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APPLICATION FORM

How and when will the application forms be examined?

Before admitting candidates to the assessment centre, EPSO and the Selection Board examine all application forms submitted electronically by candidates for compliance with the general and specific conditions, as specified in the notice of competition.

In general, the compliance will be confirmed by verifying the supporting documents after the assessment centre. The Selection Board proceed in descending order of points obtained in the Assessment centre, until the published threshold of candidates having achieved the pass mark and the highest aggregate marks in each test has been reached and who, in the light of the information given in their online application, also satisfy the general and specific conditions listed in the Notice of Competition.

Note: the threshold number of candidates and pass marks are also specified in the Notice of Competition. In order to submit their online application, candidates have to formally declare that the information they provide in the form is complete and correct.

The application forms of those candidates that fall below the published threshold will not be examined.

Other procedures might apply for linguists' and specialists' competitions. For further information please check the notice of competition.

ASSESSMENT CENTRE

Where and when does the Assessment centre take place?

Most of the Assessment centres take place Brussels. You will receive an invitation via your EPSO account.

Is the interview confidential?

Standard EPSO rules apply for treatment of personal data (see also the specific FAQ on data protection).

How can I best prepare for the Assessment centre?

Candidates receive information together with the invitation to the assessment centre. Some [sample tests](#) can be found on our [web](#). But in general, you cannot prepare for the Assessment centre: get a good night sleep and be sure to arrive at the Assessment centre on time. Any material, like a PC, pens and paper will be provided at the Assessment centre.

What about the practical arrangements of the day?

Information will be given in the Assessment centre brochure sent together with the invitation to the assessment centre via their EPSO account. Full information will be given on the day of the Assessment centre.

In case you have any questions or difficulties in getting to the building on the day of your assessment tests, please contact the Welcome Desk of the Assessment Centre during opening hours: 8.00 – 9.00 a.m. using one of the following phone numbers:

+32 (0)2 297 73 37

+32 (0)2 297 73 38

There is also a special web page for candidates invited to the assessment tests/centre where latest news are published: http://europa.eu/epso/apply/on_going_compet/ac-news/index_en.htm

Can I reserve a parking space?

No parking space can be reserved.

What do I need to bring with me?

Please don't forget to bring the following documents:

- 1) An identity card or passport is necessary to prove your identity.
- 2) Travel documents for reimbursement.
- 3) In most cases also your application files as requested via your account.

What do I have to wear?

There is no dress code. The situation is similar to a job interview.

Do the copies of supporting documents have to be certified?

You should only transmit uncertified photocopies of the supporting documents. At a much later stage and having completed the entire selection process, successful candidates will be requested to present the originals of supporting documents for certification. This occurs during the process of recruitment by an Institution for a specific job and is carried out by the human resources department of the recruiting Institution.

No translations of supporting documents are requested.

Please do not send any original documents as none of the documents submitted in support of your application will be returned. you may also not refer to any documents enclosed with previous applications.

Who will be present that day at the Assessment centre?

The Selection board members, EPSO support staff and candidates.

Are the exercises limited in time?

All exercises will be limited in time. It will be clearly indicated before the start of each exercise.

Will there be tests on the computer?

Depending on the Assessment centre, there could be tests on computer. The assessment centre staff will always be of assistance before and during the tests.

Why do we need to do all these exercises?

This way EPSO can assess the most objectively your capacities and abilities, as our advice will not be based on a first impression or on the results of only one exercise. Moreover, you get the opportunity to demonstrate your abilities across different exercises.

What if one of the assessment centre exercises is a complete failure?

Every assessment centre exercise contributes to the global result. The Selection Board will focus on the "overall result" of the assessment centre and not on one specific score.

Additionally, each competency is assessed in at least two different exercises, which limits the impact of one exercise on the result for each competency, as well as on the total result.

When will I receive more information about the results of my assessment centre?

The entire assessment centre phase might take several weeks. The results will be communicated to all the candidates of the same competition at the same time.

Is the assessment centre different for specific profiles? If so, in what way?

The assessment centre is different for every field. Exercises are selected according to the competencies and the requirements of each field. Please check the Notice of competition where you can find useful information on competencies and requirements.

BOOKING FOR COMPUTER-BASED TESTS

Admission tests – How does booking work?

One of the aims of the new selection procedures is to significantly speed up the whole process from registration to recruitment, and the way to speed up the first phase of a competition is through the introduction of parallel registration, booking and testing.

The registration, booking and testing periods may overlap, thereby shortening the overall Computer Based Testing phase. Once candidates validate their application, they receive a letter in their EPSO Account informing them of the booking period during which they have to book their testing appointment. Candidates can then choose their testing date, on the basis of the seats available.

