

**CONSOLIDATED VERSION OF THE
CALL FOR EXPRESSIONS OF INTEREST
FOR CONTRACT STAFF in the following function groups and profiles:**

REFERENCE	PROFILE	FUNCTION GROUP (FG)
EPSO/CAST/P/1/2017	Finance	FG III
EPSO/CAST/P/2/2017	Finance	FG IV
EPSO/CAST/P/3/2017	Project/programme management	FG III
EPSO/CAST/P/4/2017	Project/programme management	FG IV
EPSO/CAST/P/5/2017	Finance	FG II
EPSO/CAST/P/6/2017	Secretaries/Clerks	FG II
EPSO/CAST/P/7/2017	Human resources / Administration	FG II
EPSO/CAST/P/8/2017	Human resources / Administration	FG III
EPSO/CAST/P/9/2017	Human resources / Administration	FG IV
EPSO/CAST/P/10/2017	Communication	FG III
EPSO/CAST/P/11/2017	Communication	FG IV
EPSO/CAST/P/12/2017	Political affairs / EU policies	FG III
EPSO/CAST/P/13/2017	Political affairs / EU policies	FG IV
EPSO/CAST/P/14/2017	Law	FG III
EPSO/CAST/P/15/2017	Law	FG IV
EPSO/CAST/P/16/2017	Information and communication technology	FG III
EPSO/CAST/P/17/2017	Information and communication technology	FG IV
EPSO/CAST/P/18/2017	Manual and administrative support workers	FG I
EPSO/CAST/P/19/2018	Child care staff	FG II
EPSO/CAST/P/20/2018	Educational Psychologists	FG IV
EPSO/CAST/P/21/2019	Proofreaders	FG III
EPSO/CAST/P/22/2019	Translators	FG IV

This call is open for registration as of 05 January 2017.

There is no deadline for submitting applications (unless specified otherwise on the EPSO website http://europa.eu/epso/index_en.htm).

This consolidated version is not a new Call for Expressions of Interest but a version including the corrigenda and addenda in order to facilitate its reading and comprehension.

– *The corrigenda were published on :*

- [13 June 2017](#)
- [27 July 2018](#)

– *The addenda were published as follows:*

- [EPSO/CAST/P/18/2017 : 16 October 2017](#)
- [EPSO/CAST/P/19/2018 : 16 April 2018](#)
- [EPSO/CAST/P/20/2018 : 26 September 2018](#)
- [EPSO/CAST/P/21/2019 : 08 January 2019](#)
- [EPSO/CAST/P/22/2019 : 08 January 2019](#)

The European Personnel Selection Office (EPSO) is launching an open-ended selection procedure to create a pool of candidates from which the institutions, bodies, offices and agencies of the European Union (EU) (see the following link: <http://europa.eu/about-eu/institutions-bodies/>) can recruit contract agents in the fields listed above.

This call for expressions of interest, together with its Annexes, forms the legally binding framework for these selection procedures.

You may apply for one or more profile(s) and/or function group(s) provided you meet the eligibility requirements set out below. You are strongly advised to choose only those profiles and function groups for which you have the most relevant education and experience. The fact that you submit multiple applications does not necessarily increase your chances of being pre-selected.

Contracts will be mainly offered for positions in Brussels and Luxembourg. A limited number of contracts may be available in other EU cities and in EU delegations worldwide. Contract agents in EU delegations may be subject to mobility policy rules.

The working conditions of contract staff are governed by the Staff Regulations of Officials and the Conditions of Employment of Other Servants, (see the following link <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20110101:EN:PDF> chapter IV, p. 215).

The European Commission is currently revising the Commission decision of 2.3.2011 on the general provisions governing the conditions of employment of contract staff employed by the Commission under the terms of Articles 3a and 3b. Once the new General Implementing Provisions (GIPs) are adopted, successful candidates will be offered a contract on the basis of the new provisions. Other Institutions, Bodies and Agencies may also undertake similar review processes.¹

Calls for expressions of interest for contract staff usually attract a large number of highly qualified candidates. As a consequence, only a limited number of candidates registered in the database will be shortlisted, tested, interviewed and offered a job.

WHAT TASKS CAN I EXPECT TO PERFORM?

Contract agents carry out tasks under the supervision of officials or temporary staff members. Further details concerning the nature of tasks and type of duties are in [ANNEX I](#).

AM I ELIGIBLE TO APPLY?

You must meet the following eligibility criteria when you validate your application:

GENERAL CONDITIONS

- Enjoy full rights as a citizen of an EU Member State
- Meet any obligations under national laws on military service
- Meet the character requirements for the duties concerned

¹ The new General Implementing Provisions (GIPs) were adopted on 16.10.2017 ([Commission Decision C\(2017\) 6760](#))

The EU institutions apply an equal opportunities policy and accept applications without distinction on the grounds of gender, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

SPECIFIC CONDITIONS - LANGUAGES

- Language 1: minimum level C1 in one of the 24 official EU languages
- Language 2: minimum level B2 in English, French or German; must be different from language 1

The official languages of the European Union are: BG (Bulgarian), CS (Czech), DA (Danish), DE (German), EL (Greek), EN (English), ES (Spanish), ET (Estonian), FI (Finnish), FR (French), GA (Irish), HR (Croat), HU (Hungarian), IT (Italian), LT (Lithuanian), LV (Latvian), MT (Maltese), NL (Dutch), PL (Polish), PT (Portuguese), RO (Romanian), SK (Slovak), SL (Slovenian), SV (Swedish).

For details on language levels, please see the Common European Framework of Reference for Languages (<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>)

[Please see ANNEX II for additional information on languages in EU selections.](#)

SPECIFIC CONDITIONS - QUALIFICATIONS & PROFESSIONAL EXPERIENCE

For function group I:

- minimum level of education required: successful completion of compulsory education.

For function groups II and III:

- a level of post-secondary education attested by a diploma; or
- a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years; or
- where justified in the interest of the service, professional training or professional experience of an equivalent level.

For function group IV:

- a level of education which corresponds to completed university studies of at least three years attested by a diploma; or
- where justified in the interest of the service, professional training of an equivalent level.

Only qualifications issued or recognised as equivalent by EU Member State authorities (e.g. by the Ministry of Education) will be accepted. Furthermore, before recruitment, you will be required to provide the documents that corroborate your eligibility and the information in your application form (diplomas, certificates and other supporting documents).

SPECIFIC CONDITIONS (APPLICABLE ONLY TO POSTS IN EU DELEGATIONS)

Recruitment may be subject to security clearance carried out by the candidate's national security authority.

HOW WILL I BE SELECTED?

1) *Pre-selection: recruiting services search the database of registered candidates*

As needs arise, the recruiting services will search the pool of applications and shortlist a certain number of candidates who, based on the information in their applications, best match the job requirements in question.

2) *Selection tests organised by EPSO. Computer-based multiple choice question (MCQ) tests*

If shortlisted, you will be invited to sit a series of MCQ tests in an accredited test centre, as specified in the table below. You will receive further instructions about the tests via your EPSO account.

Please note that **no competency tests** will be organised by EPSO for **function group I**.

In the table below you will find more details on each type of test. If you encounter difficulties when reading this table using assistive technologies, please follow the link to [ANNEX IV](#) - an easy to read text version.

