



	administration, scholarship options (e.g. disability support) IRO/Erasmus+ office: Setting the application system Finalising the call	
Partners	Local IROs/Erasmus+ offices, Communications Office	
Resources to be used	Local Erasmus+ call, local Erasmus+ call for CHARM-EU students	
Administrative requirements	Local Erasmus+ call	No administrative requirements
Challenges, risks	The procedure may involve several contributors, it may take longer. The message may have lower priority in university communication, it makes hard the involvement of other departments.	

Mobility applications (CHARM-EU-level Erasmus+ application)

	JVAO officer perspective	Student perspective
What?	Application to calls	Application to calls
How? - Steps to be taken	Guidance for students Support in completing the application form	Completing application form Collecting documents Submission of the application
Partners	None	JVAO mobility coordinator, JVAO officer
Resources to be used	CHARM-EU mobility call, local Erasmus+ call	CHARM-EU mobility call, local Erasmus+ call, JVAO mobility coordinator, JVAO coordinator
Administrative requirements	Application system, application documents, announced calls	Completed application documents for both calls



Challenges, risks	A short, extremely intensive period.	Submission on time, underestimation of time spent on the procedure, complete application without missing documents.
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Allocation

	JVAO officer perspective	Student perspective
What?	Evaluation of applications	Selection of applications
How? - Steps to be taken	<p>JVAO mobility coordinator for CHARM-EU mobility call:</p> <p>Preparation of evaluation:</p> <ul style="list-style-type: none"> Collecting applications Checking formal requirements Creating summaries and tables with basic information about applications <p>Assistance in preparation of AB proposal</p> <p>Assisting the AB during decision-making</p> <p>Distribution of results:</p> <ul style="list-style-type: none"> Sending the result to JVAO coordinators <p>JVAO coordinator:</p> <ul style="list-style-type: none"> Notifying students of the result <p>Sending the result to the IRO/Erasmus+ office</p> <p>IRO/Erasmus+ office:</p> <ul style="list-style-type: none"> Selection Notifying students about the result of the Erasmus+ application 	No student involvement.
Partners	AB, JVAO coordinators	
Resources to be used	CHARM-EU call, committee decision	



Administrative requirements	AB meeting	
Challenges, risks		

Administration before the mobility (based on the home institution’s procedure – see it in Annex 2.2)

	JVAO officer perspective	Student perspective
What?	Mobility documentation before the mobility	Mobility documentation before the mobility
How? - Steps to be taken	<p>JVAO coordinator at the starting university in cooperation with the IRO/Erasmus+ Office:</p> <p>Guidance about mobility:</p> <p>Information sessions, answering emails, walk-in hours</p> <p>Signing the Learning Agreement or help in getting the signature from the universities side (both universities)</p> <p>UB: Academic Board representative – Nuria Casamitjana</p> <p>TCD: JVAO officer – Jenny Kirkwood</p> <p>UU:</p> <p>ELTE: Academic Board representative – László Zentai</p> <p>UM: Vice-president – Patrick Caron</p> <p>Forwarding the documents/information to the Finances</p>	<p>Grant agreement (in accordance with the sending university’s procedure)</p> <p>Submission of learning agreement (filled out and signed by the student, the home institution and the receiving institution)</p> <p>Submission is in the EWP system</p> <p>OLS assessment</p> <p>Health insurance (European Health Insurance Card or any other health insurance)</p>
Partners	IRO/Erasmus+ Office, Finances	JVAO coordinators



Resources to be used	Erasmus+ documentation about the sending university's mobility procedures	Erasmus+ documentation about the sending university's mobility procedures
Administrative requirements	Erasmus+ documents listed in student's tasks	Grant agreement form, OLA, health insurance
Challenges, risks		

Grant management (based on the home institution's procedure – see it in Annex 2.3)

	JVAO officer perspective	Student perspective
What?	Grant management	Grant reception
How? - Steps to be taken	Information about the procedure IRO/Erasmus+ office: Collecting all the necessary documents Sending the information to the Finances	Sending the necessary documents and information to the IRO/Erasmus+ office
Partners	IRO/Erasmus+ Office	IRO/Erasmus+ office
	Erasmus+ budget	Erasmus+ scholarship
Administrative requirements	Based on the starting university's regulations	
Challenges, risks	Availability of resources on time, pace of intra-university processes	If scholarship arrives late, students have to pre-finance early expenses.

Preparation for the mobility (based on the home institution's procedure – see it in Annex 2.4)

	JVAO officer perspective	Student perspective
What?	Preparation for the mobility	Preparation for the mobility
How? - Steps to be taken	JVAO coordinator at the starting university: Info session about preparation, administration and mobility JVAO coordinator at the receiving university:	Arranging travel to the host city Arranging visa if it's necessary Arranging accommodation Application to the buddy system Contact the special needs coordinator



	Contact with local housing office(r), an overview of housing situation/issues Assistance in visa applications (with local visa office) IRO/Erasmus+ office at the receiving university: Setting up SIS	Log-in to SIS
Partners	JVAO coordinator from the partner university Housing office Special needs coordinator	JVAO coordinator Buddy system Special needs coordinator
Resources to be used		Erasmus+ scholarship
Administrative requirements	SIS	Application to the buddy system, housing services, special needs coordinator SIS
Challenges, risks		The housing situation is critical; it is difficult to find a suitable apartment in most cities, dormitories are also crowded.

Administration upon arrival (based on the home institution’s procedure – see it in Annex 2.5)

	JVAO officer perspective	Student perspective
What?	Administration at the receiving university upon arrival	Administration at the receiving university upon arrival
How? - Steps to be taken	JVAO coordinator: Assistance in enrolment, especially keeping track of visa and residence permit applications (with local visa office) Coordination or contact person to the local buddy system and student organisations IRO/Erasmus+ office:	Check-in Enrolment in the library Email Visa issues: student mobility residence permit or student mobility certificate (non-EU, EU students)



	Setting up an email (or information how to do it) Special requirements depending on the receiving university's procedures	
Partners	IRO/Erasmus+ office, ESN, partner JVAO coordinator	JVAO coordinators, IRO/Erasmus+ office, ESN
	Services of visa office, buddy systems	Services of housing and visa offices, buddy systems
Administrative requirements	Previous registration of students for student card, library enrolment and email	Registration, application to visa
Challenges, risks		Too many tasks at the beginning, it may be postponed to the tuition period when it is more difficult to include it to the schedule.

Orientation

	JVAO officer perspective	Student perspective
What?	Orientation (Orientation Days/Week)	Orientation
How? - Steps to be taken	Coordination orientation/welcome activities for newcomers (start of semester/phase in cooperation with local orientation coordinator and in between for any mobility activity) Promotion: updating website with information, sending it to the students Areas covered by the orientation: Welcome Info meetings about administration, services, academic issues	Attendance on the orientation (strongly recommended)



	Social activity (recreational, team building) Campus visit, introduction of the most important locations Cultural preparation	
Partners	IRO/Erasmus+ office, ESN, service providers, other departments involved in the programme	IRO/Erasmus+ office, ESN, other departments involved in the programme
Resources to be used	Receiving university's orientation programmes, services provided by the receiving university	Buddy system, orientation programmes
Administrative requirements	Registration if necessary	Registration if necessary
Challenges, risks	Preparation should start on time; all the involved parties should be prepared	Missing the events (late arrival, other arrangements during that period), it makes difficult to arrange administrative tasks, preparation for everyday life

Administration during the mobility

	JVAO officer perspective	Student perspective
	Mobility documentation during the mobility	Mobility documentation during the mobility
	JVAO coordinator: IRO/Erasmus+ office: Signing the learning agreement or help in getting the signature from the universities side (both universities)	Certificate of arrival Submission of learning agreement (during the mobility, only if there is a change in the study programme)
Partners	Authorised person to sign the document	IRO/Erasmus+ office, authorised person to sign the document
Resources to be used	Erasmus+ documentation about the sending university's mobility procedures	Erasmus+ documentation about the sending university's mobility procedures
Administrative requirements	Erasmus+ documents listed in student's tasks	OLA



Challenges, risks		
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Administration after the mobility

	JVAO officer perspective	Student perspective
What?	Mobility documentation after the mobility	Mobility documentation after the mobility
How? - Steps to be taken	IRO/Erasmus+ office: Issuing the official documents from the SIS	Transcript of records Certificate of attendance EU Survey OLS closing test
Partners		
Resources to be used	Erasmus+ documentation about the sending university's mobility procedures	Erasmus+ documentation about the sending university's mobility procedures
Administrative requirements	Erasmus+ documents listed in student's tasks SIS	Certificate of attendance form Access to EU Survey and OLS
Challenges, risks		

Dissemination

	JVAO officer perspective	Student perspective
What?	Dissemination	Dissemination
How? - Steps to be taken	JVAO Mobility coordinator: Evaluation primarily based on Erasmus+ Participant Reports (received from the IRO/Erasmus+ office) Report on the results Dissemination at CHARM-EU level: AB, JVAO coordinators Dissemination outside CHARM-EU:	Testimonials on website, social media, events



	IRO/Erasmus+ office, management of the universities Website, social media, other university-specific channels	
Partners	Communications offices	JVAO coordinator
	Erasmus+ Participant Report Learning agreements Transcript of records	Erasmus+ experiences
Administrative requirements	Channels to dissemination	Channels to dissemination
Challenges, risks	A lot of data, time-consuming to analyse and interpret it.	Students may leave, during dissemination they are not necessarily our students anymore

Further information on the coordinators involved in the management of the local Erasmus+ budget can be found in Annex 2.5.

Abbreviations

- PMT: programme management team
- JVAO: Joint Virtual Administrative Office
- IRO: International Relations Office
- ESN: Erasmus Student Network
- SIS: Student Information System
- EWP: Erasmus Without Paper
- AB: Academic Board
- OLS: Online Linguistic Support
- OLA: Online Learning Agreement



ANNEXES TO CHAPTER 2

Annex 2.1 – List of coordinators involved in mobility-related tasks

ELTE: <https://www.elte.hu/en/international-offices>

UB: <http://www.ub.edu/uri/comu/staff.htm>

TCD: <https://www.tcd.ie/study/study-abroad/outbound/contact/>

UM: <https://www.umontpellier.fr/international/etudier-a-letranger>

UU: <https://www.uu.nl/en/education/exchange-and-visiting-students/application/application-procedure>

Annex 2.2 – Institutional administrative procedures

ELTE procedures

Part A - Student guideline for semester exchange

I. DOCUMENTS BEFORE THE MOBILITY

I.1. DOCUMENTS TO BE PREPARED

The documents need to be addressed in the order mentioned below. Please read **Section I.2.** carefully before you fill the documents. The submission of documents and the administration takes place online and by mail as it is detailed below.

1. OLS ASSESSMENT

You can access the language test by connecting to the new interface of OLS on the [following page](#). The following [guidance document](#) is available for registration, access to the test and language courses.

You must complete the OLS test **before every mobility**, even if you have already completed one before for a previous mobility. You can find the exceptions at the guidelines at I.2/1.

It is **IMPORTANT** to **take a screenshot of the result** when completing the test. The image must include your name in the upper right corner and the result of the test. You will need to **send this screenshot by e-mail** to the **ELTE JVAO Officer** along with the other before mobility documents.



If you happen to have closed the page and want to view your result again to complete the screenshot, follow the steps [in this document](#).

More information about the OLS language test can be found in I.2.

Deadline for filling out the OLS test:

2. HEALTH INSURANCE

Health insurance can be certified by having an [EU health insurance card](#) valid for the whole mobility period **or any other health insurance that is valid in the host country during the whole mobility period**. As you must have valid insurance for the entire duration of your mobility, if your EU health insurance card is due to expire during your mobility, you must renew it in time.

To be sent by email to the ELTE **JVAO Officer**:

- Copy of document (s) proving the existence of insurance (s)

Deadline (if you haven't sent it already):

3. DATA FORM FOR GRANT AGREEMENT

After Ceasar identification the form can be [reached here](#).

Parts of the form:

- Declaration of status
- Declaration of the planned start and end of mobility and the mandatory quarantine
- Declaration of OLS assessment
- Declaration of promotion activity
- Declaration of green travel*
- Data declaration for the Grant Agreement
- Declaration of liability

*From the academic year 2022/23, students may receive additional support for confirmed green travel between the sending and host countries. The call for application is available [here](#).



The form must be finalized electronically with the "Submit" button. Please only do this if you have provided and selected all the necessary information - do not submit the form incomplete. If you wish to correct / modify something in the data provided on the form afterwards, please inform us by email at erasmus.out@dep.elte.hu, DO NOT fill in the form again!

Deadline: (the OLS values need to be added here, without OLS outcome, you cannot submit this form!)

4. LEARNING AGREEMENT

The Learning Agreement will be prepared by the **ELTE JVAO Officer**, using the information that you provided in the general CHARM-EU Online Application Form. Once received, please review the document carefully and let the ELTE JVAO Officer know in case of problems. The document will need to be signed by you in person, for which the ELTE JVAO Officer will schedule a date. Other procedures concerning the Learning Agreement will be maintained by the ELTE JVAO Officer.

4 signed, original copies of the Learning Agreement prepared by the **ELTE JVAO Officer** must be signed during the announced signature session.

5. GRANT AGREEMENT

The pdf version of the Grant Agreement will be sent to all students by email prepared by the Erasmus+ Office of the ELTE university, tailored to the information submitted on the form. Please read the Grant Agreement carefully and check the information in it!

4 signed, original copies of the Grant Agreement and prepared by the Erasmus+ Office of ELTE university must be signed individually. The collection of the signed Grant Agreement will be organised by the ELTE JVAO Officer and the local Erasmus+ Office.

Deadline:



I.2. GUIDELINES ON THE DOCUMENTATION – BEFORE THE MOBILITY

1. OLS ASSESSMENT

- **What is it?** Online Language Support (OLS) is a free online language learning platform for Erasmus+ participants. With the help of the OLS platform, you can test your level of the language you will use during your mobility, and the new platform provides the opportunity to complete language courses either in the mobility language or, if different, in the official language of the host country, or in any language available on the interface

After registering and logging in, you can find detailed information about the test on the [OLS website](#). You can also find a [list of available languages here](#). You can find the list of currently available language courses here. The development of language materials can be expected roughly at the pace shown [here](#).

- **Why it is important?** Once you win the scholarship, it is obligatory to take an online language assessment before the mobility.

The main language of mobility is English. You can access language courses 24/7 throughout your mobility and learn as much as you want at your own pace. More information about OLS language courses is available by [clicking here](#).

- **How do you access the language test and course?** In the following, we will try to help you step by step to get from the registration to the preparation of the test. We have tried to make this even easier with the help of screenshots in a document attached to the email, please follow the steps shown there.

You can connect to the Online Language Support (OLS) platform by clicking on [this link](#). The guide document is available to help you during the registration process.

On the portal, you can set up your profile in a few minutes and start your language learning adventures.

The OLS system runs on the EUAcademy portal, which also means that you can access additional courses by registering!

After the registration, you can access the various language tests on [this link](#). here is how:

- Click on the "Join community" option
- Search for the language of your mobility and click on the "*language* Learning community and Resources" option
- Find the "Placement Test" option for your language and start the test.

It is **IMPORTANT** to **take a screenshot of the result** when completing the test. The image must include your name in the upper right corner and the result of the test. You will need to **send this screenshot to ELTE JVAO coordinator** along with the other before mobility documents.



If you happen to have closed the page and want to view your result again to complete the screenshot, follow the steps [in this document](#).

You can access the currently existing courses on [this link](#), so you can start your development in the language you want.

To access the constantly updated and expanding page of OLS-related questions and answers, [click here!](#)

- **My mother tongue is the mobility language. Do I need to complete the OLS language test?**

You do not have to complete the OLS test itself, but you do need to complete the OLS form. Select the "native language" option here. If the language of the studies does not correspond to the language of the host country, it is still possible to take an OLS course in the language of the host country. The Erasmus + and International Programs Department will contact you separately in each case.

2. COPY OF THE NEEDED INSURANCE(S) (E.G. EUROPEAN HEALTH INSURANCE CARD /BLUE CARD)

- **What is it?** A photo/scan/printscreens of the health insurance coverage for the whole period of the mobility.
- **Why it is important?** In the event of any health problem, illness or accident, it is necessary for the student to have adequate insurance to cover any costs that may be incurred. [More information about the European Health Insurance Card here.](#)

What you should pay attention to:

- You added the same insurance information (type and number) on the following form as you sent to your JVAO Officer.
- The insurance should cover the whole mobility period.
- If you have European Health Insurance Card (in case, you are an EU citizen) both sides of the card should be scanned or photographed.
- In case of any other type of insurance please upload the photo/scan/printscreens of the insurance contract. the photo/scan/printscreens must include the validity, preferably the type or at least the name of the insurance.
- The photograph taken of the insurance must be legible.

