

# FAQs<sup>1</sup>

## GLOSSARY:

- ❖ **Interruption of mobility:** My mobility started regularly, but I decided (or I was made) to end it for good before its expected conclusion (> 1 day). I do not plan to continue my activities and my mobility cannot start again later on. I am in Italy and my Certificate of Stay must be fully filled in by the Host Institution.
- ❖ **Suspension of mobility:** The activities are temporarily suspended and I decided or am forced to stay abroad. My mobility can continue at a later stage and the minimum<sup>2</sup> duration must be respected. (total duration - days of suspension >= minimum duration). Suspensions are therefore temporary interruptions.
- ❖ **Cancellation of mobility:** My mobility was cancelled due to Coronavirus before I even left from home (0 days of mobility), or I decided never to leave from Italy.

## I AM CURRENTLY:



### A. ABROAD...

#### ...AND MY INTENTION IS TO STAY HERE / I CANNOT GO BACK TO ITALY:

1. **Can I continue my stay abroad?**

Yes. The University of Milan recommends that you register your presence abroad on the governmental platform “[Dove Siamo nel Mondo](#)”, to keep yourself [posted](#) on the health crisis’ developments and to follow your host University and foreign authority’s instructions.

2. **Can I take my classes online?**

If classes are temporarily suspended, you can follow them online - if your Host University has organised distance learning. If the health and political situation allows it, you may come back to face-to-face activities afterwards. The same applies to your finals.

3. **My Host University/company has temporarily suspended all teaching activities but aims at starting them again in the next weeks. What happens to my scholarship?**

The Commission protects whoever is still abroad, by recognising as a mobility period any weeks of teaching/internship activity’s suspensions. Any suspensions due to Covid-19 will not be considered as mobility’s interruption and the scholarship will be maintained, if you wish to start again your mobility (even in distance-learning) . You will also keep you scholarship if you stay abroad because of documented travel restrictions that won’t allow you to go back to Italy. If your mobility turns from

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<sup>1</sup> This list of Frequently Asked Questions gets constantly updated as health emergency’s procedures adjust. We recommend consulting this page regularly as it is subject to change.

<sup>2</sup> 3 month for Erasmus for Study; 2 months for Erasmus+ Traineeship

“suspended” into “interrupted”, please inform [mobility.out@unimi.it](mailto:mobility.out@unimi.it) and ask for your Certificate of Departure.

**4. Can I follow UNIMI’s online classes during my stay abroad?**

You may, but only if this does not prevent you from following successfully everything you are expected to do according to your Learning Agreement. In case this is not possible, UNIMI, as agreed with CRUI (Conference of Rectors of Italian Universities), wishes to ensure the highest flexibility by contemplating the possibility to take exams not made available online by your Host University, in Milan.

**...AND I AM PLANNING TO GO BACK TO ITALY:**

**5. Where can I find information on flights to Italy?**

Get in contact with the Italian Embassy in your Host Country and check whether there are any planned flights to Italy and check their web [site](#). The Mobility Office shares regular updates on the presence of new flights through the emergency WhatsApp group specifically created to face the crisis. Please consider alternative routes that will allow you to come back to Italy. We suggest checking the website [www.viaggiasesicuri.it](http://www.viaggiasesicuri.it) on a regular basis;

**6. I’d like to go back to Italy but I do not know what to do: who can help me figure it out?**

Write to the Mobility Office and explain your situation: we will offer you support as far as it is within our power;

**7. What will be the first things I’ll be asked to do when I arrive in Italy?**

- As far as national regulations are concerned: you have to communicate your entry to the Prevention Department of your Local Health Authority and undergo a mandatory 14-day self-isolation. Please check the Ministry of Foreign Affairs’ [website](#) to get updates on the new measures introduced;
- As far as the University of Milan is concerned: you have to inform the Mobility Office of your return, by filling in the questionnaire you received by e-mail on 17.03.20.