Test	Language	N° of questions	Duration	Pass mark		If successful, results valid for
I) Reasoning tests						
Verbal reasoning	L1	20	35 min	10/20		10 years
Numerical reasoning	L1	10	20 min	Combined 10/20		
Abstract reasoning	L1	10	10 min			
II) Competency test						
Competency test	L2	25	50 min	FGII and FGIII 13/25	FGIV 16/25	5 years
III) Language comprehension test						
Language comprehension test	L2	12	30 min	FG III 6/12	FG IV 7/12	5 years

For Proofreaders and Translators profiles, make sure that the language 1 chosen for the reasoning tests is your target language (i.e. French if you are a French-language proofreader or translator, German if you are a German-language proofreader or translator, etc.).

If you obtain the scores needed to succeed in the tests, the results will be valid for a certain period, so that you will not have to sit those tests again. The results will be valid as follows:

- If you pass the reasoning tests, the results will remain valid for 10 years, for the same or lower function group(s).
- If you pass the competency tests, the results will remain valid for 5 years for the chosen profile in the same or lower function group(s).

If you do not obtain the scores needed to succeed in the tests, the following will apply:

- If you fail the reasoning tests, the recruiting services will not be able to invite you again for a test of the same or higher function group for the next 6 months.
- If you fail the competency test, the recruiting services will not be able to invite you for the test of the same or higher function group within the same profile for the next 6 months. Your scores in the reasoning tests will be retained (see above).

Your results in the selection tests of the higher function groups also apply to the lower function groups. However, your results in the lower function groups do not apply to the higher function groups. If you succeed in the reasoning tests in the highest function group, this result is valid across all profiles in the same and lower function groups. If you succeed in the competency test in the highest function group, this result is valid in the lower function groups only for the same profile.

The result of the competency test for one profile is not valid for a different profile.

If you fail the reasoning tests, you cannot be re-tested for another 6 months for the same or higher function group; however you may still take reasoning tests for a lower function group during this period. If you fail the competency test, you cannot be re-tested for another 6 months in the same profile at the same or higher function group; however you may still take competency tests for the same profile for a lower function group or for a different profile during this period.

In order to be eligible for recruitment, you must pass the tests in at least 2 different languages, at the required function group or higher. Please note that the language requirements apply **IRRESPECTIVE** of reasoning/competency test type. In other words, you can only be invited to an interview pursuant to point 3 of this call and subsequently recruited if

- you have passed at least one reasoning test and at least one competency test at the required function group or higher,

AND

- at least two of those tests were passed in different languages, including if these two tests are of the same type (i.e. reasoning or competency).

Example:

You succeed the reasoning tests (and your score is still valid as described above), but fail the competency test for profile 1.

If you then apply to profile 2 - in the same function group - and choose the language you took your reasoning tests in for profile 1 as the language for the competency test in profile 2, this will result in you having to sit both the reasoning and competency tests again for profile 2, because of the two language rule.

In order to succeed the reasoning tests, you must obtain the required pass marks for both verbal reasoning and combined numerical and abstract reasoning. Competency tests will only be marked if you pass the reasoning tests.

Expiry of the above mentioned 6 months period does not automatically entitle you to re-sit the test(s). You may be invited to sit the tests again, only if the recruiting services preselect you for the same or another vacancy.

3) Recruitment tests comprising an interview and optional other forms of evaluation

If you pass the reasoning tests for **function group I**, you may be invited to an interview and a competency test organised by the recruiting services. These interviews/tests for FG I aim to

assess your suitability for the relevant position, and can take the form of a written or oral test, a practical test or a simulation. The recruiting services will inform you about the main features of such tests and interviews in advance, when applicable.

For **function groups II, III and IV**, if you pass both the reasoning and the competency tests, you will be invited by the recruiting services to an interview, conducted by a selection panel, to assess the suitability of your qualifications, your professional experience and linguistic knowledge for the relevant position. In certain cases, the recruiting services may also ask you to undergo other forms of evaluation, for example a written test, a practical test or a simulation.

For EPSO/CAST/P/21/2019 Proofreaders (FG III) and EPSO/CAST/P/22/2019 Translators (FG IV), please note that, specifically in the European Commission, the recruiting services will ask you to undergo and pass additional proofreading and translation tests, respectively, prior to recruitment.

4) Recruitment

Candidates who are successful in stages 1-3 above may receive a formal employment offer.

HOW, WHEN AND WHERE CAN I APPLY?

You must apply online (follow the link: <http://jobs.eu-careers.eu>).

To indicate your on-going interest in this procedure you must *update your application at least once every 6 months*. Otherwise, your details will no longer be visible to the recruiting services.

HOW WILL EPSO COMMUNICATE WITH ME?

Information regarding your MCQ tests, including invitation(s), will be sent via your EPSO account which you should consult at least twice a week.

You should also check [eu careers](#) or contact us (https://epso.europa.eu/help_en) should you have specific questions.

HOW WILL THE RECRUITING SERVICES COMMUNICATE WITH ME?

Information regarding the recruitment tests, including the invitation, will be sent to the email address indicated in your EPSO account. You may receive invitations from different recruiting services.

GROUNDINGS FOR TEMPORARY EXCLUSION

According to the principle of equal treatment, if at any stage EPSO finds out that you have created more than one EPSO account, or made any false declarations, EPSO will set your application status to 'not available' for one year.

Fraud or attempted fraud may render you liable to penalty. Anyone recruited by the institutions must show themselves to be of the highest possible integrity.

HOW CAN I ASK FOR A REVIEW/ FILE AN APPEAL PROCEDURE?

Please refer to point 6 of Annex III "General Rules Governing Contract Agent Selections".

WHAT IF I NEED SPECIAL ADJUSTMENTS ?

EPSO consistently applies an equal opportunities policy in its selection procedures in order to ensure equal treatment of all candidates.

EPSO takes all reasonable measures to ensure that candidates with special needs can take part in selections on an equal basis with the other candidates.

If you have a disability or a medical condition that may hinder your ability to sit the tests, please indicate it in your online application form and let us know the type of special adjustments you need. **If a disability or a medical condition occurs during the selection process, please inform EPSO as soon as possible** using the information indicated below.

Please note the following:

1. You will have to send a certificate from your national authority or a medical certificate to EPSO in order for your request to be taken into consideration. Your supporting documents will be examined, so that reasonable accommodations of selection tests can be made where required.
2. If you are invited to a recruitment test comprising an interview or other test organised by the recruiting services (and not by EPSO), please make sure you inform them directly about your special needs requirements.

You will find all the information you need in your application form and on our website.

For more information, please contact the EPSO – accessibility team:

Email: EPSO-accessibility@ec.europa.eu, or

Fax: +32 2 299 80 81 or

Post: European Personnel Selection Office (EPSO)
EPSO accessibility
C- 25, 1049 Bruxelles/Brussel
BELGIUM

ANNEXES TO THIS CALL FOR EXPRESSIONS OF INTEREST

- ANNEX I – DUTIES
- ANNEX II – LANGUAGES
- ANNEX III – GENERAL RULES GOVERNING CONTRACT AGENT SELECTIONS (CAST)
- ANNEX IV – ADDITIONAL INFORMATION REGARDING COMPUTER-BASED TESTS IN AN EASY-TO READ FORMAT

ANNEX I - DUTIES

The main duties can vary from one service to another, but may include the following:

FINANCE (FGIII)

- Financial initiation and/or verification, financial support
- Support in the frame of calls for proposals/tenders
- Management of financial information
- Support for accounting management
- Support for audit management

FINANCE (FGIV)

- Budget/finance planning and follow-up
- Budget/finance information and reporting
- Budget/Financial coordination and advice
- Budget/Financial analysis and reporting
- Audit analysis and support

PROJECT/PROGRAMME MANAGEMENT (FGIII)

- Project/programme management including planning, monitoring, evaluation, project closure and post project activities
- Financial Expenditures
- Quality management and evaluation
- External communication - Public information

PROJECT/PROGRAMME MANAGEMENT (FGIV)

- Calls for proposals and calls for tender – promotion, evaluation and negotiation
- Project/programme management including planning, monitoring, evaluation, project closure and post project activities
- Internal and external communication and dissemination of information
- Internal co-ordination and consultation
- Representation and external coordination

FINANCE (FGII)

- Preparing financial files and acting as initiating agent in the financial circuits
- Providing clerical and administrative assistance relating to calls for proposals/tender
- Providing support in the processing of financial information and financial reporting
- Assisting with accounting processes
- Assisting in audit related tasks, such as clerical support for auditors, filing, etc.

