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(Announcements)

ADMINISTRATIVE PROCEDURES

EUROPEAN PERSONNEL SELECTION OFFICE (EPSO)

NOTICE OF OPEN COMPETITIONS

ADMINISTRATORS IN THE FIELD OF PUBLIC HEALTH (AD 6):

EPSO/AD/340/18 — Health and food safety — audit, inspection and evaluation

EPSO/AD/341/18 — Food safety — policy and legislation

(2018/C 097 A/01)

Deadline for registration: 17 April 2018 at 12.00 (midday), CET

The European Personnel Selection Office (EPSO) is organising open competitions, based on qualifications and tests, to draw up reserve lists from which the European Commission may recruit new members of the civil service as '**administrators**' (function group AD).

Candidates who pass competition EPSO/AD/340/18 will in principle be recruited to the European Commission's Directorate F (Health and food audits and analysis) of Directorate General Health and Food Safety (DG SANTE) in Grange (Ireland).

This notice of competitions and its annexes form the legally binding framework for these selection procedures.

Please see ANNEX III for the general rules governing open competitions.

Number of successful candidates sought:

EPSO/AD/340/18 — 20

EPSO/AD/341/18 — 35

This notice covers two competitions. **You may only apply to one.** You must make your choice when you apply online and you will not be able to change it after you have validated your online application form.

WHAT TASKS CAN I EXPECT TO PERFORM?

EPSO/AD/340/18 — Health and food safety — audit, inspection and evaluation

The areas concerned include all areas covered by DG SANTE's Directorate F (Health and food audits and analysis). Currently these include food and feed safety, animal health, animal welfare and plant health, as well as areas of health protection (clinical trials for human medicines, medical devices (including in-vitro diagnostic devices) for human use and medicinal products (including active pharmaceutical ingredients)).

Recruited candidates will be expected to perform all tasks related to audits, inspections, analysis and overviews of official control systems and frequent travel should be expected. Work in areas outside your immediate area of expertise can be expected during your career.

EPSO/AD/341/18 — Food safety — policy and legislation

The areas concerned are food and feed safety, animal health and welfare, and plant health. Recruited candidates will be required to develop policy and legislation, implement and manage existing legislation, carry out regulatory tasks, including risk assessment, monitor trade agreements and be involved in negotiations in the abovementioned areas.

Please see ANNEX I for more information about the typical duties to be performed.

AM I ELIGIBLE TO APPLY?

You must meet ALL of the following general and specific conditions on the closing date for online applications:

1) General conditions:

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

2) Specific conditions — languages:

You must have knowledge of **at least 2 official EU languages**, one at minimum C1 level (thorough knowledge) and the other at minimum B2 level (satisfactory knowledge).

Please note that the minimum levels required above must apply to each linguistic ability (speaking, writing, reading and listening) requested in the application form. These abilities reflect those of the *Common European Framework of Reference for Languages* (<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>).

In this notice of competitions we will refer to the languages as:

- Language 1: language used for the computer-based Multiple-Choice Question tests
- Language 2: language used for the application form, assessment centre and communication between EPSO and the candidates who have submitted a valid application. This must be different from language 1.

Language 2 must be English, French, German or Italian.

Article 28(f) of the Staff Regulations provides that an official may be appointed only on the condition that he produces evidence of a thorough knowledge of one of the languages of the Union and a satisfactory knowledge of another language. The institutions enjoy a wide margin of appreciation regarding the means used to evaluate the candidates' ability to work in a second language.

Candidates must fill in the application form in their language 2.

The method of the selection based on qualifications used by the appointing authority in the competition notice (namely the Talent Screener) requires to conduct a comparative examination of the knowledge and skills of the candidates in order to select the most suitable with regard to the duties to be performed (as detailed in Annex I to the notice of competition).

The requirement to fill in the application form in language 2 will contribute to assess the ability of applicants to demonstrate a satisfactory knowledge and the skills required to perform the duties as detailed in Annex I to the notice of competition.

