

THE UNIVERSITY OF  
**WARWICK**

# ERASMUS STUDENT HANDBOOK



NAME:

The ERASMUS Team  
International Office  
University of Warwick  
<http://www2.warwick.ac.uk/study/studyabroad>

## Contents

### Part One – Essential Information

<b>Introduction</b>	<b>4</b>
<b>Before You Leave</b>	<b>5-8</b>
<b>On Arrival</b>	<b>9</b>
<b>Whilst Abroad</b>	<b>10-11</b>
<b>On Your Return to Warwick</b>	<b>11</b>
<b>Documentation</b>	<b>12</b>
<b>France</b>	<b>13-14</b>
<b>Culture Shock, Disorientation and Homesickness</b>	<b>15-18</b>
<b>Help! I've Got A Problem...</b>	<b>19</b>

### Part Two - Forms

**Student Record Form**  
**Code of Conduct**  
**Student Study Placement Contract**  
**Learning Agreement**  
**Student Work Placement Contract**  
**Training & Quality Agreement**  
**Arrival Form: Study/Work**  
**Receipt Form**  
**Completion Form: Study/Work**  
**Transcript of Work – Employer Evaluation Form**



# PART ONE

# ESSENTIAL

# INFORMATION



Dear Student

We are delighted that you have chosen to take part in the ERASMUS programme either on a study placement, work placement or Teaching Assistantship.

Please read the information contained within this student handbook carefully. It is for your own benefit that you do so. Customise it to your personal requirements and remember to take it with you when you depart. It's also a good idea to let your parents, carers or family have a read of the information too, as they may be anxious to know more about your placement abroad period.

You already know something of the way in which the ERASMUS scheme works and have found out about the institution abroad you are going to, but there are a number of points, which might be helpful to consider in the "run-down" to your departure. (Your department may have given you similar information, so sorry for any duplication.) You can also read more about how ERASMUS operates on the British Council website [www.britishcouncil.org/ERASMUS](http://www.britishcouncil.org/ERASMUS)



**Remember preparation is essential to the success of your placement abroad!**



The International Office will be in regular contact with you before and during your ERASMUS year abroad,

and we are here to help and support you throughout, so please don't hesitate in contacting us if and when you require any assistance.

We hope you have an enjoyable and memorable ERASMUS year and wish you all the best for your time abroad!

Best wishes



*Amanda Ashby*  
ERASMUS Programme Manager

*Rebecca Larcombe*  
ERASMUS Outgoing Co-ordinator

## BEFORE YOU LEAVE THE UK

### Warwick Formalities

The Academic Office will be notified of your year abroad so that you remain a registered full-time student here.

Many of you will need to have transferred onto a different degree, to make sure that you are still registered at Warwick during your year abroad. Please make sure you have completed the necessary course transfer form. If you require further information, please speak to your department.

You **must** consult your Warwick tutor/lecturers about the most suitable courses to take if on a study placement. Be sure you understand the expectations of your Department as far as the number of courses and their assessment are concerned.

**\*\* Please bear in mind that not all courses allow you to take up a work placement due to your degree regulations. You MUST discuss your options with your departmental year abroad co-ordinator. \*\***

### Warwick Accommodation

Think ahead to your return to Warwick and plan how you will make arrangements for accommodation in your final year. Please complete the online form, which you can find at the following link [www.warwick.ac.uk/go/yearabroadWA](http://www.warwick.ac.uk/go/yearabroadWA)

Please note that on-campus accommodation is not guaranteed.

### LEAs and Finance

For Home/EU fee paying undergraduates who will be abroad for the full academic year are not currently liable for Warwick tuition fees. Please note that a full year abroad is defined as **at least 9 months**. Students should also bear this in mind when considering the timing of their return journey home. Overseas students going on placement for the full academic year will be liable to pay half Warwick academic fees.

If your study abroad is compulsory for your Warwick degree, you must notify the source of your loan (LEA, parents, sponsor) that you will be spending a study

period abroad and that this will inevitably involve you in higher expenditure particularly if you are staying in a capital city, such as Paris where prices are extremely high.

For further details on student loans, contact the Student Loans Company – [www.slc.co.uk](http://www.slc.co.uk) directly. If you decide to take out a student loan for your year abroad, you will need to inform your LEA as soon as possible so that arrangements can be made.

If you are in receipt of a maintenance grant from your LEA, you should in theory receive the full amount whilst you are abroad, but this does vary depending on which area you live in. You will need to inform your LEA directly of your intention to study abroad and make arrangements for collection/payment of your grant.

Your LEA will require a letter confirming your year abroad, and we will prepare this for you during the summer, as course transfers/end of studies date have to be taken into consideration. A copy will be emailed to all students who have returned their completed Student Record Form.

Find out from your bank how best to access your money without incurring large currency conversion charges. Try to arrange a reserve fund in case of emergencies.

You will need to take enough money/traveller's cheques with you to cover the first 3-4 months of your stay, or have access to such funds in another way. Remember that you may need extra money for accommodation, as some landlords may request a large deposit and at least 1-2 months' rent in advance. Traveller's cheques may be the safest method to use but again check with your bank and also ensure you know about any charges they make for using credit cards etc abroad.

It is a good idea to draw up a budget sheet. Ask recently returned students for an idea on costs. Include travel (your journey to your host institution and weekly travel costs – enquire about bus passes to save money), registration (you do not need to pay tuition fees, but there may be student union registration costs), insurance, rent and possible deposit, contingency fund, subsistence, stationary, books, photocopying, leisure etc.

## ERASMUS Grant

The ERASMUS grant is allocated from EU Commission funds and they will determine the exact amount that can be paid. We will then allocate grants according to their strict guidelines. Your ERASMUS grant will be either paid in £ sterling into your UK bank account by BACS transfer or by Euro cheque to your overseas correspondence address once it has been confirmed.

Your Erasmus grant allocation will be worked out using the dates provided on your arrival form and we will be unable to pay your grant without this form being submitted correctly.

To complete your file we will also require:

1. Student Records form
2. Student Contract
3. Arrival Form (which has to be fully completed and signed by you and your host)
4. Receipt for grant instalment
5. Completion form
6. Learning Agreement/Training & Quality Agreement
7. Transcript of Studies from your host university/Transcript of Work – Employer Evaluation Form

## Bank Details

In order that you can receive a payment from the University we need you to submit your bank details for payment online.

Please log on to my.warwick and then select the links on the left handside for My Student Records, then My Data and then Finance. In the containers on the right hand side, towards the bottom of the page (you may need to scroll down to see the correct container) you will find a container headed Collecting Bank Details for Payments to Students. Click on the link for this and follow the instructions within the pages. Please note you can only submit bank details for UK bank accounts via our online system.

Once you have submitted your bank details, we will then be able to make any payments that are due to you.

**REMEMBER:** that with regards to your Erasmus grant, we are unable to pay it out until it has been received from the British Council and this can sometimes be as

late as mid-October. We will also only be able to make payment if we have received a signed copy of your arrival form.

For those taking part in an intensive language course, a contribution towards the cost, may be covered, provided that the course is held immediately before your placement and in the host country. You must send us a completion certificate, which should include details of host country and duration of course.

## Hardship Funds

All UK students are eligible to apply for hardship funds. You are still registered Warwick students whilst you are abroad and therefore not excluded. If you encounter unforeseen hardship abroad then you would be considered to receive a **loan** (maximum £500) from the Access to Learning Fund to be repaid at the start of the term when you next attend at Warwick. If you are still in difficulties when you return, you can then apply for an award from ALF which will take into account your ability to repay the earlier loan. To apply for a loan you will need to email [studentfunding@warwick.ac.uk](mailto:studentfunding@warwick.ac.uk) in the first instance.

**Please note:** If you believe you will be put under considerable financial hardship by taking part in the ERASMUS scheme, please speak to either your department or us.

## Insurance and Health

### Fully Comprehensive Cover

You are not automatically insured by the University. You are strongly advised to take out medical, personal and public liability insurance cover. Prices do vary a lot, so do shop around.

We would like to stress that it is your own responsibility to be adequately covered and whilst we will do everything we can to help in times of crisis adequate insurance cover is much more satisfactory.