SECRETARIES/CLERKS (FGII)

- Secretarial tasks to do with organising meetings, preparing business trips, etc.
- Various other routine secretarial tasks, transmission and filing of documents and correspondence, monitoring correspondence, keeping a diary of appointments, managing your hierarchical superior's email in-box, etc.
- Assisting with drafting (memos, notes, minutes of meetings)
- Assisting with the coordination and planning of work in the Department
- Word processing in the main language and possibly in another official language of the European Union
- PC work relating to document presentation (e.g. page layout, formatting, tables)

- Various administrative tasks associated with file management (using information technology)

ADMINISTRATION /HUMAN RESOURCES (FGII)

- Assisting with selection and recruitment files: launching calls and publications, receiving and processing applications, organising selection boards, following up selection boards' work
- Assisting with the preparation of periodical reporting and data analysis on the recruitment and selection of staff
- Helping to monitor the establishment plan: monitoring vacant posts, liaising with the services responsible for the recruitment of different categories of staff; making requests for authorisation to publish posts
- Supporting preparation and follow-up tasks on learning and development activities on the basis of strategic priorities identified by management
- Supporting and applying rules related to other specific HR matters

ADMINISTRATION /HUMAN RESOURCES (FGIII)

- Preparing and contributing to the management of selection and recruitment files: drafting vacancy notices, launching calls and publications, analysing applications and determining their eligibility, organising and following up on selection boards, preparing recruitment documents (eligibility check, establishment of grades, etc.)
- Collaborating and contributing to administrative and human resource management functions
- Helping to prepare and follow up periodical reporting and data analysis on the recruitment and selection of staff
- Helping to prepare, launch and follow up promotion and reclassification exercises
- Contributing to communication on training policy aimed at all staff
- Contributing to the conception of new learning and development activities on the basis of strategic priorities identified by management

ADMINISTRATION /HUMAN RESOURCES (FGIV)

- Contributing to setting-up, implementing, monitoring and evaluating management plans
- Managing and supervising selection and recruitment files
- Preparing briefings and other documents in the field of HR management
- Coordinating periodical reporting and data analysis
- Supervising and verifying legal and financial commitments in connection with projects under your responsibility, in full compliance with current financial rules
- Advising and coordinating with services on the basis of their annual HR strategies
- Representing the institution through presentations on communication activities to internal and external audiences

COMMUNICATION (FGIII)

- Organising and following-up planning meetings within the service, with other services and with external contractors
- Contributing to production/visual coherence of banners, publications and promotional material
- Contributing to the implementation and setting up of communication plans on communication priorities and projects
- Editorial production, i.e. production of factsheets, updating intranet sites
- Cooperating on the management of projects, including financial regulations
- Collaborating in the follow-up of projects through social media

- Contributing to the preparation of briefings and other documents related to the communication of political priorities

COMMUNICATION (FGIV)

- Establishing, implementing, monitoring and evaluating communication plans
- Preparing briefings and other documents related to the communication of political priorities
- Supervising and verifying legal and financial commitments in connection with projects under your responsibility, in full compliance with current financial rules
- Ensuring coordination and synergy inside the Directorate General (DG)/institution and with related services'/DGs' communication units on political priorities
- Advising and coordinating with services on the basis of their annual communication strategies
- Delivering presentations on key aspects of project activity and results and contributing to dissemination actions to internal and external audiences
- Organising, preparing, setting up and managing meetings and conferences on communication priorities with stakeholders within and outside the institution
- Following-up projects through social media

POLITICAL AFFAIRS/EU POLICIES (FGIII)

- Contributing to the follow-up of policy developments and ensuring interface with appropriate services
- Cooperating with other departments dealing with these files
- Contributing to reports, briefing and speaking notes on policy files and providing any contributions required
- Contributing to parliamentary questions in the area of the policy
- Contributing to the preparation of meetings with stakeholders, drawing policy conclusions and following up the meetings
- Representing the Commission/institution or the Directorate General (DG) at internal, inter-institutional and external events/meetings, relevant to the service, under the supervision of the Head of Unit or the policy officer

POLITICAL AFFAIRS/EU POLICIES (FGIV)

- Monitoring, analysing and reporting on the political, economic and social situation in a given country
- Following up on the regional, foreign and multilateral policies of the country
- Formulating and contributing to the definition of EU political objectives, priorities and policies concerning political, economic, humanitarian or other relations in coordination with Member States, international organisations and other donors
- Coordinating and contributing to the preparation of high level visits and missions, ad hoc meetings, contacts with third countries, civil society, etc.
- Drafting and following-up on policy papers, strategic documents, legal acts, speeches, statements and other documents concerning the area assigned
- Drafting answers to oral and written questions and petitions of Members of the European Parliament (MEPs)
- Ensuring the coherence of EU actions and policies in the country by contributing and participating in inter-service consultations on official communications, policy papers and internal working documents of the EU institutions
- Representing the institution, under the supervision of an official, at meetings at inter-institutional and international level (e.g. consultative groups) concerning the area assigned
- Contributing to negotiations of international agreements

LAW (FGIII)

- Contributing to studies and research into national, Community and international law in the area of justice and home affairs
- Contributing to the analysis and preparation of draft opinions and legal notes
- Examining pre-litigation files (complaints, etc.), various tasks related to court proceedings, and preparing position statements
- Collaborating on the preparation of documents relating to the activities of the institution and preparatory bodies and special committees

LAW (FGIV)

- Ensuring the legal certainty, the quality of drafting and compliance with the applicable rules and procedures
- Assisting and representing the institution in disputes and, where appropriate, representing it in cases before the Court of Justice of the European Union
- Providing advice and oral or written opinions on legal, institutional and procedural questions to the institutions and preparatory instances or services
- Analysing and drafting conceptual work, studies and legal analysis
- Providing draft replies to requests and to complaints addressed to the Appointing Authority by officials and agents

INFORMATION AND COMMUNICATION TECHNOLOGY (FGIII)

- Contributing to the development of information systems and analysis of business processes
- Assisting with the design and implementation of databases
- Programming languages such as JAVA, Visual Basic, Visual C#, Powerbuilder, ASP.NET, C++, ColdFusion, etc.
- Web-based applications interfaces
- Administration of the user environment (configuration, administration and support of operating systems, office tools, printers and other shared resources in a network environment)
- Contributing to the development and management of web sites and HTML, XML and UML pages (programming languages such as Java, ASP.NET, PHP and ColdFusion).
- Administration of web servers (such as Planet Web Server, Microsoft Internet Information Server, ColdFusion Server, Oracle BEA WebLogic applications, Apache Server, etc.)
- Managing networks and telecommunications (using LAN/WAN protocols and services (DHCP, DNS, HTTP, HTTPS, SNMP, Active Directory)), using internet technologies to implement internal networks or to interconnect networks, network security, developments in the field of VPN technologies, telephony/fax systems, integration of voice and data, mobile communications, by satellite and wireless)
- Helping with the organisation and follow-up of projects and/or operational services in any of these areas

