



Erasmus+ Programme
KA1 – Learning Mobility of Individuals
Erasmus Charter for Higher Education

ANNOTATED GUIDELINES

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The objective of these guidelines is to provide support to HEIs both in their self-assessment and as a means of internal and external monitoring of the way they implement their activities.

Any Higher Education Institution (HEI)¹ wanting to apply and / or participate in the 'Erasmus+'. EU programme for education, training, youth and sport 2014-2020 (hereafter: the Programme) needs to have a valid Erasmus Charter for Higher Education.

The purpose of these guidelines is:

- ✓ to provide examples of ways in which the principles of the Erasmus Charter for Higher Education (ECHE) can be satisfactorily implemented;
- ✓ to support HEIs in their self-assessment of the implementation of their ECHE;
- ✓ to support National Agencies in their monitoring of the ECHE compliance of their HEIs based on the HEIs' Erasmus Policy Statement (EPS).

1. FUNDAMENTAL PRINCIPLES

Erasmus+ supports the EU's renewed agenda for higher education. In signing this Charter, the HEI confirms that its participation in Erasmus+ is part of its own strategy for modernisation and internationalisation. This strategy acknowledges the key contribution of mobile staff and students, and of participation in European and international cooperation projects, to the quality of its higher education programmes and student experience.

By signing this Charter, the HEI undertakes to contribute to the renewed [European Union agenda for higher education](#), which includes 4 priorities:

1. Tackling future skills mismatches and promoting excellence in skills development;
2. Building inclusive and connected higher education systems;
3. Ensuring higher education institutions contribute to innovation;
4. Supporting effective and efficient higher education systems.

In addition, the HEI equally undertakes to contribute to the goals of a European Education Area laid down in the communication on "[Strengthening European Identity through Education and Culture](#)" ahead of the EU Leaders' meeting in Gothenburg on 17 November 2017.

By agreeing to the principles of the Charter, the Institution will work towards

¹ A 'higher education institution' as defined in Article 2 of the Erasmus+ legal base (Official Journal of the European Union L°347/50 of 11.12.2013) is:

(a) any type of higher education institution which, in accordance with national law or practice, offers recognised degrees or other recognised tertiary level qualifications, whatever such establishment may be called;

(b) any institution which, in accordance with national law or practice, offers vocational education or training at tertiary level;

The National Authorities will designate, among the applicants, the Higher Education Institutions to be considered eligible to participate in learning mobility of individuals and/or cooperation for innovation and good practices under the Erasmus+ Programme, in their respective territories.

achieving these objectives by participating in one or several of the following activities:

- ✓ Key Action 1 "Learning Mobility for individuals": Student credit mobility and staff mobility (within Programme Countries and / or to / from Partner Countries²); Student degree mobility: Joint Master Degrees (Erasmus Mundus Joint Master Degree courses).
- ✓ Key Action 2 "Cooperation for innovation and good practices": Strategic Partnerships, Knowledge Alliances, Capacity Building Partnerships with Partner Countries.
- ✓ Key Action 3 "Support for policy reform": networks and policy support measures.

Participation in activities under Key Action 1 and Key Action 2 should be underpinned by high quality mobility of staff and students to, and cooperation with, HEIs and other strategic partners such as enterprises, regional authorities, etc.

Therefore, the HEI should make mobility and cooperation one of the central elements of its institutional policy and, to this end:

- ✓ develop cooperation with partners in other Programme and / or Partner Countries in the framework of a clear strategy for internationalisation;
- ✓ promote and support student and staff mobility, including from under-represented groups, and further develop non-discrimination policies;
- ✓ pursue a clear policy towards the development of integrated, transnational teaching activities (joint courses / modules / curricula, double / multiple / joint degrees);
- ✓ recognise the importance of, and provide visibility to, the results achieved by their staff members engaged in individual mobility or in cooperation projects with strategic partners;
- ✓ take into account the results of internal monitoring of European and international mobility and cooperation activities to date, thus further improving its international performance.

The HEI's modernisation and internationalisation strategy has to be described in the Erasmus Policy Statement submitted in the application. This policy statement (the answers to the 3 last questions on the application form) has to be published on the HEI's website within one month of the ECHE being awarded by the European Commission.