### European Health Insurance Card (EHIC)

Remember to take an EHIC medical card with you when you travel. The EHIC (the replacement for the E111 form) entitles UK residents who are travelling to Europe to reduce cost, sometimes free, state provided healthcare which becomes necessary when visiting a European Union (EU) country, Iceland, Liechtenstein, Norway or Switzerland.

The card is available free of charge, is valid for up to five years, and can be applied for on-line by visiting <http://www.nhs.uk/EHIC> (delivery within 7 days).

The EHIC also covers you for pre-existing conditions that your travel insurance might not and indeed, some travel insurance policies are invalid without an EHIC.

The EHIC is not a replacement for travel insurance. For further information regarding the EHIC, including where it can be used, who is eligible and what it covers, visit [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers)

### The Host Institution

Please be aware that the administration and academic styles at the institution you will attend is most likely to be very different to what you have experienced here at Warwick. In many cases you will be expected to be more self-sufficient and act on your own initiative. There may well be initial difficulties, but these will usually be ironed out before long. On the other hand, help is available if you know where to find it, so do persevere.

You should all now have received adequate information from the host institution regarding the most important aspects of your stay there.

At the risk of stating the obvious, you should be trying to find out various things about the host institution at which you will be studying, e.g.

- Semester dates – Are there any examinations in which you might be involved held outside these dates?
- Have you completed all the forms they have sent you carefully, and enclosed all necessary documentation? (Remember to take copies

for your own file). Take note of any deadlines.

- Read all the information they send you very carefully.
- What is the teaching language? Is there a pre-sessional language course which you are taking part in? Are there any language courses available during the academic year?
- Who is the ERASMUS Administrator (there should be one in the International Office)? Have their addresses and phone numbers to hand when you arrive. They are very often good source of help and support. If you do not have these details, please contact us.
- How is accommodation allocated? Will a large deposit be required? You should not assume that university accommodation has been reserved for you unless you have this in writing, but the ERASMUS scheme does envisage that you will receive help in finding suitable accommodation so please persevere!
- How do you register at the University? What documents etc... will you need to produce in order to register? Make copies of all the application forms you complete and take them with you.
- What other formalities are there? Do you have to register with the local police? Is there a local tax to pay? Can you get a student card?
- What do you know about the style of teaching, methods of assessment, library facilities etc?



## Accommodation

Where you live is obviously a question of utmost importance to all students. The consistent advice given by students who have returned is to do whatever you can to try and arrange accommodation in advance, even if this means an early trip out to your host city in the summer.

Your host institution may be able to organise accommodation for you, but will still need to apply for it. You should always ensure that you have written confirmation of where you will be staying and the terms and conditions.

Will you need a deposit? Will you be able to access your accommodation if you arrive at a weekend? If not, you may need to book yourself into alternative accommodation until yours becomes available.

If you have not been able to arrange accommodation beforehand, make sure that you have booked yourself into a hostel or B&B for the first week or so while you find something permanent. Perhaps it makes more sense to go out 2/3 weeks in advance of the start of term to look for accommodation in the city you are going to.

The best way to find out about how to go about finding accommodation is to talk to those students who have returned or those currently on their year abroad. Either the International Office or your department will be happy to put you in contact.

**REMEMBER! As soon as you know your address, please pass it on to all those who need it at Warwick. The arrival form (enclosed) includes space for you to confirm your address/email abroad. If at any time during your study abroad period, your address changes, you must let your departmental co-ordinator and the International Office know. Please also complete the change of address form in my.warwick, which will enable the university database to be updated.**

## General Points

- Make every effort to improve your language skills before you leave (cds, DVDs etc can be borrowed from libraries).
- Take several passport-size photos with you.
- Please take a copy of your birth certificate. A translation will be needed for those going to France; further information is available in the "France" section.
- Make sure you have a valid passport that will not be in need of renewal during your study abroad period. Although the United Kingdom is part of the European Union (EU), you still need to carry a full British 10-year passport every time you travel to Europe. This includes day trips and travel by Eurostar. Many countries no longer check passports at their land borders, but they still expect visitors to be able to produce a valid form of identification. For UK travellers this is the British passport. Remember, your passport will have to be checked at immigration control when you return to the UK
- You may wish to take an ISIC card with you <http://www.isic.org> it entitles you to discounts and reduced admission fees whilst abroad.
- Book your travel as soon as possible to take advantage of cheap fares.

## Withdrawal

- If you need /decide to withdraw from your year abroad prior to your departure, you must notify the International Office and your departmental ERASMUS co-ordinator, as soon as possible, preferably by email. We will then inform the host university overseas if appropriate/necessary.



## ON ARRIVAL

### Culture Shock

For some the first days and weeks in your new surroundings may be

quite challenging. For others, the novelty of this initial period will simply be exciting. At some point during your time abroad though, you may find yourself feeling isolated and disorientated. This is perfectly normal, so don't be put off by it, but persevere and it will eventually pass and you will have a fantastic time on your year abroad. The experience of the year is in discovering, enjoying and adapting to the differences (more information is available on page 15).



### Registration

Follow the procedure given to you by your host institution regarding University/student registration. It may be necessary to register with the local police shortly after your arrival, or to apply for an identity card. Make sure you take every necessary paper along and don't be put off by the amount of administration you will encounter.

### Stay in touch

Please stay in touch with your year abroad co-ordinator and the ERASMUS team at the International Office during your time abroad. The best method to stay in touch is by email. Use your **Warwick email address** and make sure you check it regularly as that is how we will contact you. It is important that we are kept up to date with any changes in circumstances, problems, accommodation changes etc. Formalities

aside we would also love to hear how your year abroad is going. Please send us a postcard or photos and we will display them for future ERASMUS students to take a look at, if that is okay with you.

To overcome the huge volume of emails that we experience we are setting up an online 'Live Chat' facility, which will be available as soon as possible.

### Difficulties

It's always easier to sort out a problem on the spot, so if you need help try your tutor/ERASMUS co-ordinator at your host institution first. There should be an academic responsible in your department and also the International Office of the institution.

If you have no success with that, then do contact either the ERASMUS team or your personal tutor, departmental co-ordinator here at Warwick. We are here to help, so please don't hesitate in contacting us whenever you feel the need to.

### Modules

You should have discussed your course modules with your departmental co-ordinator before you left Warwick, although it may not be possible to register for courses until you have arrived at your host institution. You are expected to follow a similar workload to all other students at your host institution, and to be assessed in a similar way too. You are expected to study for 60 ECTS, which equals 120 CATS (the normal Warwick workload). You should receive a transcript of studies at the end of your stay, which we will need a copy of, so please ensure on your return you bring in /send us a copy. Remember that both the method of teaching and assessment abroad may be very different to what you are used to at Warwick.



## WHILST ABROAD

### Enjoy the experience!

Past Warwick students have thoroughly enjoyed their year abroad, have made lifelong friends and have broadened their outlook on Europe, as well as gaining invaluable experience within their field of study. We hope you too will make this same experience. Here are some quotes and photos from Warwick students:

I have had such an amazing year on the Erasmus Scheme at Erasmus University Rotterdam, The Netherlands. This year has been hugely rewarding. It is an experience I would not have got anywhere else.

Take full advantage of any language classes offered at the host university as they are a great way to meet other Erasmus students who are in the same position you are.

I would recommend everyone to be confident and not be afraid to ask for information when needed. There are countries where access to information is always available straight away so it is important so it is important that you are persistent in your enquiries and get what you want.



I would definitely recommend doing Erasmus and I would say you need to be pretty organised and patient especially with Host Universities. Finding out as much as you can about the place you are going and maybe even going before is a good idea.

Take advantage of all of the information offered by Warwick and talk to students who have already been. Find out early when you need to register for your host institution. Definitely live with a native speaker rather than an English friend – it improves your language so much more. Find the Erasmus office at your host institution as soon as you get there – they are very helpful.

## Warwick Ambassadors

Please may we remind you that during your time abroad you will still be registered here at Warwick and are ambassadors of this University. The ERASMUS bilateral agreements we have with our host institutions are partnerships that have been built up over several years, and are valued by both partner institutions. Please remember this whilst you are away.