INFORMATION AND COMMUNICATION TECHNOLOGY (FGIV)

- Coordinating, managing and designing, implementing and supervising ICT projects
- Managing IT systems, services and security
- Supervising and managing contracts and relations with client departments and suppliers
- Conducting strategic studies and analysing products on the market

MANUAL AND ADMINISTRATIVE SUPPORT WORKERS (FG I)

For Function Group I, the duties consist of manual and administrative support service tasks performed under the supervision of officials or temporary staff. The descriptions below are

examples of jobs available within the Institutions. The list is not exhaustive. Such tasks may fall within one of the following categories:

a) Kitchen assistant/cook

- Ensure the preparation and distribution of meals, meeting deadlines in compliance with hygiene and quality standards
- Prepare cold and hot dishes
- Ensure the discarding and safe disposal of unsold, vacuum-packed and refrigerated storage (dry storage) stock
- Distribute meals on the various distribution lines of the self-service and à la carte restaurant in an optimal and timely manner
- Maintain hygiene standards in order to avoid the risk of contamination

b) Waiter

- Ensure the provision of meals in compliance with hygiene and quality standards and in a timely manner
- Ensure the preparation of the reserved room (preparation and dressing of the tables)
- Ensure the preparation and presentation of the counters of the catering service
- Client service: provide meals and other food, provide coffee service
- Help with the various tasks involved in the preparation of meals in order to support the cooks/kitchen staff
- Maintain hygiene conditions in compliance with Hazard Analysis and Critical Control Points principles (HACCP) in this area, in order to avoid any risk of contamination

c) Warehouse staff

- Greet, educate and serve external clients regarding on-site deposits
- Guarantee the accurate data entry
- Ensure that the procedures for suspicious, banned or private shipments are followed properly
- Perform searches related to addressing errors, and correct accordingly
- Ensure a high level of interaction with internal and external customer services (Directorates General, third-party carriers etc.)
- Carry out tasks involving the handling of inert, semi-heavy loads
- Be able to work for a majority of the time in a standing position
- Collect and provide statistics
- Provide logistical support for events
- Carry out maintenance work: assemble, dismantle and relocate equipment necessary for exhibitions and/or the display of works of art, as well as support equipment and related materials
- Book in and dispatch goods, load and unload goods using vehicles
- Provide local technical support for the implementation of projects involving the installation of equipment and technical support to the users of the various general safety systems
- Manage orders and plan goods receptions — receive the delivered goods and verify them — load, unload, pack, unpack, assemble and install furniture
- Perform various administrative tasks within the area of activity

d) Printing staff

- Perform complex photocomposition work in the official EU languages
- Assist in the preparation of texts and tables, using image/plate settings
- Contribute to the work by carrying out graphic design
- Prepare first prints and / or originals for high-performance printers
- Assist in the daily maintenance of printing equipment and in managing texts stored on hard disks

- Help create and update software to create layouts and to transmit texts electronically
- Assemble and prepare offset plates
- Print and prepare documents, especially on offset and in small or medium-size format
- Prepare complete documents, including assembly, stapling and binding
- Prepare printing machines for printing
- Ensure daily routine operations in terms of handling and transport of printed material, cleaning of printers, etc.
- Ensure regular inspection and control of the maintenance of technical equipment
- Monitor work planning

e) Floor messenger / meeting room attendant / office support staff / document management

- Welcome, guide and introduce visitors
- Handle and distribute official documentation, mail and meeting materials
- Participate in the preparatory work for official meetings and in the setting up of the meeting rooms, including preparation of room plans, name plates and agendas/programmes
- Ensure presence and assistance during meetings, including for telephone calls and for voting
- Handle declarations of travel/accommodation expenses
- Manage lockers/storage racks, including distribution of keys if needed
- Provide information and help regarding the use of meetings rooms
- Provide assistance in updating the meetings register and in preparing annual, monthly and other statistical activity records
- Prepare and control workflows to print documents on high-performance printers
- Produce documents on high-performance printers
- Scan paper originals and prepare them for printing
- Ensure electronic archiving of documents
- Ensure electronic merging of different documents before printing
- Ensure handling and transport of printed material
- Ensure routine cleaning of printing machinery
- Prepare sending of documents based on pre-established criteria
- Prepare and print addresses on labels electronically, including updates of address databases
- Dispatch documents and letters, including via e-mail and mass mailing
- Perform any other tasks involving the publication, reproduction, distribution and archiving of documents based on production machinery
- File, register and store documents
- Prepare files for meetings
- Send, receive and register mail, including private courier shipments and diplomatic pouch
- Distribute mail internally
- Handle bulky or heavy documents / packages

f) Building Management — technical and administrative support staff

- Assist with the implementation of sub-contractors' contracts in technical fields (finishing work, locks and door fittings, cleaning, waste management, electrical engineering)
- Monitor and check the provision of services and related data input, and draw up simple statistical reports
- Monitor the management of stocks of materials
- Maintain relations with user/client services
- Assist in the coordination of work in the different buildings
- Help to monitor the state of repair of buildings (requests for work in response to malfunctions, monitoring office fitting work, etc.)
- Perform various manual duties related to office fitting

- Ensure technical troubleshooting and assistance
- Ensure minor routine maintenance work (setting up tables, coat racks, etc.)
- Manage keys for real estate and office furniture
- Assist in managing real estate inventories and updating technical plans for the buildings in use

g) Drivers

- Drive senior dignitaries and officials or other staff of the European Institutions, mainly in Brussels, Luxembourg and Strasbourg, as well as in other Member States and non-EU countries
- Drive visitors from the diplomatic corps and VIPs
- Transport goods/documents
- Transport mail
- Ensure proper use of the vehicle, particularly as regards maintenance and the vehicle's technological tools
- Ensure the safety of passengers and goods during transport in compliance with the country's Highway Code
- When necessary, see to the loading and unloading of vehicles
- When necessary, carry out administrative work and/or provide logistical support

h) Movers

- Provide support in the relocation of staff and their installation in new offices/locations
- Supervise waste management/recycling of used office furniture/equipment
- Assist in moving office furniture/equipment as required for events organised by the EU Institutions

i) Parliamentary Ushers and Ushers for other institutions

The Chamber and meeting rooms:

- Provide practical assistance to the President
- Welcome and accompany participants
- Distribute documents in all languages
- Set out desk nameplates
- Monitor signing in by MEPs
- Manage the attendance lists
- Provide security and, at the President's request, intervene to maintain order
- Control access to the various rooms

Protocol duties and official events:

- Welcome and accompany VIPs
- Set out flags
- Set up protocol cordons
- Form a guard of honour for official visits

Other duties:

- Distribute, collect, and transport mail by trolley
- Empty documents from packing cases, trolleys, and cupboards
- Welcome groups of visitors, accompany them, and direct them to their assigned seats in the galleries and rooms; keep order; ensure specific instructions are followed
- Manage cloakrooms for groups of visitors
- Perform administrative tasks (mail registration, filing, e-mails, basic word processing, intranet etc.)
- Provide information to visitors, officials, and others
- Assist the fire prevention service

j) Security and prevention officers

- Filter and control the access of people and goods through scanners and detection gates
- Quickly and effectively handle specific situations, where necessary by visual recognition of Members of the European Parliament, permanent staff members, service providers and visitors
- Carry out security patrols inside the Institutions' buildings
- Carry out security checks on mail, parcels and deliveries
- Take all necessary steps to provide a continuous and professional service within the institution
- Intervene in the event of a fire emergency and/or alarm in accordance with the procedures established by the services responsible, and apply basic fire prevention and firefighting instructions
- Provide first aid to anyone in need
- Perform various administrative tasks (writing reports, filing, word processing, statistics, encoding, archiving and updating files)

k) Receptionist

The contract staff member may be required to work in two or three shifts and, if necessary, to work at night and/or weekends.

