

Key Action 1 HE student and staff mobility

Frequently Asked Questions

Change of Contact Person or Legal Representative

Q1) We need to change the Contact Person for this project. How do we do this?

Due to data protection reasons, the UK National Agency (UKNA) is only able to discuss project details with the listed Contact Persons and Legal Representative of a project. For this reason, it is important that you let us know as soon as possible if there is a change of Contact Person or their details. For us to update the Contact Person, we will need the listed Contact Person or Legal Representative of the project to email us at erasmus@britishcouncil.org and request this update. We will then email a Change of Contact form to you which needs to be completed and returned to us.

Q2) The Legal Representative has left the Institution. How do we update the project's Legal Representative?

It is important that we are informed if there is a change of Legal Representative for the project. The Legal Representative cannot be updated on Mobility Tool+ and, therefore, you will need to notify us before reporting. Any documents that need to be signed by the Legal Representative will be rejected, unless the name and signature match the one that we have in our system. Also, any request for a change in the project will have to be sent by the Legal Representative of the project. For us to update the Legal Representative, we will email you a Change of Legal Representative form which needs to be completed and returned to us with the following:

- An appointment letter, on headed paper, signed by a senior member of the HEI (i.e. HR Manager) stating the new Legal Representative's position in the HEI
- A new declaration form (that we will provide) signed by the new Legal Representative.

Final Reporting

Q3) When should I submit the Final Beneficiary Report?

The Final Beneficiary Report must be completed within 60 days of the project end date. HEIs are able to begin completing their narrative report prior to their mobility data being completed, as the Mobility Tool+ automatically updates the report with any changes to the mobility data.

Q4) How can I access Mobility Tool+?

Mobility Tool+ is the online management and reporting system developed by the European Commission for all Erasmus+ projects. It is a contractual requirement for all beneficiaries to report their project activities in the tool. It is highly recommended to complete information online as your project progresses. This will help you to manage your project budget and save time when the project final beneficiary report is due for submission.

The official Contact Person and Legal Representative for your Erasmus+ project (as per the most up-to-date details on the UKNA database) will receive an automated email when your Erasmus+ project has been added to Mobility Tool+. Once logged in, the Contact Person can add additional contacts to assist with the reporting of the Erasmus+ project. The Mobility Tool+ website can be accessed [here](#).

Please note that the Legal Representative will automatically be given “View” access and will not be able to amend the information on Mobility Tool+ unless these rights are manually changed.

If the Contact Person has changed and the new contact requires access to the Mobility Tool+ please read Q1 for information on how to change the Contact Person. Once this has been changed on the system you should then be able to access the Mobility Tool+

To log in to Mobility Tool+ you need to have an ‘EU Login’ account. EU Login is a service that allows users to access digital systems developed or used by the European Commission

If you do not have an EU Login account, please follow the instructions below to register. Open the link [here](#) to access the registration page to enter your details

Please ensure that you:

- Complete all mandatory fields (marked with an asterisk *).
- Read and accept the privacy statement by checking the box; and
- Complete the security check by typing in the characters on screen. If the characters are not clear enough, click the icon to try a different image or click the icon for an audio version

After clicking ‘Create an account’ button, an automatic email will be sent through to the email address you used to register. This email contains your username and a link to create your password. You must create a password within 90 minutes of receiving the email. If you are required to specify your Domain Name when completing the form, you should ensure that you choose ‘External’. Further guidance for registering with EU Login is available on the Erasmus+ website

Once you have registered, you will be able to log in to Mobility Tool+. In order to do this, please click [here](#) or follow this URL address: <https://webgate.ec.europa.eu/eac/mobility>

We recommend that you open Mobility Tool+ on Google Chrome or Firefox, as other browsers might not allow you full access to the tool. Please do keep in mind that some HEI networks block the access to Mobility Tool+ and, therefore, you might need to access the website using your own electronic device/network.

Q5) What is classed as force majeure? How do I claim force majeure and what evidence do I need to submit?