## Personal Safety

With regard to personal safety, you should always be more vigilant than usual. The risk may not be higher than in the UK, but the fact that you are in unfamiliar surroundings means that it is all the harder to weigh up the danger, and to deal with the consequences of resulting problems. Avoid putting yourself in a situation, which involves unnecessary risks:

- Avoid going out late at night without being accompanied by someone familiar with the area
- Be wary of people who seem excessively friendly
- Be alert to pickpockets in crowded areas, e.g. around tourists attractions, stations, museums etc. Be especially aware of people trying to distract you (asking for directions, change etc.)

## USE COMMON SENSE!!

If during your time abroad a matter arises requiring legal advice, you must inform your year abroad co-ordinator at Warwick, and all other necessary parties.

You may want to contact the student representative at your host institution or the British consulate. British Council contact details can be found on page 20.



## ON YOUR RETURN TO WARWICK

### Documentation

When your year abroad period is over, check that you have any documentation your department at Warwick may require regarding assessment, or that it will be sent on. For study placements this is normally in the form of a transcript and we in the International Office also need a copy for your file.

### Reports

**We will send you a Student Report Form, which all ERASMUS students are required to complete. This is from the British Council and is compulsory.** It gives you an opportunity to pass on your comments not just to us, but to the British Council and future ERASMUS students. We will also ask you to write a more in-depth report on your time abroad, which we can pass onto future ERASMUS students.

### Future ERASMUS students

As you are aware yourself, most departments organise ERASMUS meetings for students interested in studying abroad. You will be invited to take part in these and possibly events that the International Office organises. Please take the time to do this, as we are sure you can appreciate how invaluable your help would be.

## Documentation

Please note that the following documents are contractual obligations for those of you receiving an ERASMUS grant.

The following forms are required for each type of placement. All the forms are in part two of this handbook, and are available on the website. Please return all forms scanned and emailed to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk). If you are handing them in, please post them in the black letterbox labelled "INTERNATIONAL OFFICE", which is on the reception desk at the front of University House (ground floor).

### Study placement

- **Student Record Form**  
(To be returned as soon as possible)
- **Student Contract**  
(To be returned as soon as possible)
- **Learning Agreement**  
(Before you go on your year abroad, if possible or as soon as you arrive)
- **Arrival Form**  
(As soon as you arrive at your host institution. Must be signed by both you and your host)
- **Grant Receipt**  
(As soon as possible after receiving your allocation)
- **Confirmation of Completion Form**  
(As soon as you complete your year abroad. Must be signed by both you and your host institution)
- **Student Report**  
(As soon as possible after completing your year abroad)
- **Transcript (A certificate with your grades)**  
(A copy to be sent to the ERASMUS team after you complete your year abroad)
- **Code of Conduct**  
(To be returned as soon as possible)

### Work placement & Teaching Assistants

- **Student Record Form**  
(To be returned as soon as possible)
- **Student Contract**  
(To be returned as soon as possible)
- **Arrival Form**  
(As soon as you arrive at your host institution. Must be signed by both you and your host)
- **Grant Receipt**  
(As soon as possible after receiving your allocation)
- **Confirmation of Completion Form**  
(As soon as you complete your year abroad. Must be signed by both you and your host institution)
- **Student Report**  
(As soon as possible after completing your year abroad)
- **Copy of Contract of Employment**  
(As soon as possible. Must be signed by both you and your host institution)
- **Mobility (Training & Quality)**  
(As soon as possible. Must be completed & signed by both you and your host institution)
- **Code of Conduct**  
(To be returned as soon as possible)
- **Employer Reference Letter**  
(As soon as you complete your year abroad)
- **Transcript of Work – Employer Evaluation Form**  
(As soon as you complete your year abroad)

All forms are downloadable from our website - <http://go.warwick.ac.uk/erasmus/outgoing>

If you have any problems or concerns we will be running drop in sessions during the summer term to help with your preparations. Please see the following link for info

<http://www2.warwick.ac.uk/study/studyabroad/outgoing/erasmus/appointments/>





## FRANCE

For some reason a stronger knowledge of France seems to have been built up over the years than over European countries. If you visit another country and can offer us some handy hints to include in the handbook please email us. French studies students will find that they already have this information in their departmental handbook.

### Birth Certificate Translation

In general, if you are an EU citizen and have a passport issued by an EU country, you should not normally need a French translation of your birth certificate. However, sometimes organisations, businesses or Government bodies may ask for one, so it can speed up some processes if you do have one. Also, if you lose your passport while abroad, you may need to get hold of one at short notice. **We would therefore recommend that students spending their year abroad in France get their birth certificate translated before they go.**

If you are not an EU citizen, then it is much more likely that you will need to show one for various administrative procedures, so we would urge all non-EU students to obtain one before they go. You will have to discuss this with your country's embassy.

If your birth certificate was issued in England & Wales, Scotland or Northern Ireland, then we have an arrangement with the French Embassy in London which enables you to get a certified copy for free. The procedure for translation of your birth certificate is:

1. You need your original birth certificate. It has to be the long (A4) version. The embassy will not accept short versions.
2. You translate your own birth certificate using the form on <http://www.institut-francais.org.uk/education/english/study-in-france.htm> (if you are receiving this information electronically you will need to copy and paste this link into your browser rather than click on it)

3. In section 16 on the form, write in the name of the registrar if you can read it; otherwise write "illisible" (illegible)

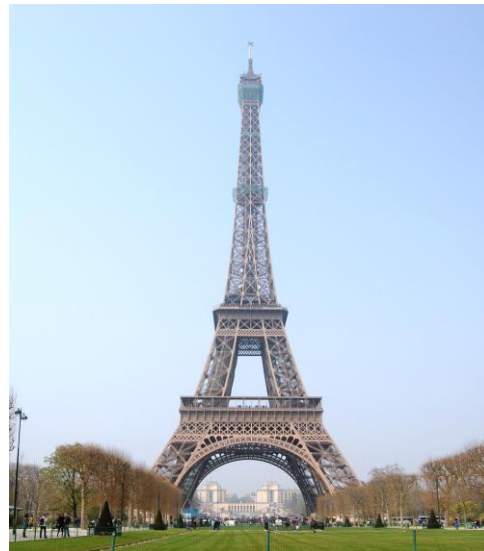
4. You return your original A4 birth certificate, translations, and a recorded delivery stamped envelope addressed to your home address to the International Office. **The stamped addressed envelope has to be recorded delivery.**

5. The International Office sends these to the French Consulate (cultural department) for them to certify the translations, along with a Student Status Letter the IO produces.

The contact for this service is as follows -

Ambassade de France Londres  
Mlle Anne RASSINDRAME  
Service Culturel  
Ambassade de France  
23 Cromwell Road  
London SW7 2EL  
Tel - 020 7073 1300

6. The French Consulate certifies the translations and sends them back directly to the students.





## FRANCE

### Cost of Accommodation - CAF

Financial assistance to pay your rent may be available for students and those on low income from the Caisse d'Allocations Familiales <https://www.caf.fr/> you have to pay your rent in advance and apply for a rebate. This can be a long procedure but is worth looking into.

### Convention de Stage

Students planning to undertake work in France as part of their Placement will require the University's Convention de Stage. You will need to complete both the French and English language versions of this document (downloadable below) and both of these must be signed by the Academic Registrar on behalf of Warwick University, yourself, and your employer in France. To obtain the signature of the Deputy Academic Registrar you should hand your completed Convention (both languages) in to staff at the Student Reception in University House who will arrange for the documents to be signed. You will then be able to collect the signed documents from the same location a few days later. Please note that the Deputy Academic Registrar will be unable to sign the documents while you wait. If your placement provider asks you to sign their Convention de Stage you should seek guidance from the Academic Office **immediately** before signing such a document.

An English translation of any such document will be required. The Academic Office will then check out the legal statements made in the document and warn you where these are less favourable than those contained in the University's own Convention de Stage.

Before signing a contract (for employment, accommodation, or anything else) ensure you read the small print thoroughly. If you have any concerns you should arrange to have the contract checked by the Advice and Welfare team in the Students' Union.