The Institution undertakes to:

- ❖ Respect in full the principles of non-discrimination set out in the Programme and ensure equal access and opportunities to mobile participants from all backgrounds

The HEI has to select mobile staff and students and award grants in a fair, transparent, coherent and documented way, in line with the provisions of its contract

² The Erasmus+ Programme Countries are the 28 Member States of the European Union, as well as those countries having signed an agreement for participation in Erasmus+. All other countries are Erasmus+ Partner Countries. For Programme Countries please consult the list of National Agencies: ec.europa.eu/education/tools/national_agencies_en.htm

with the National Agency.

The HEI should have measures in place to ensure that any individual or group will be treated equally in accordance with Article 21 of the [Charter of Fundamental Rights of the European Union](#). There should be no discrimination "based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation".

To ensure that fair and equitable opportunities are provided to all potential participants, including those from groups which are usually under-represented in mobility programmes (students or staff with special needs, students from lower socio-economic backgrounds, with family responsibilities or with part-time jobs, etc.), HEIs should provide supplementary support for inbound / outbound mobility participants from these groups by, for example, offering top-up grants according to national / institutional requirements, appointing special counsellors, developing learning / teaching techniques within an environment adapted to students from disadvantaged groups or promoting blended mobility (short-term physical mobility combined with virtual mobility which might be supported through strategic partnerships).

With this in mind, HEIs should devise and publicise a system that actively promotes study and traineeships abroad to students from disadvantaged groups and ensures that their support needs can be met and their privacy respected. HEIs should invite all students applying to the exchange programme to disclose the fact that they belong to a disadvantaged group if they wish, so that appropriate support can be provided at the receiving HEI / enterprise / organisation.

- ❖ In compliance with the Council recommendation on automatic mutual recognition of qualifications and the outcome of learning periods abroad (1), ensure full recognition for satisfactorily completed activities of study mobility and, where possible, traineeships in terms of credits awarded (ECTS or compatible system). Ensure the inclusion of satisfactorily completed study and / or traineeship mobility activities in the final record of student achievements (Diploma Supplement or equivalent).

The HEI should apply an **academic credit transfer system (ECTS or compatible system)** to give transparency to recognition procedures. When ECTS is used, the principles set out in the [ECTS Users' Guide \(version 2015\)](#) should be respected. The HEI should ensure full implementation of ECTS (or compatible system) as a common tool to guarantee the quality of mobility activities and transparency of recognition procedures. This facilitates the transfer of learning outcomes between different institutions, greater student mobility and more flexible routes to gaining degrees.

The basic ECTS principle that 60 ECTS credits are attached to the workload of a full-time year of formal learning (academic year), with associated learning outcomes, should be respected. The following items are essential to prepare and record mobility using ECTS (or a compatible system):

- a) an up-to-date course catalogue on the HEI's website;
- b) a learning agreement (for studies and traineeships), signed by the sending and receiving HEIs / enterprise / organisation and the student, before the start of mobility;
- c) a Transcript of Records indicating the number of credits earned and grades achieved (for traineeships, the corresponding document is a transcript of work

/ traineeship certificate);

d) proof that the work abroad has been recognised as outlined in the learning agreement.

The local grading scale should be clearly explained, and include information on the statistical distribution of grades in the various faculties or degree programmes, in order to provide transparency and help understand grading practices at the receiving HEI. Where possible, ECTS grading tables should be used. It is particularly important to use pre-established conversion tables within the framework of integrated double / multiple / joint degree courses. Each HEI should have a recognition framework in place which is explained and published on its website. This should detail the terms, conditions and practices of recognition procedures.

Recognition procedures should ensure that the student's mobile activities are recorded in a transparent way (indicating the original course / subject titles at the receiving HEI in the national language and English) and that the credits gained abroad have been recognised as an integral part of the student's degree programmes. All the credits that the student earns during the mobility period and which were originally agreed in the Learning Agreement should be recognised by the sending HEI without the need for the student to take any further courses or exams.

Students should be encouraged by the sending HEI to complete at least 15 ECTS per trimester.

If ECTS is not used by the HEI, a compatible system should be implemented to ensure transparent recognition of study periods abroad. A compatible system is one which relies on credits based on student workload and / or learning outcomes.

The HEI should issue a **Diploma Supplement** (or equivalent) to accompany every degree successfully completed by a student, using where applicable the template developed by the European Commission, the Council of Europe and UNESCO. This Supplement should include a record of the period of mobility under the Erasmus+ Programme.