There is one other important consequence of the parallel system: it is no longer possible for candidates to make changes to their application up to the closing date for registration. Once validated, an application will become final and sent for further processing.

The full registration period is divided into different sub-periods. The numbers of seats/dates needed in order to be able to accommodate all tests are then calculated on basis of the overall number of validated applications for each of the above mentioned sub-periods. As a result and in order to guarantee equal treatment of candidates, not all test dates/centres/seats can be opened as from the first day of booking. Seats are available on a "first come, first served basis". If a candidate can see only a limited number of dates/centres/seats available, this means that other testing slots have already been booked by other candidates. Additional test dates/centres/seats will then be made available only gradually, taking into account capacity needs.

Candidates are also reminded of the fact that admission tests are no longer knowledge- but competency-based tests. Therefore, extensive preparation time is not necessary.

I have booked my CBT test. What happens next?

After you have completed the booking a booking information e-mail with all your appointment details should arrive in your mailbox (on the e-mail address you have provided during the booking).

Within 48 hrs the official booking confirmation will upload in your EPSO Account. You have to print it and bring it to the test centre on the day of your test.

Please make sure to read the Instructions on how to book which are attached to your information letter in your EPSO Account.

How can I reschedule or cancel my CBT test appointment?

Candidates can reschedule an appointment previously taken if they are no longer able to take the test on the specific date initially chosen. However, rescheduling is only possible if seats are available.

You will find the instructions on how to reschedule or cancel your test appointment in your booking confirmation letter which uploads in your EPSO Account within 48 hrs after you have booked.

Rescheduling is possible during the whole booking and testing period, but it has to be done at the latest 48 hrs before the original test appointment; and the new testing appointment has to be at least 48 hrs away from the time of rescheduling.

In other cases, rescheduling will only be allowed in very exceptional circumstances and subject to EPSO's approval and the availability of test slots. In this case, please contact EPSO as soon as possible via http://europa.eu/epso/apply/contact/details/index_en.htm

If you know that you are not interested anymore in participating in a competition or selection, or that other circumstances prevent you from doing so, please cancel your test appointment via the link in your booking confirmation letter and free it up for someone else. Please note, that cancelling your test appointment will bring to an end your participation in the competition / selection concerned, and that this action is irreversible.

Whom can I contact if I have technical problems while booking my CBT test?

In the event of technical problems, please only call one of the following toll-free numbers of our contractor Prometric:

Austria 0800 201 768

Belgium 0800 80293

Bulgaria 00800 1104423

Cyprus 800 91198

Czech Republic 800 900 549

Denmark 8060 0064

Estonia 800 0044 235

Finland 0800 97543

France 8055 40372

Germany 0800 101 5487

Greece 00800 4414 0600

Hungary 06 80 981 361

Ireland 1800 882 168

Italy 800 917 585

Latvia 800 2565

Lithuania 8800 30392

Luxembourg 0800 26701

Malta 800 62442

The Netherlands 0800 020 0951

Poland 00800 4411 842

Portugal 800 207 477

Romania 0800 894557

Slovakia 0800 004 493

Slovenia 0800 80871

Spain 900 811 189

Sweden 201 701 533

United Kingdom 0800 028 2146

From any other country you have to dial the international number (normal tariffs apply): 0031 320 239 575

Where can I take my CBT admission tests?

EPSO has a network of 35 testing locations across the EU Member States and 37 other locations across the world (see list below). **Please note that depending on the nature of the competition or selection procedure not all locations will be made available.** For more information on your tests, please check the following web site:

<http://www.prometric.com/epso/default.htm>

At registration you will be asked to indicate your preferred test location. This helps us, especially when many applications are expected, to gather necessary information upfront and adjust the capacity planning. This choice is not binding as you will make your final choice at the moment of booking.

Country - City

Austria	Vienna
Belgium	Brussels

Bulgaria	Sofia
Cyprus	Nicosia
Czech Republic	Prague
Denmark	Copenhagen
Estonia	Tallinn
Finland	Helsinki
France	Paris
France	Toulouse
Germany	Berlin
Germany	Frankfurt
Germany	Hamburg
Germany	Munich
Greece	Athens
Greece	Thessaloniki
Hungary	Budapest
Ireland	Dublin
Italy	Milan
Italy	Rome
Latvia	Riga
Lithuania	Vilnius
Luxembourg	Luxembourg
Malta	Hamrun
Poland	Warsaw
Portugal	Lisbon
Romania	Bucharest
Slovakia	Bratislava
Slovenia	Ljubljana
Spain	Barcelona
Spain	Madrid
Sweden	Stockholm
The Netherlands	Amsterdam
United Kingdom	Edinburgh
United Kingdom	London
Argentina	Buenos Aires
Australia	Perth
Australia	Sydney
Brazil	Rio de Janeiro
Canada	Vancouver/Burnaby
Canada	Ottawa
Chile	Santiago