3. DATA FORM FOR GRANT AGREEMENT

- **What is it?** An online platform which partly replaces the documents previously to be handed in on paper in physical form and needed for the Grant Agreement.
- **Why it is important?** By filling the form, you submit your official declarations related to your mobility to the Department of Erasmus+ and International Programmes; enter the data which will help to prepare your Grant Agreement. Completion of the form is mandatory in order to implement your mobility. The data form will be sent by the ELTE Erasmus+ Office.

Parts of the form:



3/A Declaration of status

- **What is it?** Depending on the scholarship type you have been awarded, you have to prove your status during the mobility at ELTE. In case of study mobility, student has to declare that will establish active student status for the whole mobility period. Student status activation is managed by the ELTE JVAO Office.
- **Why it is important?** In case the student does not have active student status at ELTE throughout the mobility period, the student is not entitled to the Erasmus+ grant.

3/B Declaration of the planned start and end of mobility

- **What is it?** A declaration based on the information provided by the host institution of the planned start and end dates of the physical mobility.
- **Why is it important?** Scholarships can only be awarded for the expected duration of your stay. It is the responsibility of the student to obtain relevant information in advance.

3/C Declaration of OLS assessment

- **What is it?** A declaration about the fact that you have the OLS assessment.
- **Why it is important?** Your declaration confirms that your OLS assessment is ready.

3/D Declaration on promotional activity

- **What is it?** The aim of the promotional activity is to promote the Erasmus programme within the framework of CHARM-EU by sharing the experiences gained during the mobility period. Students undertaking promotional activities can choose the form in which they would contribute to this. The submitted promotional materials may be published. In case of personal experience report/presentation students may be asked to present their experiences. Promotional activities are not obligatory.

3/E Declaration of green travel

- **What is it?** Students of ELTE participating in Erasmus+ long-term (studies, traineeship, traineeship after graduation) or short-term mobility in the 2022/23 academic year, who opt for green travel between the sending and host countries, may receive additional support. Students applying for additional support must declare the form of their travel here.
- **Why is it important?** The additional support for green travel can only be awarded based on this declaration. *Attention! Students awarded with the additional support for green travel are obliged to keep the travel documents and provide proof of the realised green travel at the end of their mobility.*
- The support is calculated based on the information provided in the form. In case of a change (e.g., in the implementation or means of the green trip), please send details to the e-mail address erasmus.out@dep.elte.hu!

3/F Data declaration for the Grant Agreement

- **What is it?** The form is used to create a personalized Grant Agreement. There you must enter all the data required for this.



- **Why it is important?** Without the Grant Agreement physical mobility cannot begin.

Guidelines to the form:

- Field of Studies: Master's in Global Challenges for Sustainability
- Residence address in Hungary: it is only necessary to fill in if your residence address is not the same as your permanent address in Neptun.
- Email address: Please give your CHARM-EU email address and check it regularly for the updates connected to your mobility tasks!
- Phone number. Please enter in this format: 36201234567.
- Number of completed semesters of higher education. In the case of MA or PhD degree programmes, the number of BA/MA years is included (even if you have graduated from another higher education institution).
- Year of study: Are you going to be a first-year or second-year, etc. student during your mobility at your current study cycle?
- Previous Erasmus participation: only at the same study cycle (e.g., Erasmus at BA level not to be indicated in case of MA mobility), rounded up to the nearest month.
- Mobility type: select from the drop-down menu.
- The start and end dates of mobility:
 - The dates for the **CHARM-EU Phase 2** mobility are as follows:
 - **Starting date: 11 February 2023**
 - **End date: 2 July 2023**
 - The dates for **BIP** mobility are as follows:
 - **Starting date: 15 May 2023**
 - **End date: 26 May 2023**
- Place of mobility: indicate the country and the city separately.
- Erasmus code of the host institution for CHARM-EU students:
 - University of Barcelona: E BARCELO01
 - Trinity College Dublin: IRL DUBLIN01
 - University of Utrecht: NL UTRECHT01
 - University of Montpellier: F MONTPEL54
- Bank account data: Given that, in the current situation of uncertainty, the duration of the planned physical mobility and the corresponding amount of scholarship may vary, a refund obligation is more likely to arise. In order to avoid the resulting conversion costs (as the scholarship is always paid in euros), **we recommend that you open a euro-based account** for your Erasmus+ scholarship.
 - Fill in the required information completely and precisely. In case of error, bank details can be changed before the first transfer is initiated by writing an email to erasmus.out@dep.elte.hu. After that only with the amendment of the contract (after the mobility).
 - Bank account holder: Enter the exact name associated with the account
 - BIC / SWIFT code: the bank's 8- or 11-character identification code (e.g., OTPVHUB), available on the bank's website
 - bank account number with IBAN code: consists of the letter code of the country (HU in case of a Hungarian bank account) and two numbers, followed



by the bank account number (24 digits in the case of a Hungarian bank account); [help here](#).

- indication of the bank account number based on HUF or foreign currency (the transfer is always made in euros, if the account is based on HUF, the bank holding the account will convert the amount of the scholarship at the EUR-HUF exchange rate valid on the day of the transfer)
- Insurance data: In case of study mobility, only the data of health insurance have to be filled in.
 - It is not mandatory to enter EU health insurance, if you have other insurance, enter its name and number. (The EU insurance number is the 20-digit number at the bottom left of the health insurance card, so do not enter the TAJ number!)
 - Make sure that the insurance taken out covers the entire duration of the mobility! If your insurance (e.g., your EU card) expires earlier than the end date of the mobility, don't forget to renew it and send the new card to the email address erasmus.out@dep.elte.hu by scanning it!
- OLS assessment: select from the drop-down list. Please note that English is the main language of mobility.
 - You must provide the result of the OLS assessment for this mobility, not of a previous OLS mobility or a language exam.
 - If the mobility language is your native language select "the mobility language is my mother tongue". If the mobility language does not have an OLS test, select the "OLS assessment is not available in the mobility language" option.

3/G Declaration of liability

What is this? The student's declaration of liability for the health, cancellation and grant accountability risks associated with the mobility.

Attention! The postponement or cancellation of planned mobilities, or the suspension of ongoing mobilities (returning to Hungary earlier than the intended ending date) due to the coronavirus pandemic are currently handled as vis major, therefore, in accordance with the procedure described on our [website](#), you are able to submit a vis major claim for extra costs connected to your Erasmus+ mobility. Any additional costs, i.e., expenses not eligible for reimbursement based on the guidelines of the Tempus Public Foundation, must be covered by the outgoing participant and cannot be reimbursed by the University. The declaration applies to the latter category of non-eligible costs.

4. LEARNING AGREEMENT

- **What is this?** The Annex 1 of the Grant Agreement, in which the Erasmus+ student agrees with his/her sending institution's representative and the receiving institution on the study plan to be undertaken abroad.
- **Why is this important?** Until this document is not signed by all parties, the Grant Agreement is not valid, and you cannot start your mobility.



5. GRANT AGREEMENT

- **What is this?** This is an official contract between the scholarship winner and Eötvös Loránd University about the conditions of the study period and the amount of grant.
- **Why is this important?** It contains all the conditions for the mobility and you cannot start your physical mobility, nor receive the scholarship without this document.

The pdf version of the personalized Grant Agreement will be sent to all students by email, based on the information submitted on the data form. The number of days supported and the amount of the grant will be calculated by the Department of Erasmus and International Programmes on the basis of the dates you specify and the rate table published by the European Commission (the amounts can be found in the [call for application](#)).

Please read the Grant Agreement carefully and check the information in it! If you find everything is fine, print it out in 4 copies and sign each one with a blue pen and mail to the Department of Erasmus + and International Programmes (DEP) of ELTE Education Directorate (1056 Budapest, Szerb u. 21–23).

If you notice any mistake in the contract, do not send them, but report the problem - precisely - to the email address erasmus.out@dep.elte.hu!

I.3. WHAT WILL HAPPEN WITH THE DOCUMENTS?

- Documents without any mistake or missing information will be administrated in the system by the Department of Erasmus + and International Programmes (DEP) and prepare the grant transfer process.
- The DEP forwards the transfer documents to the competent offices to sign.
- The Finance and Monitoring Department records the data for the grant transfer, re-checks the entire documentation, and requests the grant transfer from the Hungarian State Treasury. The Hungarian State Treasury forwards the transfer request to the Hungarian National Bank.
- The Hungarian National Bank transfer the grant which will be credited to your bank account.
- For all Hungarian state budget bodies, these are the necessary steps for the transfer.
- The whole process takes cca. 4 weeks.



II. DOCUMENTS DURING THE MOBILITY

Within **30 DAYS** upon arrival:

Please send the following document to the ELTE JVAO Officer (via email)

1. CERTIFICATE OF ARRIVAL/REGISTRATION

- The CoA document must be signed by the receiving institution's coordinator – for further information, please contact the JVAO of your receiving institution.

It is possible to change the bank account number (for example, in case of a newly opened bank account to which you would like to receive the scholarship of the extended period).

For this, you must fill in the relevant part (bank account data) of the GRANT AGREEMENT AMENDMENT FORM. The form can be reached after Ceasar identification [here](#).

III. DOCUMENTS AFTER THE MOBILITY

III.1. DOCUMENTS TO BE PREPARED

By submitting the Erasmus + final documents, students fulfil their obligations under the Grant Agreement regarding the settlement, and at the same time requests the payment of the residual scholarship.

HOW TO CLOSE THE MOBILITY?

Submit all of the documents to **your JVAO Officer electronically (e-mail) (in person or by post)** not later than **30 DAYS** after your mobility:

1. EU SURVEY

1 pdf print of the confirmation e-mail of the filled **EU Survey**. (If you can't find the confirmation email, please attach the first page of the completed report.)

Attention! The interface that sends the invitation to the EU survey to students with the **2021 and 2022 Grant Agreement*** is currently not working. If this affects you, you can temporarily submit your final materials without the certificate, thereby requesting the payment of the remaining scholarship. At the same time, we would like to draw your attention to the fact that it is **mandatory to fill out** the form afterwards (we will also send a warning e-mail about this); in case of failure to do so, you will have to pay back the whole grant!



*The number of the Grant Agreement starts with 21 or 22.

2. TRANSCRIPT OF RECORDS

It contains all the courses completed at the host institution and their credit value / the student's professional activity, as well as the signature and seal of the host institution, etc. This document will be managed by the JVAO Office.

3. CERTIFICATE OF ATTENDANCE (CERTIFICATE OF THE EXACT DATES OF THE MOBILITY)

In the case of quarantine and/or blended mobility, please use the following form: [Certificate of Attendance](#) to confirm the dates of your mobility. Please ask your host institution to fill it out and sign it. In other cases, the certificate can be substituted with the Learning Agreement After the Mobility section or the Transcript of Records.

4. CERTIFICATE OF GREEN TRAVEL (FROM THE ACADEMIC YEAR 2022/23)

Students awarded with the additional support for green travel are obliged to keep the travel documents and provide proof of the realised green travel at the end of their mobility. Accordingly, **please take special care to keep the tickets used during the trip!** Accepted certificates:

1. travel documents (travel tickets - e.g. bus ticket, train ticket), or
2. without them (e.g. car-pooling) a [legal liability form](#).

FURTHER IMPORTANT INFORMATION ABOUT CLOSURE

We only accept complete set of documents. Incompletely submitted packages will be returned to complete, which can significantly slow down the disbursement of the remaining scholarship amount. Therefore, we strongly urge all students to hand over their package to their JVAO Officer only after they have obtained all the necessary documents.

It is possible to change the previously given bank account number and receive the residual scholarship into another bank account. To do so, fill the [contract amendment form](#) completely and without errors. The form must be finalized electronically with the "Submit" button. If you wish to correct / modify the data provided on the form afterwards, please indicate this by e-mail at erasmus.out@dep.elte.hu, DO NOT fill in the form again.

If the duration of the mobility is shorter than indicated in the Grant Agreement, the scholarship will be recalculated for the shorter period at the end of the mobility and the student will have to reimburse the difference to Erasmus+ programme, if it is not covered by the 10% remaining scholarship amount.



DEADLINE FOR SUBMISSION OF DOCUMENTS

Please submit all required documents within maximum 1 month after closing your mobility period.

Final deadline for submission of the documents:
Erasmus+ mobility during the Autumn semester: **March 31**
Erasmus+ mobility during the Spring semester or extended mobility for the Spring semester: **July 31**

If you are unable to meet the above deadlines through no fault of your own, please inform your JVAO officer, if necessary, ask for help in obtaining the missing documents!

III. 2. GUIDELINES ON THE DOCUMENTATION – AFTER THE MOBILITY

1. EU SURVEY

Students are required to complete an online report on their Erasmus + mobility. You will automatically receive an invitation to complete it by email within 1 day of the closing date specified in the Grant Agreement. If you do not receive an invitation, notify your faculty coordinator. The certificate of the completion must be sent to your faculty coordinator. (If you can't find the confirmation email, please attach the first page of the completed report.)

Part B – ELTE JVAO general timetable

In case of ELTE, the local JVAO officer needs to follow the below timetable in order to secure that all procedures are carried out on time:

1. Week 1: obtaining and sending out the ELTE Caesar logins and Education IDs (“OM azonosító”) to the outgoing students
2. Week 1: sending data of the ELTE outgoing students to ELTE DEP (erasmus.out@dep.elte.hu) based on CHARM-EU application, data required: name, Neptun code, receiving institution, mobility start date, duration of mobility in months
3. Week 1: sending out the student guide for semester mobility
4. Week 1: collecting students' insurances



5. Week 2: (if necessary) sending out a reminder on the second round of CHARM-EU Erasmus+ application for those who missed the first deadline
6. Week 3: preparing the Learning Agreements
 - a. Learning Agreement is prepared by the JVAO Officer based on CHARM-EU the course plan
 - b. Table A of the Learning Agreement should contain the list of subjects that the given students follow in the given phase. In case of CHARM-EU, Table B should contain the same list of subjects and number of credits, as no separate recognition procedure will take place.
 - c. Responsible person for signing the LA at the receiving and sending institution are in table Administration before the mobility
7. Week 3: receiving the prepared Grant Agreements from DEP, printing 4 copies of each if requested by the students
8. Week 4: organising a physical/in person signing session where Learning Agreements and Grant Agreements are signed
9. Week 5-8: obtaining signatures for the Learning Agreements from the Academic Board or its local representative at the sending institution, then sending the scanned copies to receiving institution contacts
10. Week 8: forwarding the documentation to the ELTE DEP (erasmus.out@dep.elte.hu)
 - a. insurance (by e-mail)
 - b. Learning Agreement
 - i. original, signed by the student and the sending institution
 - ii. scanned copy with all 3 signatures
 - c. 4 copies of the signed Grant Agreement signed by the student
11. After the end of the mobility: preparing the Learning Agreement After mobility parts or collecting the Transcript of Records documents and forwarding it to erasmus.out@dep.elte.hu

UB procedures

Part A - Student guideline for semester exchange

I. DOCUMENTS BEFORE THE MOBILITY

I.1. DOCUMENTS TO BE PREPARED

1. OLS ASSESSMENT

The test must be done through a European Commission application before leaving. You will receive an email informing you when to do so and providing your access credentials.



2. LEARNING AGREEMENT

The Learning Agreement will be prepared by the local JVAO officer, using the information that you provided in the general CHARM-EU Online Application Form. Once received, please review the document carefully and let the JVAO officer know in case of problems.

The document will need to be signed by you in person, for which the JVAO officer will schedule a date. Other procedures concerning the Learning Agreement will be maintained by the local JVAO officer.

3. GRANT AGREEMENT

The pdf version of the Grant Agreement will be sent to all students by email, tailored to the information submitted on the form. Please read the Grant Agreement carefully and check the information in it!

2 signed, original copies of the Grant Agreement prepared by the JVAO Officer must be signed.

4. HEALTH INSURANCE

Erasmus + students must have the following coverage:

1. Medical assistance

Medical assistance coverage for the entire period of your stay at the foreign university.

In the case of the European Union and associated countries, if you enjoy public health care in Spain, it is covered by the European Health Insurance Card, always under the conditions of the public health system of that country (advance payment, return of a percentage only, etc.) it is recommended to carry out the procedure shortly before leaving as it is granted for one year, this way it will cover the entire period of the stay and there will be no need to renew in case of completing an entire academic year.

Otherwise, you will need to take out private insurance to cover your stay abroad. In this case, you can contact the insurer with which the UB regularly collaborates: Ferrer & Ojeda Asociados Correduría de Seguros, S.L.