The 48 European countries that belong to the European Higher Education Area have agreed that each mobile graduate in their respective country should receive the Diploma Supplement (DS) automatically, free of charge and in at least one of the major European languages in addition to the national language. The HEI's policy on issuing the Diploma Supplement should be published on its website.

Any mobility activity abroad should be made explicit in the relevant part of the Diploma Supplement: alongside modules / units taken at the sending HEI, the Diploma Supplement should list recognised modules / units / training activities undertaken during the student's mobility period and indicate where these mobility activities were carried out.

In the case of double / multiple / joint degrees, the Diploma Supplement should indicate the name and status of the partner HEIs awarding the degree and explain the respective language(s) of instruction / examination. In addition, an explanation should be provided about the grading / classification scheme agreed by the double / multiple / joint degree-awarding HEIs.

- ❖ Charge no fees, in the case of credit mobility, to incoming mobile students for tuition, registration, examinations or access to laboratory and library facilities.

The HEI which receives mobile students engaged on **credit mobility** (i.e. students who are mobile within the framework of a degree course at a different HEI) must not charge any type of fees for tutoring, registering or examining these students or for their access to laboratories, libraries or other facilities offered to local students.

In certain cases, however, mobile students may be required to pay small fees such as insurance, student unions, use of miscellaneous material such as photocopies, and laboratory products on the same basis as these are charged to local students at the receiving HEI. Details of any such costs should be provided in the receiving HEI's course catalogue on its website so that students are aware of them before the start of the mobility.

Fees may only be charged in the case of **full degree mobility** (e.g. Erasmus Mundus Joint Master Degrees) or in the case of students registered at more than one university in the context of a joint master's degree.

The Institution further undertakes to:

2. WHEN PARTICIPATING IN MOBILITY ACTIVITIES

Learning mobility helps individuals increase their professional, social and intercultural skills and employability. This is the cornerstone of the internationalisation and modernisation of education and the main tool for the further development of the European Higher Education Area. In order to achieve successful, cost-efficient and sustainable results of a sufficiently high quality, it is necessary to organise clearly defined activities - before, during and after mobility - within the framework of an institutional mobility culture which involves the whole academic community.

2.1. Before mobility

- ❖ Publish and regularly update the course catalogue on the website of the Institution well in advance of the mobility periods, so as to be transparent to all parties and allow mobile students to make well-informed choices about the courses they will follow.

Each HEI should produce a course catalogue, available on its website, which is updated at least annually, containing three main parts: information on the HEI, information on programmes (general description and description of individual course units) and general information for students. The check-list for the complete list of items to be included in the course catalogue is available in the [ECTS Users' Guide](#).

The HEI should clearly indicate in which language the course units are taught and specify to what extent they are open to mobile students (indicating any prerequisites, such as the minimum linguistic level). Institutions should at least indicate clearly the course units not taught in the host language and those which are not open to mobile students. Any relevant information on programme requirements for traineeships should also be indicated, along with the number of credits.

While all the above information should be included in the Course Catalogue, each HEI

can decide on its precise format, taking into account specific technical (IT, editorial, linguistic, etc.) aspects. Whatever the style adopted, the online course catalogue should be user-friendly. A good practice is to have an archive section containing earlier editions, thus making it easy to track any changes in study programmes / examination regulations.

Ideally, the course catalogue for the upcoming academic year should be available by the early spring of the preceding academic year, in order to allow prospective participants to prepare their learning agreements well in advance of their mobility.

- ❖ Carry out mobility only within the framework of prior agreements between institutions. These agreements establish the respective roles and responsibilities of the different parties, as well as their commitment to shared quality criteria in the selection, preparation, reception and integration of mobile participants.

The basis for carrying out successful Erasmus+ mobility activities (required for student mobility for studies and staff mobility for teaching) is the [inter-institutional agreements](#) between HEIs which are holders of the Erasmus Charter for Higher Education.

These inter-institutional agreements should be based on a comprehensive understanding of the partner HEI, compatibility of academic profiles (level / standards considered adequate for mobility activities) and a relationship of trust between the HEIs in making academic decisions. Each HEI should decide who is responsible for initiating, signing and implementing these agreements and the list of responsible people should be available on their website for contact and consultation. Agreements, once signed, should be actively honoured. They should therefore be realistic and signed only after consultations have taken place at relevant levels within the HEIs. It is important:

- a) to avoid signing agreements which are not going to be active;
- b) to ensure that a balance is struck between academic interests and other factors influencing institutional decisions (e.g. geographical and subject area balance etc.).