China	Beijing Suzhoujie
Colombia	Bogota
Egypt	Cairo
Hong Kong	Hong Kong
India	Mumbai
Indonesia	Jakarta
Israël	Tel Aviv
Japan	Tokyo Kayabacho
Kenya	Nairobi
Kuwait	Kuwait City
Mexico	Mexico City
New Zealand	Auckland
Nigeria	Lagos
Peru	Lima
Philippines	Manila
Russia	Moscow
Singapore	Singapore
South Africa	Johannesburg
Switzerland	Geneva
Thailand	Bangkok
Turkey	Ankara
Ukraine	Kiev
United States	Los Angeles/Culver City
United States	South San Francisco
United States	Washington
United States	Miami
United States	Atlanta
United States	Chicago
United States	New York/Penn Plaza_17
Vietnam	Ho Chi Minh City

I forgot my appointment. Can I have another one?

No, if you miss your appointment for the computer based tests, your application will be considered as withdrawn and your participation in this competition/selection will end.

CAST - CONTRACT AGENT SELECTION PROCEDURES

I am interested in a contract agent post. Which kind of contract can I be offered?

Contract agent positions are available for a wide range of jobs which require different levels of qualifications. These can be for a short term contract or in some cases for (potentially) lifelong employment.

There are two sub-categories of contract agent:

As a so-called contract agent "3a" you would enjoy longer-term employment prospects, with an initial contract running for a maximum period of five years and renewable for a maximum of five years. The contract can be converted into a contract of indefinite duration.

The conditions for contract agent "3a" apply to those who are hired:

- in Commission Directorates-General and all other Institutions to do manual or administrative support service tasks (only Function Group I);
- in Commission Offices attached to a Directorate-General, such as the two Offices for Infrastructure and Logistics in Brussels and Luxembourg, the Paymasters Office (Function Groups II, III, IV) the European Personnel Selection Office (EPSO) and the European Administration School (EAS);
- in Agencies (Function Groups II, III, IV);
- in Commission Representations and Delegations (Function Groups II, III, IV).

So-called "3b" contract agents have short-term employment prospects, working on the basis of contracts running up to a maximum of three years. The minimum length of contract is three months.

These conditions apply to all Type "3b" contract agents hired to work in Commission's DGs and other Institutions for tasks other than manual and administrative support. That is to say, they are recruited:

- temporarily to replace officials absent due to illness, maternity leave, etc;
- as a response to acute staff shortages at times of intense work pressure;
- to undertake work for a temporary period providing additional capacity in specialised fields where officials with the required skills are not available.

Further information on regulations for contract agents can be found at:

http://ec.europa.eu/civil_service/job/contract/index_en.htm

What is the difference between the four function groups (CAST)?

Contract Agents are classified into four different function groups (Function Group I, II, III and IV) corresponding to the duties and responsibilities to be performed and the level of education and professional experience required. Each group is subdivided into grades and steps [article 80, page 152 of the Staff Regulations] as set out in the Conditions of Employment of Other Servants of the European Communities (CEOS). Types of duties within corresponding function groups are: manual and administrative support service tasks within function group I, clerical, secretarial and technical tasks, office management and other equivalent tasks within function group II, executive tasks, drafting, accountancy and other equivalent technical tasks within function group III and administrative, advisory, linguistic and equivalent technical tasks within function group IV.

Contract Agents perform their duties under the supervision of officials or temporary staff.

Can a contractual position lead automatically to permanent employment?

No. Permanent recruitment is only possible via open competitions.

Contractual positions can however lead to a contract of indefinite duration. For further information please refer to the question "I am interested in a contract agent post. What kind of contract can I be offered?"

Can I update the CV I submitted for a CAST Selection Procedure?

Yes. CAST CVs can be updated with any additional work experience and educational qualifications which you may have obtained since originally applying. For CAST RELEX selections the "choice of countries" section of the CV can be updated only during specific periods which will be notified to you via our website at

http://europa.eu/epso/success/index_en . This is because your choice of countries needs to remain stable during periods when the European External Action Service (EEAS) is preselecting successful candidates for specific vacant posts.

Can I change or correct information in the box "Details from your application" in my CAST CV?