- Welcome people and identify their requests
- Provide information and give directions or accompany people to the contact person, department or place requested
- Welcome high-ranking visitors and ensure the smooth running of visits according to schedule
- Deal with incoming and outgoing calls through a switchboard
- Prepare meeting rooms for all types of meetings/events
- Consult, enter or update IT data
- Manage the department's documentation

l) Dispatcher

- Ensure reception of MEPs and handle their immediate requests via the CARMEP system for the management of transport requests from MEPs
- Distribute journeys to drivers by combining / merging routes as much as possible
- Manage journeys efficiently in order to ensure a balance between drivers (work/breaks)
- Help and advise on the best possible route in case of doubt
- Be the point of contact between drivers and provide coordination during a route, thus making efficient use of the services provided
- Ensure technical inspection and regular maintenance of cars

m) Communication and Information Systems technicians/ Cabling agents

- Act as the main contact point for users, providing assistance and advice in resolving their IT problems
- Provide an accurate diagnosis and identify appropriate technical solutions
- Advise/train users in the optimal use of their IT tools
- Maintain the IT and audio-video cabling infrastructure in the buildings (modifications, repair, developments)
- Carry out the work and technical tasks needed to keep telecommunication networks and systems running smoothly

CHILD CARE STAFF (FG II)

For Function Group II, the duties consist of clerical and secretarial tasks, office management and other equivalent tasks performed under the supervision of officials or

temporary staff. The descriptions below are examples of possible jobs available within the Institutions and this list is not exhaustive. Such tasks can be included in one of the following categories:

a) Educators / childminders for after-school facilities & outdoor childcare facility (children aged 3.5-14)

- Care for children, propose and animate different activities in accordance with the established educational programme.
- Provide an atmosphere conducive to the well-being of the children so that they can develop in a calm and safe environment.
- Supervise and assist the children in the completion (but not the correction) of the homework set by the School by providing an adequate atmosphere.
- Establish a partnership and maintain courteous relations with parents to further the integration and development of their children.
- Participate actively in meetings to discuss and monitor the educational programmes of the outdoor childcare facility and the after school child-minding service to improve the children's care conditions.
- Work as part of the team of "floating" childcare workers to ensure continuity of service. Take part in the various ongoing training activities to enhance professional skills and ensure the consistency of the educational approach being taken.
- Work proactively with external monitors (students and trainees in varying numbers) to ensure that the activities of the outdoor childcare centre run smoothly.

b) Kindergarten teachers

- Care for and educate children enrolled in the kindergarten in accordance with the established educational programme, so that they can develop their motor skills, social behaviour, intelligence and language.
- Provide an atmosphere conducive to the well-being of the children so that they can develop in a calm and safe environment.
- Establish and maintain courteous relations with parents to further the integration and development of their children in partnership with them.
- Work as part of the team of "floating" childcare workers to ensure continuity of service.
- Propose and animate different activities to enhance the children's motor skills and intellectual development and implement the centre's pedagogical programme on a daily basis.
- Accompany and look after the safety of the children on trips (short and long excursions, etc.).
- Take part in the various ongoing training activities to enhance your professional skills and ensure the consistency of the educational approach being taken.
- Give each child the individual attention he/she needs especially at moments involving particular closeness (meals and physical care).

c) Nursery nurses/childcare workers for children aged 0-3 in crèches

- Look after and educate a group of children aged 0-3 at the European Commission's crèches (in Brussels, Luxembourg or Ispra) in accordance with the educational programme used as a frame of reference, so as to enable the children to develop their own identity, autonomy and skills.
- Provide a calm and safe environment in all situations that is conducive to their well-being and development.
- Give each child the individual attention they need, especially at times involving close contact (meals and physical care).
- Establish and maintain courteous relations with parents to further the integration and development of their children in partnership with them.

- Accompany and look after the safety of the children (aged 2-3 years old) on trips (i.e. short and long excursions).
- Take an active role in the various training activities to enhance your own professional skills and ensure the consistency of the educational approach being taken.
- Work flexibly as part of a team and stand in for other team members if required. During some periods, work as part of the "floating" team to ensure continuity of the service in all sections in different sites.
- If necessary, prepare babies' bottles in accordance with stringent hygiene and safety rules.

EDUCATIONAL PSYCHOLOGISTS (CHILDREN AGED 0-14) (FG IV)

- Provide expertise in the field of educational psychology to the day nursery and/or the after-school centre and helping prepare certain files related to this role.
- Follow closely the work of the nursery nurses, kindergarten staff and/or teachers/educators to provide support for their educational work.
- Contribute to ongoing training on educational matters in order to strengthen the professionalism of the educational staff.
- Manage the training needs assessment and the implementation / improvement of the training plan and organisation of training actions in educational matters.
- Observe and follow the general development of the children, to assure optimal conditions for their well-being at the day nursery or after-school centre.
- Inform parents, at meetings organised for this purpose, of their child's activities to maintain a relationship with them based on trust and partnership.
- Act in specific situations, per the request of nursery nurses, kindergarten staff and/or teachers/educators, a parent or by own initiative to improve the conditions and ensure the wellbeing of the children.
- Propose changes of the general organisation in order to improve the pedagogical quality of work, the lives of children at the day nursery and/or the after-school centre, and the service to parents.
- Remain in permanent contact, either collectively or on an individual basis with the nursery nurses, kindergarten staff and/or teachers/educators to ensure educational consistency of the teaching staff.
- Develop proposals for planning the different aspects of the general organisation, including the selection and acquisition of materials, to influence in a positive way the quality of life of the children and the service provided to the parents.
- Ensure the educational mission statement is implemented appropriately.
- Participate, if necessary, in coordination efforts between day nurseries and after-school centres.

PROOFREADERS (FG III)

Proofreading and language editing, which may involve:

- Proofreading texts in terms of spelling, grammar, punctuation, formatting typography, highlighting and commenting on text that could be improved in terms of clarity, and inputting authors' corrections
- Preparing and checking proofs for publication in various formats and media;
- Preparing manuscripts in electronic format or on paper in terms of spelling, grammar and syntax, and checking texts for their coherence and uniformity;
- Checking compliance with stylistic conventions and rules, and the compliance of the texts with the Inter-institutional Style Guide adopted by all the European Union institutions;
- Checking the quality of work performed by outside contractors in the field;
- Preparing the Institutions' documents for publication and finalising texts in typographical terms;
- Carrying out various other language related tasks such as moderation of content of

website pages and transcription

TRANSLATORS (FG IV)

- Translating into your language 1 from at least two source languages, (primarily from English and/or French)
- Reading through and correcting his/her own translations
- Revising translations by other in house and freelance translators
- Researching terminology and creating/maintaining term bases
- Helping with training measures and the development of IT tools
- Providing linguistic advice
- Sharing of specialist knowledge in domains of interest to the Institution
- Contributing to quality assurance and maintenance of linguistic data, including for machine translation
- Managing linguistic projects
- Managing linguistic workflows

[End of ANNEX I, click here to return to main text](#)

ANNEX II – LANGUAGES

The use of languages in this selection procedure will be as follows:

Candidates must choose a first language from among all 24 official languages of the European Union, and a second language, different from the first one, from among English, French, and German.