2. Accident insurance and repatriation

This insurance is guaranteed by the University of Barcelona for all Erasmus + students. The policy number will be stated in the grant agreement that you will sign before leaving Erasmus Mobility.

3. Civil liability

This insurance is guaranteed by the University of Barcelona for all Erasmus + students. The policy number will be stated in the grant agreement that you will sign before leaving Erasmus Mobility.

1.2. GUIDELINES ON THE DOCUMENTATION – BEFORE THE MOBILITY

1. OLS ASSESSMENT

- What is it?** Online Linguistic Support (OLS) is a free online language learning platform designed for Erasmus+ participants. With OLS, you can test your current level in the language you will use while you are abroad. Your results will not prevent you from taking part in an Erasmus+ mobility, but will give you access to an OLS language course! OLS complements face-to-face teaching, allowing you to develop your skills outside the classroom. It also provides you with collaborative and peer learning opportunities. Once you win the scholarship, it is obligatory to take an online language assessment before the mobility. This test is only to give you feedback on your current level and provide you with a free online language course if necessary or requested.

For more information about the test, visit the [OLS website](#). The list of the [available languages and levels](#). If you have any problems with either the test or the course, you can [find solution here](#).

- Why it is important?** Once you win the scholarship, it is obligatory to take an online language assessment before the mobility.

The main language of mobility is English. In case the assessment result is between A1 and B1, you will automatically receive a course in the same language. In case of B1 or above result, you can participate in a course in the main language of the mobility or in the official language of the host country, provided that it is [available in the language in that level](#).

How do you access the language test and course? You can request access to the OLS platform by filling out the [OLS form](#). Select English as the language of the mobility (this is



the language in which you will receive the language test). Based on this questionnaire, the Erasmus + and International Programs Department will send you a license related to the OLS platform, which you will receive by email. You will then need to create an OLS profile where you will need to indicate the host country, English, as the language of the mobility and the languages you would learn as part of the OLS course (the system will only offer the language of the mobility and / or the official language(s) of the host country). You can then start completing the language test and depending on the result, also take the OLS language course, which you will automatically gain access to.

- My mother tongue is the mobility language. Do I need to complete the OLS language test?
 - You do not have to complete the OLS test itself, but you do need to complete the OLS form. Select the "native language" option here. If the language of the studies does not correspond to the language of the host country, it is still possible to take an OLS course in the language of the host country. The Erasmus + and International Programs Department will contact you separately in each case.

4. LEARNING AGREEMENT

- **What is this?** The Annex 1 of the Grant Agreement, in which the Erasmus+ student agrees with his/her sending institution's representative and the receiving institution on the study plan to be undertaken abroad.
- **Why is this important?** Until this document is not signed by all parties, the Grant Agreement is not valid, and you cannot start your mobility.

5. GRANT AGREEMENT

- **What is this?** This is an official contract between the scholarship winner and University about the conditions of the study period and the amount of grant.
- **Why is this important?** It contains all the conditions for the mobility and you cannot start your physical mobility, nor receive the scholarship without this document.
 - The pdf version of the personalized Grant Agreement will be sent to all students by email, based on the information submitted on the data form. The number of days supported and the amount of the grant will be calculated by the Office of Mobility and International Programs (OMPI) on the basis of the dates you specify and the rate table published by the European Commission (the amounts can be found in the call for application).

II. DOCUMENTS AFTER THE MOBILITY



II.1. DOCUMENTS TO BE PREPARED

By submitting the Erasmus + final documents, students fulfil their obligations under the Grant Agreement regarding the settlement, and at the same time requests the payment of the residual scholarship.

1. EU SURVEY

Students are required to complete an online report on their Erasmus + mobility. You will automatically receive an invitation to complete it by email within 1 day of the closing date specified in the Grant Agreement. If you do not receive an invitation, notify the JAVAO.

2. TRANSCRIPT OF RECORDS

At the end of the mobility, students request a certificate called Transcript of Records from the host institution, which contains the subjects and credits completed.

3. CERTIFICATE OF ATTENDANCE

UB JAVAO will manage your attendance certificate in accordance with your host institution.

If you have any further questions about the above, feel free to contact your JAVAO Officer. Thank you very much for your cooperation.

III. 2. GUIDELINES ON THE DOCUMENTATION – AFTER THE MOBILITY

1. EU SURVEY





Students are required to complete an online report on their Erasmus + mobility. You will automatically receive an invitation to complete it by email within 1 day of the closing date specified in the Grant Agreement. If you do not receive an invitation, notify your local JVAO.

2. TRANSCRIPT OF RECORDS

At the end of the mobility, students request a certificate called Transcript of Records from the host institution, which contains the subjects and credits completed.

3. CERTIFICATE OF ATTENDANCE

OMPI will prepare the document following UB form and the UB local JVAO will manage the signature in accordance with the host institution,

Thank you very much for your cooperation.

UM procedures

Part A - Student guideline for semester exchange

APPLICATION

As a first step, always contact the JVAO to discuss the options and to start the application procedure

Once your nomination has been accepted by the JVAO, you will then complete an online application form yourself: <https://unimontpel.moveonfr.com/form/624d369b90187e0d651e7c0b/fra>

This is the internal UM application form. You will receive an email from the UM team to explain how to apply online and what documents are required.

EVERY RELEVANT INFORMATION SHOULD BE PROVIDED BY THE JVAO IN CASE YOU NEED HELP

Be careful:

- to choose the correct university and options.



- to give the appropriate elements such as a valid email address, valid bank data and exact dates of beginning and end of your mobility period.
- not to give different or contradictory data at different steps of your process, unless there has been a true change on it.

Deadline for applying:

I. DOCUMENTS BEFORE THE MOBILITY

I.1. DOCUMENTS TO BE PREPARED

1. OLS ASSESSMENT

You will be invited with an automatic email to sit one test of language proficiency before the beginning of your mobility period, plus one in the end, according to the language of the courses you will attend / have attended during your mobility.

In case those courses are provided within your native language you may write a document as a sworn statement not to sit those tests.

This automatic invitation message is sent to the address you have indicated on registration, that is why it is very important that this address is valid during your whole mobility period.

To be sent by email to the **JVAO**:

- Copy of your OLS initial test
- Copy of your OLS final test

Deadline for filling out the OLS initial test: before departure

The OLS final test invitation is automatically sent x days before the end of the mobility.

Please note that the OLS platform is valid until the end of May and is about to be replaced by a new one about which we have not yet been provided with relevant process. Anyway, the principle of sitting for language tests is maintained.

2. HEALTH INSURANCE

Health insurance must be certified by providing an **EU Health Insurance Card (EHIC)** valid for the whole mobility period **or any other health insurance that is valid in the host country during the whole mobility period.**



To be sent by email to the **JVAO**:

- Copy of document (s) proving the existence of insurance (s)

Deadline (if you haven't sent it already): according to the schedule given by the JVAO

3. LEARNING AGREEMENT

The Learning Agreement will be prepared by the local JVAO, using the information you have provided in your Online Application Form. Once received, please review the document carefully and let the JVAO know in case of problems.

The JVAO may schedule an appointment so that you can personally sign this document. Every other procedure concerning the Learning Agreement will be maintained by the local JVAO.

- **1 copy of the Learning Agreement** prepared by the JVAO must be signed during the announced signature session.

Deadline: according to the schedule given by the JVAO

4. GRANT AGREEMENT

The pdf version of the Grant Agreement will be sent to all students by email, tailored to the information submitted on the form. Please read the Grant Agreement carefully and check the information in it! You have to print, to put every relevant information and to sign it.

- **1 signed, original copy of the Grant Agreement** prepared by the JVAO must be signed during the announced signature session.

Deadline: according to the schedule given by the JVAO

Relevant information you have to indicate:

- your personal data + tick the appropriate boxes
- precise dates of beginning / end of mobility
- your bank & insurance complete data



- do not forget to write your name, to date and sign personally your grant agreement.

I.2. GUIDELINES ON THE DOCUMENTATION – BEFORE THE MOBILITY

1. OLS ASSESSMENT

- **What is it?**
 - Online Linguistic Support (OLS) is a free online language learning platform designed for Erasmus+ participants. With OLS, you can test your current level in the language you will use while you are abroad. Your results will not prevent you from taking part in an Erasmus+ mobility but will give you access to an OLS language course! OLS complements face-to-face teaching, allowing you to develop your skills outside the classroom. It also provides you with collaborative and peer learning opportunities. Once you win the scholarship, it is obligatory to take an online language assessment before the mobility. This test is only to give you feedback on your current level and provide you with a free online language course if necessary or requested. For more information about the test, visit the [OLS website](#). The list of the **available languages and levels**. If you have any problems with either the test or the course, you can [find solution here](#).
- **Why it is important?**
 - Once you win the scholarship, it is obligatory to take an online language assessment before the mobility. The main language of mobility is English. In case the assessment result is between A1 and B1, you will automatically receive a course in the same language. In case of B1 or above result, you can participate in a course in the main language of the mobility or in the official language of the host country, provided that it is **available in the language in that level**.
- **How do you access the language test and course?**
 - You can request access to the OLS platform by filling out the [OLS form](#). Select English as the language of the mobility (this is the language in which you will receive the language test). Based on this questionnaire, the Erasmus + and International Programs Department will send you a license related to the OLS platform, which you will receive by email. You will then need to create an OLS profile where you will need to indicate the host country, English, as the language of the mobility and the languages you would learn as part of the OLS course (the system will only offer the language of the mobility and / or the official language(s) of the host country). You can then start completing the language test and depending on the result, also take the OLS language course, which you will automatically gain access to.
- **My mother tongue is the mobility language.** Do I need to complete the OLS language test?
 - You do not have to complete the OLS test itself, but you do need to complete the OLS form. Select the "native language" option here. If the language of the studies does not correspond to the language of the host country, it is still possible



to take an OLS course in the language of the host country. The Erasmus + and International Programs Department will contact you separately in each case.

2. COPY OF THE NEEDED INSURANCE(S) (E.G. EUROPEAN HEALTH INSURANCE CARD /BLUE CARD)

- **What is it?** A photo/scan/printscreens of the health insurance coverage for the whole period of the mobility.
- **Why it is important?** In the event of any health problem, illness or accident, it is necessary for the student to have adequate insurance to cover any costs that may be incurred.
- **What you should pay attention to:**
 - You added the same insurance information (type and number) on the following form as you sent to your JVAO.
 - The insurance should cover the whole mobility period.
 - If you have European Health Insurance Card (in case, you are an EU citizen) both sides of the card should be scanned or photographed.
 - In case of any other type of insurance please upload the photo/scan/printscreens of the insurance contract. the photo/scan/printscreens must include the validity, preferably the type or at least the name of the insurance.
 - The photograph taken of the insurance must be legible.

3. PREPARATION OF THE GRANT AGREEMENT

(Description:)

- What kind of documents are required?
- Guidance how to fill in

4. LEARNING AGREEMENT

- **What is this?** The Annex 1 of the Grant Agreement, in which the Erasmus+ student agrees with his/her sending institution's representative and the receiving institution on the study plan to be undertaken abroad.
- **Why is this important?** Until this document is not signed by all parties, the Grant Agreement is not valid, and you cannot start your mobility.

5. GRANT AGREEMENT



- **What is this?** This is an official contract between the scholarship holder and his home university about the conditions of the study period and the amount of grant.
- **Why is this important?** It contains all the conditions for the mobility and you cannot start your physical mobility, nor receive the scholarship without this document.
- All students will receive via email their own **Grant Agreement pdf version**, based on the information submitted online. The number of days supported and the amount of the grant will be calculated by the JVAO and International Office.
- Please read the Grant Agreement carefully and check the information in it! If you find everything is fine, print it out and sign it with a blue pen and mail to the JVAO (UNIVERSITÉ DE MONTPELLIER
- Bibliothèque Universitaire RICHTER - Bureau administratif CHARM-EU - 60, rue des Etats Généraux - 34000 Montpellier).
- If you notice any mistake in the contract, do not send them, but report as precisely as possible the problem to the JVAO.

II. DOCUMENTS DURING THE MOBILITY

Within **the shortest delay** upon arrival, please send the following document to your JVAO (via email)

Certificate of arrival duly signed and stamped by the receiving faculty coordinator/supervisor

III. DOCUMENTS AFTER THE MOBILITY

III.1. DOCUMENTS TO BE PREPARED

By submitting the Erasmus + final documents, students fulfil their obligations under the Grant Agreement regarding the settlement, and at the same time requests the payment of the residual scholarship.

HOW TO CLOSE THE MOBILITY?

Submit all of the documents to **your JVAO electronically (e-mail)** not later than **30 DAYS** after your mobility:

1. 1 pdf print of your filled **OLS closing test** (except students whose first test result has reached CEFR level C2 or who are native English speakers)
2. **Transcript of Records:** it contains all the courses completed at the host institution and their credit value / the student's professional activity, as well as the signature and seal of the host



institution, etc. (can be substituted by the **Learning Agreement After the Mobility** section). This document will be managed by the JVAO.

3. **Attendance Certificate** (certificate precisng the exact dates of the mobility): this certificate cannot be substituted with the Learning Agreement After the Mobility section or the Transcript of Records. **It is mandatory to use the following form: Certificate of Attendance.** Please ask your host institution to fill it out and sign it. In case the mobility is long enough to be paid in two times (80 % at the beginning + 20% in the end), there are **two certificates**: the attendance certificate is used in the end of the mobility, to be allocated the 20 % is completed by the arrival certificate (attestation de début) which is required to get the 80 % of the allowance.

FURTHER IMPORTANT INFORMATION ABOUT CLOSURE

We only accept complete set of documents not to slow down the disbursement of the remaining scholarship amount. Therefore, we strongly urge all students to hand over their package to their JVAO only after they have put together all the necessary documents.

If the duration of the mobility is shorter than indicated in the Grant Agreement, the scholarship may be rectified to correspond to the shorter period at the end of the mobility. The student will have to reimburse the difference to Erasmus+ programme, if it is not covered by the 20% remaining scholarship amount.

DEADLINE FOR SUBMISSION OF DOCUMENTS

Please submit all required documents within maximum 1 month after closing your mobility period.

Final deadline for submission of the documents:

Erasmus+ mobility during the Autumn semester:

Erasmus+ mobility during the Spring semester or extended mobility for the Spring semester:

If you are unable to meet the above deadlines through no fault of your own, please inform your JVAO officer, if necessary, ask for help in obtaining the missing documents!

II. 2. GUIDELINES ON THE DOCUMENTATION – AFTER THE MOBILITY

1. EU SURVEY



Students are required to complete an online report on their Erasmus + mobility. You will automatically receive an invitation to complete it by email within 1 day of the closing date specified in the Grant Agreement. If you do not receive any invitation, notify your JVAO.

2. OLS CLOSING TEST

Students gained C2 level on their first assessment are not obliged to complete the closing test.

The system will send a notification by e-mail to complete the OLS final test, depending on the closing date previously entered in the OLS profile. Anyway the test can be completed at any time when logging in to the OLS account.

If you have any problems with the completion (for example, you missed the deadline for completing the final test), you can find help on the [OLS support page](#).

The result of the language test still has no consequences or obligations, but its completion is a requirement of the disbursement of the remaining scholarship.

You must send your final test to your JVAO.

3. TRANSCRIPT OF RECORDS

At the end of the mobility, students request a certificate called Transcript of Records from the host institution, which contains the subjects and credits completed. The document may be replaced by the Learning Agreement After the Mobility section completed and signed / stamped by the host institution.

4. CERTIFICATE OF ATTENDANCE

For short mobilities such as BIP mobilities, which may last a few days or weeks, there is only **one** attendance certificate that is required for the payment of the whole grant.

Longer mobilities which may be going on for a 2-6-month period will be paid in two times. **Two certificates** have to be provided: one arrival certificate which is required to get the 80 % of the allowance at the beginning of the mobility + one attendance certificate to get the 20% remaining allowance after the end of the mobility.

If you have any further questions about the above, feel free to contact your JVAO Officer.



Thank you very much for your cooperation.