Successful candidates recruited for these particular fields are required to have a satisfactory knowledge (minimum B2 level) of English, French, Italian or German. While knowledge of additional languages may be an advantage, in the field concerned (the Commission services and the dedicated agency based in Brussels, Ireland and Italy) successful candidates have recourse to English, French, Italian or German for their work, or internal communication or communication with external stakeholders, or publications and reports, therefore, with respect to these services, a satisfactory knowledge of one of these four languages is essential. This choice is service-oriented and consequently, a successful candidate not having a satisfactory knowledge of one of these four languages would not be immediately operational.

3) *Specific conditions — qualifications & work experience:*

EPSO/AD/340/18 — Health and food safety — audit, inspection and evaluation

- A level of education which corresponds to completed university studies of **at least 3 years** attested by a diploma, followed by **at least 4 years'** professional experience directly relevant to the nature of the duties.

EPSO/AD/341/18 — Food safety — policy and legislation

- A level of education which corresponds to completed university studies of **at least 3 years** attested by a diploma in veterinary medicine, agriculture, chemistry, food and nutrition legislation, biology, food science (including for example food chemistry, biochemistry, food technologies, microbiology), political science, economics in the agri-food industry, or by a diploma in another subject directly relevant to the nature of the duties. Your diploma must be followed by **at least 4 years'** professional experience directly relevant to the nature of the duties.

Please see ANNEX IV for examples of minimum qualifications

HOW WILL I BE SELECTED?

1) *Application process*

You must fill in your application form solely in the language you have chosen as your language 2 (see section 'Specific conditions — languages').

When completing your application form, you will be asked to confirm your eligibility for the competition and provide further information **relevant to the chosen competition** (for example: diplomas, work experience and answers to field-specific questions (Talent Screener)). You will also have to select your language 1 (any of the 24 official EU languages) and your language 2.

By validating your application form you declare on your honour that you meet all the conditions mentioned under the section 'Am I eligible to apply?' Once you have validated your application form, you will no longer be able to make any changes. It is your responsibility to ensure that you complete and validate your application **within the deadline**.

2) *Computer-based Multiple-Choice Question (MCQ) tests*

If the number of candidates **exceeds a certain threshold**, defined for each competition by the director of EPSO acting as Appointing Authority, all candidates who validated their application form by the deadline will be invited to sit a series of computer-based MCQ tests in one of EPSO's accredited centres.

Unless instructed otherwise, **you must book** an appointment for the MCQ tests following the instructions received from EPSO. Typically you will be offered several dates on which you can sit the tests, in various locations. The booking and testing periods **are limited**.

If the number of candidates **is below the threshold**, these tests will be held at the assessment centre (point 5) instead.

The computer-based MCQ tests will be organised as follows:

Tests	Language	Questions	Duration	Marking	Pass mark
Verbal reasoning	Language 1	20 questions	35 min	Out of 20	10/20
Numerical reasoning	Language 1	10 questions	20 min	Out of 10	Numerical + abstract combined: 10/20
Abstract reasoning	Language 1	10 questions	10 min	Out of 10	

These tests are eliminatory and do not count towards the other tests held at the assessment centre.

3) *Eligibility checks*

The eligibility requirements laid down in the section 'Am I eligible to apply?' above will be checked against the data provided in candidates' online applications. EPSO will check whether you meet the general eligibility conditions while the Selection Board will check compliance with the specific eligibility conditions.

There are 2 possible scenarios:

- If the computer-based MCQ tests **are organised upfront**, the files of the candidates will be checked for eligibility in descending order of the marks obtained in those tests until the number of eligible candidates reaches a certain threshold defined for each competition before the tests by the director of EPSO acting as Appointing Authority. The other files will not be checked.
- If the computer-based MCQ tests **are not organised upfront**, the files of all candidates who validated their application form by the deadline will be checked for eligibility.

4) *Selection based on qualifications (Talent Screener)*

In order to allow the selection board to carry out an objective assessment of the comparative merits of all candidates in a structured way, all candidates in the same competition must answer the same set of questions in the 'Talent Screener' section of the application form. The selection based on qualifications will be carried out, **only for those candidates deemed eligible** as described above in point 3, using **solely** the information provided in this Talent Screener section. You should therefore include all relevant information in your Talent Screener answers, even if already mentioned in other sections of your application form. The questions are based on the selection criteria included in this notice.