The agreement should identify shared quality requirements specific to the planned exchanges (e.g. mobility numbers per academic year, recommended language levels, information on grading systems, visa, insurance and housing as well as additional requirements, if applicable, like selection criteria for the nomination of students and staff or measures for preparing, receiving and integrating Erasmus+ participants) as well as basic time-lines (e.g. calendar for the nomination of mobile students by the sending HEI, the acceptance of nominees and the issuing of the Transcript of Records after the study period abroad by the receiving HEI, which normally should not be more than **five weeks** after the end date of the mobility period). HEIs should also specify whether they have the infrastructure to welcome students and staff with disabilities, providing contact details and indications about what services are available.

Quality requirements might differ from one subject area to another; ideally in this case they should be listed in the same inter-institutional agreement covering all disciplines concerned. Each agreement should indicate the contact details of those responsible for Erasmus+ at the institution, in case of a complaint by a participant. The HEI should regularly monitor the number of existing agreements and, according to its needs, take strategic decisions in order to update and optimise its mobility offer .

HEIs in partner countries are not required to apply for the Erasmus Charter for Higher Education. However, they must sign an **extended inter-institutional agreement** with an HEI located in a programme country. By signing this agreement, partner country HEIs undertake to respect the principles contained in the Erasmus Charter for Higher Education.

Both inter-institutional templates, as well as FAQs, can be found at:

https://ec.europa.eu/programmes/erasmus-plus/resources/documents-for-applicants/inter-institutional-agreement_en

While prior inter-institutional agreements are compulsory for exchanges under Erasmus+ between HEIs (for studying and teaching), they are not a prerequisite for mobility between HEIs and other stakeholders such as enterprises (including HEIs acting as a receiving organisation for student and staff trainees). In this case, all provisions to ensure high quality mobility must be settled in the learning agreement for traineeships or mobility agreements for staff training.

- ❖ Ensure that outgoing mobile participants are well prepared for the mobility, including having attained the necessary level of linguistic proficiency.

Sending HEIs should ensure that their mobile staff and students are sufficiently prepared for their mobility periods. This includes preparation for the differences between sending and receiving HEIs / enterprises and traditions between sending and receiving countries, as well as for cultural and linguistic challenges which will be encountered during mobility. This preparation can take different forms, such as lectures on intercultural communication, meetings / discussion groups with former mobile staff / students, an online archive with feedback from former mobility participants, social networking, etc.

Language preparation is a crucial element to ensure success in mobility outcomes (staff / student satisfaction, coping with everyday challenges and pressure during the study / training period and improved exam success rates). Both partner HEIs / organisations should agree on the proficiency level required in the language of instruction or the workplace and (if different) the local language that the participant should have at the start of the mobility (the proficiency level should be defined in the course catalogue and / or inter-institutional agreement; or in the learning or grant agreement in the case of traineeships and in the mobility agreement in the case of invited staff from enterprise or staff training at an organisation that is not an HEI).

Staff should at least have the minimum required proficiency level at the selection stage. Student selection criteria should, however, take into account both the relevant language skills at the selection stage and the capacity of the students to improve their language skills (through online tools such as the Erasmus+ Online Linguistic Support (OLS) or any other type of support) to achieve the required minimum level at the start of the mobility abroad (level to be specified and agreed on in the learning agreement). When required, the sending HEI should ensure that any necessary pre-departure language instruction happens.

Ideally, this instruction should be provided in the semester directly before mobility takes place, within the framework of the sending HEI's general foreign language instruction policy. It is the sending HEI's responsibility to ensure that outbound mobile participants have attained the necessary level of proficiency before departure, which should be measurable against the Common European Framework of Reference for

Languages³. Where applicable, the sending HEI should organise language courses at different levels and for specific fields of study. In addition, the Erasmus+ Programme provides the [Erasmus+ Online Linguistic Support \(OLS\)](#), so that participants can better prepare for and make the most out of their period abroad.

- ❖ Ensure that student and staff mobility for education or training purposes is based on a learning agreement for students and a mobility agreement for staff validated in advance between the home and host institutions or enterprises and the mobile participants.