No. The first part of your EPSO Account entitled "Details from your application" reproduces information extracted from the original application form that you submitted. This "once only" submission cannot be changed. It is used to admit candidates to the selection procedure, and remains "as is" for the period of 3 years (validity of the application), as a basis for any rechecking or auditing that either a recruiting Institution or EPSO may be asked to undertake. The EU Institutions are aware that this information may be out of date.

Please note that the search tool used by the EU Institutions to short-list candidates from the database does not in fact use information available in the "Details from your application" section. Of crucial importance for this search tool are the classifications that you chose for "Occupation Category" in the "Work Experience" section and "Education Type" in the "Education and Training" section of your CV. These you are able to update continuously. Please pay great attention to these classifications, if you wish to optimise the presentation of your CV to the Human Resources departments of the Institutions.

I'm a successful candidate for CAST27 RELEX and/or CAST RELEX 2008. What is the procedure for my recruitment?

Successful candidates of CAST 27 RELEX and CAST RELEX 2008 are available for recruitment by Unit "Career of officials and contract agents" in the European External Action Service (EEAS). This service is in charge of filling vacant contract agent posts in the EU Delegations (Function Groups II, III, and IV).

Selection procedure: two phases

1 A pre-selection is first made by the EEAS:

As soon as a contract agent post becomes vacant, the Head of Delegation asks the EEAS to pre-select candidates on the basis of the specific job description and profile.

The search for candidates is made in the CAST database on the basis of objective criteria: sector, country, professional experience, knowledge of languages, etc.

The CVs of the pre-selected candidates are then sent to the EU Delegation.

2 – The final selection is made by the EU Delegation concerned:

After a further selection based on the CVs, the Delegation will invite candidates to participate in a phone interview panel and will transmit the name of the chosen candidate to the EEAS to start the recruitment procedure.

If you are a successful CAST RELEX candidate, you may also send your CV directly to the EU Delegations (http://eeas.europa.eu/countries/index_en.htm). It can, under certain conditions, be added to the pre-selected CVs. You are only eligible for posts whose profile and function group correspond to the profile and function group of your EPSO test.

There are now more than 1100 contract agent posts in the EU Delegations and contract staff continue to be recruited on a regular basis.

The CAST 27 RELEX database remains valid until 31/12/2011 and CAST RELEX 2008 until October 2011.

COMPUTER-BASED TESTS

How can I prepare for the tests?

Sample tests are available at

http://europa.eu/epso/discover/prepa_test/sample_test/index_en.htm

To assist you in preparing for the admission tests EPSO provides interactive tests which are designed to help you gain an understanding of the nature of the computer-based admission tests and the level of difficulty that you will be faced with depending on the competition or selection procedure that you have chosen.

When you start your on-line application you will be given access to these tests. Usually they are available in English, French and German only.

In which language will I take the computer-based admission tests?

Most admission tests are in your main language and even, for some competitions for linguists, in your second and third language. Please check the Notice of competition for further information.

When and how will I receive the results of my CBT admission tests?

Depending on the number of candidates you can expect to receive your test results within 3-5 weeks after the last testing day. The results will be uploaded in your EPSO Account.

Can I receive the text of the questions I received during my CBT test?

No. The nature of computer-based testing (CBT) doesn't allow for providing such information to the candidates, as the same database of questions is being used for other selection procedures.

I need to provide a proof to my employer that I sat the CBT tests. How can I get one?

You should request an Attendance Certificate from the staff at the CBT test centre on the day of your test appointment. If you do not obtain a certificate on the day of your tests, you may still request one by e-mail from Prometric at the following address Epsa_en@Prometric.com

I have already passed the CBT admission tests for another competition or selection procedure. Do I need to take the admission tests again?

Yes, as competitions or selection procedures are independent from each other. Therefore, all candidates who register in a competition or selection procedure must sit the computer-based admission tests for that particular competition and/or selection procedure.

DIPLOMAS

Can EPSO advise if my diploma/qualification gives access to the competition/field?

EPSO does not determine which qualifications are acceptable for each particular field. This role is reserved for the Selection Board appointed for the competition. Each board includes experts in the relevant field who will have a broad appreciation of the various qualifications in that field. Their decision is based on the information provided in your application form. Candidates will be requested to transmit supporting documents at a later stage. The Selection Board is autonomous in undertaking its task within the limits of the Notice of competition and the Guide to candidates (an integral part of the Notice).

Due to the wide range of academic and professional qualifications available throughout Europe (and the world) it is not possible for EPSO to provide a comprehensive list which would help candidates establish whether their qualifications meet the specific eligibility criteria specified in a Notice of Competition. Some examples of minimum qualifications required for each category of competition are provided on the EPSO web site at http://europa.eu/epsa/discover/selection_proced/admission/index_en.htm

The Notice of competition could however require higher qualifications.