Online applications must be submitted in the candidates' second language.

The cognitive reasoning tests will be taken in the candidates' first language.

The competency tests will be taken in the candidates' second language.

In the light of the judgment given by the Court of Justice of the European Union (Grand Chamber) in Case C-566/10 P, Italy v Commission, the EU institutions are required to state the reasons for limiting the choice of second language in this selection procedure including also the languages for communication with candidates.

The second language options for this selection procedure have been defined in line with the interests of the service, which require newly recruited Contract Agents to be immediately operational and capable of communicating effectively in their daily work. Indeed, Contract Agents are recruited for short- to mid-term contracts to meet immediate, specific staffing needs. They are generally either assigned to perform tasks under the supervision of officials or temporary staff, exercising a more limited degree of responsibility, or recruited to temporarily replace statutory staff. Their recruitment is clearly based on the assumption that they must be immediately operational, given that they have to immediately interact with the existing officials or temporary agents, either by implementing the tasks assigned by them or by replacing them.

Accordingly, given that new recruits need to be able to assume their duties immediately without receiving additional language training, the new Contract Agents must be able to communicate with the already operating officials or temporary agents in at least one of the limited number of vehicular languages most commonly used within the services where they will be recruited, otherwise this selection procedure would lose its purpose and, ultimately potentially severely impair the efficient functioning of the institutions.

It has long been standard practice to use mainly English, French and German for internal communication purposes in the EU institutions and these are also the languages most often used when communicating inside the institutions and with the outside world. Moreover, English, French and German are by far the most common choices where candidates for selection procedures are free to choose their second language. This confirms what is currently expected of candidates for European institution posts in terms of their level of education and professional skills, namely that they have a command of at least one of these languages.

Consequently, considering the nature of the duties performed by Contract Agents, in light of the principle of proportionality, in balancing the interests and needs of the service and the abilities of candidates, and given the particular fields covered by this selection procedure, it is legitimate to organise the competency tests in these three languages so as to ensure that all candidates are able to work in at least one of them, whatever their first official language. Indeed, since the execution of professional duties is linked to the specific linguistic context of the institutions, professional vocabulary is required in at least one of the three most common vehicular languages, and prospective Contract Agents must master at least one of them sufficiently in order to be able to communicate effectively with their co-workers and hierarchy.

Assessing specific competencies in this way allows the institutions to evaluate candidates' ability to be immediately operational in an environment that closely matches the reality they would face on the job. This is without prejudice to later language training so as to acquire a capacity to work in a third language in accordance with Art. 85(3) of the CEOS.

Cognitive tests, on the other hand, will be held in the candidates' first chosen language in order to only test cognitive reasoning abilities. Indeed, the reasoning tests are aimed at measuring cognitive ability with regard to understanding and correctly interpreting information, and accurately drawing logical conclusions on its basis. As the purpose of these tests is only assessing the reasoning abilities of candidates without linking this analysis to a work situation, cognitive reasoning skills can be better assessed if candidates are given the chance to use the language they know best. Therefore, in order to run the cognitive reasoning tests properly, it is appropriate to hold them in the candidates' first language.

Finally, equal treatment of candidates, and in particular the need to ensure comparability of search criteria, requires that a limited number of languages be used for the on-line application phase. Requiring candidates to apply in their second language, chosen from among the three proposed, is seen as an optimal compromise between equality of treatment, the needs of services and linguistic diversity.

In accordance with the languages used for the selection process (see 1.3 of Annex III), individual one-to-one communication between candidates and EPSO, via the Candidate Contact Service, may take place in any of the 24 official languages at the candidates' choice. Mass communication from EPSO to the candidates related to invitations for the tests and their results will be sent via the EPSO accounts in the language chosen by each candidate for the competency tests. These rules have been defined in light of the principle of proportionality and taking into account the interests of the service, as well as of the candidates themselves, to send and receive clearly comprehensible communication within reasonable deadlines, with a view to conducting the selection procedure in a cost-effective manner and without undue delays.

[End of ANNEX II, click here to return to main text](#)

ANNEX III

GENERAL RULES GOVERNING CONTRACT AGENT SELECTIONS (CAST)

Any reference, in the framework of selection procedures organised by EPSO, to a person of the male gender must be deemed also to constitute a reference to a person of the female gender. Where relevant any reference to singular form should be deemed also to constitute a reference to plural form.

1. WHO CAN APPLY?

- 1.1 General conditions
- 1.2 Specific conditions
- 1.3 Knowledge of languages

2. HOW TO APPLY?

- 2.1 Create an EPSO account
- 2.2. Apply online

3. SELECTION PROCEDURE

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INTRODUCTION

The European Personnel Selection Office (EPSO) organises contract agent selection (CAST) procedures on behalf of the European Union (EU) institutions. Permanent CAST procedures are launched via open-ended calls for expressions of interest (no deadline for applications).

1. WHO CAN APPLY?

CAST procedures are open to all EU citizens who meet all general and specific eligibility conditions defined in the call for expressions of interest. By validating the on-line application form, you declare on your honour that you satisfy these conditions. You will be notified when and which supporting documents to provide before recruitment to prove you meet these conditions.

1.1 General conditions

The following general eligibility conditions are common to all contract agent selection procedures:

You must:

- (a) enjoy full rights as a citizen of an EU Member State (unless any exceptions granted under Article 28(a) of the Staff Regulations, and any specific measures adopted with a view to recruiting citizens of countries joining the EU are indicated in the call);
- (b) fulfil any obligations imposed by laws on military service;
- (c) meet the character requirements for the performance of the relevant duties.

When required, you should provide a copy of your passport, identity card or any other official document proving your citizenship (a), which, for EPSO/CAST/P calls **must be valid** on the date you validate your application.

In general, no supporting documents are required for (b) and (c) above.

1.2 Specific conditions

The specific conditions regarding qualifications and professional experience may vary from one selection procedure to another depending on the profile sought. These conditions are described in the call for expressions of interest.

- (a) **Diplomas and/or certificates:** Diplomas from outside the EU should be recognised by an official body in an EU Member State (e.g. by the Ministry of Education). Allowances for differences between education systems will be made.
- (b) **Professional experience (if required):** will only be taken into account if it is relevant to the duties described in the call and:
 - constitutes genuine and effective work;
 - is remunerated;
 - involves a subordinate relationship or the supply of a service.

1.3 Knowledge of languages

Depending on the selection process and specific requirements for the profile or position, you will be asked to demonstrate your knowledge of at least two official EU languages, as established hereunder.

You will need at least a thorough knowledge (level C1) of one official EU language and a satisfactory knowledge (level B2) of another, conforming to the Common European Framework of Reference for Languages:

(For more information please visit the following link:

<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>).

However, stricter requirements may be imposed, in particular, for linguist profiles.

In general, no supporting documents are required to prove your knowledge of languages, unless necessary to prove your professional experience as a linguist (see 1.2).

2. HOW TO APPLY?

2.1 Create an EPSO account

Instructions on how to create your account are available on the EPSO website (https://epso.europa.eu/home_en).

Your EPSO account is used for:

- applying and tracking your applications;
- receiving communications from EPSO;
- storing personal data.

You may only create **one EPSO account** for all EPSO applications. You may be disqualified at any stage of the procedure if EPSO discovers that you have multiple accounts (see 6.7).

2.2 Apply online

You must apply online through the EPSO website in English, French, or German (unless otherwise specified). Failure to comply with this requirement may lead to your exclusion from the selection procedure (see 6.7).