If a mobility has been affected by force majeure and had to be cancelled, the first step to take is to try to recover the costs through your insurance provider or other refund method from the airline and accommodation providers (retain evidence to share with UKNA). However, if this is not possible you may claim force majeure.

Force majeure is defined on page 327 of the [2020 Erasmus+ Programme Guide](#) as 'an unforeseeable exceptional situation or event beyond the participant's control and not attributable to error or negligence on his/her part'. Please contact the delivery team at erasmusplushegrants@britishcouncil.org if a participant is unable to complete their mobility and you think that the reason fits the above force majeure definition. Please provide as much detail as possible so that the UKNA can consider your request.

Reporting force majeure in your Final Beneficiary Report

For claims of force majeure, please read this useful [guide](#) on how to input claims of force majeure onto the Mobility Tool+.

It is important that force majeure cases are reported accurately via Mobility Tool+ as advised in the guide.

In the **Mobilities** tab in Mobility Tool+, when either creating or editing a mobility the checkbox **force majeure** is available. When checked, the comment field **force majeure Explanations** must be completed. The justifications for indicating the mobility as **force majeure** should be added here.

To allow for accurate encoding of such a scenario about the specific mobility, once checked the mobility **no longer adheres to the standard business rules**.

Depending on the Key Action type a number of fields and **calculations may be affected and will need to be updated by the beneficiary manually**.

The fields and calculations are changed as follows:

"**Total Number of Teaching Hours**" - The business rule checking the minimum of 8 hours per week will no longer apply in case of force majeure.

"**Duration Calculated (days)**" - The business rule checking the minimum duration will no longer apply in case of force majeure

"**Duration of the Mobility Period (days)**" - The business rule checking the minimum duration will no longer apply in case of force majeure.

"**Total EU Travel Grant**" The field will become editable. If any values were already present, they will remain

"**EU Individual Support**" The field will become editable. If any values were already present, they will remain

"**Organisational Support**" The field will become editable. If any values were already present, they will remain.

"**Organisational Support Grant/Day**" The field remains locked. It shows a value obtained by dividing field Organisational Support by field Funded Duration (days) rounded to 2 decimals.

To consider force majeure claims the UKNA requires:

- For mobilities impacted by force majeure we require evidence that you tried to recoup the costs via your insurance provider
- The relevant extract from the insurance policy or policy provider to confirm the insurance policy doesn't pay out for COVID-19. For force majeure claims impacted by COVID 19, if the insurance policy did not cover COVID 19 and we have a reason as to why this wasn't covered, we would honour the force majeure claims.
- Cancellation emails/invoices for the flights/hotels and for any claims being sought

Please email erasmusplushegrants@britishcouncil.org with the evidence or upload it to Mobility Tool+. Please include any correspondence you had with the insurance provider.

Q6) Exceptional costs for the Implementation of Virtual Mobility

Beneficiaries are allowed to transfer up to 10% of the funds from any budget category based on unit contributions to exceptional costs in order to cover costs related to buying and/or renting of equipment and/or services necessary for the implementation of virtual mobility activities due to COVID 19, even if no funds were initially allocated to the Exceptional Costs budget category. Any request to record exceptional costs associated with virtual mobility implementation must be reviewed and approved by the UKNA prior to being encoded in the Mobility Tool+.

Please complete and return the [Exceptional Costs Virtual Mobility Implementation Higher Education form](#) by emailing erasmusplushegrants@britishcouncil.org.

Q7) Can I claim costs of COVID-19 tests?

The European Commission acknowledges that COVID 19 testing has become more a pre requisite for physical mobility abroad and because of this, they are eligible for funding under the Exceptional Costs for Services and Equipment section and as part of the exceptional rules applying under the COVID-19 framework. The reimbursement rate is set at 100% of the eligible costs incurred.

As part of the COVID 19 framework, for KA1 projects, the European Commission has approved the transfer of up to 10% of funds from any budget category to exceptional costs. The circumstances where this applies, and the rules relating to the transfer, are set out in the Addendum issued to you by the UKNA. The transfers should not exceed 10% of the overall last budget approved by the UKNA, unless agreed as an exception through the submission and approval of a change to the Grant Agreement. In all cases, it is not possible to request additional funding over and above the last budget approved by the UKNA.