Before applying and in order to avoid being excluded from the competition at a later stage, we would strongly advise that you read very carefully the Notice of competition, in particular the nature of duties and the diplomas/professional experience required as well as the Guide to candidates.

Can I sit an AST competition with my university degree?

Yes. As a university graduate, you may also take part in competitions for assistants provided that you fulfil the specific requirements of those competitions, as described in the notice of competition. Before applying and in order to avoid a disappointment at a later stage, we would therefore strongly advise you to read very carefully the Notice of competition, especially the requirements for admission as well as the item dealing with the nature of the duties.

In the context of recent AST-competitions in the secretarial field candidates needed to have either post-secondary education attested by a diploma directly linked to the nature of the duties or secondary education attested by a diploma giving access to post-secondary education followed by at least three years' professional experience directly relevant to the nature of the duties.

My degree/diploma will not be awarded until after the closing date for registrations. What can I do?

To be eligible for a competition, you must have gained the minimum entry qualifications by the closing date for applications, unless it is stated differently in the Notice of Competition. Qualifications gained after that date cannot be used to establish eligibility. If, however, you satisfied all the requirements for the qualification concerned prior to the closing date, but have yet to receive your certificate, you may register for the competition. If and when you are required to submit a full paper application, you should include a letter from the appropriate educational authority confirming that you had satisfied all requirements for the qualification, on or before the submission deadline for the competition.

Note: Some competitions as of 2011 will be open to university students in their final year, provided that their diploma is awarded during the competition. Please check the Notice of competition for further information.

EPSO ACCOUNT

What is the EPSO Account and how can I create one?

The EPSO Account is the electronic record of your personal details and communication addresses created by candidates when applying to competitions and selections. It is also used by EPSO to send messages to candidates.

If you are intending to complete an on-line application form, you will first be prompted to create an EPSO Account (if you do not already have one).

Alternatively, you may create an EPSO Account before actually applying for a competition or selection.

A direct link is available from the right-hand column on all pages of this website.

In order to create your Account, simply click on the button "Create your EPSO Account" and fill in all the required information. Comprehensive on-line help is provided to explain how to complete the form. Once you have begun to apply for a competition or selection, you should ideally consult your EPSO Account (by clicking the icon in the right-hand column of all web pages) at least twice a week as EPSO sends important messages to candidates via their EPSO Account.

Note that each candidate can only have one EPSO Account. You should always use the same EPSO account for all the competitions or selections you apply for. If, at any stage in the procedure, EPSO finds that you have created more than one EPSO account, you might be excluded from the competition in question (see the Guide to open competitions at http://europa.eu/epso/apply/how/guidelines/index_en.htm).

I am registered for a competition and have an EPSO Account. If I want to register for another competition do I have to create a new EPSO Account?

No, you must use the same EPSO Account. If, at any stage in the procedure,

EPSO finds that you have created more than one EPSO Account, you might be excluded from the competition in question (see the Guide to open competitions at http://europa.eu/epso/apply/how/guidelines/index_en.htm).

I can't "log-on" or consult my EPSO Account, what should I do?

If you cannot log on or consult your EPSO Account try the following:

1. The problem may be linked to the URL address that you are using for access. Click on the "my EPSO Account" icon on the page http://europa.eu/epso/apply/index_en.htm to establish the correct URL and ensure that this is saved in your "Favourites" or in a URL shortcut placed on your computer's desktop.
2. The problem may be linked to your LOGIN name. At <https://europa.eu/epso/application/passport/> click on the link "Forgot your Login?" and follow the instructions.
3. The problem may be linked to your password. At <https://europa.eu/epso/application/passport/> click on the link "Forgot our password?" from the login page for your EPSO Account, so that you may request a new password. A password should be not less than 8 characters in length.

If you still cannot log in, it is your responsibility to notify EPSO without delay. For these queries, you may contact our technical team via www.eu-careers.eu/epso/webform.cfm?usertype=2&lang=en

I have forgotten my login name. What should I do?

At the login screen for your EPSO Account <https://europa.eu/epso/application/passport/>, click on the link "Forgot your login? "

The system will ask you to introduce your e-mail address and will give your login.

I have forgotten my password. What should I do?

If you have forgotten your password, go to the EPSO website, click on the icon "Access your EPSO Account" and then on "Forgot your password?". You will then receive an email with the steps necessary to gain access to your EPSO Account, which you must complete within 24 hours. If the e-mail address for correspondence in your EPSO account is also no longer valid, or if you have been unsuccessful in accessing your account for other reasons, you need to contact EPSO: www.eu-careers.eu/epso/webform.cfm?usertype=2&lang=en

Note: If you find you cannot access your Account for any reason, it is your responsibility to notify EPSO without delay.

