

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, bridge the worlds of education, and work to tackle the skills gaps we face 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.

For the first time, Erasmus+ brings together seven existing EU programmes in the fields of Education, Training, and Youth, providing support for Sport. As an integrated programme, Erasmus+ offers more opportunities for cooperation across the Education, Training, Youth, and Sports 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 where you are currently enrolled.

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

Which is my host institution?

The host institution is where you will develop your study/work programme within the framework of the MOBILE24 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 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 their home country and not Europe), they can benefit from both grants.

Can I be a MOBILE24 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 MOBILE24 by the time of the selection committee meeting of this call will be rejected;

Candidates with previous ICM scholarships awarded, which were already implemented/used, will lose priority to candidates who never benefited from a scholarship within MOBILE24 or other ICM projects, thus being placed in the reserve list.

I am a student/staff member from an eligible country, but I do not belong to any institution that has participated in the MOBILE24 Project. Can I still apply?

No, only the students/staff from one of the project's higher education institutions are eligible to apply for a MOBILE24 grant.

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

Researchers can apply as administrative or teaching staff (if the contract also foresees 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?

The U.Porto and its partner institutions offer programs/activities taught in English. However, it is advisable that the applicant attentively checks all the available information about the Faculty/Department to which they intend to apply, especially regarding the specific linguistic requirements for each programme. The applicant shall submit a proof of language proficiency if the Faculty/Department/Programme requires such document. Please do so to avoid the rejection of the application.

What are the minimum eligibility criteria?

The MOBILE24 project offers grants only for exchange mobility. Full degree/degree-seeking mobility is not allowed under Erasmus +. As so, all the students must be registered in a HEI and enrolled in a study programme leading to a recognised degree or another recognised tertiary level qualification.

For **undergraduate** studies, the student must have completed at least the first year and be enrolled in the second year of higher education studies 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 entire 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 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 MOBILE24 project to be considered eligible.

Application

Is there a minimum or maximum age required to apply to the MOBILE24 project?

Any person, regardless of their age, can apply.

Which application form shall I fill in?

You must fill out 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.

The U.Porto will not accept applications in paper format (originals sent by post) nor applications sent by e-mail.

All applicants must create a username and a password through 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 expires if you spend some time without taking any action. Therefore, we advise you to save the application form you are filling in frequently by clicking the "Save" button at the end of each section.

Any mistake during this procedure is the applicant's responsibility and may result in their immediate exclusion from 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). Suppose the home institution does not issue official documents in English (or any other language). In that case, 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 the study/work/research programme I intend to develop?

In the case of 1st or 2nd and 3rd cycle (undergraduate, master and PhD) exchanges, applicants must define which programme they intend to undertake when applying. It is important to consider the requirements demanded by the host faculty/department/programme, namely academic records, prior instruction, course objectives, teaching language, and all criteria that can determine the application's success.

Applicants must ensure their home institution will grant full academic recognition of their studies 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 primary 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 and 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 organisational 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 broad EU experience;
- Create synergies with the EU higher education system through the use of ECTS and Diploma Supplement, among others.

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

Submitting a support letter from the **home** institution is **mandatory** for 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. 1st, 2nd and 3rd cycle applicants must be mandatorily enrolled in a Bachelor/Master/Doctoral programme at their home institution at 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 particular criteria, such as:

- Excellent/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 to 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 home institution will validate your application. The home institution will analyse the application's eligibility, considering the criteria defined by the Erasmus + programme and its internal regulations. It will verify if all the mandatory documents were 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 reviewed by a group of experts, and the selection will be made considering their final evaluation. The entire evaluation process is done online through a system developed by the U.Porto.

How will the applicants be selected?

The following stages constitute the selection process:

1. **Validation** of applications by the applicant's home institution. This validation implies:

- Careful analysis of all the information given by the applicant in the application form;
- Check that the applicant fulfils the general eligibility requirements defined by the Erasmus + programme;
- Verification that the applicant fulfils the internally established requirements by the home institution for the exchange;
- Verification of the host institution's required documents and their integrity and accuracy;
- Verification that the applicant has not submitted several applications (in this case, only the last one will be considered);
- Support of the home institution regarding the exchange proposal;

In this validation process, if the application fails to fulfil any of the general or specific home/host institution requirements, it will immediately be invalidated by the home institution. It will not proceed to the evaluation stage conducted/performed by the host institution.

The home institution will validate the application if the information provided and documents uploaded are valid and all the requirements are fulfilled.

2. **Evaluation, analysis and acceptance** by the host Faculty/Department/Programme of the validated applications. This process implies:

- Careful analysis of all the information given by the applicant in the application form;
- Confirmation that the applicant fulfils the general eligibility requirements defined by the Erasmus + programme;
- Confirmation that the applicant fulfils the internally established requirements by the home institution for the exchange;
- The host institution will check if all required documents are presented;

- The Coordinating Institution will consider valid only the last application and delete other applications from the same candidate;
- Support of the host institution regarding the exchange proposal.

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 circumstance will any other kind of application (post, fax, letter or in person) be accepted.

I need to 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 out, and all the necessary 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.

Suppose the applicant scans a wrong or blank document so that the system allows the submission of the application form. In that case, the partnership will immediately invalidate the submitted application and 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 ensure 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 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 of each other.