Annex 2.3 – Grant agreement administration

ELTE: <https://www.elte.hu/en/outgoing-mobility/erasmus/winners>

UB: http://www.ub.edu/uri/estudiantsUB/erasmus21_22.html

TCD: <https://www.tcd.ie/study/study-abroad/outbound/apply/apply-erasmus.php>

UM: <https://www.umontpellier.fr/international/etudier-a-letranger>

UU: <https://www.uu.nl/en/education/exchange-and-visiting-students/application/application-procedure>

Annex 2.4 – Special needs support

ELTE: <https://www.elte.hu/en/equal>

UB: <http://www.ub.edu/sae/integracio.html>

TCD: <https://www.tcd.ie/disability/>

UM: <https://www.umontpellier.fr/campus/handicap>

UU: <https://www.uu.nl/en/education/exchange-and-visiting-students/application/application-procedure>

Annex 2.5 – Incoming mobility procedures

ELTE: <https://www.elte.hu/en/incoming-mobility/erasmus>

UB: <http://www.ub.edu/uri/estudiantsNOUB/intercanvis/welcomeang.htm>

TCD: <https://www.tcd.ie/study/study-abroad/inbound/apply/eu-exchange/index.php>

UM: <https://www.umontpellier.fr/international/etudier-a-letranger>

UU: <https://www.uu.nl/en/education/exchange-and-visiting-students/application/application-procedure>



CHAPTER 3 – STAFF MOBILITY SYSTEM AND PROCEDURES

OVERVIEW

Each year CHARM-EU will set a number of ERASMUS grants to allow staff to travel to partner institutions for the purpose of Staff Teaching or Staff Training. The number of grants received each year is fixed by the JVAO.

Application for these grants must be made through the JVAO.

STAFF MOBILITY ACTIVITIES

Teaching mobility of academic staff and extra-academic actors

"Mobility for teaching assignments": this activity allows teaching staff to teach at a partner HEI abroad. Staff mobility for teaching can be in any subject area/academic discipline.

Within CHARM-EU, the objectives of staff mobility for teaching are:

- To allow students who do not have the possibility to participate in a mobility scheme, to benefit from the knowledge and expertise of academic staff from higher education institutions and from invited staff of enterprises in other European countries;
- To promote exchange of expertise and experience on pedagogical methods;
- To create links between CHARM-EU institution and with enterprises;
- To motivate students and staff to become mobile and to assist them in preparing a mobility period.

Training mobility for academic and non-academic staff

"Mobility for staff training": this activity supports the professional development of the University's teaching and non-teaching staff in the form of training events abroad (excluding conferences) and job shadowing/observation periods/training at a partner HEI, or at another relevant organisation abroad.

Applications are expected from Academic and Non-Academic Staff members who would be interested in training in one of the CHARM-EU partner institutions within the EU.

STAFF MOBILITY PROCEDURE

At the beginning of each phase of the Master, a "call for mobility" will be sent by the JVAO to all CHARM-EU Staff regarding the fund available for staff mobility and the procedure.



As a first step, each staff willing to do a mobility should contact the JVAO to discuss the options and to start the application procedure in connection with the Academic Board member in their institution.

Then, the mobility project needs to be approved by the Academic Board. The Academic Board will ensure the participation of the greatest possible number of teachers and priority shall be given to teachers going abroad for the first time.

Teaching staff participating in staff mobility shall be nationals of a country participating in the ERASMUS+ or a national of another country employed or living in the participating country, under the conditions fixed by the participating country, taking into account the nature of the programme.

Teaching staff shall be employed by one of the CHARM-EU member or by an eligible enterprise.

Teachers will be required to provide a short Programme of teaching activities to be delivered, which the Academic Board has agreed in advance. Persons to be awarded a grant for a teaching assignment will be approved by the Academic Board. Therefore, applications cannot be considered without a completed and signed teaching plan.

In the framework of the Erasmus grant, there is an obligation to deliver at least 8 hours of teaching (i.e. at least one day). A minimum duration of 5 working days is strongly recommended to provide a meaningful contribution to the teaching programme and international academic life at the host institution.

Application

The application is in line with the standard Erasmus+ procedure of the home university (application form, the way to submit the application, etc.) with special elements:

- Mobility is only allowed to the CHARM-EU universities, and there is no external mobility.
- All CHARM-EU staffs are entitled to funding.
- Decision-making and contracting process is simplified and quicker.
- The minimum requirement is reduced.

Once the mobility has been approved by the JVAO and the Academic Board, an email will be sent to all the participants explaining how to apply online and what documents are needed.

Online registration will allow staff to:

- receive an official invitation letter,
- get signatures on the Erasmus documents (training agreement, certificate of attendance),
- apply for one apartments in the university residence hall, if available,



- schedule a meeting with the JVAO on your application form.

Finances

Each institution of the CHARM-EU Alliance provides financial support for eligible staff, in the form of a travel grant and an individual support. The amount allocated for travel depends on the distance from home to the host institution, and travel cost is defined as the flight cost to the destination of the mobility. See European Commission's distance calculator.

Travel grant and individual support funds are allocated separately. The Home institution guidelines for the allocation of staff funding.

Every mobility form will get an Erasmus+ grant, and for the success of the programme implementation, all CHARM-EU staffs are entitled to funding. All financial support comes from the home university; staffs have to apply for a scholarship there.

Available financial resources:

- Erasmus+ scholarship
- Erasmus+ additional financial support for staffs with physical, mental, or health-related conditions
- Erasmus+ supplementary sustainable mobility grants (for green travel)

More information on the mobility funding schemes can be found in Chapter 4.

TASK DESCRIPTION OF THE JVAO OFFICERS INVOLVED IN STAFF MOBILITY

The main tasks of the local JVAO officers are as follows:

- First contact person for incoming and outgoing staff
- First contact for local IRO's, Erasmus+ offices, Visa offices
- Registration of staff in local Information System (not only relevant for mobility, but important for visa/grant applications)
- Publication/information/dissemination of CHARMobility activities on university website/social media (with local communications dept)
- Keep track of visa and residence permit applications (with local visa office)
- Contact with local housing office(r), overview of housing situation/issues

Workload estimation

- JVAO officers: 1 hour / regular week, 3 hours / application week
- Local International Relations Office / Erasmus+ Office: 0,1 hour / regular week, 2 hours / application and grant payment weeks

The JVAO coordinator and local IRO will prepare and send the application form.



Preparation

	JVAO officer perspective	Staff perspective
What?	Defining the framework of Staff mobility Promoting CHARM-EU Staff mobility (draft and publish the call, support staff before/during/after the mobility, etc.	
How? - Steps to be taken	Collecting information about conditions and necessary elements Collecting the proposed number of mobilities per phase via the KCT facilitators Updating website and other information materials Promotion of mobility: information sessions, answering emails, walk-in hours, social media posts and stories with WP9	Checking website, attendance at the information session, contact the KCT facilitator to indicate the mobility need which is then communicated to cumulatively (per KCT) to the JVAO officer
Partners	KCTs, CHARM-EU Communications Office	KCTs, JVAO officer
Resources to be used	Information on the mobility options	Information on the mobility options
Administrative requirements	Access to promotional channels or contact to Communications	No administrative requirements
Challenges, risks	The procedure may involve several contributors, it may take longer. Email communication may have lower priority in university communication, it makes hard the involvement of other departments.	

Mobility applications (CHARM-EU-level Erasmus+ application)

	JVAO officer perspective	Staff perspective
What?	Application to calls	Application to calls



How? - Steps to be taken	Guidance for staff Support in completing the application form	Completing application form Collecting documents Submission of the application
Partners	International relations and/or Erasmus+ offices	JVAO mobility coordinator, JVAO officer
Resources to be used	CHARM-EU mobility call, local Erasmus+ call	CHARM-EU mobility call, local Erasmus+ call, JVAO mobility coordinator, JVAO coordinator
Administrative requirements	Application system, application documents, announced calls	Completed application documents for both calls
Challenges, risks	A short, intensive period.	Submission on time, underestimation of time spent on the procedure, complete application without missing documents.

Selection

	JVAO officer perspective	Staff perspective
What?	Organise and transfer the application to the AB	No involvement
How? - Steps to be taken	JVAO mobility coordinator for CHARM-EU mobility call: Collecting applications Checking formal requirements with the AB Creating summaries and tables with basic information Assistance in preparation of AB proposal Assisting the AB during decision-making Distribution of results: Sending the result to JVAO coordinators JVAO coordinator: Notifying staff of the result	-



	Sending the result to the IRO/Erasmus+ office IRO/Erasmus+ office: Selection Notifying staff about the result of the Erasmus+ application	
Partners	AB, JVAO coordinators	-
Resources to be used	CHARM-EU call, committee decision	-
Administrative requirements	AB meeting	-
Challenges, risks	Having considerably more applications than places available	-

Administration before the mobility

	JVAO officer perspective	Staff perspective
What?	Mobility documentation before the mobility	Mobility documentation before the mobility
How? - Steps to be taken	JVAO coordinator at the starting university in cooperation with the IRO/Erasmus+ Office: Guidance about mobility: Information sessions, answering emails, walk-in hours Forwarding the documents/information to the Finances	Grant agreement (in accordance with the sending university's procedure) Submission of work plan (filled out and signed by the staff, the home institution and the receiving institution)
Partners	IRO/Erasmus+ Office, Finances	JVAO coordinators
Resources to be used	Erasmus+ documentation about the sending university's mobility procedures	Erasmus+ documentation about the sending university's mobility procedures
Administrative requirements	Erasmus+ documents	Grant agreement form



Challenges, risks	-	-
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Grant management

	JVAO officer perspective	Staff perspective
What?	Grant management	Grant reception
How? - Steps to be taken	Information about the procedure IRO/Erasmus+ office: Collecting all the necessary documents Sending the information to the Finances	Sending the necessary documents and information to the JVAO
Partners	IRO/Erasmus+ Office	IRO/Erasmus+ office / JVAO
Resources to be used	Erasmus+ budget	Erasmus+ scholarship
Administrative requirements	Based on the home university's regulations	-
Challenges, risks	Availability of resources on time, pace of intra-university processes	If scholarship arrives late, staff have to pre-finance early expenses.

Preparation for the mobility

	JVAO officer perspective	Staff perspective
What?	Preparation for the mobility	Preparation for the mobility
How? - Steps to be taken	<i>JVAO coordinator at the home university:</i> Info session about preparation, administration and mobility <i>JVAO coordinator at the receiving university:</i> Contact with local housing office(r), an overview of housing situation/issues	Arranging travel to the host city Arranging accommodation Contact the special needs coordinator



	Assistance in visa applications (if applicable)	
Partners	JVAO coordinator from the partner university Special needs coordinator	JVAO coordinator Special needs coordinator
Resources to be used	-	Erasmus+ scholarship
Administrative requirements	-	-
Challenges, risks	-	The housing situation needs to be considered in advance, since it is difficult to find an accommodation for reasonable prices/at good location in most cities

Administration upon arrival

	JVAO officer perspective	Staff perspective
What?	Administration at the receiving university upon arrival	Administration at the receiving university upon arrival
How? - Steps to be taken	JVAO coordinator: Assistance during the stay Setting up an email (or information how to do it) Special requirements depending on the receiving university's procedures	Check-in
Partners	IRO/Erasmus+ office, partner JVAO coordinator	JVAO coordinators, IRO/Erasmus+ office
Challenges, risks	-	-

Administration after the mobility

	JVAO officer perspective	Staff perspective
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What?	Mobility documentation after the mobility	Mobility documentation after the mobility
How? - Steps to be taken	Issuing the official documents	Certificate of attendance EU Survey
Partners	-	-
Resources to be used	Erasmus+ documentation about the sending university's mobility procedures	Erasmus+ documentation about the sending university's mobility procedures
Administrative requirements	Erasmus+ documents	Certificate of attendance form
Challenges, risks	-	-

Dissemination

	JVAO officer perspective	Staff perspective
What?	Dissemination	Dissemination
How? - Steps to be taken	JVAO Mobility coordinator: Evaluation primarily based on Erasmus+ Participant Reports (received from the IRO/Erasmus+ office) Report on the results Dissemination at CHARM-EU level: AB, JVAO coordinators Dissemination outside CHARM-EU: IRO/Erasmus+ office, management of the universities Website, social media, other university-specific channels	Testimonials on website, social media, events
Partners	Communications offices	JVAO coordinator
	Erasmus+ Participant Report Work Plan	Erasmus+ experiences



Administrative requirements	Channels to dissemination	Channels to dissemination
Challenges, risks	A lot of data, time-consuming to analyse and interpret it.	-



CHAPTER 4 – MOBILITY FUNDING SYSTEM

CHARM-EU is preparing a unique international climate in which mobility is considered a “norm”. In practical terms, it means that CHARM-EU is committed to providing its students and staff - including teachers, researchers, and non-academic staff - with a wide range of opportunities to interact with their peers in an international environment through the purposeful combination of mobility and internationalisation at home activities. The mobility funding scheme supports CHARM-EU citizens to benefit from mobility grants while undertaking the different types of mobilities.

INDIVIDUAL STUDENT MOBILITY GRANTS

Types of mobility grants

Based on the student mobility activities described in the previous chapters, students are provided with the possibility to benefit from the below-mentioned grants.

	Phase 1	Phase 2		Phase 3		After graduation
Mobility type	Virtual exchange	Semester mobility (<i>compulsory, exceptions are given based on inclusivity requests</i>)	Blended mobility (<i>compulsory, exceptions are given based on inclusivity requests</i>)	Semester mobility (<i>optional, based on the capstone choice</i>)	Blended mobility (<i>not guaranteed, only in case of global capstone teams</i>)	Traineeship mobility (<i>optional</i>)
Funding	<i>No funding needed, as there is no physical mobility</i>	Erasmus+ individual mobility for studies: from 2 to 6 months	Erasmus+ individual blended mobility grant from 5 to 21 days (<i>Deduction of days from the phase mobility grant</i>)	Erasmus+ individual mobility for studies: from 2 to 6 months	Erasmus+ individual blended mobility grant from 5 to 21 days (<i>Deduction of days from the phase mobility grant</i>)	Erasmus+ individual mobility for studies: from 2 to 12 months (<i>Non-centralised action</i>)



Supplementary funding			CHARM-EU funding for those returning to their Phase 1 institution		CHARM-EU funding for those returning to their Phase 1 institution	
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Table 1 - Types of student mobility grants

The maximum period of mobility that can be funded from Erasmus+ grant per student during the given study cycle (on master’s level, including previous mobilities funded by Erasmus+) is 12 months including the traineeship mobility after graduation.

Funding for phase mobility

Students of the master’s programme participate in a regular phase (semester) mobility covered by the Erasmus+ grant for studies. The mobility shall last from 2 to 12 months in total, based on the decision of the Academic Board.

Students are entitled for applying to the participation at a phase mobility and the corresponding individual mobility grant. CHARM-EU regularly publishes a specific Call for its students for using Erasmus+ individual mobility grant.

In case of the phase mobility of Phase 2, students must submit their application indicating their Phase 1 institution as their sending institution and the Phase 2 institution (allocated by the Academic Board upon admission) as their receiving institution. The Erasmus+ grant amounts are calculated based on the sending and the receiving institution.

In case of the phase mobility of Phase 3, students must submit their application indicating their Phase 1 institution as their sending institution and the Phase 3 institution (approved by the Capstone KCT and the Academic Board at the end of Phase 2) as their receiving institution. The Erasmus+ grant amounts are calculated based on the sending and the receiving institution.

Funding for individual blended mobility within a Blended Intensive Programme

Blended Intensive Programme (BIP) is a new, structured group activity combining physical mobility with a virtual component (online learning/ teamwork etc.) within the current Erasmus+ programme . The length of the physical component lasts from 5 to 30 days. The length of the BIP is prescribed in each track of the master’s programme. The participation at a BIP must be awarded with a minimum of 3 ECTS credits. More details on the BIPs are described under the [3. Blended Intensive Programme institutional mobility support](#) subchapter.

The eligibility criteria and specificities for students to attend BIPs are as follows:

- Full-time students must be enrolled in the Master's in Global Challenges for Sustainability



- Participation is granted only for those BIPs which relate to the students' track choice (preapproved by the Academic Board)
- Students are allowed to carry out 1 blended mobility per phase per track
- Participation is obligatory, as BIPs are integrated into the programme, yet there are alternative ways provided to achieve the same learning outcome for those who cannot participate (due to *force majeure* or inclusivity reasons)
- Grants are provided according to the following granting logic:
 - Erasmus+ Grant can be awarded if the student's Phase 1 (Institution 1) and Phase 2 (Institution 2) institutions are different than the one which organises the BIP (Institution 3-5);
 - CHARM-EU grant can be awarded if the BIP is organised at the student's Phase 1 (Institution 1) institution;
 - No grant is awarded if the student is physically located in the organising institution. Students falling into this category are still expected to participate in the BIP, benefit from the experience (and the organisational budget), but no individual mobility grant can be issued for them.

Erasmus+ grant for individual blended mobility

Students are entitled for an Erasmus+ grant for individual mobility if their Phase 1 (Institution 1) and Phase 2 (Institution 2) institutions are different than the one which organises the BIP (Institution 3-5).