1. Student mobility

A cornerstone for successful student mobility (for studies, traineeships and / or a combination of both) and a smooth and transparent transfer of credits in the future is the Learning Agreement. This must be signed by the three parties involved: the student, the sending HEI and the receiving HEI / enterprise / organisation before the mobility takes place.

a) Student mobility for studies

The sending HEI should appoint a member of staff who will advise students in choosing specific modules or other learning/training activities at the partner HEIs. Ideally, one and the same person should have the authority to sign the Learning Agreement and, on the students' return, recognise the credits earned during mobility. In any case the HEI should ensure that the person responsible for recognition respects the decision made by the colleague(s) having signed the Learning Agreement. The HEI should also guarantee transparency and reliability of the procedure for mobile students.

All parties should do their utmost to minimise changes to the original learning components outlined in learning agreements. To this end, the receiving HEI should provide transparent information on the choices offered and be very clear about the deadlines for registration in the chosen courses (and about any restrictions on place numbers, etc. which might be applicable). Changes to the receiving HEI's course catalogue when students have already started their studies should be avoided as much as possible.

The sending HEI should be well-informed about the requirements at the receiving HEI and should provide sufficient guidance to students so that they can make choices acceptable to both partner HEIs. In addition, alternative choices should be explored before the start of the mobility period. Students should be informed that they have to respect deadlines and understand that changes to the learning agreement are only possible in exceptional cases. It is good practice to offer incoming students a 2-week period after regular classes have started at the receiving HEI to make appropriate modifications to their learning agreements. Any changes have to be agreed and validated (e.g. via email, scanned or digital signatures, etc.) by the three parties.

Learning agreements are binding for all three parties and require that, on successfully completing the mobility period, the sending **HEI recognises credits earned by the student** and documents these credits in the student's records, so that they can be identified in a transparent way. All credits that the student earns towards their degree during the mobility period and which were originally agreed on in the learning

³ http://www.coe.int/t/dg4/linguistic/cadre1_en.asp

agreement (or an agreed revised version of it) must be recognised by the sending HEI and count towards the student's degree without the need for the student to take any further courses or exams.

Contact details of those responsible for signing and recognising learning agreements should be featured on the HEI's website.

In the case of integrated double / multiple / joint degrees, completing a learning agreement for mobility within the degree partnership is not a prerequisite, since this mobility follows pre-established and agreed study paths which are a compulsory part of the degree.

b) Student mobility for traineeships

Learning agreements for traineeships abroad follow similar procedures. However, greater care is required in drafting the learning agreement for traineeships, as tasks to be performed in a particular workplace should be listed and corresponding learning outcomes, which are relevant to the final degree, should be agreed on. In addition, a plan for monitoring traineeship activities should be outlined and specified, then carried out by the sending HEI and the mobility partner.

Both types of learning agreements, as well as guidelines on how to use them, can be found at: http://ec.europa.eu/programmes/erasmus-plus/resources/documents-for-applicants/learning-agreement_en

2. Staff mobility

The compulsory mobility agreement between the sending and receiving HEIs / organisations for the purpose of teaching or receiving training should stipulate the activities to be undertaken by the staff member. This agreement should be reached after discussion between the two HEIs / organisations, taking into account the institutional requirements / strategy, academic rationale, foreseen outcomes and the staff member's competences.

- ❖ Provide assistance related to obtaining visas, when required, for incoming and outgoing mobile participants.

The sending HEI should assist their outbound mobile staff / students and the receiving HEI should assist their incoming mobile staff / students who need a visa by issuing, in a timely manner, the documentation required by the staff / students (i.e. letters confirming the staff / students' status at the HEI) for the visa application. The receiving HEI's website should provide mobile participants with information about visa requirements and the time necessary for a visa application. In addition, the website should provide contact details of somebody at the receiving HEI who can assist in solving visa-related issues, with a description of the services offered and the support that can be provided.

In cases where it proves difficult to obtain visas (e.g. where diplomatic missions are not located in the countries of residence; in situations where postal applications are not accepted; etc.), HEIs should attempt to help in contacting diplomatic representations to help ease the procedure. It must be clear, however, that the visa application is the mobile participant's responsibility.

- ❖ Provide assistance related to obtaining insurance, when required, for incoming and outgoing mobile participants.

Generally, insurance is the responsibility of the mobile participant, although the receiving HEI / enterprise / organisation should inform mobile participants of cases in which insurance cover is not automatically provided. In those cases where specific types of insurance are required within the framework of mobility activities (e.g. medical insurance in those countries not covered by reciprocal national medical insurance agreements, or accident / third party insurance where such insurance is required for the planned mobility activities), the sending and receiving HEIs / enterprises / organisations should provide the necessary assistance in order to be certain that mobile participants have sufficient insurance coverage. The agreed solution should be mentioned in the inter-institutional agreement (student mobility for studies / staff mobility for teaching) or in the learning agreement (student mobility for traineeship) or the mobility agreement for staff on training.