Please see ANNEX II for the list of criteria.

To carry out the selection based on qualifications, the selection board will first assign each **selection criterion** a weighting that reflects its relative importance (1 to 3) and each of the candidate's responses will be awarded between 0 and 4 points. The points are multiplied by the weighting for each criterion and added up to identify those candidates whose profiles best match the duties to be performed.

Only the candidates with the highest total marks at the selection based on qualifications will go through to the next stage.

5) *Assessment centre*

A maximum of 3 times the number of successful candidates sought for each competition will be invited to this phase. If you meet the eligibility requirements according to the data in your online application and if you scored one of the **highest total marks** for the selection based on qualifications, you will be invited to attend an assessment centre for 1 or 2 days, most probably in **Brussels**, where you will take tests held in **your language 2**.

If the computer-based MCQ tests described in point 2 were **not organised upfront**, you will sit them at the assessment centre. These tests are eliminatory and the marks obtained will not be added to the marks of the other assessment centre tests in the calculation of your total score.

Unless instructed otherwise, you will have to bring your supporting documents (originals or certified copies) to your assessment centre. EPSO will scan these during your assessment centre tests and return them to you on the same day.

Eight general competencies and the specific competencies required for each competition will be tested at the assessment centre through **four tests** (general and specific competency-based interviews, group exercise and case study) as described in the following matrices:

Competency	Tests	
1. Analysis and problem-solving	Group exercise	Case study
2. Communication	Case study	General competency-based interview
3. Delivering quality and results	Case study	General competency-based interview
4. Learning and development	Group exercise	General competency-based interview
5. Prioritising and organising	Group exercise	Case study
6. Resilience	Group exercise	General competency-based interview
7. Working with others	Group exercise	General competency-based interview
8. Leadership	Group exercise	General competency-based interview

Pass marks: 3/10 per competency and 40/80 in total

Competencies	Test
Field-specific competencies	Specific competency-based interview

Pass mark: 50/100

6) **Reserve list**

After checking candidates' eligibility against their supporting documents, the selection board will draw up a reserve list for each competition — until the number of successful candidates sought is reached — of those eligible candidates who have obtained all pass marks as well as the highest overall marks following the assessment centre. Names will be listed alphabetically.

The reserve lists and the competency passports, giving qualitative feedback from the Selection Board, of successful candidates will be made available to the EU institutions for recruitment procedures and future career development. Inclusion on a reserve list **does not confer any right to or guarantee of** recruitment.

EQUAL OPPORTUNITIES AND SPECIAL ADJUSTMENTS

EPSO endeavours to apply equal opportunities, treatment and access to all candidates.

If you have a disability or a medical condition that may hinder your ability to sit the tests, please indicate this in your application form and let us know the type of special adjustments you need.

Discover more about our equal opportunities policy and procedure to request special adjustments on our website (https://epso.europa.eu/how-to-apply/equal-opportunities_en) and in the General rules annexed to this notice (under point 1.3. Equal opportunities and special adjustments).

WHEN AND WHERE CAN I APPLY?

In order to apply, you will first need to create an EPSO account. Please note that you must create only one account for all EPSO applications.

Apply online on the EPSO website <http://jobs.eu-careers.eu> by:

17 April 2018 at 12.00 (midday), CET.

ANNEX I

DUTIES

EPSO/AD/340/18 — Health and food safety — audit, inspection and evaluation

The officials recruited will be expected to perform tasks such as those described below:

- Carrying out and leading audits, inspections and evaluations of the performance of national authorities, other official entities and control bodies responsible for *inter alia*, regulatory oversight and control in the domains of food and feed safety, animal health, animal welfare, plant health (harmful organisms, plant protection products and pesticide residues), genetically modified organisms, animal feed and nutrition, health protection (clinical trials for human medicines, medical devices (including in-vitro diagnostic devices) for human use and medicinal products (including active pharmaceutical ingredients)) and related areas.
- Administrative duties in the above areas including preparation of audit and evaluation plans, drafting of audit reports and communication of the results of such audits, ensuring the consistency and quality of reports, liaising with relevant policy units in the European Commission and executive agencies of the Commission, and contributing to the development and refinement of policies in light of the results of the audit and inspection activities linked to the above areas.
- Maintaining professional and scientific knowledge and expertise relevant to the technical areas included in the first paragraph above.
- Preparing written contributions and reports within short deadlines and with the quality established by the Directorate.
- Preparing technical matters and attending meetings with other Commission staff and/or external participants.
- Collecting, analysing and summarising data and information from different sources.
- Developing and offering presentations using appropriate materials, on specific technical areas and general issues related to the job.
- Learning, where necessary, new technical areas to enable audit activity in these areas as decided in the DG prioritisation process.

N.B. The duties may include frequent travel to Member States and non-EU countries as well as representing the European Commission services in contacts with national officials at senior level.

EPSO/AD/341/18 — Food safety — policy and legislation

The officials recruited will be expected to perform tasks such as those described below:

- Developing policy and legislation, and managing existing legislation, in the areas of food and feed safety, animal health and welfare, and plant health.
- Implementing all aspects of the legislation in the area of food and feed safety, animal health and welfare, and plant health, carrying out preparatory socioeconomic studies and consulting stakeholders and Member States.
- Carrying out regulatory tasks in the various fields of food and feed safety, animal health and welfare, and plant health (including risk assessment and crisis management) and following up scientific developments in these areas.
- Preparing and participating in negotiations (Commission working groups, EU committees, EU institutions, international organisations) including analyses and evaluation of proposals in the area of food and feed safety.
- Monitoring and following up trade arrangements and bilateral and multilateral agreements in the area of food and feed safety.
- Monitoring and contributing to the EU's international regulatory activities (CODEX, SPS, WHO, FAO) and trade policies in the area of food and feed safety (WTO-TBT).

- Monitoring and utilising scientific advice elaborated by the European Food Safety Authority and other relevant EU agencies.
- Developing, contributing to, and monitoring EU policies in the area of food and feed safety and its industrial policy on food and feed products.

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

ANNEX II

SELECTION CRITERIA

The selection board considers the following criteria for the selection based on qualifications:

EPSO/AD/340/18 — Health and food safety — audit, inspection and evaluation

1. Professional experience in conducting audit, inspection and evaluation in one or more of the following areas: food and feed safety, animal health, animal welfare and plant health, as well as areas of health protection (clinical trials for human medicines, medical devices (including in-vitro diagnostic devices) for human use, and medicinal products (including active pharmaceutical ingredients));
2. Professional experience of systems of control or in implementing EU legislation in the areas referred to in criterion 1 obtained having worked in the public sector;
3. Professional experience of systems of control or in implementing EU legislation in the areas referred to in criterion 1 obtained having worked in the private sector;
4. At least 2 years' professional experience of quality management systems in relation to the areas referred to in criterion 1;
5. Professional experience in the areas referred to in criterion 1 obtained working in different countries;
6. Professional experience in drafting reports or other written communication documents relevant to the nature of the duties in the areas referred to in criterion 1;
7. Professional experience working in plant health;
8. Professional experience working as a good clinical practice inspector in trials for human medicines;
9. Professional experience working in the assessment and monitoring of notified bodies in the area of medical devices (including in-vitro diagnostic devices) or in the conformity assessments of the said devices;
10. Professional experience working as a pharmaceutical inspector in the area of good manufacturing practices for medicinal products (including active pharmaceutical ingredients).