Students on placement are **not** covered by the University's Public Liability insurance (unless specifically stated to the contrary). As such you are advised to ensure that the provider of the placement does provide insurance cover for you in this respect. Where the provider does not provide such cover you are strongly recommended to take out such cover personally. The Endsleigh branch on campus provides such cover, though it may be worth shopping around to see if equivalent cover is available from other providers. Students working in France should further note that employment provided under the Convention de Stage is highly unlikely to provide such cover and you should expect to have to arrange this cover yourself.

The forms can be found at <http://www2.warwick.ac.uk/services/academicoffice/ourservices/studentrecords/students/placements/advice/>



## Culture Shock, Disorientation and Homesickness

### What is culture shock?

Moving to a new environment means new a language, climate, religion, food, educational system, traffic system etc. Less obviously it raises questions such as how you relate to teachers, how do people spend their leisure time, how are decisions made etc. In other words, what are the rules?

### Some Symptoms

A degree of disorientation and homesickness is normal and almost inevitable.

However when you do not know what is appropriate or inappropriate, what is acceptable or unacceptable it can lead to some disturbing feelings and you may experience some of the following: sadness, disappointment, anger, loneliness, anxiety, insecurity, helplessness, inadequacy, fear, loss of identity, lack of confidence and confusion. Loss of control can lead to panic or depression and a feeling of wanting to give up, sleeplessness and problems with concentration. You are not ill or inadequate, this is what is meant by culture shock and can be expected to varying degrees.

### There are several stages of culture shock

- Honeymoon or incubation stage: Everything may seem exciting
- Transition period: Communication problems occur and feelings of incompetence and frustration at not being understood may arise
- Realisation of some understanding, a feeling of direction and of wanting to belong

- Recognition that the new culture has both good and bad things to offer
- Re-entry shock: This occurs when you return home

Some stages will be longer than others and not everyone experiences all.

### Ways to combat culture shock

- Understand that there will continue to be uncertainties and confusion
- Observe and try to understand. Avoid judging things as right or wrong; regard them as merely different. Try to be flexible and tolerant
- Remember how you have reduced stress in the past e.g. long walks, sense of humour, write or phone a friend etc
- Accept your situation as a challenge, recognise and apply new skills you are learning
- Maintain contact with your group, others will be feeling much the same
- Learn and practice the language, engage in the culture
- Be patient and relax
- If you feel really bad, look for help, what resources are available, and gather any information that might help
- Allow yourself to feel sad about family and friends at home

Finally, be prepared: think through some of the feelings you might experience, then you will be in a better position to deal with them.



## University Complaints and Feedback Procedure

<http://www2.warwick.ac.uk/services/gov/complaintsandfeedback/>

### Introduction

The University is committed to providing to all its users high quality services which will be managed efficiently and which will be publicised with clarity and precision. We strive to deal with all users in a manner which is fair, efficient and courteous, and within the letter and spirit of the University's Equal Opportunities policy.

However, there will be rare occasions where a service user feels that her/his expectations have not been met. In these circumstances you are entitled to give feedback or make a complaint about the service in question.

- [1. How to give feedback or make a complaint](#)
- [2. Feedback or complaints relating to the teaching or learning process](#)
- [3. Complaints relating to the Disciplinary Regulations, the Harassment Guidelines, the Code of Practice for Dealing with Allegations of Research Misconduct and Whistleblowing](#)
- [4. Feedback or complaints relating to other matters](#)
- [5. What you need to know](#)
- [6. What you can expect from the process](#)

### How to give feedback or make a complaint

The route you take for providing feedback or making a complaint will depend upon whether the issue relates to an academic or a non-academic matter, or whether it relates to complaints dealt with under the University's Disciplinary Regulations, the Harassment Guidelines for Students, the Harassment and Bullying Policy for Staff, the Code of Practice for Dealing with Allegations of Research Misconduct or the Whistleblowing Code of Practice.

### Feedback or complaints relating to the teaching and learning process

If you wish to provide feedback on the teaching and learning process, you should contact the relevant member of staff in your academic department or alternatively your SSLC representative who can raise the matter on your

behalf. If you are unsure who the relevant member of staff is, you should contact your Personal Tutor.

Even if you feel that your view would be better expressed via a formal complaint, please raise the issue in the first instance with the relevant member of academic staff. If you do not feel comfortable doing this directly, you may contact the Students' Union's Education Officer, your Personal Tutor or the Senior Tutor for advice.

If you do not feel the complaint has been resolved via these means, you should contact the relevant Head of Department. If you remain dissatisfied with the outcome of consideration of your complaint, the University has a Student Academic Complaints Procedure to deal with complaints about the teaching and learning process, provided that the complaint is received within three months of the occurrence about which the complaint is made.

### Complaints relating to the Disciplinary Regulations, the Harassment Guidelines, the Code of Practice for Dealing with Allegations of Research Misconduct and Whistleblowing

Please consult the following links if considering making complaints of this nature:

Disciplinary Regulations - these deal with student misconduct which interferes with the proper functioning or activities of the University, with those who work or study at the University, or which otherwise damages the University.

Sexual, Racial and Personal Harassment: Guidelines for Students - harassment is unwanted, unsolicited or unwelcome behaviour or language that is offensive or intimidating to the recipient. This includes conduct which makes the recipient feel threatened or humiliated as a result of his or her gender, skin colour, race, ethnic or national origin, religious belief, sexual orientation, disability or other personal characteristic.

Harassment and Bullying Policy - evidence of harassment and bullying is defined as unacceptable behaviour as perceived by the employee, which subjects an individual or group to unwelcome attention, intimidation, humiliation or ridicule, or violating an employee's dignity. The behaviour or treatment may relate to a person's

gender, disability, race, religion, sexual orientation, age or any other reason.

University's Code of Practice for Dealing with Allegations of Research Misconduct - this includes the fabrication or falsification of research data, the use of another person's ideas, work or research data without appropriate acknowledgement and/or misleading ascription of authorship to a publication.

Whistleblowing Code of Practice - this makes provision for staff or students or anyone contractually connected with the University to raise concerns about serious malpractice within the University and to do so with the knowledge that their action will be viewed positively and that they will be protected from victimization.

If you are uncertain as to whether your particular complaint falls under one of the above, you should consult with your Personal Tutor, the University Senior Tutor or the Students' Union for advice.

#### **Feedback or complaints relating to other matters**

Many University departments provide guidance on their departmental websites about giving feedback or making a complaint. If your comment involves general feedback or a specific complaint, you should call the general departmental enquiries number, email or visit the department in person. Please consult the relevant departmental website as to the correct contact details. You may also seek advice from the Senior Tutor or the Students' Union.

If after discussion with the relevant department you feel that the issue has not been resolved to your satisfaction, you should write to the relevant Head or Director of the department who will provide an initial response within five working days of receipt. If after the Director has investigated the matter it has still not been resolved to your satisfaction, you are advised to write to:

The University Secretary  
University of Warwick  
Coventry  
CV4 8UW

All such letters will receive an initial response within five working days of receipt.

At this stage in the process, you will have exhausted the University's internal complaints procedure. Student complainants who remain dissatisfied with the outcome of their complaint are entitled to contact the Office of the Independent Adjudicator. The OIA will consider cases only when the University's own internal complaints and appeals procedures have been exhausted, and will not intervene in matters solely related to academic assessment.

#### **What you need to know**

Don't be afraid to give feedback or make a complaint. We are committed to ensuring we deliver the best service possible and your comments help us to do that.

You are encouraged to seek the advice of your Personal Tutor, the Senior Tutor and/or the Students' Union when considering making a complaint.

Please ensure that you follow the route for complaints or feedback outlined above. Occasionally the nature of your complaint may mean that it will require the immediate attention of the Head of Department/Director, and in a smaller number of cases, the University Secretary. However, in the large majority of cases your complaint will be dealt with more quickly if it is first directed to the relevant member of staff.

Please be patient. We take seriously all feedback and complaints and you should expect a prompt initial response, but where a complaint requires investigation it may take more than a few days.

#### **What you can expect from the process**

All feedback will be used as part of a process of ongoing improvement.

All complaints will be taken seriously and every effort will be made to resolve the complaint to your satisfaction at an early stage.