Since submitting my registration, some of my personal data (phone/fax number, postal address) have changed. How can I notify EPSO about it?

You can change some of your personal data via your EPSO Account yourself. The modification procedure is as follows:

1. Access your EPSO Account by using your username and your password;
2. Click on the tab "Personal data" and then on "Edit my personal data";
3. Modify your postal address and/or your telephone number and/or fax number and/or e-mail address, and then click on "Save your personal data".
4. Supporting documents may be requested to validate certain requests. A screen appearing after you have saved your data informs you about which changes request supporting documents.

I have changed my e-mail address, how can I change it in my EPSO Account?

In order to change your e-mail address, please access your EPSO-Account using your username and go to "personal data". If you click on "edit my personal data" you will be able to change your e-mail address.

Note: In your EPSO Account, your LOGIN name is no longer directly linked to your email address, as used to be the case in the old EPSO Profile.

How will I be informed about the subsequent steps of the selection procedure?

All candidates will be informed via their EPSO Account whether their registration is valid. At a later stage, accepted candidates will also find in their EPSO Account all relevant information about the timing of the tests and procedures. Other information of a more general nature will be found on the EPSO website either under Latest News or on the Ongoing Competition pages (regularly updated).

EQUAL OPPORTUNITIES

Does EPSO take specific measures in order to guarantee equal treatment of persons with special needs?

Yes. Although EPSO does not organise competitions specifically for persons with special needs, it does apply an equal opportunities policy and takes all reasonable measures to ensure that candidates with special needs can take part in competitions on an equal basis with the other candidates.

When candidates make their online registration, one of the questions they are asked is whether they have special needs. Those candidates who answered 'yes' to this question will be contacted by e-mail by EPSO and asked to provide a medical certificate in support of any request for special arrangements. Where necessary, EPSO will adapt the testing environment for such candidates.

GENERAL

I would like to work for the EU institutions. Can I send my CV to EPSO?

No, spontaneous applications cannot be taken into consideration as all permanent staff for the EU institutions are recruited through open competitions that are published in the Official Journal of the European Union and on the EPSO website at

http://europa.eu/epso/apply/index_en.htm .

Selection procedures for non-permanent staff (contract agents) are published at

http://europa.eu/epso/apply/today/temporary_en.htm

EPSO cannot consider any applications or CVs that are submitted outside of the framework of an official competition.

I have not found a reply to my question. How can I contact EPSO?

The text of the Notice of competition, the [Guide to Open competition](#), the Online Application Manual, the EPSO website and in particular its Frequently Asked Questions - should provide all of the information you need to be able to apply to a competition or selection procedure.

However, if you cannot find an adequate answer to your question anywhere else you may contact us by using the online web forms. . We also accept telephone calls should an urgent matter arise. A summary of our contact details is published on the EPSO website:

http://europa.eu/epso/apply/contact/details/index_en.htm

Within a selection procedure organised by the Office, how is my personal data dealt with?

Within the framework of selection procedures all personal data provided by candidates is dealt with in compliance with regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000.

Requests for data by EPSO are covered by formal notifications which lay out the concrete reasons why such data is necessary and which received prior approval from the European Data Protection Supervisor before publishing. Each treatment of personal data of persons using our Service is supported by a Service Specific Privacy Statement (visible on the

website) which explains exactly what personal data is needed, why and for how long it is kept by EPSO. Please consult these privacy statements.

Processing of personal data is necessary for the performance of a task carried out in the public interest on the basis of the Treaties establishing the European Communities, and in EPSO's case, the selection of personnel. This processing starts on the date when a candidate creates his/her EPSO Account with a view to applying for a selection procedure or mere request for information is made and the length of time it is kept depends on the type of selection involved.

Candidates in selection procedures may, by consulting their EPSO Account, check their personal details and modify them on-line at any moment, with the exception of name, date of birth and citizenship for which a formal request must be justified and sent to EPSO.

Regarding the flagging system used in the database of successful candidates, the latter are automatically and individually informed of any change made (at the request of the Institutions) in their flagging status.

Persons having access to data are those persons within the Office on a need-to-know basis; where necessary the Selection Board concerned; where there are computer based tests involved the contractor responsible; and for laureates the recruiting services of the Institutions.

Candidates have the right to have recourse at any time to the European Data Protection Supervisor should they feel it necessary.

LANGUAGES

Which is my main and second language?

Main Language requirements of the competition state that you should have a thorough knowledge of your main language.