EPSO/AD/341/18 — Food safety — policy and legislation

1. At least 2 years' professional experience in developing policy and legislation in the area of food and feed safety, nutrition, animal health, animal welfare or plant health;
2. At least 2 years' professional experience in developing scientific, socioeconomic or political studies in relation with food and feed safety and in integrating the outcome into the policies mentioned in criterion 1;
3. At least 2 years' professional experience in implementing existing legislation, or in managing this legislation and its evolution, in the area of food and feed safety, nutrition, animal health, animal welfare or plant health;
4. Professional experience in dealing with politically sensitive issues, involving in particular work on public consultations, access to document requests, crisis communication or preparing a line to take for communication purposes in the area of food and feed safety, nutrition, animal health, animal welfare or plant health;
5. Professional experience (other than audit activities) in monitoring and contributing to international regulatory activities (for example developing international standards and trade agreements in the food and feed sector);
6. Professional experience in monitoring the implementation of EU legislation in the area of food and feed safety, nutrition, animal health, animal welfare or plant health, for example by developing tools, criteria, performance indicators, statistics, reporting system etc.;

7. Professional experience in drafting reports, parliamentary questions, petitions, briefings or other written communication documents in the area of food and feed safety, nutrition, animal health, animal welfare or plant health;
8. Professional experience in dealing with EU institutions and stakeholders, preparing for and taking part in meetings and negotiations at EU level in the area of food and feed safety, nutrition, animal health, animal welfare or plant health.

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

ANNEX III

GENERAL RULES GOVERNING OPEN COMPETITIONS

GENERAL INFORMATION

Any reference, in the framework of selection procedures organised by EPSO, to a person of a specific gender must be deemed also to constitute a reference to a person of any other gender.

Where candidates tie for the last available place at any stage of the competition, they will all go through to the next stage of the competition. Any readmitted candidates following a successful appeal will also be invited to the next stage.

Where candidates tie for the last available place on the reserve list, they will all be included on the reserve list. Any readmitted candidates following a successful appeal at this stage of the procedure will also be added to the reserve list.

1. WHO CAN APPLY?

1.1. General and specific conditions

The general and specific conditions (including knowledge of languages) for each field or profile are indicated in the section 'Am I eligible to apply?'.

Specific conditions regarding qualifications, professional experience and knowledge of languages vary depending on the profile requested. In your application, you should include as much information as possible regarding your qualifications and professional experience (where required) as described in the section 'Am I eligible to apply?' of this notice **that is relevant to the duties**.

- (a) **Diplomas and/or certificates:** Diplomas, whether issued in EU or non-EU countries, must be recognised by an official EU Member State body, e.g. an EU Member State's education ministry. The selection board will allow for differences between education systems.

For post-secondary education and technical, professional or specialist training, indicate the subjects covered, the duration and whether it was full-time, part-time or an evening class.

- (b) **Professional experience** (if required) will be taken into account only if it is relevant to the required duties and:

- constitutes genuine and effective work,
- is remunerated,
- involves a subordinate relationship or the supply of a service, and
- subject to the following conditions:
 - **voluntary work:** if remunerated and involving similar weekly hours and duration to a regular job,
 - **traineeships:** if remunerated,
 - **compulsory military service:** completed before or after the required diploma for a period not exceeding the statutory duration in your Member State,
 - **maternity/paternity/adoption leave:** if covered by an employment contract,
 - **doctorate:** for a maximum of 3 years, provided the doctorate was actually obtained, and whether or not the work was remunerated, and
 - **part-time work:** calculated *pro rata* on the basis of the number of hours worked, e.g. half-time for 6 months would count as 3 months.

1.2. Supporting documents

At different steps of the selection procedure, you will need to provide an official document proving your citizenship (e.g. passport or identity card) which must be valid on the closing date of your application (closing date of the first part of your application in the case of a two-part application scenario).

All periods of professional activity must be covered by originals or certified photocopies of:

- **documents from former and current employer(s)** stating the nature and level of duties performed, and start and end dates, with the official header and stamp of the company, and the name and signature of the person in charge, or
- **employment contract(s) and first and last pay slips**, with a detailed description of the duties performed,
- (for non-salaried work, e.g. self-employed, liberal professions) **invoices or order forms** detailing the work performed or any other relevant official supporting documents,
- (for conference interpreters where professional experience is required) documents attesting **the number of days**, and **languages interpreted** from and into, relating specifically to conference interpreting.

In general, no supporting documents are required to prove your knowledge of languages, except for some linguist or specialist profiles.

You may be asked for additional information or documents at any stage of the procedure. EPSO will inform you of what supporting documents you need to provide and when.