What does support from the home institution mean?

The support from the home institution can be translated into issuing a support letter by a professor from the institution with which the applicant has a formal link. In the students' case (1st, 2nd and 3rd cycle – Undergraduate, Master, PhD), this letter should be issued by the person responsible for granting academic recognition at the home institution.

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

Academic issues**Will I receive a diploma from U.Porto at the end of my exchange period?**

No. All students (1st, 2nd and 3rd cycle – Undergraduate, Master, PhD grant holders) will have the exchange period recognised by their home institution. The home institution will be issuing the diploma since the studies will be concluded when they are 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 document will be sent to all grant holders.

Which programme and/or activities can I attend at a host institution?

The academic offer is available on the project's website. Applicants should 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 five 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 grant holders will receive a transcript of records detailing the results achieved. All students must obtain a positive mark in all the subjects/activities contemplated in their study programme. If this criteria is not fulfilled, the U.Porto will consult the Portuguese National Agency and the Legal Department 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 MOBILE24 project provides the following financial support to the grant holders:

- Monthly allowance (the amount per month will depend on the mobility's direction);
- A 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:

Student mobility (Studies SMS)

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

Partner Institutions' participants (IN)	850 EUR/month
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Staff mobility (Researchers, Academic and Administrative Staff) – Exchange periods with the duration of 7 days (5 working days + 2 travel days)

<p>Amount per diem</p> <ul style="list-style-type: none"> - From U.Porto to the partner institutions: 190 EUR - From the partner institutions to U.Porto: 170 EUR
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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)	90 days (3 months)	5 days (+ 2 travel days)
Asia (OUT)	90 days (3 months)	5 days (+ 2 travel days)
South-med countries and Sub-Saharan Africa (IN):	120 days (4 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)
Canada and USA (OUT):	150 days (5 months)	5 days (+ 2 travel days)

Am I eligible for a top-up for fewer opportunities?

There is extra support (250 EUR./month) for students who show proof of vulnerability. This top-up is only applicable to students from Region 3 (Algeria, Egypt, Jordan, Morocco).

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

- **Disabilities:** These include 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 competencies, 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, 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 disadvantages like a low standard of living, low income, learners who need to work to support themselves, dependence on the social welfare system, 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 due to discrimination related 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/outermost regions⁴, 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, mainly result from educational systems that create structural limitations and/or do not fully consider 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 general learning barriers, 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 participating in any programme activities may put some individuals off and limit the benefits of their participation. Such cultural differences may even prevent potential participants from applying for support through the programme, thereby representing an entry barrier altogether.

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

Can I also benefit from a top-up for fewer opportunities as a staff member?

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) should 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?

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

How long does it take to receive the scholarship?

After arriving in the host country, students will receive the scholarship if all the compulsory documents are presented on the MOBILE24 platform and the bank account is provided (European/SEPA system). The scholarship will take **at least 10 working days to be transferred after signing the scholarship contract**. Outgoing students must 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 MOBILE24 platform at least one month before arrival. The scholarship will be paid in cheque upon arrival at the International Office (Rectorate).

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

What does "travel distance" mean, and how is it calculated?

The "travel distance" represents the **linear distance** between the city where the university of origin and the city where the host university are 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. If 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 MOBILE24 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 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 must be uploaded into the MOBILE24 platform at least one month before arrival.

The mobility dates established with U. Porto must be respected when purchasing the tickets. 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 MOBILE24 Management Team.

Will I benefit from medical assistance during my exchange period (health insurance)?

Every selected applicant will receive health, accident and travel insurance valid during the entire mobility period provided by the University of Porto after submitting the required documents. Participants are responsible for checking if the insurance is active and if the information in their policy is valid. If they do not receive their insurance policy, they should inform the Coordinator immediately.

Mobility flow preparation and implementation.

How and when shall I be required for the issuing of my visa?

The selected applicants must apply for a visa at the nearest Embassy/Consulate in their home country or the closest country where there is a diplomatic representation of the country where they will undertake the exchange period. Grant holders must contact the Embassy/Consulate of the host country **immediately** after receiving the project's notification confirming the effective selection for a MOBILE24 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 gathering those documents must be immediately reported to the coordination, which 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' primary 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 aspects mentioned above may differ from institution to institution. As such, applicants should 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 they are interested in.

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 selection of applicants is published 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 (31/07/2027)

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 suitable accommodation upon their arrival at 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 country.

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

No. The change in the mobility's starting and/or finishing dates implies a substantial change in all the documents agreed upon and signed at the beginning of the exchange period. Additionally, the Scholarship Contract includes obvious information on the consequences of a reduction (for example, due to the anticipated conclusion of the exchange period). Their severe consequences may result in a partial/full return, depending on the motives leading to the exchange date change.

If 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 MOBILE24 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 if the grantees do not follow procedures and guidelines set by the U.Porto.

What does "force majeure" stand for?

Force majeure, according to the EACEA definition, is an unpredicted or exceptional event or situation beyond one's control that prevents one from accomplishing the demands within the MOBILE24 project despite all the diligence. Malfunctioning materials or equipment, delays, labour disagreements, strikes or financial difficulties cannot be considered force majeure.