



**CEDEFOP**

European Centre for the Development  
of Vocational Training

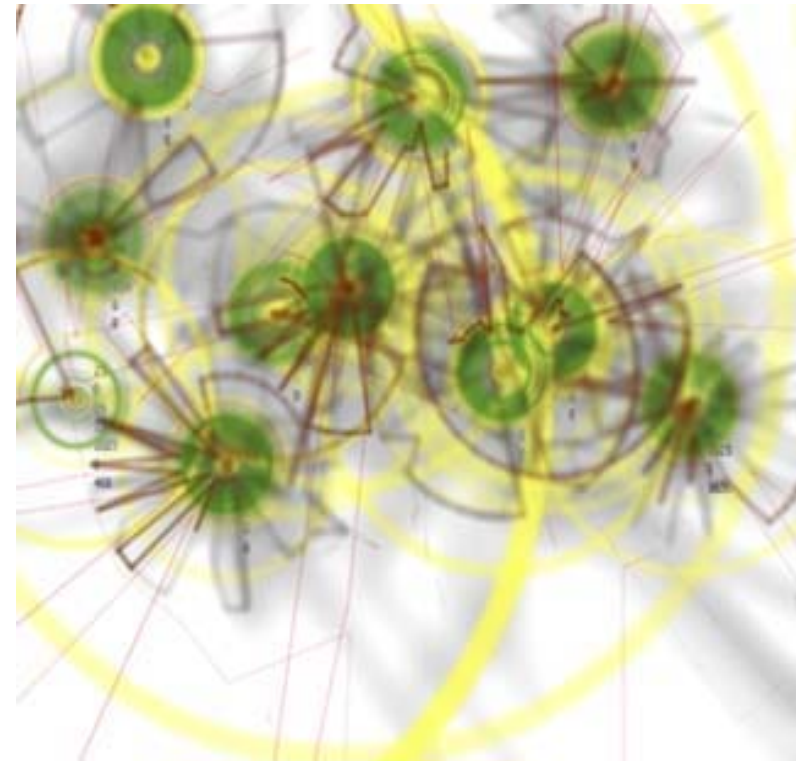


Education and Culture DG

Lifelong Learning Programme

# Communication flow for organising a study visit

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**Cedefop**





# Access to information

- Once the matching process is complete you will receive your login codes for accessing the restricted area of Cedefop's study visit website;
- You should send the draft programme and final programme to your participants, and your NA.
  - Cedefop's study visits team will make it available in Olive;
- In case your organisation's contact person changes, inform your participants, NA and Cedefop as soon as possible.
  - Cedefop's study visits team will update the information.





# Study visits group composition

Your group composition will probably change before the start of the visit through:

- cancellations;
- transfers;
- new assignments of participants.



- o Cedefop will make the relevant changes in OLIVE. Organisers, NAs and participants will receive automatic e-mails.
- o Organisers should check regularly the group and participants details in OLIVE (possible changes of composition of the group and contact details of participants).



# Cancellation of a participant

## Example of automatic e-mail

From: studyvisits-do-not-reply@cedefop.europa.eu  
To: GADJI, Silke-Ursula  
Cc: michalis.garofalakis@eurodyn.com  
Subject: Cancellation of participant Jose Angel FERNANDEZ BARQUEROS 2008-SV-01-ES-LLP-03415

Dear organiser,

A change has been made in your group.

Participant Jose Angel FERNANDEZ BARQUEROS 2008-SV-01-ES-LLP-03415 is cancelled from group No [255] [United Kingdom] – [19/01/2009 - 23/01/2009]

Please check the latest composition of your group in OLIVE at <http://studyvisits.cedefop.europa.eu>.

Best regards,

Cedefop study visits team

## Cancelling a study visit

If you must cancel your visit, consult your national agency immediately!

Cancellation should be considered the last option!

Possible ways to save a visit from cancellation:

- o reconsider the minimum number of participants;
- o change the dates of the visit;
- o ask your NA for assistance;
- o invite local specialists.



# Contact Cedefop



Contact Cedefop directly if you:

- o forget your login codes or have problems at login;
- o have technical problems with Olive;
- o are not able to find information in Olive;
- o are not able to contact one of your participants.

Contact us on: [studyvisits@cedefop.europa.eu](mailto:studyvisits@cedefop.europa.eu)



# Conclusion



We have seen

- o Information and tools provided to help you plan your visit, accessible to all;
- o How to use Olive for managing your visit, restricted area of the website;
- o Communication flow of a visit.



# Thank you!