1.3. Equal opportunities and special adjustments

If you have a disability or a medical condition that may hinder your ability to sit the tests, please indicate this in your application form and let us know the type of special adjustments you need. If a disability or condition develops after you have validated your application, you must inform EPSO as soon as possible using the information indicated below.

Please note that 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 accommodation can be made where required.

Should you encounter any accessibility issues, or should you require more information, please contact the EPSO-accessibility team by:

- email (EPSO-accessibility@ec.europa.eu),
- fax (+32 22998081), or
- post:

European Personnel Selection Office (EPSO)
EPSO accessibility
Avenue de Cortenbergh/Kortenberglaan 25
1049 Bruxelles/Brussel
BELGIQUE/BELGIË.

2. BY WHOM WILL I BE ASSESSED?

A selection board is appointed to compare candidates and select the best ones on the basis of their competencies, aptitudes and qualifications in the light of the requirements set out in this notice of competition. Its members also decide on the difficulty of the competition tests and approve their content on the basis of proposals made by EPSO.

To ensure the selection board's independence, it is strictly forbidden for candidates or anyone outside the board to attempt to contact any of its members, except in the context of tests which require direct interaction between the candidates and the board.

Candidates who wish to state their case or assert their rights must do so in writing, addressing their correspondence intended for a selection board to EPSO, which will pass it on to the board. Any direct or indirect intervention by candidates that does not comply with these procedures is forbidden and may result in disqualification from the competition.

The existence of a family relationship or a hierarchical link between a candidate and a selection board member, in particular, gives rise to a conflict of interest. Selection boards are asked to declare any such situations to EPSO immediately when they become aware of them. EPSO will evaluate each case individually and take the appropriate measures. The non-respect of the abovementioned rules could make selection board members liable to disciplinary action and result in disqualification from the competition for candidates (see Section 4.4).

The names of the selection board members are published on the EPSO website (www.eu-careers.eu) before the beginning of the assessment centre/phase.

3. COMMUNICATION

3.1. Communication with EPSO

You should consult your EPSO account **at least twice a week** to keep track of your progress during the competition. If you are prevented from doing so because of a technical problem on EPSO's side, you must notify EPSO immediately and exclusively via the EPSO website (https://epso.europa.eu/help_en).

EPSO reserves the right not to supply information that is already clearly stated in this notice of competition, its annexes or on the EPSO website, including under 'frequently asked questions'.

In all correspondence relating to an application, please mention your **name** as given in your EPSO account, your **application number** and the **reference number of the selection procedure**.

EPSO applies the principles of the code of good administrative behaviour https://ec.europa.eu/info/about-european-union/principles-and-values/ethics-and-integrity/code-conduct-eu-staff_en (as published in the Official Journal). Accordingly, EPSO reserves the right to cease any improper (i.e. repetitive, abusive and/or irrelevant) correspondence.

3.2. Access to information

Candidates have specific rights of access to certain information concerning them individually, granted in the light of the obligation to state reasons, in order to allow for an appeal against rejection decisions.

This obligation to state reasons must be balanced with the confidentiality of the selection board proceedings, which ensures the boards' independence and the objectivity of the selection. Due to confidentiality, attitudes adopted by members of selection boards regarding the individual or comparative assessments of candidates cannot be disclosed.

These access rights are specific to candidates in an open competition and legislation on public access to documents may not confer on them rights broader than those specified in this section.

3.2.1. Automatic disclosure

You will **automatically receive** the following information via your EPSO account after each stage of the selection process organised for a given competition:

- **MCQ tests:** your results and a grid with your answers and the correct answers by reference number/letter. Access to **the text of the questions and answers is explicitly excluded**,
- **eligibility:** whether you were admitted; if not, the eligibility conditions that were not met,
- **Talent Screener:** your results and a grid with the question weightings, the points awarded for your answers and your total score,
- **preliminary tests:** your results,
- **intermediate tests:** your results if you are not amongst the candidates invited to the next phase,

- **assessment centre/phase:** if you are not disqualified, your competency passport showing your overall marks for each competency and the selection board's comment providing quantitative and qualitative feedback on your performance at the assessment centre/phase.

