

## FAQs – Frequently Asked Questions

### General information about the project

#### **What is the Erasmus+ programme?**

Erasmus+ supports transnational partnerships among Education, Training, and Youth institutions and organisations to foster cooperation and bridge the worlds of Education and work in order to tackle the skills gaps we are facing in Europe.

It also supports national efforts to modernise Education, Training, and Youth systems. In the field of Sport, it supports grassroots projects and cross-border challenges such as combating match-fixing, doping, violence and racism.

Erasmus+ brings together seven existing EU programmes in the fields of Education, Training, and Youth; and for the first time, provides support for Sport. As an integrated programme, Erasmus+ offers more opportunities for cooperation across the Education, Training, Youth, and Sport sectors and is easier to access than its predecessors, with simplified funding rules.

#### **Which is my home institution?**

If you are a student, your home institution is the institution where you are currently enrolled.

If you are a researcher, a teacher or a technical staff member, your home institution is the institution where you work.

#### **Which is my host institution?**

The host institution is the MOBILE25 partner higher education institution where you will develop your study/work programme within the framework of the MOBILE25 project.

### Eligibility

#### **Can the Erasmus+ grant holders receive additional grants from other EU-funded programmes?**

No, the Erasmus+ grant holders cannot receive more than one European grant at a time. In other words, the Erasmus+ grant holders who are already receiving a European grant cannot receive another kind of European financing. However, if the grant holder benefits from additional support from a different entity programme or agency (for example: a grant from a national entity of the grant holder's home country and not Europe), he/she can benefit from both grants.

#### **Can I be a MOBILE25 grant holder more than once?**

Yes, as long as the maximum duration of the mobility, as foreseen in the Erasmus+ Guide, is respected:

- Students can go on mobility for a maximum of 12 months per study cycle
- Staff members (teachers, researchers and administrative staff) can go on mobility for a maximum of 2 months.

However, please note:

- applications from candidates who have a pending scholarship within MOBILE25, by the time of the selection committee meeting of this call, will be immediately placed in reserve;
- candidates with previous ICM scholarships awarded, which were already implemented/used, will lose priority to candidates who never benefited from a scholarship within MOBILE25 or other ICM projects, thus being placed in the reserve list.

**I am a student/staff from an eligible country, but I do not belong to any institution of the MOBILE25 Project. Can I still apply?**

No, only students/staff from institutions that are part of one of the project's higher education institutions are eligible to apply for a MOBILE25 scholarship.

**I am a researcher working in one of the partner institutions. Can I apply?**

Yes, researchers can apply as administrative or teaching staff (if the contract foresees also a teaching percentage). If they apply as teaching staff, in case of selection, they should guarantee a minimum of 8 teaching hours (for 5 days).

**Do I need to speak the teaching language of the host institution?**

U.Porto and its partner institutions offer programmes/activities taught in English. However, it is advisable that the applicant attentively checks all the available information about the Faculty/Department to which he/she intends to apply, especially regarding the specific linguistic requirements for each Programme. The applicant shall submit proof of language proficiency if such a document is required by the Faculty/Department/Programme. Failing to do so may result in the rejection of the application.

**What are the minimum eligibility criteria?**

The MOBILE25 project offers scholarships only for exchange mobility. Full degree/degree-seeking mobility is not allowed under Erasmus+. As such, all the students must be registered in a HEI and enrolled in a study programme leading to a recognised degree.

For **Undergraduate** studies, the student must have completed at least the first year and be enrolled in the second year of higher education studies in order to be eligible to undertake an exchange period abroad.

For **Master's studies**, the student must be enrolled in a master's program (at the time of application and during the whole period of studies as an Erasmus + grant holder).

For **Doctorate** studies, the student must be enrolled in a PhD program (at the time of application and during the whole period of studies as an Erasmus+ grant holder) and have a research plan.

For researchers, **academic** and **administrative staff**, the applicant must work at a partner institution of the project in order to be eligible to apply for a grant.

**All applicants need to present a letter of support that proves their enrolment or contract with [one of the partner institutions](#) of the MOBILE25 project in order to be considered eligible.**

## Application

### **Is there a minimum or maximum age in order to apply to the MOBILE25 project?**

Any person, regardless of their age, can apply.

### **Which application form shall I fill in?**

You must fill in the online application form. Only the application forms duly submitted online **within the established deadline**, through the project's official webpage, will be accepted by the U. Porto.

U. Porto will not accept applications in paper format (originals sent by post) or by email.

All applicants must create a username and password on the project's page to access the online application form.

All mandatory documents for the application must also be uploaded online through the application form.