All costs will be subject to approval by the UKNA on submission of the final beneficiary report and must be recorded within Mobility Tool+. Grant Agreement requirements relating to supporting documentation for exceptional cost items must be respected.

Q8) What can Organisation Support funding be used for?

The organisational support grant is a contribution to any cost incurred by the institutions in relation to activities in support of student and staff mobility, both inbound and outbound, to comply with the Erasmus Charter for Higher Education in Programme Countries, and with the principles of the ECHE as reflected in the inter institutional agreements agreed in the case of institutions from Partner Countries.

Q9) The costs of the mobility are higher than the unit costs awarded for the mobility. Am I able to claim more funding?

No. The Erasmus+ grant is approved on a co-finance approach and it is not meant to entirely fund all elements of the programme.

Q10) I'm unable to upload supporting documents e.g. invoices/receipts for exceptional costs to Mobility Tool+, what should I do?

If you are having trouble uploading the supporting documents to Mobility Tool+ you might have exceeded the limit permissible to upload. Please email the remaining supporting documents to erasmusplushegrants@britishcouncil.org.

Q11) Short duration request form

Any mobilities that do not meet the minimum duration required must be approved by the UK National Agency. This [Short Duration Request Form](#) allows an official submission for a short duration request for the National Agency to approve. Supporting documents are also required in the assessment. The form and supporting documents must be emailed to erasmusplushegrants@britishcouncil.org.

Q12) Participant is no longer at the institution and is unable to complete the participant report?

Where possible please encourage all participants to complete the participant report. If students and staff have left the institution or are unwell, they do not have to complete the participant report. Please send us confirmation of this via email so we can file it with your record.

Q13) How do I withdraw or cancel the project?

In order to cancel the project, the Legal Representative must provide us with a formal notification and you will need to submit a final beneficiary report in Mobility Tool+ outlining any work and costs that have been incurred (including force majeure claims if you were unable to recover any funds from your providers) and provide evidence that you have tried to claim back any incurred costs from the travel company, accommodation provider or insurance etc. Following this we will undertake a financial analysis to recover or pay any corresponding funding.

If no mobilities have been carried out and no costs have been incurred for the project, you will need to go to the Reports section of the project on Mobility Tool+ and click on the 'Generate a termination report with no grant'. A request for recovery of the balance will be issued within 60 calendar days following this.

Q14) How do I get in touch?

We are always happy to hear from you and to support you. If you have any questions regarding your final beneficiary report, please quote your Erasmus+ project number and email the Customer Service team at erasmus@britishcouncil.org.

Primary Checks and Monitoring

Q1) How should I submit documents requested for a Primary Check?

All documents submitted should have a short description, stating what the documents contain. They should have identifiable and relevant names and be grouped in appropriate folders. E.g. Relevant activity type and per partner. If documents are received and are not easily identifiable the NA may reject the submission.

If you are asked to send documents that include personal data or sensitive information, we always recommend that you use a secure file transfer mechanism and can provide you with a link to a secure SharePoint site when asking you to provide this kind of documentation.

Q2) Where can I find information on which documents I should retain in case of checks or audits?

You are required to retain all supporting documents for a period of 3 years from the date of final payment if your grant is less than €60,000, or 5 years for grants over €60,000. This requirement is outlined in Article II 20 2 of your grant agreement Annex III of the Grant Agreement clearly outlines the supporting documents which must be retained by each partner for each relevant budget heading

Q3) Are Primary Checks mandatory?

Yes. All Primary Checks are mandatory, and compliance is stated within your Grant Agreement. Failure to comply with a request to conduct a check could result in part or all of your grant being made ineligible, and your project being terminated

Useful Links

[Key Action 103 Operational Handbook 2020 – version 6](#)

[Key Action 107 Operational Handbook 2020 – version 2](#)

[European Commissions Key Action 107 ICM Handbook](#)