Whoever receives and handles the complaint, you should expect a response within a reasonable time frame and for your contact with the University to be characterised by courtesy and respect at all times.

Where a formal written complaint is made to a senior manager or the University Secretary, you should receive an acknowledgment within five working days of receipt.

Where a complaint is made, you should expect to be kept informed as to the steps taken and progress made in resolving the issue that gave rise to the complaint.

Where a particularly serious complaint is made, eg harassment, you should expect that the matter will receive the utmost attention and be handled with sensitivity and that your confidentiality will be respected. If at any stage in the complaints process it becomes necessary to reveal your identity to progress the matter further, your permission will be sought.

**<http://www2.warwick.ac.uk/services/gov/complaintsandfeedback/>**

## HELP! I'VE GOT A PROBLEM....

### Student Support Services

The best starting point is the web site for Student Support Services:

<http://go.warwick.ac.uk/supportservices>

Here, you can see the full range of support which is still available to you even though you are not based at Warwick should you need it.

### University Security Team

In a real emergency, particularly if you encounter a serious problem and especially if you are off campus at the time, the University's Security Team can be contacted 24 hours a day, 365 days a year by phoning the Gate House on **00 44 24 7652 2083**.

### CONTACT DETAILS FOR THE UNIVERSITY OF WARWICK ERASMUS TEAM

<b>ERASMUS Programme Manager:</b>	Ms Amanda Ashby
<b>ERASMUS Co-ordinator for OUTGOING Students:</b>	Ms Rebecca Larcombe
<b>ERASMUS Co-ordinator for INCOMING Students:</b>	Mr Ben Meering
<b>Address:</b>	International Office University House University of Warwick CV4 7AL
<b>Email:</b>	<a href="mailto:erasout@warwick.ac.uk">erasout@warwick.ac.uk</a>
<b>Tel:</b>	+ 44 (0) 2476523706
<b>Fax:</b>	+ 44 (0) 2476524337
<b>Appointments for Outgoing ERASMUS students:</b>	<a href="http://www2.warwick.ac.uk/study/studyabroad/outgoing/erasmus/appointments/">http://www2.warwick.ac.uk/study/studyabroad/outgoing/erasmus/appointments/</a>



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# PART TWO FORMS



## Erasmus Student Placement Record Form

**2011\_2012**

Please complete using **BLOCK CAPITALS** and return it to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk)

### Personal Details:

Mr/Mrs/Ms (Please circle)	Surname:			
Forename:	Student no:			
Date of birth:	Nationality:			
Warwick department and title of degree:				
ERASMUS co-ordinator in your department:				
Your Warwick email address:				

### Placement(s):

1 <sup>st</sup> placement					
No. of months abroad		Start Date:		End Date	
2 <sup>nd</sup> placement:					
No. of months abroad		Start Date		End Date	

### Summer contact details:

Address:			
Tel		Mobile no	

### Home Contact e.g. parent or spouse (if different from above):

Name		Relationship	
Address			
Tel		Mobile no	

**Special Needs:**

It is helpful to know about any special needs in advance of your study period abroad, so that we can discuss whether facilities are available in the Host University. Applicants with special needs are encouraged to contact the Disability Co-ordinator here at Warwick, (Tel: 024 7652 3761) in order to assess their special needs.

Do you have any disabilities / special needs / medical conditions?	Yes		No	
Are you a registered disabled person?	Yes		No	

If you have any special needs, then please tick the boxes, which are applicable to you:

Dyslexia	
Blind / Partially Sighted	
Deaf / Hearing Impairment	
Wheelchair User / Mobility Difficulties	
Need Personal Care Support	
Mental Health Difficulties	
An Unseen Special Need, e.g. Diabetes, Epilepsy, or Asthma	
Other Special Need(s)	

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*Office Use Only Checked:*

\_\_\_\_\_  
 Amanda Ashby (Erasmus Programme Manager)  
 Rebecca Larcome (Erasmus Outgoing Co-ordinator)

\_\_\_\_\_  
 Date  
 Date

*Comments:*

## Code of Conduct

### University of Warwick

**2011\_2012**

*This Code of Conduct applies to students undertaking study or work placements in Europe under the Erasmus programme. It may be supplemented by further rules, regulations and agreements relevant to your host University or your host organisation and/or circumstances in the particular country or countries visited.*

*[This should be read in conjunction with the University's policy on Harassment:*

<http://www2.warwick.ac.uk/insite/topic/healthsafety/welfare/harassment>

*and the Disciplinary Regulations: <http://www2.warwick.ac.uk/services/gov/calendar/regulations/disciplinary/> ]*

#### **Introduction**

The University actively encourages all its students to take advantage of opportunities to study and work overseas, to gain a broader international experience during their course of study. It recognises students as responsible adult learners and as such expects standards of behaviour appropriate to representatives of the University. The University also has a duty of care to all its students and will provide support services, advice and guidance on matters related to health, safety, security, travel, work, study and living overseas which it expects students to follow. This Code of Conduct has been introduced to help ensure that all students have an enjoyable, enriching and safe experience during their time abroad.

#### **Responsibilities**

Both during travel to/from your overseas destination(s) and during your time on the programme, you are responsible for your conduct as a representative or ambassador of the University. As such, the University expects all students to recognise their responsibilities and at all times to:

- behave in a way that respects the rights and dignity of others, the local culture diversity, customs and laws;
- use each social interaction to display courtesy and good manners;
- work and study on a co-operative basis;
- attend all prescribed training and preparatory courses and briefings and adhere to appropriate health and safety guidelines and advice given, whether provided prior to travel or during the course of the programme and take appropriate and sensible precautions;
- behave in a way that will not jeopardise the future of the programme or other students' ability to experience the programme;
- behave in a way that will not compromise their personal safety and security or that of others which may arise, for example, through consumption of alcohol or use of drugs.

Any form of behaviour which offends others, puts you and/or others at risk or in danger, or seriously disrupts or prejudices the work or study of others, or could be deemed to, will not be tolerated. Any behaviour of this nature may lead to you being withdrawn from the programme, and also may result in action taken under the University's Disciplinary Regulations:

<http://www2.warwick.ac.uk/services/gov/calendar/regulations/disciplinary/>

You may also incur additional costs relating to your early departure from the programme.

It is also important that you respect the accommodation you are staying in, and are mindful of others, unrelated to your programme of study or work, who may be sharing that accommodation and refrain from anti-social or disruptive behaviour, for example, excessive noise levels, particularly late at night.

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**Safety and Security**

Your safety and security at all times are of paramount importance. If you are in a group, you have responsibilities to the whole group. It is vital that you appreciate that your behaviour could have an impact not just on your own safety but also put others at risk or in danger as a result. You should look out for others in your group and be clear on safety procedures and contacts in the event of an incident or an emergency.

**Student Number:** \_\_\_\_\_**Signature of student:** \_\_\_\_\_**Declaration**

I have read the information presented in this Code of Conduct and agree to adhere to the rules and regulations therein.

I also agree to adhere to any additional rules and regulations explained to me before or during the period spent overseas.

I understand that my failure to comply with this Code of Conduct may result in my being withdrawn from the programme and/or action taken under the University's Disciplinary Regulations.

**Name (please print):** \_\_\_\_\_**Date:** \_\_\_\_\_

**Erasmus Student STUDY Contract**

**2011\_2012**

Full official name of the sending institution	UNIVERSITY OF WARWICK
Official address in full	INTERNATIONAL OFFICE UNIVERSITY HOUSE COVENTRY, CV4 8UW
called hereafter " <b>the institution</b> ", represented for the purposes of signature of this contract by:	
Name, forename and function	AMANDA ASHBY ERASMUS PROGRAMME MANAGER

of the one part, and

Full name of student	
Address in full	
called hereafter " <b>the beneficiary</b> " of the other part,	

HAVE AGREED

the **Conditions** and **Appendices** below:

**Appendix i** Learning Agreement and Erasmus Student Charter

**Appendix ii** General conditions

which form an integral part of this contract ("the contract").