For security reasons, the applicant's session is active for a limited amount of time and it expires if you spend some time without taking any kind of action. Therefore, we advise you to frequently save the application form you are filling in by clicking the "Save" button at the end of each section.

Any mistake during this procedure is the applicant's entire responsibility and may result in his/her immediate exclusion of the application process.

### **If my home institution does not issue official documents in English, can I attach them in another language?**

All documents must be submitted in English. Exceptionally, the Coordinating Institution can consider supporting documents in Portuguese, French and Spanish (only for incoming candidates). If the home institution does not issue official documents in English (or any of the other languages), the documents in the given language must be submitted accompanied by a certified translation into English by the contact person of the home institution or by another authorised entity/person.

### **When filling in the application form, shall I define straight away the study/work/research programme I intend to develop?**

For 1st-, 2nd-, and 3rd-cycle (undergraduate, master's, and PhD) exchanges, applicants must specify, upon application, which programme they intend to undertake. It is important to take into consideration the required requirements by the host Faculty/Department/Programme, namely academic records, prior instruction, course objectives, teaching language and all criteria that can determine the success of the application.

Applicants must ensure that their home institution will grant full academic recognition of the studies undertaken abroad.

In the case of researchers, academic/administrative staff exchange, applicants must define straight away their main goals and objectives, mentioning the kind of work they want to develop considering the Project's main goals:

- Active participation in teaching/daily life office activities;
- Research activities that may involve joint research projects;
- Implementation of new cooperation activities such as bilateral agreements for mobility implementation, joint co-supervision agreements, joint supervision of master/PhD thesis (...);
- Participation in seminars, workshops on relevant topics for the cooperation of both universities;
- Development of joint curricula (e.g. creation of double or joint degrees);
- Expansion/creation of local and regional management and organizational structures, namely IOs, research groups, etc.;
- Implementation of tools to allow a more dynamic academic structure of HEIs benefiting from the Bologna Process and the wide EU experience;
- Create synergies with the EU higher education system through the use of ECTS, Diploma Supplement, among others.

#### **Do I need a support letter from my home/host institution in order to submit my application?**

The submission of a support letter from the **home** institution is **mandatory** to all applicants so that the application is considered eligible. Not submitting a letter of support from the home institution together with the application may determine failure to comply with the formal requirements of the application and will result in its immediate exclusion.

#### **I am not presently enrolled in any Programme at my home institution. Can I still apply?**

No. 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> cycle applicants must be mandatorily enrolled in a Bachelor/Master/Doctoral programme at their home institution in the moment of application. This enrolment must be confirmed by submitting (uploading) an official document issued by the applicant's home institution. The non-submission of this document implies the immediate exclusion of the application.

Researchers, academic and administrative staff must work at one of the partner institutions at the moment of application and throughout the mobility period, in case of selection). This link must be confirmed through the submission (upload) of an official document issued by the applicant's home institution. The non-submission of this document implies the immediate exclusion of the application.

#### **What are the evaluation criteria?**

The evaluation of the application in qualitative terms is based on very specific criteria, such as:

- Very good/excellent academic results in the field of study/research;
- Applicant's academic potential;
- Exchange proposal impact at individual, institutional and regional levels;
- Level of language proficiency in order to successfully complete the proposed exchange;
- Motivation;
- Recommendations;

- Work/research experience and professional qualification;
- Cross-cutting related issues (gender balance, home/host HEIs balance, newcomers, being part of a vulnerable group).

These criteria ensure the transparency of the selection process and equal treatment for all.

### **Who will validate my application?**

Your application will be validated by your home institution. The home institution will analyse the eligibility of the application, considering the criteria defined by the Erasmus+ Programme and its internal regulations, and will verify whether all the mandatory documents have been duly uploaded.

### **Who will evaluate my application?**

Your application will be evaluated by the host Faculty/Department/Programme you choose in your application form. Your application will be evaluated by a group of experts, and the selection will be made based on the final evaluation they award. The entire evaluation process is done online through a system developed by the U.Porto.

### **How will the applicants be selected?**

The **final selection** is carried out by a Selection Committee at the University of Porto once the validation and evaluation phases are completed, considering the applications accepted by the partner institutions which received a positive grade, equal to or higher than 60%.

The Selection Committee will distribute the scholarships among applicants, based on the following order of priority:

1. Compliance with the mobility distribution scheme approved by the European Commission and the Portuguese National Agency;
2. Balance among partner institutions as home and host;
3. No previous ICM scholarships;
4. Score.

Student applicants with fewer opportunities (see targeted countries) will be selected separately and awarded specific top-up grants, following the same criteria, if their applications are well-documented.