In case of the blended mobility of Phase 2, students must submit their application to the corresponding Call, indicating their Phase 1 institution as their sending institution and the BIP organising institution (approved by the Phase 2 KCTs and the Academic Board at the end of Phase 1) as their receiving institution. The Erasmus+ grant amounts are calculated based on the sending and the receiving institution.

CHARM-EU grant for individual blended mobility

Even though the CHARM-EU partner institutions currently apply the Erasmus+ programme to cover the participation of students in BIPs, the partners also need to acknowledge the shortcomings of the bilateral logic implied in the Erasmus+ individual blended mobility grants. Since students participating in BIPs at their Phase 1 (sending) institution while on a phase mobility cannot be financed through Erasmus+ grants, the Alliance dedicated the corresponding budget line of its CHARM-EU grant to cover these mobilities.

Overview of the BIP mobility granting scheme

The overall granting logic of BIP participation of students is as follows (also illustrated by an example).

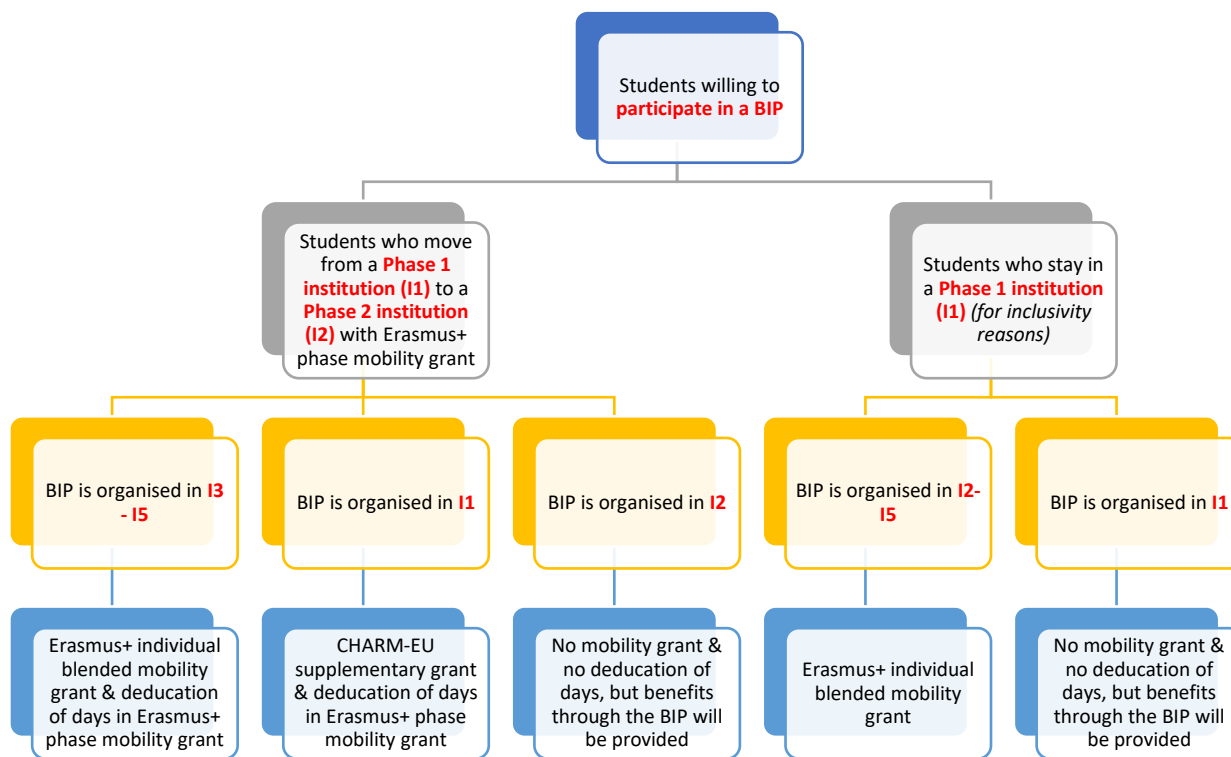


Figure 1 - BIP granting logic

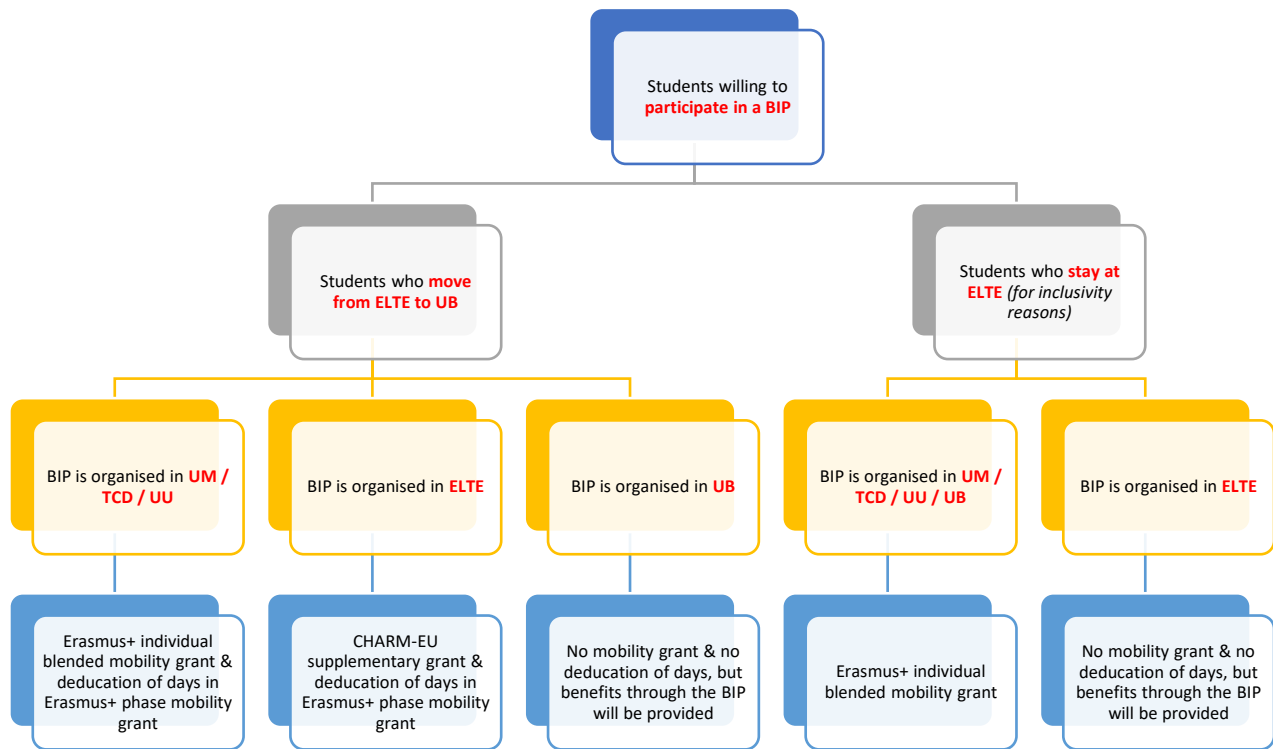


Figure 2 - Example of BIP granting logic

Funding for traineeship mobility

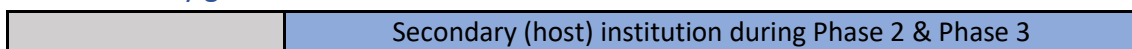
Traineeship mobility after graduation is a possibility for students who are willing to have a follow-up traineeship at one of the extra-academic actors of CHARM-EU for at least 2 months in one of the CHARM-EU partner countries, other than the one in which the students start their student journey. Traineeship mobility can be done at any organisation within the countries of the European Union and its associate members, except for the institutions of the European Union.

Mobility and top-up grant amounts

Erasmus+ grant

Mobilities are funded under the Erasmus+ programme and managed by the Phase 1 (sending) university of each student. The amounts for mobilities covered by Erasmus+ as of 2022 are as follows:

Phase mobility grant





Phase mobility (amount per month)		TCD	UB	UU	ELTE	UM
Starting (sending) institution during Phase 1	TCD		300€	300€	300€	300€
	UB	310€		260€	210€	260€
	UU	360€	300€		240€	300€
	ELTE	520€	520€	520€		520€
	UM	360 €	300€	300€	240€	

Table 2 - Phase mobility grant

Blended mobility grant

Blended mobility (amount per diem)			Secondary (host) institution during Phase 2 & Phase 3				
			TCD	UB	UU	ELTE	UM
Starting (sending) institution during Phase 1	TCD	1-14 days		70€	70€	70€	70€
		15 to 30 days		50€	50€	50€	50€
	UB	1-14 days	70€		70€	70€	70€
		15 to 30 days	50€		50€	50€	50€
	UU	1-14 days	70€	70€		70€	70€
		15 to 30 days	50€	50€		50€	50€
	ELTE	1-14 days	70€	70€	70€		70€
		15 to 30 days	50€	50€	50€		50€



	UM	1-14 days	70€	70€	70€	70€	
		15 to 30 days	50€	50€	50€	50€	

Table 3 - Blended mobility grant

Traineeship mobility grant

Traineeship mobility (amount per month)		Secondary (host) institution's country for traineeship after graduation				
		Ireland	Spain	The Netherlands	Hungary	France
Starting (sending) institution during Phase 1	TCD		400€	400€	400€	400€
	UB	460€		410€	360€	410€
	UU	510€	450€		390€	450€
	ELTE	670€	670€	670€		670€
	UM	480€	420€	420€	360€	

Table 4 - Traineeship mobility grant

CHARM-EU grant

The amount of the CHARM-EU grant for individual blended mobility equals to the mobility grants provided through the Erasmus+ budget for the eligible students. The CHARM-EU grant is managed by the Academic Board, including the contractualisation and the transfer of the grant amount.

Financial incentives for inclusive mobility within CHARM-EU

Erasmus+ Supplementary Grant as financial measures minimise barriers to access and participation in mobility programmes for individuals with physical, mental, or health-related conditions is such that his/her participation in the project / mobility action would not be possible without extra financial or other support. In order to stimulate inclusive mobility for students and staff in CHARM-EU additional financial resources are provided in the Erasmus+ Programme for those who meet specific inclusivity criteria, which are defined by the respective Erasmus+ National Agencies and national authorities.

Extra funding for students and staff with fewer opportunities may be provided also from other sources at local, regional and/or national level.



As regards the accompanying persons for students and staff with fewer opportunities, they are entitled to receive a contribution based on real costs.

Students and recent graduates with fewer opportunities - top-up amount to the individual support

Students and recent graduates with fewer opportunities may receive a top-up amount to the individual support of their EU Erasmus+ grant with an amount of **250 EUR** per month. The criteria to be applied are defined at national level by the National Agencies in agreement with National Authorities.

Students and recent graduates with fewer opportunities - top-up amount to the individual support for short-term physical mobility

Students and recent graduates with fewer opportunities may receive a top-up amount to the individual support of their EU Erasmus+ grant of an amount of **100 EUR** for a physical mobility activity period of 5-14 days and **150 EUR** for the one of 15-30 days. The criteria to be applied are defined at national level by the National Agencies in agreement with National Authorities.

Organisational support grant for the beneficiary (Higher Education Institutions or consortia)

The Organisational Support (OS) grant is a contribution to any cost incurred by the institutions in relation to activities in support of student and staff mobility. Higher Education Institutions will receive the following amounts for organisational support as a contribution to their efforts related to inclusive mobility:

Type of support	Description	Amount
Inclusion support	<p>Costs related to the organisation of mobility activities for participants with fewer opportunities requiring additional support based on real costs.</p> <p>Financing mechanism: contribution to unit costs</p> <p>Rule of allocation: based on the number of participants with fewer opportunities receiving additional support based on real costs through the inclusion support category.</p>	<p>100 EUR per participant</p>



	<p>Additional costs directly related to participants with fewer opportunities, which cannot be covered through the top-up amount for individual support for participants with fewer opportunities. In particular these costs aim at covering the extra financial support required for participants with physical, mental or health related conditions to allow their participation in the mobility as well as in preparatory visits and for accompanying persons (including costs related to travel and subsistence, if justified and as long as it is not covered through budget categories "travel support" and "individual support" for these participants).</p> <p>Financing mechanism: real costs.</p> <p>Rule of allocation: the request must be justified by the applicant and approved by the National Agency.</p>	<p>100% of eligible costs</p>
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Table 5 - Types and amounts of organisational support

CHARM-EU grant for blended mobility

CHARM-EU grant for blended mobility is granted for those students who return to their Phase 1 institution for a Blended Intensive Programme supported by the beneficiary (Higher Education Institutions or consortia). The amount of the grant is identical with those provided through the individual blended mobility grant strands of the Erasmus+ funding.

Management of individual student mobility funding

The management of funding is implemented according to the following steps:

Individual phase mobility grant for Phase 2

Steps to be taken	Responsible actor	Deadline
Academic Board decision on the allocation of students	Academic Board	At least 4 months prior the planned mobility
Individual phase mobility grant feasibility check	Mobility expert group	1 week after the final allocation of students is submitted by the AB
Launch of the mobility application process – releasing the Call for Erasmus+ grants	Mobility expert group & JVAO mobility coordinator	At least 3,5 months prior the planned mobility



Preparation of the documentation, contractualisation, etc. locally	Local JVAO officers & local IRO	At least 3 months prior the planned mobility
Payments, follow-up	Local JVAO officers & local IRO	Before, during and after the planned mobility

Table 6 – Phase 2 mobility management

Individual blended mobility grant for Phase 2

Steps to be taken	Responsible actor	Deadline
KCTs initiate the BIP of the actual cohort per track or jointly	KCT facilitators	At least 5 months prior the planned mobility
Academic Board decision on the BIP	Academic Board	At least 4 months prior the planned mobility
BIP grant and individual blended mobility grant feasibility check	Mobility expert group	1 week after the final allocation of students is submitted by the AB
Launch of the mobility application process – releasing the Call for Erasmus+ and CHARM-EU grants	Mobility expert group & JVAO mobility coordinator	At least 3,5 months prior the planned mobility
Preparation of the documentation, contractualisation, etc. locally	Local JVAO officers & local IRO	At least 3 months prior the planned mobility
Payments, follow-up	Local JVAO officers & local IRO	Before, during and after the planned mobility

Table 7 - Blended mobility management

Individual phase mobility grant for Phase 3

Steps to be taken	Responsible actor	Deadline
KCT decision on the capstone challenges	KCT facilitators	At least 5 months prior the planned mobility



Capstone project application procedure	KCT facilitators	At least 4,5 months prior the planned mobility
Academic Board decision on the allocation of students	Academic Board	At least 4 months prior the planned mobility
Individual blended mobility grant feasibility check	Mobility expert group	1 week after the final allocation of students is submitted by the AB
Launch of the mobility application process – releasing the Call for Erasmus+ grants	Mobility expert group & JVAO mobility coordinator	At least 3,5 months prior the planned mobility
Preparation of the documentation, contractualisation, etc. locally	Local JVAO officers & local IRO	At least 3 months prior the planned mobility
Payments, follow-up	Local JVAO officers & local IRO	Before, during and after the planned mobility

Table 8 - Phase 3 mobility management

INDIVIDUAL STAFF MOBILITY GRANTS

As well as for student mobility, staff mobility is encouraged between the university member of the CHARM-EU Alliance. Staff mobility concerns both academic and non-academic staff. Staff mobility, in terms of the Erasmus programme, can be implemented with the purpose of teaching and/or training.

Types of mobility grants

Based on the staff mobility activities described in the previous chapters, academic, non-academic staff as well as extra-academic actors associated with the CHARM-EU Alliance are provided with the possibility to benefit from the below-mentioned Erasmus+ grants. The actual days to be granted may vary based on the sending institution’s budget available for Erasmus+ teaching and training mobility actions.

	Phase 1	Phase 2	Phase 3
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Teaching mobility of academics	Teaching mobility at a regular course	Teaching mobility at a regular course	Teaching mobility at a BIP	Teaching mobility at a regular course	Teaching mobility at a BIP
	Erasmus+ teaching mobility grant for 2 to 21 days, minimum of 8 hours of teaching per week				
Teaching of mobility of extra-academic actors	Teaching mobility at a regular course or at a BIP				
	Erasmus+ teaching mobility grant for 1 to 60 days, no requirement of minimum teaching hours				
Training of academic and non-academic staff	Training mobility, e.g., participation at professional development activities via workshops, skills trainings, courses, job shadowing, etc.				
	Erasmus+ training mobility grant for 2 to 60 days, no requirement of minimum teaching hours				

Table 9 - Individual staff mobility grant types

As part of the pilot year of the master’s, only the teaching mobility of academics action is in motion, however, teaching mobility activities involving extra-academic actors, as well as training mobility for all target group is an area of development for the next phase of cooperation the CHARM-EU Alliance.