## CONDITIONS

### **ARTICLE 1 – PURPOSE OF THE GRANT**

- 1.1 The institution will provide Community financial support to the beneficiary for undertaking a Placement under the Erasmus programme of the Lifelong Learning Programme.
- 1.2 The beneficiary accepts the grant and undertakes to carry out the Placement as described in Appendix i, acting on his/her own responsibility.
- 1.3 The beneficiary hereby declares to have taken note of and accepted the terms and conditions set out in the present agreement. Any amendment or supplement to the agreement shall be done in writing.
- 1.4 The beneficiary respects the requirement as laid down in the 2010 LLP Guide that the Placement is not supported by any other grant from the EU budget.

### **ARTICLE 2 - DURATION**

- 2.1 The agreement shall enter into force on the date when the last of the two parties signs.
- 2.2 The Placement shall start on 1<sup>ST</sup> June 2011 at the earliest and end on 30<sup>th</sup> September 2012 at the latest.

### **ARTICLE 3 - FINANCING THE PLACEMENT**

- 3.1 The EU grant to co-finance the Placement has a maximum amount of EUR €\*\*\*\*\* per month
- 3.2 The final amount of the grant shall be determined by multiplying the actual duration of the Placement in months by a rate of EUR €\*\*\*\*\* per month for a maximum of 10 months. The beneficiary must provide proof of the actual dates of start and end of the Placement.

### **ARTICLE 4 – FINAL REPORT**

The beneficiary shall submit the final report using the official forms at the latest 30 days after the end of the Placement.

### **ARTICLE 5 – LAW APPLICABLE AND COMPETENT COURT**

The grant is governed by the terms of the agreement, the EU rules applicable and, on a subsidiary basis, by the law of the United Kingdom relating to grants. The beneficiary may bring legal proceedings regarding decisions by the institution concerning the application of the provisions of the agreement and the arrangements for implementing it before the competent Court in accordance with the applicable national law.

### **SIGNATURES**

<u>For the beneficiary</u> [name / forename]	<u>For the institution</u> [name / forename / function]
Signature	Signature
Done at _____	Done at _____
[place], [date]	[place], [date]

## ERASMUS STUDENT CHARTER

The status of 'Erasmus student' applies to students who satisfy the Erasmus eligibility criteria and who have been selected by their university\* to spend an Erasmus period abroad – either studying at an eligible partner university or carrying out a placement in an enterprise or other appropriate organisation. For study mobility, both universities must have an Erasmus University Charter awarded by the European Commission. For placement in enterprise the home university must hold an extended Erasmus University Charter (i.e. also covering rights and obligations relating to placements).

### **As an Erasmus student, you are entitled to expect:**

- Your home and host universities to have an inter-institutional agreement.
- The sending and receiving institutions to sign with you and before you leave a Learning/Training Agreement setting out the details of your planned activities abroad, including the credits to be achieved.
- Not to have to pay fees to your host university for tuition, registration, examinations, access to laboratory and library facilities during your Erasmus studies.
- Full academic recognition from your home university for satisfactorily completed activities during the Erasmus mobility period, in accordance with the Learning/Training Agreement.
- To be given a *transcript of records* at the end of your activities abroad, covering the studies/work carried out and signed by your host institution/enterprise. This will record your results with the credits and grades achieved. If the placement was not part of the normal curricula, the period will at least be recorded in the *Diploma Supplement*.
- to be treated and served by your host university in the same way as their home students.
- to have access to the Erasmus University Charter and Erasmus Policy Statement of your home and host universities.
- Your student grant or loan from your home country to be maintained while you are abroad.

### **As an Erasmus student, you are expected to:**

- Respect the rules and obligations of your *Erasmus grant agreement* with your home university or your National Agency.
- Ensure that any changes to the Learning/Training Agreement are agreed in writing with both the home and host institutions immediately they occur.
- Spend the full study/placement period as agreed at the host university/enterprise, including undergoing the relevant examinations or other forms of assessment, and respect its rules and regulations. Write a report on your Erasmus study/placement period abroad when you return and provide feedback if requested by your home university, the European Commission or the National Agency.

### **If you have a problem:**

- Identify the problem clearly and check your rights and obligations.
- Contact your departmental coordinator for Erasmus and use the formal appeals procedure of your home university if necessary.

If you remain dissatisfied, contact your National Agency.

## GENERAL CONDITIONS

### Article 1: Liability

Each party of this agreement shall exonerate the other from any civil liability for damages suffered by him or his staff as a result of performance of this agreement, provided such damages are not the result of serious and deliberate misconduct on the part of the other party or his staff.

The UK National Agency, the European Commission or their staff shall not be held liable in the event of a claim under the agreement relating to any damage caused during the execution of the placement. Consequently, the UK National Agency or the European Commission shall not entertain any request for indemnity of reimbursement accompanying such claim.

### Article 2: Termination of the Contract

In the event of failure by the beneficiary to perform any of the obligations arising from the agreement, and regardless of the consequences provided for under the applicable law, the institution is legally entitled to terminate or cancel the agreement without any further legal formality where no action is taken by the beneficiary within one month of receiving notification by registered letter.

If the beneficiary terminates the agreement before its agreementual end or if he/she fails to follow the agreement in accordance with the rules, he/she will have to refund the amount of the grant already paid.

In case of termination by the beneficiary due to "force majeure", i.e. an unforeseeable exceptional situation or event beyond the beneficiary's control and not attributable to error or negligence on his/her part, the beneficiary will be entitled to receive the amount of the grant corresponding to the actual time of the placement. Any remaining funds will have to be refunded.

### Article 3: Data Protection

All personal data contained in the agreement shall be processed in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the British Council on the protection of individuals with regard to the processing of personal data by the EU institutions and bodies and on the free movement of such data. Such data shall be processed solely in connection with the implementation and follow-up of the agreement by the sending institution, the National Agency and the European Commission, without prejudice to the possibility of passing the data to the bodies responsible for inspection and audit in accordance with EU legislation (Court of Auditors or European Antifraud Office (OLAF)).

The beneficiary may, on written request, gain access to his personal data and correct any information that is inaccurate or incomplete. He/she should address any questions regarding the processing of his/her personal data to the sending institution and/or the National Agency. The participant may lodge a complaint against the processing of his personal data with the Information Commissioner's Office with regard to the use of these data by the sending institution, the National Agency, or to the European Data Protection Supervisor with regard to the use of the data by the European Commission.

### Article 4: Checks and Audits

The parties of the agreement undertake to provide any detailed information requested by the European Commission, the UK National Agency or by any other outside body authorised by the European Commission or the UK National Agency to check that the Placement and the provisions of the agreement are being properly implemented.

**ECTS – European Credit Transfer & Accumulation System Learning Agreement**

**Academic Year 2011/2012 – Field of study.....**

Name of Student.....  
 Sending Institution **The University of Warwick, UK**  
 Country.....**United Kingdom**.....

**Details of the proposed study programme / Learning Agreement**

Receiving Institution.....  
 Country.....

Course unit (if any) & page no. of the information package	Course unit title (as indicated in the information package)	Number of ECTS credits

If necessary, continue the list on a separate sheet

Fair translation of grades must be ensured & the student has been informed about the methodology

Student's signature..... Date.....

**SENDING INSTITUTION**

We confirm that the proposal programme of study/learning agreement is approved.  
 Departmental coordinator's signature ..... Date.....  
 Institutional coordinator's signature ..... Date.....

**RECEIVING INSTITUTION**

We confirm that the proposal programme of study/learning agreement is approved.  
 Departmental coordinator's signature ..... Date.....  
 Institutional coordinator's signature ..... Date.....

Name of Student.....  
 Sending Institution **The University of Warwick** .....  
 Country.....**United Kingdom**.....

**Changes to original proposed study programme / Learning Agreement**  
 (to be filled in ONLY if appropriate)

Receiving Institution.....  
 Country.....

Course unit (if any) & page no. of the information package	Course unit title (as indicated in the information package)	Number of ECTS credits

If necessary, continue the list on a separate sheet

Fair translation of grades must be ensured & the student has been informed about the methodology

Student's signature..... Date.....

**SENDING INSTITUTION**

We confirm that the proposal programme of study/learning agreement is approved.  
 Departmental coordinator's signature ..... Date.....  
 Institutional coordinator's signature ..... Date.....