It must be one of the 23 official languages. This is most likely to be your mother tongue but can be any language of which you have a thorough knowledge (at least level C1- for some competitions, you will need to have a perfect command (level C2) of this language.).

The main language is also referred to as "language 1" in the online registration form.

Second Language requirements of the competition state that you should have a satisfactory knowledge of your second language. Your second language must be different from your main language and must be English, French or German. Most of the tests at the Assessment centre will be in your second language.

Example:

I am Hungarian and prefer English to communicate with people who don't speak my language.

In that case my main language 1 would be Hungarian, my language 2 - English

**** Important:** Please be aware that your choice of languages on the application form is extremely important.

Your language choice cannot be changed after you validated your application for this competition.

You can identify your level of proficiency here:

<http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

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It is up to you to decide how you define your language choices, but please make sure they are compatible with the level required by the notice of competition and take notice of how your language competencies will be tested.

In which language will I take my CBT tests?

The test language(s) are defined in the Notice of Competition. You will have to indicate your language (s) at the time of your registration. Be careful when making your choice as under no circumstances you will be allowed to change your choice of languages after you have validated your registration.

There is a self-assessment grid on the EUROPASS website to help you evaluate your skills.

Go to

<http://europass.cedefop.europa.eu/europass/home/hornav/Downloads/CEF/LanguageSelfAssessmentGrid.csp>

Neither English nor French nor German is my mother tongue. Nevertheless I see that the simulation exercises are only conducted in these languages. Does this place me at a serious disadvantage compared to native speakers?

All candidates sit the Assessment Centre in their second language, allowing for a procedure equally accessible, and challenging to all.

PROFESSIONAL EXPERIENCE

I do not have the required number of years of professional experience at the closing date for the online registrations of the competition. However, I will have them soon. May I apply?

You must meet all the eligibility requirements by the closing date for submission of registrations to the competition. The Selection Board is not allowed to take into account professional experience acquired after this date and will therefore be obliged to exclude you from the competition.

PROFILES/FIELDS

Where can I find an overview of the planned competitions?

Most of our competitions are published in cycles: Administrators competitions in spring, Linguists ones in summer and Assistants competitions in autumn. Other specialist competitions and selection procedures for contract agents are published all over the year. Please check the indicative planning of competitions and selection procedures to be published over the coming months at http://europa.eu/epso/doc/epso_planning_en.pdf

How is my knowledge in the field tested?

The case study/practical tests will focus on how to apply knowledge in the field.

I would like to work as a freelance interpreter / translator. What should I do?

Please consult the following websites:

Interpretation: http://europa.eu/interpretation/accreditation_en.htm

Translation: http://ec.europa.eu/dgs/translation/workwithus/index_en.htm

What about vacancies for scientists?

Opportunities for research staff are mainly in the Commission services and Agencies. Permanent research staff are recruited via open competitions in their specific research field. Contract agents are recruited after selection procedures in the field. Please consult our indicative timetable for planned competitions and selection procedures at http://europa.eu/epso/doc/epso_planning_en.pdf.

For further information about procedures of recruitment for research staff used by the European Commission, see: http://ec.europa.eu/civil_service/job/research_en.htm

What about competitions for specialist profiles?

Depending on the needs of the Institutions, EPSO organises ad hoc competitions for special profiles where professional experience is usually, but not always needed.

There are generally two stages in competitions for specialist profiles. Firstly, candidates are selected on the basis of their qualifications and professional backgrounds. For this, candidates have to fill in a specific "talent screener" tab in the online application form. This talent screener contains a series of questions aimed at evaluating candidates' qualifications. In particular, diplomas and professional experience will be assessed for their relevance to the nature of the duties described in the competition notice.

The answer to each question is marked with candidates being awarded an overall mark. The candidates with the best overall marks will be invited to the assessment centre.

Candidates should be in possession of supporting documents for all the information submitted, as this will be verified at a later stage by the Selection Board.

The second stage is the assessment centre, comprising written tests (case study) and oral tests (structured interview, group exercise) related to the specialised field of the competition. For more information, please refer to the Notice of competition.

REGISTRATION

I receive an error message when trying to fill/register/validate my application. What can I do?

Please verify the Internet security settings and set them on 'medium' instead of 'high'.

There might also be a huge amount of cookies and/or temporary files on your computer.

They can block your registration file to be uploaded correctly. Please delete them.

The problem might be related to your Internet browser. Our systems do not support all features of all Internet browsers (ex. Opera).

If you get an error message when filling text (for example under "Motivation") this might be related to the length of the text. It is normally limited to 4000 bytes (this is less than 4000 characters). Please shorten your text as much as possible before saving it.

If you still encounter the same problem, please log on another computer (and ideally in another environment) in order to check if you still get the error message.