In the event of a tie, the Selection Committee shall apply the following additional criteria in order:

- a) Priority to candidates that show proof of vulnerability (no top-up).
- b) Priority to candidates with fewer funded mobility experiences.
- c) Priority to candidates with the highest percentage of appointment – STA/STT.
- d) Priority to candidates with greater seniority in their career – STA/STT.

e) Priority to candidates who fully complied with all the Erasmus+ procedures in previous mobility activities (e.g. submission of documents, submission of the Erasmus+ Individual Report).

**Can I send my application by mail, fax or e-mail?**

No. All applications must be submitted online through the project's website. Under no circumstances will any other kind of application (post, fax, letter or in person) be accepted.

**I do not have all the documents required by the application. Can I finish my application?**

No. The application form can only be duly submitted after all the required information is filled in and all the required documents are uploaded. Any mistake made by the applicant when filling in the application form or the lack of any mandatory document will result in the immediate exclusion of the application.

If the applicant scans a wrong or blank document in a way that the system allows the submission of the application form, the partnership will immediately invalidate the submitted application and it will immediately be excluded from the application process.

**I forgot my password. How do I recover it?**

If you have forgotten your password, you must access the project's webpage and click the "Forgot your password?" link in that section. A new password will be sent to you automatically. Please make sure you have provided the correct e-mail address in the application form, given that the new password can only be provided through e-mail.

**I applied in a previous MOBILE call, and I am now on the reserve list. Can I use the same username and password?**

No. You have to create a new login for each new application process. The application process for different calls and projects is independent from each other.

**What does the support by the home institution mean?**

The support from the home institution can be evidenced by a support letter from a professor at the institution with which the applicant has a formal link. In the students' case (1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> cycle – Undergraduate, Master, PhD), it is highly advisable that this letter is issued by the responsible person for granting the academic recognition at the home institution.

For staff, this document should guarantee the department has no objection to the application presented.

**Academic issues**

**Am I going to receive a diploma from U.Porto at the end of my exchange period?**

No. All students (1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> cycle – Undergraduate, Master, PhD grant holders) will have the exchange period recognized by their home institution. The home institution will be the one issuing the diploma, since the studies will be concluded when back at the home institution. The U.Porto has determined that a Declaration of Participation will be issued at the end of the exchange, and such a document will be sent to all grant holders.

**Which Programme and/or activities can I choose to enroll at a host institution?**

The academic offer is available on the project's website. It is highly advisable that applicants consult the academic offer of the U.Porto and contact the Faculty/Department/Programme they want to apply to before filling in/submitting the application form.

**I am a researcher or teaching staff. If I undertake an exchange period of one week + 2 days, what is the minimum number of teaching hours I must provide?**

In case the exchange lasts more than one week, the teaching hours must be proportional to the duration of that week. For example, if you stay at U.Porto for one week + 2 days, you must teach for 8 hours + approximately 3 hours. However, the scholarship will not be increased as the maximum amount awarded in this project is 5 working days.

**What are the consequences of not fulfilling the scholarship goals (e.g. failing a subject or not completing the programmed activities)?**

At the end of the exchange period, all scholarship holders will receive a Transcript of Records detailing the achieved results. All students must obtain a positive mark in all the subjects/activities contemplated in their study programme. In case this criteria is not fulfilled, the U.Porto will consult the Portuguese National Agency and the Legal Department in order to identify the procedures to be followed that may result in the return of the scholarship.

The researchers, academic and administrative staff must comply with the programme. Failing to do so may result in the return of the scholarship.

**Financial support**

**What kind of financial support will I receive if I am selected?**

The MOBILE25 project provides the following financial support to the grant holders:

- Monthly allowance (the amount per month will depend on the mobility's direction);
- Round-trip plane ticket between the grant holder's home city and the host country;
- Health, accident and travel insurance valid during the entire mobility period.

**What is my scholarship amount? Can I receive more money according to the home country?**

The European Commission has defined the following amounts:

### Students mobility (Studies SMS)

Origin	Monthly allowance
U.Porto's participants (OUT)	700 EUR/month
Partner Institutions' participants (IN)	850 EUR/month

Staff mobility (Researchers, Academic and Administrative Staff) – Exchange periods with the duration of 7 days (5 working days + 2 travel days)

#### **Amount per diem**

- From U.Porto to the partner institutions: 190 EUR
- From the partner institutions to U.Porto: 170 EUR