- ❖ Provide guidance to incoming mobile participants in finding accommodation.

The receiving HEI / enterprise / organisation should explain clearly to the mobile participants what accommodation options are open to them at the HEI (or in its vicinity) and what the conditions for renting accommodation are (i.e. costs, registration and accommodation contract details, responsibilities), so as to minimise any problems upon their arrival. This should be done well in advance of the mobility period. Necessary information should be available on the receiving HEI's website, along with the contact details of the HEI's accommodation officer. Local student organisations can also be a useful source of information. If appropriate, their contact details should be available on the receiving HEI's website.

The sending HEI should also assist mobile participants in their search for accommodation by, whenever necessary, contacting their counterparts at the receiving HEI / enterprise / organisation or by putting former mobile participants who are willing to help find accommodation for prospective participants.

2.2. During mobility

- ❖ Ensure equal academic treatment and services for home students and staff and incoming mobile participants.

The receiving HEI should ensure that incoming mobile participants are afforded the same academic treatment (i.e. rights and responsibilities with regard to teaching and tutoring, exams, marking and grading, complaints procedures, etc.) and access to facilities as regular home students. Details of these rights and responsibilities should be publicised on the website in the language of instruction and explained during the mobile students' induction week (which should be organised for all new incoming mobile participants at the beginning of each term / semester / year). In addition, academic and administrative contact persons should be available during the whole of the mobility period to provide any further explanations which might be necessary and to help solve any problems which might arise.

- ❖ Integrate incoming mobile participants into the Institution's everyday life.

The receiving HEI / enterprise / organisation should make every effort to ensure that all incoming mobile participants are made to feel part of the HEI / enterprise / organisation by integrating them fully into its academic / work and social activities and by not segregating these participants in, for example, their accommodation options (i.e. by not putting all mobile students / staff in the same halls of residence). In addition, the receiving HEI should create the conditions for mobile students to join social organisations (student associations, sports clubs, music or theatre groups, debating societies, etc.) at the HEI. It should also encourage mobile students to initiate and organise their own social events which would lead to wider interaction with local students. Details on part-time job positions on campus could also be made available to mobile students.

- ❖ Have in place appropriate mentoring and support arrangements for mobile participants.

a) Student mobility for studies

Mentoring and support arrangements should already be outlined in the receiving HEI's course catalogue in the section on general information for students, with contact persons / addresses in the respective areas. Information on the website should also include details on the receiving country's culture and everyday life.

The welcome / orientation week is an important part of support arrangements, and a good way to provide incoming students with necessary information on practical / administrative arrangements while allowing them to meet local and other mobile students. This welcome / orientation week is a vital opportunity to address concerns among the incoming students and to reduce any psychological pressure they might feel during their first encounters at the receiving HEI.

HEIs should make every effort to integrate mobile students, for example, through a 'buddy system', where local students assist incoming mobile students both before and during the mobility period. Local students could, for example, assist incoming students by meeting them at the airport, helping them to find accommodation and explaining everyday cultural challenges they might meet in the receiving country. In order to institutionalise this support for mobile students, it is strongly recommended that the receiving HEI establishes a student network, such as an ESN (Erasmus Student Network) section which could run the buddy system and share good practice with other sections around Europe. The services provided under the buddy system could also be adapted to mobile staff members.

In addition, the receiving HEI should appoint academic mentors to deal with problems related to academic issues (course timetables, student attendance, coursework, relationship with academic staff, etc.)

The HEI's website should give details of the whole (academic, administrative, social, etc.) support system which is available to the mobile participants.

b) Student mobility for traineeships

A mentor, different from the supervisor, should be nominated to support the mobile student while in the enterprise / organisation. His / her role is to provide support, encouragement and information to the trainee on life and experience at the enterprise

/ organisation (culture of the enterprise, informal codes and conducts, etc.). Contact details for both the supervisor and the mentor should be specified in the learning agreement.

c) *Both*

Mobile participants should be made aware of whom they can contact in case of problems. HEIs / enterprises / organisations should designate staff members to deal with social and psychological questions the mobile students might have. They should also provide details of professional centres dealing with health / psychological issues.