Funding allocation and Erasmus+ grant amounts

Since mobilities are funded and managed by the limited Erasmus+ budget of the staff affiliation university, the allocation of the aforementioned grants needs to be reviewed carefully and decided upon the teaching needs and the budget available.

Aspects for the allocation of the Erasmus+ grants for academic and non-academic staff are as follows:

- Priority order needs to be following in allocating the grants available:
 - mobility for teaching of academic staff in regular courses and BIPs
 - mobility for training of academic staff for professional development purposes
 - mobility for teaching of extra-academic staff involved in the study programme at a partner university (including the invited staff from enterprises, NGOs)
 - mobility for training of non-academic staff involved in CHARM-EU for professional development purposes
 - mobility for training of academic and non-academic staff who may become involved in CHARM-EU
- Erasmus+ requirements should be respected (both in case of mobility for teaching and training) in the decision making and the implementation of the mobility



- Bodies in charge of Erasmus+ in the starting universities should approve the decision before contractualisation

The amounts of Erasmus+ grants vary between the CHARM-EU partner institutions, according to the following table:

Teaching / Training (amount per diem)		Secondary (host) institution				
		TCD	UB	UU	ELTE	UM
Affiliation institution (home institution)	TCD		160€	160€	140€	160€
	UB for max. 5 days	120€		105€	90€	105€
	UU	120€	110€		90€	110€
	ELTE for 1 to 14 days	170€	140€	140€		140€
	ELTE from day 15	119€	98€	98€		98€
	UM	120€	110€	110€	90€	

Table 10 - Individual staff mobility grant amounts

The amounts of travel support grants vary based on the distance between the sending and the host partner institution. The official amount of the travel support is based on the [Distance Calculator](#) of the European Commission, that is approved by the National Agency in charge.

Teaching / Training Travel support		Secondary (host) institution				
		TCD	UB	UU	ELTE	UM
Affiliation institution (home institution)	TCD		275€	275€	275€	275€
	UB	275€		275€	275€	180€
	UU	275€	275€		275€	275€
	ELTE	275€	275€	275€		275€
	UM	275€	180€	275€	275€	

Table 11 - Staff mobility travel support amounts

Management of individual staff mobility funding

The management of funding is implemented according to the following steps:

Steps to be taken	Responsible actor	Deadline
KCTs collect the teaching mobility needs for both regular courses and BIP participation	KCT facilitators	At least 5 months prior the planned mobility
Academic Board decision on the academic mobility	Academic Board	At least 4 months prior the planned mobility
Individual staff mobility grant feasibility check	Mobility expert group	1 week after the AB decision
Connecting the academics to the local IRO for the regular Erasmus+ grant application procedure	JVAO mobility coordinator & local IRO	At least 3,5 months prior the planned mobility
Preparation of the documentation, contractualisation, etc. locally	Local IRO	At least 3 months prior the planned mobility
Payments, follow-up	Local IRO	Before, during and after the planned mobility

Table 12 - Staff mobility management

BLENDED INTENSIVE PROGRAMME INSTITUTIONAL MOBILITY SUPPORT

Blended Intensive Programmes (BIPs) are a new feature of the Erasmus+ mobility project for HEIs. They will combine collaborative online learning and teamwork with at least one short-term physical mobility abroad. BIPs may include challenge-based learning where transnational and transdisciplinary teams work together to tackle issues linked to the UN’s SDGs or other societal challenges. BIPs can deliver teaching and training to students or staff. BIPs should have added value compared to existing courses or trainings and can be multiannual. By enabling new and more flexible



mobility formats that combine physical mobility with a virtual part, BIPs aim at reaching all types of students and staff from all backgrounds, study fields and cycles, for learning and training.

Eligibility criteria for BIPs

Eligible participating organisations and participants	A BIP has to be developed and implemented by at least 3 HEIs, each holding an Erasmus Charter, coming from at least 3 Erasmus+ Programme Countries . In addition, any other HEI or organisation/enterprise located in a Programme Country may participate (for instance teaching and training staff could come from the private sector). HEIs from Partner Countries (non-Programme Countries) may participate and may send participants at their own costs. The participants from Partner Countries do not count towards the minimum requirements. In addition, BIPs can be open to students and staff from HEIs outside the partnerships.
Duration of the activity	There must be at least one physical mobility that lasts from 5 to 30 days. Multiple short mobilities for each participant might also be possible. There is no set duration for the virtual component. The virtual component can take place before, during, and/or after the physical component.
Credit	A BIP must award a minimum of 3 ECTS for students.
Venue(s) of the activity	The physical activity can take place at the receiving HEI or at any other venue in the country of the receiving HEI.
Participants	The minimum number of participants is 15 (not including teaching/training staff involved in the delivery of the programme) in order for the programme to be eligible for funding. There is no maximum number of participants, but Organisational Support (OS) funding will only be provided up the 20 th participant.
Other criteria	The virtual component must facilitate a collaborative online learning exchange and teamwork. The virtual component must bring the learners together online to work collectively and simultaneously on specific assignments that are integrated in the BIP and count towards the overall learning outcomes.

Table 13 - BIP eligibility criteria

Funding

The HEI coordinating the BIP will be awarded an OS grant amount between €6,000 and €8,000 (based on the number of participants) to support the coordination, development and running of each BIP. Eligible costs would include staff costs, equipment and room rental, communication, or



other activities. The physical mobility component will be funded separately, using the sending HEI's overall Erasmus+ mobility budget.

Application and deadlines

CHARM-EU partner universities are making a decision about the organisation of the BIP, and the university responsible for the organisation will integrate this into the mobility application for the National Agency. HEIs have to submit their overall Erasmus+ mobility grant application by the given deadline by their National Agency. In this application they are asked to provide the number of BIPs for which OS funding is requested (i.e. where that HEI is coordinating the BIP). An estimate of the number of participants for each BIP together with a brief description is also required. After the HEI has been awarded its Erasmus+ budget, more information on each BIPs is required (exact details to be required not yet available). Only at the end of the 26-month duration of the university's Erasmus+ mobility project will it be necessary to describe the BIPs' outcomes in the final Erasmus+ mobility report the consortium might start the preparation of the organisation of the BIP.



CHAPTER 5 – INCLUSIVE MOBILITY

INTRODUCTION

This chapter highlights three aims:

- To provide an overview of the inclusion and diversity agenda in the European Higher Education and the Erasmus+ Programme and connection to the Implementation guidelines, Erasmus+ and European Solidarity Corps Inclusion and Diversity Strategy,
- To identify tangible steps and best practices for CHARM-EU and any organisations, students, and staff and beyond to create awareness for inclusive mobility experiences,
- To provide sources of information for various individuals and stakeholders.

Inclusion and diversity agenda in global education

The higher education landscape has been rapidly changing in recent decades. The student population has grown, and its composition has been diversified. One of the most significant challenges of today's society is fostering inclusive and quality education for all. Providing access and safeguarding equality have become prominent in countries' higher education policies and practices. Reflecting on structural barriers that hinder students' effective and full access and participation in various circumstances has become a high priority to ensure that no one is left behind. The United Nations Sustainable Development Strategy Framework has set 17 global targets planned to be achieved by 2030. An essential feature of this framework is that inclusion aspects are reflected in all 17 areas. Objective 4 (quality education) specifically aims to: *"Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all."*¹

The European higher education landscape

It is in the European Union's and all EU Member States' shared interest to continuously advance higher education. Fostering access to quality education drives economic growth and social cohesion, creating awareness, safeguarding human rights, research, and innovation, and contributing to citizens' prospects. The EU's central goals are equal access to quality education and enhancing the social dimension of higher education. The principles of inclusiveness are part of the core values of the European Union and are enshrined in the EU Treaties and the Erasmus+ Programme. The Erasmus+ Programme is committed to overall European values. It implements policy to enhance access and participation (both face-to-face and online) for all, especially those who have been underrepresented in mobility programmes and are at risk of exclusion.

CHARM-EU Alliance: Where inclusion is central to the agenda

At the 2017 Gothenburg Summit, EU leaders outlined a vision for education and culture. In its December 2017 Conclusions, the European Council called on the Member States, the Council and



the Commission to take forward the [European Universities Initiatives](#) that aim to stimulate the international competitiveness of higher education institutions. In January 2019, the CHARM European University (CHALLENGE-driven, ACCESSIBLE, RESEARCH-based, MOBILE EUROPEAN UNIVERSITY) Alliance was born out of this vision, co-funded by Erasmus+. CHARM-EU is designed to strengthen the mobility of students and staff. Critically for inclusivity – to foster quality, inclusiveness, and competitiveness across the European higher education sector. One of CHARM-EU’s core values is [inclusiveness](#): *“We strongly believe in the power of diversity. Learning and growing in a diverse environment leads to personal development and cultural enrichment. We want you to know that in CHARM-EU, we believe in fostering an open, welcoming, safe atmosphere where all forms of diversity are recognised, respected, and seen as a source of strength and benefit to the CHARM-EU community and beyond.”*¹

Inclusion and diversity agenda in the Erasmus+ Programme

In the *Implementation guidelines, Erasmus+ and European Solidarity Corps Inclusion and Diversity Strategy*²In 2021-2027, the European Commission introduced a broader interpretation of people from various backgrounds; the last term, “special needs”, has been replaced by the definition of “participants with fewer opportunities”. The Erasmus+ programme acknowledges structural barriers that hinder access and participation in mobility programmes for individuals with their own lived experiences, backgrounds, and access needs. Although the paradigm shift still needs to be more elaborately explained. The following categorisations have been mentioned:

1. Disabilities

This includes physical, mental, intellectual, or sensory impairments, which, in interaction with various barriers, may hinder someone’s full and effective social participation on the same footing as others.

2. Health problems

Barriers may result from health issues, including severe illnesses, chronic diseases, or any other physical or mental health-related situation that prevents from participating in the programmes.

3. Barriers linked to education and training systems

Individuals struggling to perform in education and training systems for various reasons, early leavers from education and training, NEETs (people not in education, employment or training) and low-skilled adults may face barriers. Although other factors may play a role, these educational difficulties, while they may also be linked to personal circumstances, mostly result from an educational system which creates structural limitations and does not fully take into

¹ <https://www.charm-eu.eu/core-values>

² https://erasmusplusz.hu/implementation_guidelines_inclusion_diversity_en.pdf



account the individual's particular needs. Individuals can also face barriers to participation when the structure of curricula makes it difficult to undertake a learning or training mobility abroad as part of their studies.

4. Cultural differences

While cultural differences may be perceived as barriers by people from any backgrounds, they can particularly affect people with fewer opportunities. Such differences may represent significant barriers to learning in general, all the more for people with a migrant or refugee background – especially newly-arrived migrants –, people belonging to a national or ethnic minority, sign language users, people with linguistic adaptation and cultural inclusion difficulties, etc. Being exposed to foreign languages and cultural differences when taking part in any kind of programme activities may put off individuals and somehow limit the benefits from their participation. Such cultural differences may even prevent potential participants from applying for support through the programmes, thereby representing an entry barrier altogether.

5. Social barriers

Social adjustment difficulties such as limited social competences, anti-social or high-risk behaviours, (former) offenders, (former) drug or alcohol abusers, or social marginalisation may represent a barrier.

Other social barriers can stem from family circumstances, for instance being the first in the family to access higher education or being a parent (especially a single parent), a caregiver, a breadwinner or an orphan, or having lived or currently living in institutional care.

6. Economic barriers

Economic disadvantage like a low standard of living, low income, learners who need to work to support themselves, dependence on the social welfare system, in long-term unemployment, precarious situations or poverty, being homeless, in debt or with financial problems, etc. may represent a barrier. Other difficulties may derive from the limited transferability of services (in particular support to people with fewer opportunities) that needs to be "mobile" together with the participants when going to a far place or, all the more, abroad.

7. Barriers linked to discrimination

Barriers can occur as a result of discriminations linked to gender (gender identity, gender expression, etc.), age, ethnicity, religion, beliefs, sexual orientation, disability, or intersectional factors (a combination of one or several of the mentioned discrimination barriers).

8. Geographical barriers

Living in remote or rural areas, on small islands or in peripheral/outermost regions, in urban suburbs, in less serviced areas (limited public transport, poor facilities) or less developed areas in third countries, etc., may constitute a barrier. The main obstacles that have been identified as barriers to mobility are listed below



In line with the principles of the European Charter for Higher Education (ECHE), higher education institutions must address these barriers in order to foster a more inclusive mobility programme. On a national level, Erasmus+ National Agencies and national authorities codify criteria in terms of access and participation measures. There might be differences in terminologies across national borders; therefore, inclusion and diversity are addressed differently.

Inclusive mobility within CHARM-EU

In line with the principles of the ECHE, the CHARM-EU Alliance aims to provide equitable access and participation to current and prospective participants from all backgrounds. Internal selection procedures shall follow applicants' merit and motivation in combination with equity of access, participation, and non-discrimination measures.

Mobility Windows

Higher education institutions are encouraged to establish built-in mobility opportunities, such as mobility windows within their curricula to help facilitate the participation of students from all study fields. In this regard, blended mobility can help offer additional, flexible opportunities that may be more suitable for some individuals or student groups. In this context, having in place inclusion officers.

Collaboration within & between Institutions and organisational units

CHARM-EU Diversity, Equity, and Inclusion Office³ (hereafter referred to as CHARM-EU DEI), in collaboration with the CHARM-EU Member Universities' Access offices or any equivalent organisational units, supports CHARM-EU to meet their equality, inclusion and non-discrimination obligations across all CHARM-EU operations. They are collaborating with the Joint Virtual Administrative Office (hereafter referred to as JVAO) or relevant stakeholders, colleagues to mainstream inclusion and diversity across design, delivery and monitoring of the CHARM-EU operations, within various areas, i.e., awareness-raising, strategies for communication and outreach, ensure adequate support throughout all phases of the mobility experience.

3 Work Package 6 is an organisational structure of the CHARM-EU initiative focusing on inclusivity. Inclusion and diversity sit at the heart of the CHARM EU's culture, particularly the CHARM-EU Master's in Global Challenges for Sustainability programme. In the current roll-out of the Master's Programme, CHARM-EU WP6 Inclusiveness Team acts as an interim CHARM-EU Diversity Equality and Inclusion Office. It remains an expert group that continuously advises, supports, and collaborates with relevant organisational units, various student services and modules to safeguard that everyone is committed to creating an inclusive CHARM-EU experience. In the governance model, the new name is: CHARM-EU Diversity, Equity, and Inclusion Office



During the implementation of the mobility scheme of CHARM-EU the *Implementation guidelines, Erasmus+ and European Solidarity Corps Inclusion and Diversity Strategy*⁴ will be taken into consideration, with a particular attention to the following elements:

1. Accessibility and user-friendliness of the mobility programmes

The JVAO, in collaboration and consultation with the CHARM-EU DEI and, where applicable, with CHARM-EU Member Universities' Access offices or any equivalent organisational units, should design and apply accessible, short, clear, and user-friendly measures of guidance, communication, promotion, and dissemination, with a particular attention to the use of different languages and digital solutions.

2. Preparatory visits

As a component of funded projects, and in particular when participants with fewer opportunities are involved in mobility activities, project organisers ought to carry out preparatory visits to the organisations hosting the activity in a different country, together with these participants, where relevant. They are facilitating:

- Building trust and understanding and setting up solid partnerships between the organisations involved.
- Providing personalised support and assessing the participant's individual needs with the project organiser when appropriate, and related arrangements to be made by the involved organisations.
- Mapping the invisible and visible structural barriers and enablers of the mobility experience; therefore, in certain actions, visits can also be carried out by the individual participant alone or with a family member or accompanying person. A necessary consultation with CHARM-EU DEI, and where applicable, with CHARM-EU Member Universities' Access offices or any equivalent organisational units, should be built into these procedures.

3. Reinforced mentorship

'Reinforced Mentorship' is a concept that describes an intensified mentoring process that supports the participant from different backgrounds, lived experiences and access needs.

- This support participants with fewer opportunities, if they are not able to partake in a mobility independently or with normal mentoring or tutoring support. Reinforced

⁴ https://erasmusplusz.hu/implementation_guidelines_inclusion_diversity_en.pdf



Mentorship involves closer contact, more frequent meetings and more time allocated to task implementation. This guarantees a step-by-step support of the participants. Reinforced Mentorship enables the participants to gain as much autonomy as possible, thus contributing to a successful outcome.

4. Dedicated financial support

Erasmus+ offers financial support mechanisms to enable and foster inclusion and diversity across projects. More information on this additional funding is detailed below.