I have filled in my on-line application and clicked on "Validate application" but, due to a connection problem at the moment of validation, I have not obtained my application number. What should I do?

Until you have validated your on-line application, you will only have a temporary reference number (T-XXXXX) which is given to you by the system. When your application has been validated this number will change to your actual application number. It is the same as the temporary reference number but without the "T".

To check this you should consult your EPSO Account. If your on-line application has been saved you will find it under the tab "Applications" and you will be able to see your number.

Below the name of the competition to which you have applied you will be able to read if your application has been validated or not.

If you have not validated your on-line application you should do so. If you still cannot validate it please send us an e-mail via the contact form that you will find on the website

(<http://www.europa.eu/epso/webform.cfm?langue=en>).

Please note that your applications must be validated before the deadline (cfr Notice of competition). EPSO cannot be taken responsible for any technical problem outside its own

environment. Please also take into account that the validation process might take some time (several minutes). After pushing the validation button, you will be asked to enter your password. All this procedure must be terminated before deadline.

May I change my registration data (those related to a specific competition)?

Until you have validated your on-line application, you can change the information you have entered (click on the "Edit" button in the tab "Registration Data"). Do not forget to save your changes. Please note that you cannot change the competition and/or the field you have applied for. If you wish to apply for a different competition you will need to delete your online application and to start a new one. Once you have validated your on-line application you will not be able to change anything.

May I change my choice of languages?

Until you have validated your on-line application, you can change your choice of languages (click on the "Edit" button in the tabs "Registration Data". Do not forget to save your changes.

Can I apply for more than one competition?

In general, you can register for as many competitions as you want, provided that you fulfil the requirements of those competitions. For some competitions published at the same time and in parallel there might be restrictions. In case of restrictions, they are clearly mentioned in the notice of competition.

Candidates who applied for the one field of the Administrator competition published in spring will be allowed to apply for one of the Specialists' competition and/or the Linguists' competition and the Assistants' competition that will be published later, provided they fulfil the requirement of those competitions.

I missed the deadline for a competition. Can I still apply?

No. The on-line application form will not be available after the deadline. Also, if you started to complete the form but you did not validate it before the deadline, then you will not be able to do so afterwards.

Is there an age limit to apply for a competition?

There is no age limit to take part in a competition. However, successful candidates will be recruited at the grade stated in the notice of competition irrespective of their age or experience.

You should note that the rules on the retirement age for staff laid down in the Staff Regulations are as follows:

Officials are retired:

- automatically at the age of 65 years,
- or at the official's own request, at the age of 63 years or where the official is between 55 and 63 years of age and satisfies the requirement for immediate payment of a pension,
- exceptionally, at the official's own request and where it is considered to be in the interest of the service, at not later than the age of 67.

You should also take into account that the average duration of an open competition is 7-9 months.

TRAVEL EXPENSES

I have to take assessment tests in Brussels. Am I eligible to receive a financial contribution for my travel and subsistence expenses?

You are eligible to receive a financial contribution if you have to travel more than 200 km.

This distance is calculated from your place of residence (as stated in your EPSO account) to the venue (one way). Please click on the following link for more information about how to apply for this contribution, the documents you have to provide and the flat rate that would apply to you:

http://europa.eu/epso/apply/on_going_compet/reimburse/index_en.htm

SUCCESSFUL CANDIDATES

When is the list of successful candidates going to be published?

At the end of each competition, EPSO provides the European Union Institutions with the list of successful candidates and makes available to them their CVs.

These lists are usually published on the EPSO website at

http://www.europa.eu/epso/laureats/liste_en.htm within six weeks of publication of results in your EPSO Account and subsequently in the Official Journal of the European Union (CA series): <http://eur-lex.europa.eu/JOIndex.do?ihmlang=en>. Any delay in the publication of the list in the Official Journal has no impact on the recruitment process itself.

Please note that the names of successful candidates of CAST selections are not published.

The names and CVs of successful candidates of CAST selections are registered in a database accessible to all EU institutions interested in recruiting contract agent staff.

For how long will the list of Successful Candidates be valid?

The expiry date will be published together with the list itself on the EPSO website (see http://europa.eu/epso/success/index_en.htm) and in the Official Journal of the European Union, and may be extended. The decision to prolong the validity of a list will usually be taken shortly before it expires. This decision will also be published on the EPSO site.

In general, reserve lists are valid for 1 year following completion of the competition or until the next reserve list of a competition for a similar profile becomes available.

Is there a quota system for recruiting candidates of each Member State?

No. There is no national quota system for the selection or recruitment of EU officials. The selection is based only on merit.