- ❖ Provide appropriate linguistic support to incoming mobile participants.

In cases where the language of instruction is not the language of the receiving country, the receiving HEI should be aware of the needs (and also the time limitations) of the mobile students and, when deemed necessary, provide adequate linguistic support. This support should be tailored to differences in mobile participants' and could be offered online, as intensive courses during the orientation week ("survival" level) or as semester / annual courses (in groups, as individual tuition or as subject-specific courses).

It is good practice to allocate credits to these language classes and describe outcomes against the Common European Framework of Reference for Languages. However, this does not affect the sending HEI's responsibility to ensure that their outgoing mobile participants are properly prepared linguistically according to the specifications indicated in the inter-institutional agreement. In addition, Erasmus+ provides [Erasmus+ Online Linguistic Support \(OLS\)](#).

2.3. After mobility

- ❖ Accept all activities indicated in the learning agreement as counting towards the degree, provided these have been satisfactorily completed by the mobile students.

The sending HEI should, on receiving the Transcript of Records / Training Certificates:

- ✓ certify which requirements stipulated in the Learning Agreement have been successfully fulfilled and which have not;
- ✓ ensure recognition of the mobility period abroad within the time-scale and according to the conditions stipulated in the institutional recognition framework.

Given the rich diversity of higher education traditions in Europe and the different approaches to recognition practices, HEIs are free to follow the recognition procedures established within their HEIs. However, the sending HEI should ensure that all the credits earned by the mobile student during the mobility period are recognised and that they will count towards the final degree in such a way that it is apparent in the student's records and documents (Diploma Supplement or equivalent). An appeal procedure should be in place and published on the website of the sending HEI. Failure to ensure that the mobile student receives recognition for the study / traineeship period abroad, as stipulated in the learning agreement, may result in withdrawing the

charter.

- ❖ Provide incoming mobile participants and their home institutions with transcripts of records containing a full, accurate and timely record of their achievements at the end of their mobility period.

a) Student mobility for studies

The receiving HEI should, according to legal requirements, keep records of the mobile participants' academic achievements for a statutory period, providing information whenever requested by the mobile participant or official bodies on their behalf.

The receiving HEI must provide the sending HEI with a transcript of records within a period stipulated in the inter-institutional agreement (and normally not longer than **five weeks** after the mobile student's evaluation has finished at the receiving HEI). Once the sending HEI has received the transcript of records, it must inform the mobile student of their recognition outcomes. The [transcript of records template](#) is part of the learning agreement template.

Given the diversity of practice in communicating information about higher education in Europe, the transcript of records can be adapted according to the HEI's requirements, while taking care that all items of information to be found in the standard form are contained in any adapted version.

The information in the transcript of records should ensure transparent recognition of the study period abroad, providing the title of the course units / modules / subjects, with the respective course codes (as referred to in the course catalogue), duration of the course units, local grades and ECTS credits. The institutional grading system and grade distribution in the department or study programme should be clearly explained. The transcript of records must be duly signed, stamped and dated in order for it to be considered a legally valid document. The HEI should decide who should prepare the document, and designate a person responsible for signing it. Mobile students should be informed who is responsible and should be able to contact them in case of unforeseen circumstances or delays.

b) Student mobility for traineeships

HEIs have developed different ways of implementing and evaluating traineeships. Therefore, the methodology adopted for evaluation of student achievement during traineeship activities (including time and place of evaluation) should be clearly described in the learning agreements and signed by the three parties (student, sending HEI and traineeship provider). In any case, the traineeship provider should always issue a certificate attesting the mobile participant's traineeship activities (duration, traineeship tasks and, wherever possible, competences developed).

- ❖ Support the reintegration of mobile participants and give them the opportunity, upon return, to build on their experiences for the benefit of the Institution and their peers.

The sending HEI should make every effort to ensure that mobile participants are not penalised, either in terms of grading or career progression, for their study / training / teaching period abroad. Instead, their experience should be valued and shared as an inspiration to others, by for example organising meetings / publishing articles where

the mobile participants could share their experience and the impact of mobility on their personal / professional development, as well as on the HEI.

To this end, the sending HEI should provide administrative and academic counselling to assess the outcomes of the mobility and advise participants on their return how best to use the competences acquired abroad. Furthermore, the sending HEI should assist participants in reintegrating in their social, educational or professional environments by, for example, providing mentoring and social platforms, by creating group activities and by involving the formerly mobile students in situations which require inter-cultural competences (e.g. the "buddy system" for incoming participants). Local student organisations could play a role in this respect.