The additional financial support options should be flexible, easy-to-understand, clearly explained and transparently made available to potential recipients.

5. Project format and mobility duration

The CHARM-EU Alliance can make use of short-term and small-scale mobility that can be a first experience for individuals with fewer opportunities who, due to their circumstances, cannot take part in or do not feel prepared for a standard mobility duration. A first experience can help these groups to consider, as a second step, to take part in longer-term and bigger-scale projects. Furthermore, group projects can be followed by individual activities, and a short physical mobility can be combined with online experiences through participation in virtual mobility and blended intensive programmes.

6. Mobility activities at the local level

Certain mobility activities provide learning opportunities at the local level through the involvement of international participants, through the project theme, or both. These types of activities can provide a first experience of mobility for those participants lacking self-confidence to engage for the first time in activities abroad. For participants with fewer opportunities, these projects in a more familiar environment can serve as a bridge to other cross-border experiences.

7. Online exchanges

Online intercultural exchanges as an additional and complementary option for those with fewer opportunities can also be considered. Projects such as Virtual Exchanges connect people from different geographical regions around thematic projects. These online exchanges can also be a bridge to a physical cross-border mobility at a later stage and should rather complement than replace them. Virtual classrooms and virtual learning spaces are used for distance learning but also to enhance the support of tutoring of mobility students.

8. Language learning support

Language learning opportunities enhance access and participation in mobility activities. Erasmus+ Online Language Support (OLS) or other financial linguistic incentives provide greater access when



the latter is unavailable or for activities requiring specific linguistic learning. Taking into consideration the multiple needs of individuals, multiple forms, such as sign language learning, should be provided to reach the target groups.

BEST PRACTICE GUIDELINES

This section lists guidelines that support JVAO staff and, where applicable relevant stakeholders in planning and implementing activities and projects.

JVAO has a key role in making inclusive mobility a reality, particularly in terms of outreach to and interaction with participants before, during and after their mobility. JVAO should collaborate with CHARM-EU DEI and, where necessary, CHARM-EU Member Universities' Access offices or equivalent organisational units to create a smooth mobility experience for All.

1. Inclusion in mobility strategies

The CHARM-EU governance model indicates which CHARM-EU organisational units and stakeholders are in the position to develop and implement the internationalisation strategy of the CHARM-EU Alliance and CHARM-EIGHT. Mainstreaming inclusion and diversity in the internationalisation strategy should be developed in consultation with relevant stakeholders.

Relevant stakeholders must be included to ensure co-creation and that all voices have meaningfully been encompassed. Individuals are experts in their needs, experience, and knowledge from experiencing structural barriers that hinder their access and participation.

Stakeholders to be included:

- The CHARM-EU DEI Office
- relevant governance bodies
- individuals, students, and individuals with lived experiences and access need.

Inclusion by design means in this setting to include individuals in the planning, implementation, and monitoring mechanism throughout all phases of the strategy and implementation of all phases of the mobility experience. Suitable time and democratic and meaningful collaboration are needed to build these procedures.

Measures to design and implement the strategy could include:

- Creating a dedicated steering group.
- In all phases of the Strategy, CHARM-EU DEI should be included.
- Conducting staff and student focus groups, including individuals with lived experiences and access needs.
- Running consultation workshops or institutional surveys.



2. Networking, awareness raising and capacity building for inclusion and diversity

2.1. Collaboration with relevant stakeholders

Relevant civil society organisations should be invited to address inclusion and diversity and share experiences from their communities in access and participation in education and international programmes. Various higher education professionals and access officers' benefit from the shared experiences of organisations working with individuals at risk exclusion.

2.2. Competence development

CHARM-EU Diversity, Equity and Inclusion Office shall explore collaboration with relevant external organisations to strengthen competencies on inclusion and foster diversity in international mobility experiences. Many organisations have successfully delivered Erasmus+ projects focusing on inclusion and diversity. Erasmus+ staff mobility provides learning opportunities (i.e., training sessions, peer learning experiences, and job shadowing opportunities) for individuals across CHARM-EU to develop their competencies toward inclusion and diversity.

2.3. Mutual benefits of participating in mobility programmes

The Alliance should strive for reciprocity in terms of hosting participants from different backgrounds, lived experiences and access needs and plan their projects accordingly within their partnerships. The JVAO should use training opportunities on offer in the Erasmus+ programme. Through cooperation or networking activities, they should increase their capacity to run high-quality projects to foster inclusion and diversity and establish a network of trusted partners. These activities should be designed and accessible to the greatest extent of individuals.

3. Equitable and transparent selection of participants

JVAO should assess student and staff mobility application and selection procedures based on the applicants' merit and motivation with equity of access and non-discrimination measures. Individual Needs Assessment conduction should liaise with CHARM-EU DEI and, where relevant, Access offices on the local level. It is encouraged to create built-in opportunities within the learning provision, i.e., "mobility windows" in higher education. Diversified mobility formats that can reach their target groups and facilitate their participation (i.e., blended, and short-term mobility) should be considered.

4. Awareness-raising and outreach

Outreach activities are of paramount importance in order to make sure all the opportunities are known and also reach those target groups that face difficulties to access the programmes. The JVAO, in collaboration with CHARM-EU DEI and relevant Access offices on the local level, should raise awareness on the various opportunities and support mechanisms. People with fewer opportunities



should be reached out to in their respective personal environments by tailoring the approach to their specific information needs. Concrete approaches and measures to reach out to people with fewer opportunities include:

- a) Face-to-face meetings or events with specific target groups with fewer opportunities (i.e. dedicated info-days for them);
- b) Cooperation with organisations and individuals active in fields relevant to the inclusion of people with fewer opportunities as intermediaries to reach out to particular target groups if necessary;
- c) Targeted promotional material and publications in relevant languages, including sign language, and appropriate formats such as large print, Easy-to-Read and braille, with information on how to possibly benefit from extra funding available to support people with fewer opportunities;
- d) Clear and understandable language for information and communication. Avoid abstract language and unnecessary complexity and make use of visuals to the extent possible;
- e) Testimonials, “ambassadors” and role models: former participants with fewer opportunities and alumni networks can help promote the programmes to people with fewer opportunities by sharing their own experience with friends, fellow-students, staff in their organisation, journalists or schools.

Outreach activities should specifically address the reservations students and staff may have with regards to the expected financial burdens, separation anxieties (from partners, children, friends), and problems with finding adequate and accessible accommodation in the host country, as these have been identified as the principal fears expressed by those with fewer opportunities.

5. Disclosure

The sooner the JVAO is aware of a student or staff member with fewer opportunities, the better the outcomes will be. Having said that, it is a personal and private decision for each individual participant to choose whether or not they would like to disclose their own circumstances. In some cases, persons may not be comfortable enough to disclose that they have a disability, they may, for example have a fear of being labelled. It is, therefore, of the utmost importance that the JVAO creates a safe environment and provides the necessary channels to handle disclosures in the appropriate way. Part of the awareness and outreach activities should include the explanation of the procedures to be followed. It is vital to explain that reasonable adjustments and support services are available but cannot be organised unless students and staff identify their needs.

Disclosure of personal circumstances is an individual's right and choice. People do not disclose their circumstances because of the fear of stigmatisation and discrimination by society and organisational settings. CHARM-EU shall proactively take steps to create welcoming and safe(r) environments across its organisational operations. Disclosure of personal circumstances is connected to Individual



Needs Assessment, carried out by the CHARM-EU Inclusion, Equity, and Inclusion Office. Throughout the CHARM-EU 2019-2022 project and its Master's Programme, the CHARM-EU WP6 Inclusiveness Team has always handled information about personal circumstances and has acted as an interim CHARM-EU Diversity Equality and Inclusion Office. Awareness-raising and outreach activities should include information about disclosure and Needs Assessment and support provisions available with the support of the CHARM-EU DEI Office.

6. Preparation and support of participants in all project stages

The JVAO should prepare the students and staff well for their mobility and support them before, during and after their mobility experience. Participants' needs and input should be actively inquired about, assessed and taken into account as much as possible across all the project phases, particularly when it comes to the type of activities that are more suitable for them and the way these are rolled. CHARM-EU DEI should carry out Individual Needs Assessments with individuals in due time. Such a Needs Assessment helps remove potential barriers throughout the mobility phases.

a) Before the project

Internal management of mobility and project procedures should be less bureaucratic and accessible to All. JVAO should support potential participants to enter the programmes: support them with the administrative work (registration, documents, reports, etc.).

Participants should be provided with complex information and guidance to experience a smooth mobility experience. Information and guidance may include

- linguistic support;
- intersectionally inclusive intercultural preparation;
- information about duties, what is expected during the mobility;
- administrative and personal support during the activities.

CHARM-EU DEI should carry out Individual Needs Assessments with individuals in due time. Such a Needs Assessment helps remove potential barriers throughout the mobility phases. Reflect on what the mobility experience would be like for them and what they would do if they found themselves in crisis. Support and actions should be developed and agreed upon between the student, DEI colleagues and sending and receiving institutions. These stakeholders should be involved in the dialogue. The specificities of the Individual Needs Assessment Report connected to mobility shall be called: Individual Mobility Plan. The information derived from the assessment and the plan development can inform the grant application (i.e. the estimated costs of support).

b) During the project

In CHARM-EU, **Inclusion by design** means design activities, including the teaching and learning activities, from the beginning to the greatest extent of users (proactive) rather than fixing the



environment afterwards, which is a retrospective approach. It is for the reflection on the learning process and outcomes during the project, as well as for the documentation of the developed competencies after or towards the end of the project. In line with the capacity and resources of CHARM-EU, jointly with partner universities, it provides the appropriate structures and services that remove barriers to success and support student and staff access and participation needs. In addition to the organisational settings, mentors or peer support helps individuals share their experiences neutrally. To the already existing organisational structures, additional spaces should be created.

c) After the project

CHARM-EU should create a complex evaluation and feedback mechanism regarding the mobility experience. Specific measures should focus on

- impact on the participants
- map enablers structural barriers that hinder access and participation in mobility
- support recognising the learning experience.

Returned participants should be encouraged to share their experiences and get involved in local activities (information, support activities) to maximise the experience and encourage future participants to participate in mobility programmes.

7. Student life, student support and well being

7.1. Creating a welcoming space

It is vital to make students feel at home and support their journey to be more confident and independent in making the transition to their mobility experience by offering them a comprehensive, welcoming experience and connecting them to other students in the institution. More emphasis should be on student life support structures, such as mapping the circumstances (i.e., availability and accessibility) to access housing. In some cases, it is useful to make it possible for students to arrive at the mobility experience earlier to start settling in and start preparation and orientation. The availability of information sessions for all in different timeframes may be useful too.

Providing a comprehensive tour of the campus is a useful endeavour, such as showing:

- key rooms across the university campus/building
- where lectures will take place,
- library and other useful study areas,
- any existing quiet spaces
- student restaurant,
- bar, gym and



- other key non-academic areas
- wheelchair-accessible routes/entrances, the location of accessible bathrooms etc
- additional personalised orientations upon request by individuals connected to their needs

For any relevant questions or enquiries for help, students should be informed about the information and contact details of support offices and relevant support staff.

7.2. Buddy System & Peer Support

Establishing a buddy system by recruiting volunteer students from the institution (for example, including any students who have any lived experiences) and offering peer support to mobile students is a great way to complementary support access and participation and the well-being of all students.

7.3. Direct line of communication and support

CHARM-EU DEI Office maintains a direct line of communication with students, including identifying their needs and support recommendations and operating as the first point of contact for students' concerns (liaising with relevant CHARM-EU or institutional units as appropriate). There must be liaising between access and international relations organisational units across the CHARM-EU Alliance.

Built-in check-ins (i.e., any accessible forms of online meetings, emails, and phone calls) strengthen trust and help to catch any potential structural barriers or personal circumstances early. Review of the Individual Needs Assessment Report and its Mobility Plan in certain timeframes, upon request and in agreement with the students, can be useful.

Offering personal and reactive support for students to navigate unforeseen crises. Emergencies are, for example, travel issues or medical issues. (i.e., when an accessible transport provider has not collected as planned at the airport, leaving the student stranded, or they have unexpectedly been denied entry to the country or medical issues when specialist medical assistance is unexpectedly required, or hospitalisation occurs).

For any of the support mentioned above mechanisms, CHARM-EU or any organisation shall design and carry out a necessary source allocation strategic plan (time allocation, human resources, and financial resourcing) responsibly and sustainably provide and maintain the services.

8. Encourage and support community participation.

Committed to European Values and implementing wider social inclusion and diversity agenda was one of the positive impacts of the Erasmus+ programme beyond the beneficiaries. Activities in the inclusion and diversity field should be more streamlined and linked to the wider needs of communities. CHARM-EU and, in general, any organisations should encourage individuals to



participate in local communities and civic engagement activities during their mobility and to act as multipliers to make any small or bigger changes within their communities to enhance the creation of peaceful and inclusive communities.

Local participants who have yet to leapt to participate in international mobility can be involved to increase the local impact of international activity. CHARM-EU or any organisation should provide - through existing recognition tools - formal recognition to participants for their voluntary work when possible.

FINANCIAL INCENTIVES FOR INCLUSIVE MOBILITY WITHIN CHARM-EU

Erasmus+ Supplementary Grant⁵ as financial measures minimise barriers to access and participation in mobility programmes for individuals with physical, mental, or health-related conditions is such that his/her participation in the project / mobility action would not be possible without extra financial or other support. In order to stimulate inclusive mobility for students and staff in CHARM-EU additional financial resources are provided in the Erasmus+ Programme for those who meet specific inclusivity criteria, which are defined by the respective Erasmus+ National Agencies and national authorities.

Extra funding for students and staff with fewer opportunities may be provided also from other sources at local, regional and/or national level.

As regards the accompanying persons for students and staff with fewer opportunities, they are entitled to receive a contribution based on real costs.

Students and recent graduates with fewer opportunities - top-up amount to the individual support

Students and recent graduates with fewer opportunities may receive a top-up amount to the individual support of their EU Erasmus+ grant with an amount of **250 EUR** per month. The criteria

⁵ <https://erasmus-plus.ec.europa.eu/opportunities/opportunities-for-individuals/students/students-and-staff-with-physical-mental-or-health-related-conditions>



to be applied are defined at national level by the National Agencies in agreement with National Authorities.

Students and recent graduates with fewer opportunities - top-up amount to the individual support for short-term physical mobility

Students and recent graduates with fewer opportunities may receive a top-up amount to the individual support of their EU Erasmus+ grant of an amount of **100 EUR** for a physical mobility activity period of 5-14 days and **150 EUR** for the one of 15-30 days. The criteria to be applied are defined at national level by the National Agencies in agreement with National Authorities.

Organisational Support grant for the beneficiary (Higher Education Institutions or consortia)

The Organisational Support (OS) grant is a contribution to any cost incurred by the institutions in relation to activities in support of student and staff mobility. Higher Education Institutions will receive the following amounts for organisational support as a contribution to their efforts related to inclusive mobility:

Inclusion support	<p>Costs related to the organisation of mobility activities for participants with fewer opportunities requiring additional support based on real costs.</p> <p>Financing mechanism: contribution to unit costs</p> <p>Rule of allocation: based on the number of participants with fewer opportunities receiving additional support based on real costs through the inclusion support category.</p>	100 EUR per participant
	<p>Additional costs directly related to participants with fewer opportunities, which cannot be covered through the top-up amount for individual support for participants with fewer opportunities. In particular these costs aim at covering the extra financial support required for participants with physical, mental or health related conditions to allow their participation in the mobility as well as in preparatory visits and for accompanying persons (including costs related to travel and subsistence, if justified and as long as it is not covered through budget categories "travel support" and "individual support" for these participants).</p> <p>Financing mechanism: real costs.</p> <p>Rule of allocation: the request must be justified by the applicant and approved by the National Agency.</p>	100% of eligible costs



CHARM-EU grant for blended mobility is granted for those students who return to their Phase 1 institution for a Blended Intensive Programme supported by the beneficiary (Higher Education Institutions or consortia). The amount of the grant is identical with those provided through the individual blended mobility grant strands of the Erasmus+ funding.

Useful Resources:

- <https://erasmus-plus.ec.europa.eu>
- <https://www.eaie.org/community/expert-communities/inclusion-diversity.html>
- <https://mobilitytoolkit.ie>
- <https://inclusivemobility.eu>
- <https://inclusivemobilityframework.eu>



CHAPTER 6 – ENVIRONMENTALLY SUSTAINABLE MOBILITY

INTRODUCTION

Environment and climate action are key priorities for the EU now and in the future. The European Green Deal Communication⁶ is the European new growth strategy and recognises the key role of schools, training institutions and universities to engage with pupils, parents, and the wider community on the changes needed for a successful transition to become climate neutral by 2050.