**RECEIVING INSTITUTION**

We confirm that the proposal programme of study/learning agreement is approved.  
 Departmental coordinator's signature ..... Date.....  
 Institutional coordinator's signature ..... Date.....

**Erasmus Student WORK/TEACHING ASSISTANTSHIPS Contract****2011\_2012**

Full official name of the sending institution	UNIVERSITY OF WARWICK
Official address in full	INTERNATIONAL OFFICE UNIVERSITY HOUSE COVENTRY, CV4 8UW
called hereafter " <b>the institution</b> ", represented for the purposes of signature of this contract by:	
Name, forename and function	AMANDA ASHBY ERASMUS PROGRAMME MANAGER

of the one part, and

Full name of student	
Address in full	
called hereafter " <b>the beneficiary</b> " of the other part,	

HAVE AGREED

the **Conditions** and **Appendices** below:**Appendix i** Learning Agreement and Erasmus Student Charter**Appendix ii** General conditions

which form an integral part of this contract ("the contract").

## **CONDITIONS**

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### **SIGNATURES**

<u>For the beneficiary</u> [name / forename]	<u>For the institution</u> [name / forename / function]
Signature	Signature
Done at _____	Done at _____
[place],	[place],
[date]	[date]

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### **As an Erasmus student, you are entitled to expect:**

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- Not to have to pay fees to your host university for tuition, registration, examinations, access to laboratory and library facilities during your Erasmus studies.
- Full academic recognition from your home university for satisfactorily completed activities during the Erasmus mobility period, in accordance with the Learning/Training Agreement.
- To be given a *transcript of records* at the end of your activities abroad, covering the studies/work carried out and signed by your host institution/enterprise. This will record your results with the credits and grades achieved. If the placement was not part of the normal curricula, the period will at least be recorded in the *Diploma Supplement*.
- to be treated and served by your host university in the same way as their home students.
- to have access to the Erasmus University Charter and Erasmus Policy Statement of your home and host universities.
- Your student grant or loan from your home country to be maintained while you are abroad.

### **As an Erasmus student, you are expected to:**

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- Ensure that any changes to the Learning/Training Agreement are agreed in writing with both the home and host institutions immediately they occur.
- Spend the full study/placement period as agreed at the host university/enterprise, including undergoing the relevant examinations or other forms of assessment, and respect its rules and regulations. Write a report on your Erasmus study/placement period abroad when you return and provide feedback if requested by your home university, the European Commission or the National Agency.

### **If you have a problem:**

- Identify the problem clearly and check your rights and obligations.
- Contact your departmental coordinator for Erasmus and use the formal appeals procedure of your home university if necessary.

If you remain dissatisfied, contact your National Agency.

## **GENERAL CONDITIONS**

### **Article 1: Liability**

Each party of this agreement shall exonerate the other from any civil liability for damages suffered by him or his staff as a result of performance of this agreement, provided such damages are not the result of serious and deliberate misconduct on the part of the other party or his staff.

The UK National Agency, the European Commission or their staff shall not be held liable in the event of a claim under the agreement relating to any damage caused during the execution of the placement. Consequently, the UK National Agency or the European Commission shall not entertain any request for indemnity of reimbursement accompanying such claim.

### **Article 2: Termination of the Contract**

In the event of failure by the beneficiary to perform any of the obligations arising from the agreement, and regardless of the consequences provided for under the applicable law, the institution is legally entitled to terminate or cancel the agreement without any further legal formality where no action is taken by the beneficiary within one month of receiving notification by registered letter.

If the beneficiary terminates the agreement before its agreemental end or if he/she fails to follow the agreement in accordance with the rules, he/she will have to refund the amount of the grant already paid.

In case of termination by the beneficiary due to "force majeure", i.e. an unforeseeable exceptional situation or event beyond the beneficiary's control and not attributable to error or negligence on his/her part, the beneficiary will be entitled to receive the amount of the grant corresponding to the actual time of the placement. Any remaining funds will have to be refunded.

### **Article 3: Data Protection**

All personal data contained in the agreement shall be processed in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the British Council on the protection of individuals with regard to the processing of personal data by the EU institutions and bodies and on the free movement of such data. Such data shall be processed solely in connection with the implementation and follow-up of the agreement by the sending institution, the National Agency and the European Commission, without prejudice to the possibility of passing the data to the bodies responsible for inspection and audit in accordance with EU legislation (Court of Auditors or European Antifraud Office (OLAF)).

The beneficiary may, on written request, gain access to his personal data and correct any information that is inaccurate or incomplete. He/she should address any questions regarding the processing of his/her personal data to the sending institution and/or the National Agency. The participant may lodge a complaint against the processing of his personal data with the Information Commissioner's Office with regard to the use of these data by the sending institution, the National Agency, or to the European Data Protection Supervisor with regard to the use of the data by the European Commission.

### **Article 4: Checks and Audits**

The parties of the agreement undertake to provide any detailed information requested by the European Commission, the UK National Agency or by any other outside body authorised by the European Commission or the UK National Agency to check that the Placement and the provisions of the agreement are being properly implemented.

**Erasmus Student Training Agreement & Quality Commitment****2011\_2012**Please complete using **BLOCK CAPITALS** and return it to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk)**DETAILS OF THE STUDENT****Name of the student:**

Subject area:

Academic year :

Degree :

**Sending institution:****DETAILS OF THE PROPOSED TRAINING PROGRAMME ABROAD****Host organisation:**

Planned dates of start and end of the placement period: from ..... till ..... , that is ..... months

- Knowledge, skills and competence to be acquired:

- Detailed programme of the training period:

- Tasks of the trainee:

- Monitoring and evaluation plan:

**COMMITMENT OF THE THREE PARTIES**

By signing this document the student, the sending institution and the host organisation confirm that they will abide by the principles of the Quality Commitment for Erasmus student placements set out in the document below.

**The student**

Student's signature

Date:

**The sending institution**

We confirm that this proposed training programme agreement is approved. On satisfactory completion of the training programme the institution will award ..... ECTS credits or will record the training period in the Diploma Supplement.

Coordinator's name and function

Coordinator's signature

Date:

**The host organisation**The student will receive financial support for his/her placement Yes  No The student will receive contribution in kind for his/her placement Yes  No 

We confirm that this proposed training programme is approved. On completion of the training programme the organisation will issue a Certificate to the student

Coordinator's name and function

Coordinator's signature

Date:

**QUALITY COMMITMENT**

This Quality Commitment replicates the principles of the European Quality Charter for Mobility

**THE SENDING HIGHER EDUCATION INSTITUTION\* UNDERTAKES TO:**

Define the **learning outcomes** of the placement in terms of the knowledge, skills and competencies to be acquired

Assist the student in **choosing** the appropriate host organisation, project duration and placement content to achieve these learning outcomes

**Select** students on the basis of clearly defined and transparent criteria and procedures and sign a **placement contract** with the selected students.

**Prepare** students for the practical, professional and cultural life of the host country, in particular through language training tailored to meet their occupational needs

Provide **logistical support** to students concerning travel arrangements, visa, accommodation, residence or work permits and social security cover and insurance

Give **full recognition** to the student for satisfactory completed activities specified in the Training Agreement

**Evaluate** with each student the personal and professional development achieved through participation in the Erasmus programme

**THE SENDING INSTITUTION\* AND HOST ORGANISATION JOINTLY UNDERTAKE TO:**

Negotiate and agree a tailor-made **Training Agreement** (including the programme of the placement and the recognition arrangements) for each student and the adequate mentoring arrangements

**Monitor** the progress of the placement and take appropriate action if required

**THE HOST ORGANISATION UNDERTAKES TO:**

Assign to students **tasks and responsibilities** (as stipulated in the Training Agreement) to match their knowledge, skills, competencies and training objectives and ensure that appropriate equipment and support is available

Draw a **contract or equivalent document** for the placement in accordance with the requirements of the national legislation

**Appoint a mentor** to advise students, help them with their integration in the host environment and monitor their training progress

Provide **practical support** if required, check appropriate insurance cover and facilitate understanding of the culture of the host country

**THE STUDENT UNDERTAKES TO:**

Comply with all **arrangements** negotiated for his/her placement and to do his/her best to make the placement a success

Abide by the **rules and regulations** of the host organisation, its normal working hours, code of conduct and rules of confidentiality

**Communicate** with the sending institution about any problem or changes regarding the placement

**Submit a report** in the specified format and any required supporting documents at the end of the placement

\* In the event that the higher education institution is integrated in a consortium, its commitments may be shared with the co-ordinating organisation of the consortium

**Erasmus WORK Arrival Form****2011\_2012**

Please complete using **BLOCK CAPITALS** and return it to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk)  
or fax to +442476524337

**To be completed upon the start of your studies at your Host Organisation and returned to us as soon as possible**

This is to certify that:

\_\_\_\_\_

(Student name) has commenced his/her studies as

an ERASMUS student at \_\_\_\_\_

(Host Organisation name)

Start Date of Placement: \_\_\_\_\_

Expected End Date of Placement: \_\_\_\_\_

\_\_\_\_\_

(Student Signature)

\_\_\_\_\_

(Date)

\_\_\_\_\_

(Signature of Placement Coordinator at Host Organisation)

\_\_\_\_\_

(Date) Host Organisation & Stamp

This form needs to be completed and signed by both you and your placement co-ordinator. Your grant allocation will be worked out on the arrival date and expected completion date that you give and it is your responsibility to ensure that they are correct.

