



FAQ

LANGUAGE LEARNING LICENSES

1. *How can I get a language license to study online?*

Participants should contact their learning manager/training focal point to let them know they are interested in enjoying a language license (specify the language you are interested in). Your learning manager will contact the language learning license coordinator (Cristina Pérez-Cordón at perezcordon@un.org) for further instructions. They will take it from there!

2. *When can I request a language learning license?*

We open registration every 6 months, typically by March-April and September-October. Your learning manager/training focal point will make you aware of this training opportunity and will explain how to apply.

3. *Once I receive my language learning license, do I need to take a placement test?*

You will need to take a placement test for English, French and Spanish, and it will be arranged by the language learning provider. No placement test is necessary for Chinese and Arabic licenses.

4. *Can I sign up for any level once I'm granted a language learning license?*

The English, French and Spanish language learning provider will assign you a course/level based on your placement test results. Since there is no placement test for Arabic and Chinese, you are free to choose the course(s) you prefer to take.

5. *What is the duration of the language learning license courses?*

Arabic, Chinese, and English licenses are for one year. French and Spanish are for six months. If you want to enjoy your language learning license beyond that, you will need to request an extension.

6. *Will I get a certificate after completing the course?*

You will get a certificate after completing Arabic, English, French, and Spanish courses. No certificate is offered for Chinese. Please refer to the "Assessment and Certification" column in the orange table of each language in [this document](#) for more information.

7. *If I cannot finish my course before the end of the license, can I request an extension to get it finished?*

Under compelling circumstances (e.g., sick leave, family emergency, etc.) an extension might be considered. If you encounter any of these circumstances, please contact the language learning license coordinator, Ms. Cristina Pérez-Cordón at perezcordon@un.org at least one week before the end of your course. No extensions can be granted once the license has expired.



8. *If I did not finish my course before the end date. Can I renew my license?*

Please contact your learning manager/training focal point to discuss your options.

9. *As a learning manager, can I purchase language learning licenses for my team with our own training budget?*

Yes, you can, but first you need to request approval from the language learning license coordinator (Ms. Cristina Pérez-Cordón, perezcordon@un.org) so she can ensure that the licenses being purchased, or the contracts being used, will not exceed the agreed NTE (*Not To Exceed*) amount. Approval is usually granted within 48 business hours.

10. *Is there a minimum number of licenses to be purchased?*

Our French provider requires a minimum of 20 licenses. There is not a minimum amount for the other language learning providers.

11. *It is the first time I'm purchasing a language learning license. Will somebody guide me through the process?*

Yes. The language learning licenses coordinator can meet with you and offer guidance on how to purchase licenses, how to monitor the participants' progress, how to keep the learners' motivated, etc.

12. *Would participants' future opportunities of obtaining a license be affected if they do not use their licenses in the current wave?*

Yes. Participants who use their licenses and complete their courses would increase their entity's chance to be granted a license again. Learning managers and focal points are highly encouraged to read the monthly monitoring reports and to contact participants with little or zero progress as soon as possible. Keep in mind that the "license usage assessment" for licenses distribution is done by month 4 for French and Spanish and by month 10 for Chinese, English and Arabic.

For more information about the language learning licenses, please refer to [this document](#).

If you have further questions, please feel free to contact Ms. Cristina Pérez-Cordón, perezcordon@un.org