**The duration of the scholarship depends on the participant's country/region of destination/origin:**

Region/Type of scholarship	Undergraduate, Master, PhD students	Researchers, Academic and Administrative Staff
Asia (IN)	120 days (4 months)	5 days (+ 2 travel days)
Asia (OUT)	90 days (3 months)	5 days
South-med countries and Sub-Saharan Africa (IN):	150 days (5 months)	5 days (+ 2 travel days)
South-med countries and Sub-Saharan Africa (OUT):	Not applicable	5 days (+ 2 travel days)
Canada and USA (IN):	Not applicable	5 days (+ 2 travel days)
USA (OUT):	120 days (4 months)	5 days (+ 2 travel days)

**Am I eligible for a top-up for fewer opportunity students?**



There is an extra support (250 EUR./month) for students from region 3 and 9 who show proof of vulnerability.

The top-up is available only to students **from Algeria, Egypt, Jordan, Morocco and São Tomé and Príncipe**.

The criteria are the following (in no specific order):

- **Disabilities:** This includes physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder someone's full and effective participation in society on the same footing as others.
- **Health problems:** Barriers may result from health issues including severe illnesses, chronic diseases, or any other physical or mental health-related situation that prevents someone from participating in the programme.
- **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.
- **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 need to be "mobile" together with the participants when going to a far place or, all the more, abroad.
- **Barriers linked to discrimination:** Barriers can occur as a result of discriminations linked to gender, age, ethnicity, religion, beliefs, sexual orientation, disability, or intersectional factors (a combination of two or several of the mentioned discrimination barriers).
- **Geographical barriers:** Living in remote or rural areas, on small islands or in peripheral/outmost regions<sup>4</sup>, in urban suburbs, in less serviced areas (limited public transport, poor facilities) or less developed areas in third countries, etc., may constitute a barrier.
- **Barriers linked to education and training systems:** Individuals struggling to perform in education and training systems for various reasons, early school-leavers, 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 possibly linked to personal circumstances, mostly result from educational systems which create structural limitations and/or do not fully take into 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.
- **Cultural differences:** While cultural differences may be perceived as barriers by people from any background, 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 – including but not limited to newly-arrived migrants, people belonging to a national or ethnic minority, sign language users, or people with linguistic adaptation and cultural inclusion difficulties. Being exposed to foreign languages and cultural differences when taking part in any kind of programme activities may put some individuals off and in a way limit the benefits from their participation. Such cultural differences may even prevent potential participants from applying for support through the programme, thereby representing an entry barrier altogether.

The full list defined in the Erasmus + Programme Guide will be available for consultation at the website.

**As a staff can I also benefit from a top-up for fewer opportunities?**

No. This extra support is only available for students. Staff can, however, benefit from priority in the selection (in case of very similar scores among candidates) if they present documents that prove they fall under any of the conditions mentioned in the E+ Programme Guide.

**Will I need to pay tuition fees?**

No. Since you are undertaking an exchange mobility period, **no tuition fees will be applied** to your period of studies. You will be required to pay your regular tuition fees (if applicable) at your home institution.

**How long does it take to receive the scholarship?**

Students will receive the scholarship if all the compulsory documents are presented in the MOBILE25 platform, after their arrival in the host country and providing the bank account (European/SEPA system). The scholarship will take **at least 10 working days to be transferred after signing the scholarship contract**. Outgoing students have to present the Statement of Period of Studies signed by the host institution.

Incoming staff will receive the scholarship if all the compulsory documents are presented on the MOBILE25 platform at least one month in advance of their arrival. The scholarship will be paid in cheque upon arrival at the International Office (Rectorate).

Outgoing staff will receive the transfer to their bank account after presenting all the compulsory documents and signing the scholarship contract.

**What does "travel distance" stand for, and how is it calculated?**

The "travel distance" represents the **linear distance** between the city where the university of origin is located and the city where the host university is located. This is calculated automatically by a [website](#) indicated by the European Commission and cannot be subject to any change. The financial support allocated to the "travel distance" is the maximum allowed by the Erasmus+ Programme and is intended to contribute to the round-trip back between the home and host institutions. In the event that the assigned value is insufficient to pay for the desired trip, the grantee must find other sources of funding.

The travel budget within the framework of the MOBILE25 project will be distributed as follows:

Travel distance	Amount
Between 100 and 499 km	211 EUR per participant
Between 500 and 1999 km	309 EUR per participant
Between 2000 and 2999 km	395 EUR per participant

Between 3000 and 3999 km	580 EUR per participant
Between 4000 and 7999 km	1188 EUR per participant
8000 km or more	1735 EUR per participant

**Participants will be responsible for buying their own flight tickets.** The University of Porto will transfer the amount corresponding to the travel distance (see table above) to the participant's bank account (for students) or issue a cheque (for staff) after the signature of the scholarship contract on arrival. For this, the e-ticket and learning agreement/work plan needs to be uploaded into the MOBILE25 platform at least one month before arrival.