CHARM-EU educates all stakeholders (students, academic and extra-academic actors) to create solutions “to secure a sustainable, peaceful, prosperous and equitable life on Earth for everyone now and in the future” (UNESCO, 2017). CHARM-EU research and education supports the [United Nations Sustainable Development Goals](#) and key European missions including those in the [Horizon Europe Framework Programme](#) and the [European Green Deal](#). Its programmes support the development of [UNESCO’s Education for Sustainable Development](#) competencies.

CHARM-EU mobility encourages its students and staff to travel **sustainable** to participate in an international activity in at least one other CHARM-EU university.

This chapter in the VHM focuses on environmentally sustainability options, the financial incentives CHARM-EU students and staff may apply for and creating awareness for greener mobility.

ENVIRONMENTAL SUSTAINABILITY AND GREEN PRACTICES IN HIGHER EDUCATION MOBILITY

In line with the principles of the ECHE, higher education institutions must promote environmentally friendly practices in all activities related to the Programme. This means promoting the use of sustainable means of transport for mobility, taking active steps when organising events, conferences, and meetings related to Erasmus+ mobility in a more environmentally friendly manner, and replacing paper-based administrative processes with digital processes (in line with the standards of the European Student Card Initiative). Higher education institutions should also raise awareness amongst all participants about various measures they can take while abroad to reduce the carbon and environmental footprints of their mobilities and monitor progress towards achieving more sustainable student and staff mobilities.

SUSTAINABLE TRAVEL WITHIN CHARM-EU

⁶ https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal_en



In order to stimulate sustainable travel by CHARM-EU students and staff are supplied with cost comparisons for Sustainable modes of transportation between the CHARM-EU physical locations.

Students and staff are strongly advised to use either bus or train options. Below you can find an indicative table made with online prices from the websites further on in this chapter. This was done in the first months of 2022 (please do note that prices have changed due to rising oil and gas prices).

TRAVEL - t by train / b by bus - prices from

one-way from → to →	Barcelona	Budapest	Dublin	Montpellier	Utrecht
Barcelona		t €200 / b €105	b €84	t €40 / b €18	t €40 / b €18
Budapest	t €205 / b €105		b €65	t €108 / b €76	t €70 / b €56
Dublin	b €84	b €65		t €220 / b €64	t €275 / b €60
Montpellier	t €40 / b €18	t €120 / b €76	t €220 / b €64		t €78 / b €60
Utrecht	t €78 / b €60	t €78 / b €60	t €78 / b €60	t €78 / b €60	

FINANCIAL INCENTIVES

Erasmus Programme

The Programme will therefore be a key instrument for the building of knowledge, skills and attitudes on climate change and sustainable development both within the European Union and beyond. The Erasmus+ programme will increase the number of mobility opportunities in green forward-looking fields, which foster the development of competences, enhance career prospects and engage participants in subject areas, which are strategic for the sustainable growth of our planet, with special attention to rural development (sustainable farming, management of natural resources, soil protection, bio-agriculture). Moreover, Erasmus+, with mobility at its core, should strive for carbon-neutrality by promoting sustainable transport modes and more responsible behavior.

Financial Incentives from the Erasmus Programme for students

CHARM-EU students and staff are encouraged to opt for green travel. In this case, they will receive a top-up amount.

Financial Incentives from the Erasmus Programme for staff

Staff will receive an EU grant as a contribution to their costs for travel and subsistence during the period abroad as follows:



Amount		
TRAVEL DISTANCE	STANDARD TRAVEL	GREEN TRAVEL
0-99 KM	23 EUR	
100-499 KM	180 EUR	275 EUR
500-1999 KM	275 EUR	320 EUR
2000-2999 KM	360 EUR	410 EUR
3000-3999 KM	530 EUR	610 EUR
4000-7999 KM	820 EUR	
8000 KM OR MORE	1500 EUR	

INFORMATION ON TRAVEL PLANNING

Train travel

In case students or staff have trouble finding an itinerary or booking their train journey, there are several websites that immediately show them how to get from A to B and the costs of your trip. The Green Office listed a number of travel planners and booking agencies:

- Plan your [train itinerary](#);
 - A [map](#) that shows all train connections in Europe;
 - An [overview of which \(night\) trains that you need to book in advance and \(possible\) reservation costs](#);
 - Several European railway companies offer the possibility to book journeys. On the Interrail website, you will find an [overview of all railway companies](#).
- [Interrail](#) - Besides Interrail train tickets you will also find a lot of practical information about train travel on the Interrail website:
- [Rail Europe](#) - British search engine for train tickets to British and other European destinations.



- [Seat61](#) - A website with a list of train and boat connections, including timetables, prices and links to websites where you can book your trip.
- [Happyrail](#) - Dutch search engine for train journeys and train tickets to destinations worldwide.
- [NS International](#) - On this website of the Dutch Railways you can book international journeys.
- [Treinreiswinkel](#) - a Dutch travel agency for booking (complex) international train journeys (website in Dutch).
- [MÁV](#) - Hungarian search engine for train tickets to/from Hungarian and other European destinations.
- [RENFE](#) - Spanish search engine for train tickets to/from Spanish and other European destinations.

Bus travel

At the moment Flixbus is the largest provider of bus travel in Europe. Eurolines is also part of Flixbus since May 2019. When booking a bus trip, students and staff have the possibility to consult the provider's website to see which environmental measures the company applies. According to their website, Flixbus applies strict standards and has an efficient fuel policy. In addition, they work together with ClimatePartner to give travellers the option to fully compensate for their bus trip.

In case students and staff want to weigh different travel options against each other, they can check out these platforms:

- [Comparabus](#) - Compare prices and trips of bus and coach travel providers and list them.
- [BlaBlaBus](#) - Provider of options for bus travel and carpooling.
- [Omio](#) - Compares bus-, train- and air travel.

Bus and train travel: Budget tips

To reach the CHARM-EU destinations, it can literally be rewarding to check the price of train tickets instead of automatically booking a plane ticket. If students or staff want to cut travel costs, they shall also check out the bus connections of [Flixbus](#) to European destinations. In case both train- and bus tickets to the destination turn out to be very expensive, then it is probably the cheapest to buy an Interrail Pass. This is also a good option if students or staff plan to make a roundtrip through



Europe. There are various types of Interrail Passes on the market. Check out the various options on the website of providers such as [Happyrail](#) and [Interrail](#).

If students and staff plan to book a 'standard' train journey, then the tips below can help them to book a cheap(er) ticket:

- Booking websites may charge a booking fee. Students and staff may save costs if they (eventually) book their trip themselves;
- Book their train journey well in advance. This can be done four to six months before departure with some carriers;
- Travelling in the evening is often cheaper;
- Are you travelling with a group? Some trains have a group discount (click “English) for groups of six people or more.



CHAPTER 7 – QUALITY ASSURANCE

INTRODUCTION

Quality Assurance (QA) was, and continues to be, a foundational cornerstone of CHARM-EU. From its conception within the Erasmus+ European Universities initiative, CHARM-EU has relied on the Erasmus+ Programme Guide and various other European framework documents to provide the basis for its own framing documents that all have Quality Assurance at their core. In this respect Quality Assurance can be identified as a common thread in the policies, procedures, and process the consortium have created.

QUALITY ASSURANCE IN HIGHER EDUCATION

Higher Education is characterised by a diversity of national approaches to external QA, including accreditation, evaluation, or audit at the level of study programmes and/or institutions. While responding to the needs and requirements of their respective context, these different approaches find their “common denominator” in the Standards and Guidelines for QA in the European Higher Education Area (ESG).

For the further development of the European Higher Education Area (EHEA), and to expand on the ESG, the European Approach for Quality Assurance of Joint Programmes (2014 - <https://www.eqar.eu/kb/joint-programmes>) has been developed to ease external quality assurance of these programmes. In particular, this approach aims to set standards for joint programmes to make them easier to create, and facilitate integrated approaches to QA. The CHARM-EU Master in Global Challenges for Sustainability uses the European Approach for QA of Joint Programmes.

QA has, therefore, been a feature of CHARM-EU from the outset, but QA is best understood as the **Quality Lifecycle** since quality should be continuously monitored and providing for a positive feedback loop. Essentially QA requires us to Plan, Do, Check, and then Act, continually repeating this process and consequently, always making improvements.

To meet the standards set by the European Approach for QA of Joint Programmes, CHARM-EU had to lay down the terms and conditions of the Master’s in a cooperation agreement. Among other topics, the agreement covers mobility of students and teachers in particular and the specific challenges they encounter and that mobility itself can bring about.

QUALITY ASSURANCE AND STANDARDS IN CHARM-EU MOBILITY

Effective institutional strategies for mobility and internationalisation require fit-for-purpose and well-articulated management structures. The CHARM-EU [Quality Management System](#) (QMS) ensures that all CHARM-EU functions are subject to QA and enhancement. The QMS specifies measures for monitoring processes and deliverables (i.e., indicators of achievement and means of



verification) to ensure that the education provision is of high quality. Project learnings are evaluated and recognised. The QMS is supported by a governance structure that clearly outlines accountability for and ownership of QA and enhancement in the CHARM-EU Alliance. While the Academic Board is responsible for oversight of this policy; the JVAO is responsible for the execution of processes that support the achievement of this policy. Each of the consortium members is responsible for ensuring that QA is a feature of their respective Erasmus+ Policy Statements.

Given that CHARM-EU student and staff mobility takes place within the framework of the Erasmus+ Programme, Quality Assurance can, therefore, be defined as the extent to which mobility was implemented in respect of the quality and compliance requirements set out in the Erasmus Charter for Higher Education (ECHE) and the applicable inter-institutional agreement(s). Consequently, the alliance members, when implementing mobility activities must adhere to a common set of Erasmus+ quality standards. These standards exist to ensure a good mobility experience and positive learning outcomes for all participants, and also to make sure that all organisations receiving Erasmus+ Programme funding are contributing to the Programme’s objectives.

Where needed, appropriate application of the Erasmus+ quality standards in the national context will be further interpreted by the relevant National Agency (for example inclusion and diversity criteria are defined at the national level).

The ECHE commits all of its adherents to:

- Respect the principles of non-discrimination, transparency and inclusion set out in the Erasmus+ Programme.
- Implement the priorities of the Programme (Environmentalism, Digitalisation, Civic engagement).
- Provide for automatic recognition of all credits earned during a mobility.
- *Prohibit the charging of any **additional local** tuition fees to incoming mobile students.*
- Ensure the quality of mobility activities.

CHARM-EU offers a learning experience that has mobility as its core. That mobility is increasing, diversifying and becoming more complex. The mobility taking place among the alliance members is structured around the existence of multilateral Inter-Institutional Agreements that commit the parties to meeting high standards for the good management of mobility activities.

With regards to mobility activities, all parties, in line with the ECHE and their multilateral IIAs, have committed to:

Before Mobility

- Ensure that selection procedures are fair, transparent and documented.
- Publish and maintain their course catalogues.



- Publish and maintain grading system information and distribution tables.
- Prepare participants (by developing their intercultural competencies and linguistic abilities if necessary).
- Make use of learning agreements.
- Support participants in finding accommodation, and securing visas, and provide assistance related to insurance.
- Ensure participants know their rights and obligations (as defined in the Erasmus Student Charter)

During Mobility

- Treat incoming students equally (with regards to academics and student services).
- Promote measures to provide for the safety of outgoing and incoming participants.
- Integrate incoming participants into the wider community and encourage them to act as ambassadors.
- Provide appropriate mentoring and support.
- Offer appropriate language support to incoming participants.

After Mobility

- Provide incoming participants with a transcript of records.
- Recognise fully and automatically ECTS gained on a mobility.
- Include traineeship mobility activities in the final record of student achievements.
- Encourage returned participants to act as ambassadors.
- Give recognition to staff who have undertaken a mobility.

Further information on the above provisions can be found in the [Guidelines for the Erasmus Charter for Higher Education 2021-2027](#).

The mobility activities within CHARM-EU have been designed with the above principles and guidelines in mind, and further details on how they have been implemented practically can be found in the other relevant chapters of this Interactive Mobility Handbook.

QA and Monitoring: Best practice in the management of mobility activities

To ensure that the standards for a quality mobility outlined above are adhered to, and in line with the Quality Lifecycle (planning, doing, checking, acting, then repeating these steps) that is used by to monitor and enhance quality continuously, the JVAO and those organising mobilities are encouraged to actively monitor the quality of mobility. They have at their disposal a number of tools to evaluate mobility activities from a number of different points of view using a wide variety of lenses.

Best practice in QA and monitoring in the management of mobility activities, in line with the requirements and guidelines of the Erasmus+ programme, is based on two main principles:



1. **Quality of management:** clearly defined roles and rules, obligations, and time-planning for coordination and support actions, partner collaboration and internal communication, iterative monitoring and continuous improvement.
2. **Quality of final outputs and results:** delivery of coherent content that is relevant to project target groups and concrete, measurable and on time final outputs and results, to fulfil project goals, targets, and objectives.

The first and most important tool that the JVAO can make use of when undertaking a QA audit of the CHARM-EU mobility activities is the [ECHE self-assessment tool](#), used to check that the provisions of the ECHE are being adhered to. This tool helps institutions to find out how well they are implementing the principles of the ECHE and which areas could be strengthened. It generates tailor-made reports with a visual overview of the institution's performance, plus specific suggestions on how to further improve the implementation of the ECHE. Regular self-assessments allow the institutions to evaluate over time and compare their achievements with other institutions.

The second most important item that the JVAO can rely on when ensuring quality provision of mobility activities is evidence that is provided by each participant at the end of their mobility. Erasmus+ requires that participants complete a standardised report, provided by the European Commission, about their activities. The JVAO should ensure that this qualitative and quantitative data is systematically gathered and compiled so that quality metrics can form the evidence-base of good and sustainable practices. Similar to the self-assessment tool, the alliance members should make use of the feedback provided by the participants to improve their future activities. Additionally, a tailor-made questionnaire prepared for the mobility participants will cover the CHARM-EU specific elements of the mobility activities. The advantage of this systematic, and standardised data gathering is that it enables the JVAO to set Key Performance Indicators (KPIs) for QA of mobility activities. These KPIs can form the backbone of a QA management system for mobility activities. Collating this data also enables us to ensure that part 7.8.d the CHARM-EU QMS is complied with i.e., *“CHARM-EU students, regardless of their location or mode of participation in their programme of study (face-to-face, online, or blended) will be engaged in the [...] Evaluation of the mobility experience for students who exercise the option of studying at another CHARM-EU alliance university during their programme of study.”*

In addition to the above QA and enhancement measures the following actions can, and should, be undertaken regularly by the JVAO:

- Surveys/Focus Groups
- Quality Metrics
- Data Monitoring
- Reporting
- External QA Examinations/Workshops
- Enhancement activities



- Peer Reviews
- Benchmarking

These actions can measure:

- Satisfaction/Engagement
- Education Principles
- Appeals
- Complaints
- Workload
- Integration
- Accountability
- Finances

Using the tools above, it is suggested that at the end of each Master's degree cycle, the JVQO will submit a closing report about the delivered mobility activities, its progress vis a vis the KPIs, the principles of the ECHE and the general QA of its activities.

QA actions should be regular and planned, though punctual audits can pay large dividends in unearthing areas for improvement that are being overlooked by routine monitoring.

Checks and Audits

The QA and monitoring outlined above ensures that should the National or Executive Erasmus+ Agency and/or the European Commission carry out technical and financial checks and audits in relation to the use of the Erasmus+ funding, the institution will be in a better position to respond. These audits might result in the agencies checking the statutory records of the institution (or beneficiary) for the purpose of periodic assessments of lump sum, unit cost or flat-rate financing. The beneficiary must undertake, with the signature of its legal representative, to provide proof that the Erasmus+ funding grant has been used correctly. The European Commission, the Executive Agency, National Agencies and/or the European Court of Auditors, European Anti-Fraud Office (OLAF), European Public Prosecutor's Office (EPPO) or a body mandated by them, may check the use made of the grant at any time up to five years, or for up to three years for grants not exceeding 60 000 EUR, starting from the date of payment of the balance or execution of the recovery by the National or Executive Agency. Therefore, beneficiaries shall keep records, original supporting documents, statistical records, and other documents connected with the grant during this period. The JVAO must, therefore, ensure that they keep accurate records and maintain them in an appropriately safe and well-organised fashion, that complies with GDPR legislation.

The detailed provisions concerning checks and audits are described in the Erasmus+ Grant Agreement for each member of consortium.