As a rule, EPSO does not communicate to candidates any source texts or test assignments, as these are intended for reuse in future competitions. For certain tests, however, it may exceptionally publish the source texts or assignments on its website if:

- the tests have been completed,
- the results have been established and communicated to candidates, and
- the source texts/assignments are not intended for reuse in future competitions.

3.2.2. Information on request

You may request an **uncorrected** copy of your answers in written tests where the content is **not intended for reuse** in future competitions. This explicitly excludes answers to e-tray exercises and case studies.

Your corrected answer papers and the details of the marking, in particular, are covered by the secrecy of selection board proceedings and **will not be disclosed**.

EPSO endeavours to make as much information available to candidates as possible, in accordance with the obligation to state reasons, the confidential nature of selection board proceedings and the rules on the protection of personal data. All requests for information will be evaluated in light of these obligations.

Any requests for information should be submitted via the EPSO website (https://epso.europa.eu/help_en) within 10 calendar days of the day your results were published in your EPSO account.

4. COMPLAINTS AND ISSUES

4.1. Technical issues

If, at any stage of the selection procedure, you encounter a serious technical or organisational problem, in order to allow us to investigate the issue and take corrective measures, **please inform EPSO exclusively** via the EPSO website (https://epso.europa.eu/help_en).

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

If the 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 (https://epso.europa.eu/help_en) 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 (https://epso.europa.eu/help_en).

For issues with your application, you must contact EPSO immediately and in any case before the deadline for applications via the EPSO website (https://epso.europa.eu/help_en). Queries sent less than 5 working days before the deadline for applications might not be answered before the deadline.

4.2. Internal review procedures

4.2.1. Error in the computer-based multiple choice questions (MCQs)

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

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 the selection board (under the 'neutralisation' procedure).

Under this procedure, the selection board may decide to cancel the question containing the error and to redistribute the points among the remaining questions of the test. Only those candidates who received that question will be affected by the recalculation. The marking of the tests remains as indicated in the relevant sections of this notice of competition.

Arrangements for complaints about the MCQ tests are as follows:

- **procedure:** please contact EPSO **only via the EPSO website** (https://epso.europa.eu/help_en),
- **language:** in the language 2 you chose for the competition in question,
- **deadline:** within **10 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.

The same review procedure applies with regard to errors in the e-tray exercise.

4.2.2. *Requests for review*

You can request a review of any **decision** taken by the selection board or EPSO that establishes your results and/or determines whether you can proceed to the next stage of the competition or are excluded.

Requests for review may be based on:

- a material irregularity in the competition process, and/or
- non-compliance, by the selection board or EPSO, with the Staff Regulations, the notice of competition, its annexes and/or case-law.

Please note that you are not allowed to challenge the validity of the selection board's assessment of the quality of your performance in a test or the relevance of your qualifications and professional experience. This assessment is a value judgment made by the board and your disagreement with the board's evaluation of your tests, experience and/or qualifications does not prove that it has made an error. Requests for review submitted on this basis will not lead to a positive outcome.

Arrangements for requests for review are as follows:

- **procedure:** please contact EPSO only via the EPSO website (https://epso.europa.eu/help_en),
- **language:** in the language 2 you chose for the competition in question,
- **deadline:** within **10 calendar days** of the date on which the contested decision was published in your EPSO account,
- **additional information:** indicate clearly the decision you wish to contest and on what grounds.

Requests received after the deadline will not be taken into account.

You will receive an acknowledgment of receipt within 15 working days. The body which took the contested decision (either the selection board or EPSO) will analyse and decide on your request and you will receive a reasoned reply as soon as possible.

If the outcome is positive, you will be re-entered in the selection process at the stage at which you were excluded, regardless of how far the competition has progressed in the meantime.

4.3. Other forms of contestation

4.3.1. Administrative complaints

As a candidate in an open competition, you have the right to address an administrative complaint to the Director of EPSO acting as the appointing authority.

You may submit a complaint against a decision, or lack thereof, that directly and immediately affects your legal status as a candidate, only if the rules governing the selection procedure have clearly been infringed. **The Director of EPSO cannot overturn a value judgment made by a selection board** (see Section 4.2.2).