You may be asked for information on your:

- diplomas/qualifications;
- professional experience (if required);
- motivation for applying;
- knowledge of official EU languages;
- up to 10 'strongest skills' from a pre-defined list;
- office software/computer literacy skills;
- security clearance (if relevant - please refer to Council Decision of 31 March 2011 on the security rules for protecting EU classified information - 2011/292/EU, Official Journal of the European Union No L 141/17 of 27.5.2011);
- any special arrangements needed for taking the tests (see 2.3).

You should include as much detail as possible on your qualifications and experience in order to establish their relevance for the duties required.

For diplomatic posts offered by the External Action Service or Commission services, specific rules concerning rotation may apply. Any such rules will be explicitly set out in the vacancy notice.

3. SELECTION PROCEDURE

3.1 Application

This is an open-ended call for expressions of interest for a number of profiles, with no deadline for registration. More profiles may be added in the future.

You may apply at any time for any of the profiles or function groups for which you are eligible. You must validate your initial application and **update it every 6 months** for it to be visible to the recruiting services. You can re-open, change and save the application at any time.

If you do not update your application(s) at least once every 6 months, you will not appear in the search results carried out by the recruiting services. However, your data will remain in the system and you will be able to update it at any time to indicate your interest in being recruited as a contract agent.

You can update your application either by modifying it or simply by confirming your interest via your EPSO Account. A new validity date will be shown once you complete this operation.

3.2 Pre-selection

As needs arise, recruiting services will search the database with pre-defined search criteria, and shortlist a limited number of candidates whose information in their application best match the job requirements in question. On the basis of these pre-defined search criteria, the recruiting services carry out a careful, objective and fair assessment of the comparative merits of all candidates.

You may be pre-selected by different recruiting services for the same or different profiles. If pre-selected more than once for the same profile in the same function group, you will only take the tests once. For further details on the validity of the test results, please refer to section 3.4.

3.3 Computer-based multiple choice tests (MCQ)

Only candidates pre-selected by the recruiting services will be invited by EPSO to sit the computer-based tests for the relevant profiles and function groups. **Validating your application does not automatically mean you will be invited to the tests.**

The tests are organised under the exclusive responsibility of EPSO. They are administered and marked on computer, unless otherwise stated.

You will be required to sit both the reasoning and competency tests. **The pass mark for the tests is specified in the call.** Candidates invited for both reasoning and competency tests must complete both tests. Failing to do so will result in your being withdrawn from the tests and the results of neither part being taken into account.

The **reasoning tests** include:

- a verbal reasoning test: to assess your ability to think logically and understand verbal information;
- a numerical reasoning test: to assess your ability to think logically and understand numerical information; and
- an abstract reasoning test: to assess your ability to think logically and understand the relations between concepts not involving linguistic, spatial or numerical elements.

The **competency test** includes:

- a test of specific professional skills related to the duties required for the specific profile.

The **language comprehension** test includes:

- Multiple Choice Questions (MCQ) to assess your comprehension of the L2 (EN-FR-DE) in terms of vocabulary, grammar/syntax constructions and style.

In order to take the computer-based tests, you must book a test appointment. You will receive instructions on **when and how** to book your test appointment via your EPSO account. You will usually be offered a choice of dates and test centres.

The periods during which you can book and sit your tests are **limited**. If you **fail to book or sit the tests you will not be automatically re-invited**. Your application will however remain valid as long as you update it or confirm your interest every 6 months. You may be re-invited to book a test if you are pre-selected again by any recruiting service.

3.4. Validity of test results

If you obtain the scores necessary to succeed in the tests, the results will be valid for a certain period, so that you will not have to sit those tests again.

If you pass the reasoning tests, your results will remain valid for **10 years** from the date your results were published by EPSO. Your results remain valid for any profiles in the **same or lower function groups**.

If you pass the competency tests, your results will remain valid for **5 years** from the date they were published by EPSO. Your results are also valid for **lower function groups of the same profile, if applicable**.

If you do not obtain the scores necessary to succeed in the tests, the following will apply:

If you fail the reasoning tests, you will not be allowed to resit them for **6 months** (from the date the results were published by EPSO) in the **same or in a higher function group regardless of** the profile. You may however be pre-selected by the recruiting services to sit the tests in a lower function group for any profile, at any time.

Your competency tests will only be marked if you pass the reasoning tests.

If you fail the competency tests, you will not be allowed to resit them for **6 months** (from the date the results were published by EPSO) for the **same profile and function group or for a higher function group** in the same profile. You may however be pre-selected by the recruiting services to sit competency tests for the same profile in a lower function group, if applicable, or to sit competency tests in any function group of another profile.

Your results in the selection tests of the higher function groups also apply to the lower function groups. However, your results in the lower function groups do not apply to the higher function groups. If you succeed in the reasoning tests in the highest function group, this result is valid across all profiles in the same and lower function groups. If you succeed in the competency test in the highest function group, this result is valid in the lower function groups only for the same profile.

The result of the competency test for one profile is not valid for a different profile.

If you fail the reasoning tests, you cannot be re-tested for another 6 months for the same or higher function group; however you may still take reasoning tests for a lower function group during this period. If you fail the competency test, you cannot be re-tested for another 6 months in the same profile at the same or higher function group; however you may still take competency tests for the same profile for a lower function group or for a different profile during this period.

In order to be eligible for recruitment, you must pass the tests in at least 2 different languages, at the required function group or higher. Please note that the language requirements apply **IRRESPECTIVE** of reasoning/competency test type. In other words, you can only be invited to an interview pursuant to point 3 of this call and subsequently recruited if

- you have passed at least one reasoning test and at least one competency test at the required function group or higher,

AND

- at least two of those tests were passed in different languages, including if these two tests are of the same type (i.e. reasoning or competency).

Example: you succeed the reasoning tests (and your score is still valid as described above), but fail the competency test for profile 1. If you then apply to profile 2 in the same function group and choose the language you took your reasoning tests in for profile 1 as the language for the competency test in profile 2, this will result in you having to sit both the reasoning and competency tests again for profile 2, because of the two language rule.

If you pass both the reasoning tests and competency tests for a given profile, **you will be invited to recruitment tests** comprising an interview and possibly other tests as deemed necessary by the recruiting services. You may be invited to interviews by other services for the same profile and function group or for a lower function group in the same profile without having to take the tests again.

4. RECRUITMENT TESTS AND PROCEDURES

The institutions are responsible for managing recruitment related tests and procedures. Recruitment tests comprise a job interview and may consist of other forms of tests such as a written test, a practical test or a simulation.

When invited for recruitment tests, you will be requested to bring original documents to prove that the information in your application concerning education and professional experience is correct (see section 1). Even though your second language is typically tested at the competency test stage, your knowledge of languages may also be assessed during the interview.

Recruitment may be subject to Personnel Security Clearance (PSC) carried out by the candidate's national security authority.

In line with the provisions in Chapter 4 and Chapter 5, Title IV Contract staff of the Conditions of employment of other servants of the European Union (for more details follow the [link](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF) <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF> , article 85 and 88 respectively), if successful in the interview, you may be offered the following contract types depending on the recruiting service:

CONTRACT CA 3A (can lead to an indefinite contract)

PLACE OF EMPLOYMENT: EU Institutions' headquarters (Function Group I), Offices for Infrastructure and Logistics in Brussels and Luxembourg (OIB, OIL), Paymaster's Office (PMO), European Personnel Selection Office (EPSO), European School of Administration (EUSA), European agencies and Commission Representations in the Member States, European Union Delegations across the world

CONTRACT CA 3B (fixed-term contract for a maximum period of 6 years)

PLACE OF EMPLOYMENT: EU institutions' headquarters, European Anti-Fraud Office (OLAF), Publications Office of the European Union (OP).

