

RELIC – Plan for Common Services

1. Overview & Objectives

The RELIC Plan for Common Services establishes a shared framework to ensure that all RELIC students, across both mobility pathways, benefit from **coordinated, high-quality support services** that facilitate academic success, integration, wellbeing, and smooth transitions between mobility sites.

The Plan for Common Services is implemented in accordance with the RELIC Partnership Agreement, Erasmus Mundus requirements, and institutional regulations. Common services are delivered locally by Partner Institutions within a jointly agreed framework, ensuring consistency while respecting institutional autonomy.

Each Partner Institution designates an appropriate coordinator or service unit to support students with pre-arrival preparation, registration, visa procedures, housing guidance, and integration into the academic and cultural environment.

2. Academic Support During Mobility

All students admitted to the Degree Programme participate in a **joint introduction event** organised at the University of Groningen at the beginning of the programme.

At the start of each subsequent mobility period, host institutions provide students with an **institutional introduction** to their new academic, administrative, and cultural environment through orientation sessions or introduction weeks.

In line with the Partnership Agreement, students benefit from **the same academic and student services available to regularly enrolled students**, including, as a minimum:

- access to library, ICT, and learning facilities;
- academic advising and administrative support; and
- student services relevant to teaching and assessment.

Each student is supported through:

- a **Local Academic Tutor** at each host institution, responsible for course registration, academic integration, and resolution of local academic issues; and



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

- a **Programme Mentor** (senior or junior support staff) appointed by the RELIC consortium, providing cross-institutional academic guidance and continuity across mobility periods.

Team-building activities, networking opportunities, and peer-mentoring between cohorts are promoted to strengthen academic and social integration.

3. Detailed Mobility Path and Logistics

The Plan supports the academic, cultural, and logistical implementation of each mobility pathway and semester, including visa procedures, registration, insurance, housing guidance, language support, and access to student services at each host location.

Mobility arrangements are implemented in accordance with the programme structure and communicated in detail through the RELIC Student Handbook.

All semesters include visa, registration, insurance, housing and language support.

Semester/Track	Host Institution	Cultural & Community Experience
Sem 1 (All)	Groningen, Netherlands	Team building activities, study visits
Sem 2 (English)	Kerala, India	Study visits, community engagement, online networking event
Sem 2 (Spanish)	Guanajuato, Mexico	Study visits, community engagement, online networking event
Sem 3 (English)	Krakow, Poland	Study visits, community engagement
Sem 3 (Spanish)	Barcelona, Spain	Study visits, community engagement
Sem 4 Intensive Immersion Course (English)	Nicosia, Cyprus	Workshops, study visits, community engagement
Sem 4 Thesis (English or Spanish)	Chosen by students	Practical sessions, online international conference

4. Language Courses & Support Services

Partner Institutions encourage linguistic and cultural integration by offering (depending on availability and free of charge or at a cost applicable equally to local and international students):

- **Academic English support**, including writing workshops and conversation groups;



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

- **Academic Spanish support**, including writing workshops and tutorials;
- **Host-country language courses** (e.g. Dutch, Malayalam, Polish, Greek); and
- **Cultural workshops** introducing local heritage, customs, and intercultural communication practices.

Conditions for participation in language courses are clearly communicated to students in advance.

5. Insurance and Registration Requirements

The RELIC Consortium takes out an **international medical insurance** on behalf of all students enrolled in the programme for the **entire duration of the programme**.

In line with Erasmus+ regulations, the insurance provides coverage for:

- medical treatment and hospitalisation;
- repatriation, evacuation, and medical transfer;
- accidents; and
- civil liability.

Students must register in the **Internationalisation Office system** (or equivalent institutional system) at each host institution upon arrival, in accordance with local procedures and data protection requirements.

6. Visa Assistance

Students benefit from:

- **Pre-arrival Visa Guidance:** Detailed visa guides per country with required documents and timelines will be provided.
- **Visa Liaison Officers:** Designated staff will assist with student visa permits and local registration.
- **Support Documentation:** Consortium will provide the necessary documentation for visa applications.

7. Wellbeing, Health and Psychological Support

At each host institution, students have access to wellbeing and support services available to regularly enrolled students.



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

In particular, the **Internationalisation Office** functions as a student development area providing:

- **psychological support**, including access to a full-time psychologist who assists mobility and exchange students in person or remotely;
- **medical guidance services**, including referral to local health services where appropriate; and
- coordination of student support and follow-up during the mobility period.

Students benefit from an **introduction session at the beginning of their stay**, during which available services, registration procedures, and support mechanisms are explained.

8. Housing and Accommodation Support

Students are responsible for securing their own accommodation during mobility periods. However, each host institution provides **housing guidance and advisory support** through dedicated housing offices or international services.

Students receive pre-arrival housing information, including indicative costs, practical guidance, and local renting advice. Where feasible, short-term accommodation solutions may be suggested for the initial arrival period.

9. Library, Learning and Student Facilities

All RELIC students have full access to **library services**, learning spaces, and study facilities at each host institution, under the same conditions as regularly enrolled students.

Access conditions, opening hours, and digital resources are communicated during orientation sessions and through institutional platforms.

10. Career Development & Employability Support

The programme supports students' professional development through:

- collaboration with internship providers in partner countries;



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

- career guidance workshops;
- networking activities; and
- engagement with RELIC alumni where available.

These services complement academic training and support students' transition to professional pathways after graduation.

11. Monitoring, Feedback & Continuous Improvement

The effectiveness of common services is monitored through:

- **student experience surveys** conducted after each semester; and
- an **Annual Common Services Review** coordinated by the Programme Management Committee.

Feedback informs updates to services and is reflected in the annual revision of the **RELIC Student Handbook**, ensuring continuous improvement and alignment with Erasmus Mundus standards.