Web-Based Language Courses for all UN Staff Members
Frequently Asked Questions

General Information

This document presents FAQ for the web-based courses for all UN staff members in the six official UN languages: Arabic, Chinese, English, French, Russian and Spanish.

The list of available web-based courses will be updated three times a year. For a calendar reference, please refer to the terms and registration periods in UNHQ at hr.un.org > your learning > language programmes

For more information about language learning, consult the HR Portal language-related pages regularly. The list of web-based courses is growing.

1. Who are these web-based languages courses designed for?

The web-based languages courses are currently available to UN Secretariat staff members, at UNHQ and all duty stations. Since they are all web-based, they are accessible from all offices.
For the time being, military personnel, UN volunteers, consultants or interns are not eligible. The case of staff of Agencies and Funds is currently under discussion.
Please contact the Language Learning Services Unit at llsu@un.org in the case of doubt or for more information.

2. How can I register for one of these courses? How can I find a course on Inspira?

Course registration is through Inspira at inspira.un.org. Here are the steps you need to follow in order to register:

1) Use the list of web-based courses to choose the course(s) you are interested in.
2) Log into Inspira, and go to Self service > Learning > My Learning.
3) You should have the option to "search the learning catalogue". Using that box, you can look up your course via key words from the title ("minutes writing" or "vocabulario", for instance) or you can choose to browse the catalogue (Catalog > Working for the UN > Languages > Language and Communications Programme).
4) Verify that the course LMS Code in Inspira is exactly as it is in the list of web-based courses.
5) Navigate through the different course features listed in Inspira. Verify dates, level, etc.
6) Click "enrol" and follow the instructions.

If you are eligible to take courses, but you do not have an account yet, you will first need to create an Inspira account before you can register. Consult the HR Portal at hr.un.org > your learning > language learning for information about how to create a new Inspira account.

3. Are there any requirements for these language courses?

The courses are open to everyone but some of them have level requirements, some might require taking a placement test, etc. So please refer first to the list of web-based courses, get information about the title and the inspira code. You will get a description and all the related course requirements in Inspira, inspira.un.org. If you have doubts about the requirements please contact the coordinator for your target language.

We use the Common European Framework of Reference for Languages (CEFR) global scale as a general level reference for our web-based courses.
Consult a self-assessment grid at http://www.coe.int/en/web/portfolio/self-assessment-grid

4. Do I need to pay a fee to register for a course?

There are currently no registration fees for these web-based courses for United Nations Secretariat staff members in all duty stations. For external learners, some fees may apply. Please consult the Language Programmes page of the HR Portal or contact the llsu@un.org or your HR officer for further information.

Please remember that fees may apply if you don't complete a course.

5. When can I register for a course?

Please consult the HR Portal regularly at hr.un.org > your learning > language programmes. The registration periods and terms for web-based courses coincide with the calendar of courses at UNHQ.

6. How can I check my enrolment for a course?

Registration works on a first-come, first-served basis and the number of participants for each course is limited. A few days after submitting your request, you can check your registration status on Inspira: "approval pending", "waitlisted" or "enrolled".
If you realise that you cannot take the course you are enrolled in, please drop it - also through Inspira- and give someone else on the waiting list the opportunity to register.

7. Other questions

If you have any other questions, concerns or remarks, you can visit the HR Portal Language Programme page and also contact us directly at llsu@un.org.
We will get back to you as soon as possible.