5. COMMUNICATION

5.1 Communication with EPSO

In accordance with the languages used for the selection process (see 1.3), invitations and results for the tests will be sent via your EPSO account in English, French and German. Please refer to Annex II for further information on the languages used in EU selection procedures.

You should consult your account at least twice a week to:

- keep track of the progress of your selection procedure;
- be informed about relevant opportunities for your profile or preferences (e.g. location);
- update your application form to indicate your ongoing interest (see 3.1); or
- confirm your interest directly to the recruiting services.

If prevented from doing so because of a technical problem on EPSO's side, you must notify us immediately via the online contact form (https://epso.europa.eu/contact_en).

In all correspondence, please mention your name (as given in your application), your application number, and the reference number of the selection procedure.

EPSO applies the principles of the code of good administrative conduct. According to those principles, EPSO reserves the right to cease any improper correspondence, i.e. which is repetitive, abusive and/or irrelevant.

5.2 Communication with the recruiting services

Information regarding the recruitment tests, including invitations for interviews, will be sent by the recruiting services to the email address indicated in your EPSO account.

5.3 Data protection

EPSO guarantees the confidentiality and safety of candidates' personal data in accordance with the EU legislation on personal data protection (see the following link: <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX:32018R1725>). Anonymous test data may be used for scientific research. You can find more information in the data protection privacy statement in your EPSO account.

5.4 Access to information

In line with Article 25(2) of the Staff Regulations, candidates have specific access rights to certain personal information, granted in light of the obligation to state the reasons for any adverse decision, in order to allow for judicial appeals if the decision is not well founded.

This obligation to state reasons must be reconciled with the confidentiality of the selection panel's proceedings, which ensures independence and objectivity. Attitudes adopted by individual assessors, or information relating to individual or comparative assessments of candidates cannot be disclosed therefore.

These access rights are specific to candidates in a selection process for contract agents and you cannot derive more rights from legislation regarding public access to information than those specified in this section (for more information follow the link: <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:32001R1049>).

5.5 Automatic disclosure

Case-law has confirmed that for tests in the form of multiple-choice questions, the obligation to state reasons is complied with by communicating the information specified below to the candidates. You will receive the following information via your EPSO account :

COMPUTER BASED TESTS:

- Your results
- A grid with your answers and the correct answers by reference number/letter
- Access to the **wording of the questions and answers is explicitly excluded**

6. COMPLAINTS

6.1 Contacting EPSO

If, at any stage of the selection procedure, you encounter a serious technical or organisational problem, please inform EPSO immediately in order to allow us to investigate the issue and take any corrective measures:

- preferably via the on-line contact form (https://epso.europa.eu/contact_en); or
- by post to the European Personnel Selection Office (EPSO), C-25 1049 Bruxelles/Brussel, Belgium.

In all correspondence, please mention your name (as given in your application), your application number, and the reference number of the selection procedure.

6.2 Technical issues

If a serious technical or organisational **problem occurs at a test centre**, please:

- alert the invigilators immediately so that a solution can be investigated at the centre itself. In any case, ask them to record your complaint in writing; and
- contact EPSO no later than 3 calendar days after your tests via the EPSO website with a brief description of the problem.

For **problems occurring outside test centres** (e.g. mainly concerning the test booking process), please follow the instructions in your EPSO account and on EPSO's website or contact EPSO immediately via the EPSO website.

For issues with your application, you must contact EPSO immediately via the EPSO website.

6.3 Error in the computer-based multiple choice questions (MCQ)

The MCQ database is subject to permanent in-depth quality control by EPSO.

If you believe that an error in one or more of the MCQs affected your ability to answer, you are entitled to ask for the question(s) to be reviewed by EPSO. The question containing the error may be annulled by EPSO and corrective measures applied, in accordance with existing case law.

Arrangements for complaints about the MCQ tests are as follows:

- **procedure:** please contact EPSO **only via the EPSO website**;
- **language:** in the Language 2 you chose for the application;
- **deadline:** within **3 calendar** days of the date of your computer-based tests;
- **additional information:** describe what the question was about (content) in order to identify the question(s) concerned, and explain the nature of the alleged error as clearly as possible.

Requests received after the deadline or that do not clearly describe the contested question(s) and alleged error will not be taken into account.

In particular, complaints merely pointing out alleged issues of translation, and which do not clearly specify the problem, will not be taken into account.

6.4 Administrative complaints

Under Article 90, paragraph 2, of the Staff Regulations, the Director of EPSO executes the capacity of the Appointing Authority. As a candidate in a selection process, you may address an administrative complaint to the Director of EPSO against a decision, or lack of, which directly and immediately affects your legal status as a candidate.

- **Procedure:** please contact EPSO (see 6.1)
- **Deadline: within three months of notification of the contested decision: or when a decision should have been taken.**

6.5 Judicial appeals

Under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations, as a candidate in a selection process, you have the right to submit a judicial appeal.

Judicial appeals against decisions taken by EPSO must be preceded by an administrative complaint.

For details on how to submit an appeal, please consult the website of the Court of Justice on the following link (<http://curia.europa.eu/jcms/jcms/>).

6.6 Complaints to the European Ombudsman

All EU citizens and residents can make a complaint to the European Ombudsman.

Under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, complaints lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned (see 6.1 – 6.4).

Complaints made to the Ombudsman have no suspensive effect on the deadlines laid down for lodging administrative complaints or submitting judicial appeals.

For details on how to submit a complaint, please consult the website of the ombudsman (<http://www.ombudsman.europa.eu/>).

6.7 Disqualification or temporary exclusion

If at any stage EPSO finds that you have:

- created more than one EPSO account;
- submitted your application in a language other than English, French or German (unless otherwise specified);
- made any false or unsupported declarations;
- cheated during tests;
- attempted to identify yourself (contrary to instructions) in anonymously marked written tests; or
- attempted to contact a member of the selection panel in an unauthorised manner;

You may:

- be excluded from the selection procedure; or
- have your application set to 'unavailable' for one year.

Anyone applying for recruitment by the EU institutions must show the highest possible integrity. Fraud or attempted fraud may render you liable to penalty and may compromise your eligibility for future selection procedures.

[End of ANNEX III, click here to return to main text](#)

ANNEX IV – ADDITIONAL INFORMATION REGARDING COMPUTER-BASED TESTS IN AN EASY-TO-READ FORMAT

The reasoning tests (verbal, numerical and abstract) are taken in your language 1. If you are successful, your results will be valid for 10 years.

The verbal reasoning test is composed of 20 questions and lasts 35 minutes. The pass mark is 10/20.

The numerical reasoning test is composed of 10 questions and lasts 20 minutes. The combined pass-mark together with the abstract reasoning test is 10/20.

The abstract reasoning test is composed of 10 questions and lasts 10 minutes. The combined pass mark together with the numerical reasoning test is 10/20.

The competency test is taken in your language 2. It is composed of 25 questions and lasts 50 minutes. The pass mark for FG II and FG III is 13/25, and for FG IV 16/25. If you are successful, your results will be valid for 5 years.

The language comprehension tests is taken in your language 2. It is composed of 12 questions and lasts 30 minutes. The pass mark for FG III is 6/12, and for FG IV 7/12. If you are successful, your results will be valid for 5 years.

[End of ANNEX IV, click here to return to main text](#)