**8. I’ll be returning right in the middle of the academic year: how can I manage my classes?**

UNIMI is committed to offering, whenever possible, maximum flexibility to students who interrupted their Erasmus mobility. It is necessary to reorganise your UniMi study plan as soon as possible and start following classes and assignments as required by your courses (in case of *interruption or annulment*). Please let [mobility.out@unimi.it](mailto:mobility.out@unimi.it) know if any issues arise;

**9. If I came back, would I lose all my Erasmus achievements so far?**

UNIMI is committed to recognising all the exams you took and passed. If you were supposed to spend a year-long mobility, ask your Host University for your Transcript of Records of your first-semester classes. Please refer to section “B” for further information on distance learning;

**10. What should I do with my Certificate of Stay?**

It is necessary - possibly before you leave your host country - to obtain your full Certificate of Stay, filled-in in all of its parts (arrival and departure). This procedure can be managed by e-mail. In case it is not possible to have it before you leave, you

have to inform the Erasmus office abroad about your planned departure (show them proof of your return-ticket) and ask them to send you your Certificate of Departure as soon as possible (no self-declarations allowed!!!). Your final date should correspond to your return ticket;

**11. In case of return and interruption of my mobility, will I lose my whole scholarship?**

No. The Commission recognises the actual time spent abroad, even for mobilities shorter than the minimum length required by the programme (hence the importance of your CoS);

**12. If I came back, and if my Host University allowed it, could I keep following my classes online and take the related final exams, or should I leave my courses abroad and start taking Italian classes again?**

If your Host University/company allows you to take online classes, you can keep following them in order to complete what provided by your Learning/Training Agreement. At the end, finals will be regularly recognised in your career even if taken under distance learning.



**B) IN ITALY...**

**... AND I KEEP TAKING MY HOST UNIVERSITY'S CLASSES ONLINE**

**13. Can I go back to my Host University in order to take my final exams?**

This depends on how the health and political situation evolves. We also advise you to inquire as to the possibility of taking distance exams. In that case, final exams taken from Italy (and positively passed) will be regularly recognised in your career. Should you go back to your Host University, always remember to pass this information to [mobility.out@unimi.it](mailto:mobility.out@unimi.it) and to fill in the questionnaire you received on 17/03/20 one more time;

**14. Will I keep receiving my Erasmus scholarship?**

Only as long as your online classes continue, even from Italy, and you pursue what provided by your Learning/Training Agreement. The final Certificate of Stay must be issued only at the end of your classes and exams;

**15. Should my Host University/company know that I am in Italy?**

Yes! If you have not done so already, send them an e-mail stating: where you are, the date of your departure (which should correspond to the date of your return flight/ride) and whether you wish to keep taking their online classes, if they are made available;

**16. May I also take UniMi online classes while I take those offered by my Host University?**

You may, as long as you fulfil what provided by your Learning Agreement. In case this is not possible, UNIMI, as agreed with CRUI (Conference of Rectors of Italian Universities), wants to ensure the highest flexibility by contemplating the possibility to take exams not made available online by your Host University, in Milan.

**17. I never started my mobility because of the epidemic's break-out: can I undertake the whole mobility online from Italy?**

No. Mobilities in complete “distance-learning” are not allowed.

**18. I am a recent graduate selected through Erasmus+ Traineeship: can I reschedule my cancelled or interrupted mobility?**

Yes. The period of your mobility has been extended from 12 to 18 months from graduation.

**19. What about my Certificate of Stay?**

Your Erasmus continues, notwithstanding the fact that you are indeed in Italy: at the end of your activities (after finals; at the end of your thesis research etc.) you have to ask your host university to fill in your [Certificate of Departure](#).

**... AND I DECIDED TO SUSPEND MY ERASMUS FOR GOOD**

**20. Being in the middle of the academic year, how can I resume my Italian study plan?**

UNIMI ensures maximum flexibility to those students who suspended their Erasmus mobility, whenever possible. It is necessary to reorganise your UNIMI’s study plan straight away and start taking classes as soon as possible. Get in touch with your Erasmus coordinator and the admin offices of your department in order to get further information. Please let [mobility.out@unimi.it](mailto:mobility.out@unimi.it) know if any issues arise;

**21. What happens to the exams taken abroad so far?**

UNIMI will recognise all the exams you have taken and passed so far. If you were supposed to spend a year-long mobility, ask your Host University for your Transcript of Records of first-semester classes;

**22. Who should I inform I do not want to continue my Erasmus?**

It is necessary that also your Host University/company knows about your wish to interrupt your Erasmus. If you have not done so already, please inform them by e-mail;

**23. What about my Certificate of Stay?**

It is necessary to obtain your Certificate of Stay, duly filled-in in the Arrival and Departure sections. The departure date should correspond to the dates of your return ticket, unless otherwise decided by your Host University. Please follow the instructions at [this](#) page for further information. We remind you that self-declarations are NOT allowed.