**If this information is incorrect it will be your responsibility to repay to the University of Warwick any overpayment in grant allocation.**

Please note we must receive this form before any Erasmus grant payment can be made!

← \_\_\_\_\_ →

Address abroad: Temporary/Permanent (delete as appropriate)

Please note that you must inform the International Office and update your 'my.warwick' with any changes of address whilst you are abroad

\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_

\_\_\_\_\_



**Erasmus WORK Arrival Form****2011\_2012**

Please complete using **BLOCK CAPITALS** and return it to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk)  
or fax to +442476524337

**To be completed upon the start of your studies at your Host Organisation and returned to us as soon as possible**

This is to certify that:

\_\_\_\_\_

(Student name) has commenced his/her placement at

\_\_\_\_\_ under the Erasmus Scheme  
(Host Organisation name)

Start Date of Placement: \_\_\_\_\_

Expected End Date of Placement: \_\_\_\_\_

\_\_\_\_\_  
(Student Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature of Placement Coordinator at Host Organisation)

\_\_\_\_\_  
(Date) Host Organisation & Stamp

grant allocation will be worked out on the arrival date and expected completion date that you give and it is your responsibility to ensure that they are correct.

**If this information is incorrect it will be your responsibility to repay to the University of Warwick any overpayment in grant allocation.**

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\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_

\_\_\_\_\_ 

**Erasmus Grant Allocation Receipt Form****2011\_2012**

Please complete using **BLOCK CAPITALS** and return it to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk)  
or fax to +442476524337

To be completed upon receipt of your grant allocation and returned to us as soon as possible.

**THE FINAL VERSION OF FORM WILL BE EMAILED TO ALL STUDENTS AND PUT ON WEB ONCE THE GRANT ALLOCATION AMOUNT FOR 2011/12 HAS BEEN CONFIRMED.**

This is to certify that:

\_\_\_\_\_ (Student name)

\_\_\_\_\_ (Student number)

has received his/her Erasmus grant allocation to the sum of :

€ \_\_\_\_\_ or £ \_\_\_\_\_

And that

- He/She acknowledges receipt of the mobility grant funded by the Commission of the European Communities within the framework of the ERASMUS programme.
- He/She understands that the grant amount received has been calculated using the dates provided to the University of Warwick on their arrival form at the rate of €???? per month.
- He/She agree that if the dates change and they do not remain on their Erasmus placement for the length of time that they have previously indicated, they will be liable to re-pay any monies owing to the University of Warwick.

\_\_\_\_\_ (Student Signature)

\_\_\_\_\_ (Date)

**Erasmus STUDY Completion Form****2011\_2012**

Please complete using **BLOCK CAPITALS** and return it to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk)  
or fax to +442476524337

To be completed upon the completion of your studies at your Host Organisations and returned to us  
as soon as possible, to:

This is to certify that:

\_\_\_\_\_

(Student name) has completed his/her placement as

an ERASMUS student at \_\_\_\_\_  
(Host Organisation name)

Start Date of Placement: \_\_\_\_\_

Actual Completion Date of Placement: \_\_\_\_\_

\_\_\_\_\_

(Student Signature)

\_\_\_\_\_

(Date)

\_\_\_\_\_

(Signature of Placement Coordinator at Host Organisation)

\_\_\_\_\_

(Date) Host Organisation & Stamp

**Please note we must receive this form to complete your Erasmus paper file!**

Return Address: Temporary/Permanent (delete as appropriate)

Please note that you must inform the International Office and update your 'my.warwick' with any changes of address

\_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_



**Erasmus WORK Completion Form****2011\_2012**

Please complete using **BLOCK CAPITALS** and return it to [erasout@warwick.ac.uk](mailto:erasout@warwick.ac.uk)  
or fax to +442476524337

To be completed upon the completion of your placement at your Host Enterprise and returned to us as soon as possible, to:

This is to certify that:

\_\_\_\_\_

(Student name) has completed his/her placement at

\_\_\_\_\_ under the Erasmus programme  
(Host Enterprise name)

Start Date of Placement: \_\_\_\_\_

Actual Completion Date of Placement: \_\_\_\_\_

\_\_\_\_\_  
(Student Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature of Placement Coordinator at Host Enterprise)

\_\_\_\_\_  
(Date) Host Enterprise & Stamp

Please note we must receive this form to complete your Erasmus paper file

← \_\_\_\_\_ →  
Return Address: Temporary/Permanent (delete as appropriate)

Please note that you must inform the International Office and update your 'my.warwick' with any changes of address

\_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_



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**TRANSCRIPT OF WORK - EMPLOYER EVALUATION FORM****ACADEMIC YEAR 2011/2012****FIELD OF STUDY:.....****Details of sending (home) institution:**

Name University of Warwick  
Postal Address University of Warwick, Coventry CV4 7AL, UK  
Faculty ..... Supervisor .....  
E-mail ..... Telephone .....

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**Details of sending (host) institution:**

Name .....  
Postal Address .....  
Supervisor ..... Telephone .....  
E-mail ..... Fax .....

---

**Details of student/trainee:**

Name of student .....  
E-mail .....

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Duration of training	Start date of training	End date of training
Period (months) .....	.../.../....	.../.../....

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**Summary of placement outcomes agreed in the training agreement**

Knowledge, skills and competence to be acquired

Tasks of the trainee



Quantitative evaluation of trainee – according to the criteria set below, using (1 fail – 5 excellent) scale


Analytic skills	1	2	3	4	5
Ability to work in intensive and dynamic environment	1	2	3	4	5
Overcoming difficult situations	1	2	3	4	5
Teamwork	1	2	3	4	5
Positive attitude towards work	1	2	3	4	5
Taking responsibility	1	2	3	4	5
Ability to work quickly and efficiently	1	2	3	4	5
Understanding/Management of situations	1	2	3	4	5
Use of initiative	1	2	3	4	5
Communication skills	1	2	3	4	5
Self Confidence	1	2	3	4	5
Average score of achieved results	1	2	3	4	5

1. Did the trainee perform his/her work to a satisfactory level?
2. If it was necessary, did the trainee follow advice for improving his/her performance?
3. Did the trainee adhere to the working hours and follow all internal rules, regulations and procedures?
4. Did the trainee make any progress in his/her work that was more than expected?
5. Would you hire this trainee for a regular job?
6. Would you take other students on Erasmus placements from the sending HEI?
7. Are there any recommendations you would suggest for better performance – for this individual student or for future student placements?
8. Other comments:
Overall Conclusion: The trainee has achieved the planned training results <input type="checkbox"/> The trainee has not achieve the planned training results <input type="checkbox"/>

Mentor's signature ..... Date .....







**“WITH THE SUPPORT OF THE  
COMMISSION OF THE EUROPEAN  
COMMUNITIES WITHIN THE FRAMEWORK  
OF THE ERASMUS PROGRAMME”**

THE UNIVERSITY OF  
**WARWICK**

**[www.warwick.ac.uk](http://www.warwick.ac.uk)**

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