- ❖ Ensure that staff is given recognition for their teaching and training activities undertaken during the mobility period, based on a mobility agreement.

The HEI should systematically use the results of staff mobility for structural reform. Therefore, international staff mobility should become an integral part of professional development. The HEI should actively support staff mobility by establishing a strategy which underpins this activity, identifying staff members' professional development needs and the necessary preparation.

This strategy should include different measures encouraging mobility. For example, staff mobility should be part of the regular workload. Staff working schedules should be adapted to meet the demands of mobility and, whenever possible, temporary replacements should be found during the mobility period, additional cultural / language preparation should be available to mobile staff and teaching and training mobility activities should be recognised as a component in any evaluation / assessment of staff members.

3. WHEN PARTICIPATING IN EUROPEAN AND INTERNATIONAL COOPERATION PROJECTS

- ❖ Ensure that cooperation leads to sustainable and balanced outcomes for all partners.

When the HEI participates in European and international cooperation projects, it should do so in a proactive way, establishing from the very beginning the objectives for its participation, the role it intends to play and the results which it expects to achieve. Participation in such projects should be integrated in the HEI's modernisation and internationalisation strategy and should be based on a needs analysis.

The foreseen results of any participation in cooperation projects should be sustainable and balanced and should, therefore, lead to future development of the HEI's international involvement. In particular, HEIs should make decisions about the strategic partnerships which they intend to form, by taking into account geographical and subject priorities as well as institutional capacity to participate actively and implement the project outcomes. Therefore, HEIs should make informed decisions before committing themselves to participating in particular projects.

- ❖ Provide relevant support to staff and students participating in these activities.

Once committed to a given project, the HEI undertakes to fully support any student and staff participating in it, both as coordinator and partner. As part of the HEI's modernisation and internationalisation strategy, concrete support measures should be foreseen at both institutional and departmental levels allowing participating staff / students adequate time to carry out their project work, allocating additional resources to support the project, providing administrative back-up (e.g. with financial management, study programme accreditation procedures, etc.) and ensuring space on its website for disseminating and promoting project results.

Participating in international projects should be an important aspect of staff professional development and the the modernisation of the HEI. It should, therefore, be a key part of staff evaluation.

- ❖ Exploit the results of the projects in a way that will maximise their impact on individuals and participating institutions and encourage peer learning with the wider academic community.

The HEI should implement any outcomes which result from participating in projects either as a long-term strategy or a short-term solution. Once committed to a project, the HEI should ensure that the visibility of project activities and results is a priority in order to benefit from and maximise the outputs both at the HEI and beyond, particularly through partnerships with other HEIs and organisations. Through the Internet, presentations at meetings, posters, and other dissemination activities, the HEI should raise awareness within the academic community and beyond not only of the project results, but also of the funding possibilities of such activities which could lead to spin-offs and other initiatives. The HEI should regularly contribute to the [Erasmus+ Project Results Platform](#) during the project lifecycle as well as at the finalisation stage.

4. FOR THE PURPOSES OF VISIBILITY

- ❖ Display this Charter and the related Erasmus Policy Statement prominently on the Institution's website.

As a prerequisite, the Charter and the related Erasmus Policy Statement must be displayed on the institution's website in a place which is easily accessible from the HEI's main page, thereby demonstrating that the whole HEI is committed to the Charter. The web link must also be provided for the [Erasmus+ Project Results Platform](#).

- ❖ Promote consistently activities supported by the Programme, along with their results.

The HEI is committed to expressing its support for the Erasmus+ Programme by providing information on all Erasmus+ activities, indicating respective contact persons, and using all possible opportunities (mass media, scientific meetings, academic journals, etc.) to inform the wider community of new initiatives, ongoing activities and final results.

On behalf of the Institution, I recognise that the implementation of the Charter will be monitored and that a violation of any of the above principles and commitments may lead to its withdrawal by the European Commission.

The relevant National Agency for Erasmus+ will monitor the HEI's compliance with the Charter through visits, reporting, participant reports, etc. When non-compliance is identified, an action plan will be agreed between the HEI and the National Agency to solve the problematic issues. If the action plan is not implemented by the HEI within the agreed timeline, this will be reported to the European Commission and may lead to the ECHE being withdrawn.