When purchasing the tickets, the dates of mobility established with U.Porto must be respected.

**The arrival must be at least one day before the start of the mobility period and the return to the country of origin, one day after the last day of the mobility period.**

The flights are between the same city as the home institution (or the nearest airport) and Porto both for inbound and outbound flights and tickets should be sent in advance to the MOBILE25 Management Team.

#### **Am I going to benefit from medical assistance during my exchange period (health insurance)?**

Every selected applicant will receive a health, accident and travel insurance valid during the entire mobility period ([according to their scholarship duration](#)) provided by the University of Porto after submitting the required documents. Participants are responsible for checking if the insurance is active and the information in their policy is valid. In case they do not receive their insurance policy, they should inform the Coordinator immediately.

**Participants who will remain for dates beyond their mobility date should extend the insurance on their own means.**

#### **Mobility flows: preparation and implementation**

##### **How and when shall I apply for the issuance of my visa?**

The selected applicants must apply for a visa at the nearest Embassy/Consulate in their home country or in the closest country where there is a diplomatic representation of the country where they will undertake the exchange period. It is mandatory that grant holders contact the Embassy/Consulate of the host country **immediately** after receiving the project's notification confirming the effective selection for a MOBILE25 grant, given that the visa can take up to 3 months to be issued.

Grant holders must have all the mandatory documents for the visa application as soon as possible, by contacting all the entities responsible for issuing those documents. Any obstacle found in the gathering of those documents must be immediately reported to the coordinator, who will support the applicant in all the necessary procedures.

##### **Which services and support will I have at my host institution?**

One of the partner institutions' main responsibilities is to provide the grant holder with all the necessary support in all the stages of the exchange period, namely:

- Documents for visa issuing;
- Support in the search for accommodation;
- Support in the opening of a bank account (when applicable);
- Integration activities;
- Language courses;
- Monitoring actions and mobility quality assessment;
- Provide adequate work/study/research conditions;
- Inform about the host country's cost of life and culture.

Naturally, the support given by each partner institution regarding the above-mentioned aspects may differ from institution to institution. As so, it is advisable that applicants consult the academic offers and webpages of each one of the institutions they wish to apply to beforehand. If there is any doubt regarding the information provided, applicants must directly contact the institution which they are interested to go to.

#### **When do I have to undertake my exchange period?**

Preferably, all students must start their exchange period in the academic year following their selection. However, in duly justified cases, the date can be postponed for the following semester.

The academic and administrative staff exchanges (including researchers) can start at any moment upon the publication of the selection of applicants and whenever all the mandatory documents (work programme, visa if applicable, travel, and insurance) are duly taken care of. All exchanges must end at least one week before the project's ending date (31/07/2028)

#### **What is the procedure and what warranties can I have regarding accommodation in the host city?**

There are no guarantees regarding accommodation. All grant holders must find a suitable accommodation upon their arrival to the host institution. All partner institutions will provide the necessary support to grant holders regarding the process of finding an accommodation. We remind all grant holders that the specific support given by partner institutions may differ from institution to institution and from country to country.

#### **Can I start and/or finish my mobility flow on a different date from the initially agreed date?**

No. The change of starting and/or finishing dates of the exchange implies a substantial change in all the documents agreed upon and signed at the beginning of the exchange period. Additionally, the Scholarship Contract includes very clear information on the consequences of a reduction (for example, due to the anticipated conclusion of the exchange period). Severe consequences may result in the partial/full return, depending on the motives which led to the change of the exchange dates.

**In case I have to return any amount overpaid to me, when must I return the money to the U.Porto?**

Every grantee is responsible for any refund due to the University of Porto. As soon as the U.Porto informs the grantee about this need, he/she must follow the procedures indicated by the MOBILE25 Management Team at the U.Porto and respect the deadlines established to proceed with the payment of the amount due.

Legal action will be taken in case the grantees do not follow procedures and guidelines set by the U.Porto on this matter.

**What does “force majeure” stand for?**

Force majeure, according to the EACEA definition, is an unpredictable or exceptional event or situation, beyond one's control, that prevents accomplishing the demands within the MOBILE25 project, despite all the diligence. Malfunctioning of materials or equipment, delays, labour disagreements, strikes or financial difficulties cannot be considered as force majeure.

This document may be updated during the application period. Applicants are advised to consult the latest version regularly.