**TO ALL STUDENTS:**

**24. Can I get a refund of the exceptional expenses I incurred into due to COVID-19 emergency?**

Yes. **PAY ATTENTION!!!**

You’ll be refunded only for those expenses incurred into due to the health emergency and within the limits of the programme’s resources.

It is necessary to keep all relevant supporting documents of travel and rent that you believe you would not have paid if the emergency had not arisen (e.g. an expensive return ticket; bills due even after your departure etc). The Mobility Office will soon provide further details on how to apply for reimbursement.

Therefore, we ask students NOT to send any documents by e-mail and to wait for

further instructions! The Mobility Office will make all necessary checks on the admissibility of the documents submitted. Students will also be asked to show proof that the exceptional expenses they are asking refunds for could not be refunded in any other way. Therefore, you can already start gathering this kind of proof.

Here's an example:

Erasmus+ for Study in Spain.

Expected duration: 1<sup>st</sup> Feb-1<sup>st</sup> July (€250\*5 months), for a grand total of 1250.

Mobility's interruption: 15<sup>th</sup> March, as certified by your *Certificate of Departure*. The student will have to give back the grant for the period not spent abroad, according to the amount he/she already received (the Mobility Office will tell you when and how).

The same student has yet:

- Paid rent for the whole month of March and could not get this reimbursement in any other way;
- Purchased an exceptional and expensive flight ticket to go back to Italy

Both expenses can be refunded within the limits of the programme's resources.

#### **25. Will I have to return the scholarship I received?**

- In case of cancellation: yes, the entire amount, unless your mobility is postponed to the next academic year (please see the above section for refund of incurred expenses and point 26 to postpone your mobility);
- In case of interruption: the final amount will depend on the actual length of your mobility (according to the official dates on your Certificate of Stay).
- In case of suspension: see point 3

#### **26. Can I postpone my mobility to the academic year 2020/2021?**

According to the information made available by the Italian National Agency, it is possible for students to re-schedule their mobility in 2020/2021 if:

- Cancelled due to COVID-19: you can re-schedule your mobility if there's an agreement between the parties. The mobility Office will tell you how to proceed in the next weeks;
- Interrupted due to COVID-19: The Italian National Agency has recently informed us that students falling within this category will have to undergo another selection. The Mobility Office will inform students on how to proceed in the next weeks.

Please be aware that the deferment process is yet to be defined and that the International Mobility Office **will inform students on the procedure to follow, as soon as it will be available.**

Students willing to reschedule their mobility are already invited to get in touch with their Host Universities and to *informally* inquire into the possibility of acceptance in 2020/2021 and the possibility of drafting a new Learning Agreement. Further information will follow.

Students who are continuing their Erasmus abroad or from Italy cannot reschedule their mobility next year.

Please also note that being enrolled at the university during the entire mobility is a precondition to reschedule your Erasmus (only exception: Erasmus Traineeship's recent graduates).

If you postpone your Erasmus, the months spent in 2020/2021 will be added to those you already benefitted from in 2019/2020 (we remind you that the maximum total duration is 12 months per study cycle, and 24 for single-cycle programmes).

### ...GOOD TO KNOW:

- ✓ The International Mobility Office should always know where you are. You should have already completed the questionnaire received on 17/03/20 (*Haven't received it? Write to [mobility.out@unimi.it](mailto:mobility.out@unimi.it)*): if the situation changed from the day you filled it in, please remember to submit it again!
- ✓ In case you decided to stay abroad, we recommend common sense, keeping at least 1 metre distance from other people, and most of all that you follow exactly what your Host University advises you to do;
- ✓ We understand your worries and doubts during these uncertain times and we commit to sharing with you any news we may have. **We ask our students' cooperation in order to reduce email exchanges**, which - as is understandable - have increased exponentially, making it challenging for us to reply in a short time. We hope these FAQs will answer your questions.

We will keep you posted on any new updates!

*International Mobility and Promotion Office*