Arrangements for administrative complaints are as follows:

- **procedure:** please contact EPSO only via the EPSO website (https://epso.europa.eu/help_en),
- **language:** in the language 2 you chose for the competition in question,
- **deadline:** within **3 months** of notification of the contested decision or of the date by which a decision should have been made,
- **additional information:** indicate clearly the decision you wish to contest and on what grounds.

Requests received after the deadline will not be taken into account.

4.3.2. Judicial appeals

As a candidate in an open competition, you have the right to submit a judicial appeal to the General Court, under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations.

Note that appeals against decisions taken by EPSO rather than by the selection board will not be admissible before the General Court unless an administrative complaint under Article 90(2) of the Staff Regulations has first been made (see Section 4.3.1). In particular, this is the case with the decisions concerning the general eligibility criteria, which are taken by EPSO not the selection board.

Arrangements for judicial appeals are as follows:

- **procedure:** please consult the website of the General Court (<http://curia.europa.eu/jcms/>).

4.3.3. European Ombudsman

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

Before you submit a complaint to the Ombudsman, you must first make the appropriate administrative approaches to the institutions and bodies concerned (see Sections 4.1-4.3).

Making a complaint to the Ombudsman does not extend the deadlines for lodging administrative complaints or judicial appeals.

Arrangements for complaints to the Ombudsman are as follows:

- **procedure:** please consult the website of the European Ombudsman (<http://www.ombudsman.europa.eu/>).

4.4. Disqualification from the selection procedure

You may be disqualified at any stage in a selection procedure if EPSO finds that you:

- have created more than one EPSO account,
- have applied to incompatible fields or profiles,
- do not meet all the eligibility conditions,
- made false declarations or declarations unsupported by the appropriate documents,

- have failed to book or sit your tests,
- have cheated during the tests,
- did not declare in your application form the languages required in this Notice of Competition, or did not declare the minimum level(s) required for those languages,
- attempted to contact a member of the selection board in an unauthorised manner,
- failed to inform EPSO of a possible conflict of interest with a selection board member,
- submitted your application in a language other than that/those specified in this notice of competition (allowances may be made regarding the use of another language for proper nouns, official titles and job titles as indicated in the supporting documents or labels/titles of diplomas), and/or
- signed or wrote a distinctive mark on anonymously marked written or practical tests.

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

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

ANNEX IV

EXAMPLES OF MINIMUM QUALIFICATIONS PER COUNTRY AND PER GRADE CORRESPONDING, IN PRINCIPLE, TO THOSE REQUIRED BY THE NOTICES OF COMPETITION

Please click here for an easy-to-read version of these examples

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7 Secondary education (giving access to post-secondary education)	AST 3 to AST 11 Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	AD 5 to AD 16	
			University-level education (lasting at least 3 years)	University-level education (4 years or more)
Belgique — België — Belgien	Certificat de l'enseignement secondaire supérieur (CESS)/Diploma secundair onderwijs	Candidature — Kandidaat Graduat — Gegradueerde	Bachelor académique (180 crédits) Academisch gerichte Bachelor (180 ECTS)	Licence/Licentiaat Master
	Diplôme d'aptitude à accéder à l'enseignement supérieur (DAES)/	Bachelor/Professioneel gerichte Bachelor		Diplôme d'études approfondies (DEA) Diplôme d'études spécialisées (DES) Diplôme d'études supérieures spécialisées (DESS)
	Getuigschrift van hoger secundair onderwijs			Gediplomeerde in de Voortgezette Studies (GVS)
	Diplôme d'enseignement professionnel			Gediplomeerde in de Gespecialiseerde Studies (GGS)
	Getuigschrift van het beroepssecundair onderwijs			Gediplomeerde in de Aanvullende Studies (GAS) Agréation/Aggregaat Ingénieur industriel/Industrieel ingenieur Doctorat/Doctoraal diploma
България	Диплома за завършено средно образование	Специалист по ...		Диплома за висше образование Бакалавър Магистър

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7		AST 3 to AST 11		AD 5 to AD 16	
	Secondary education (giving access to post-secondary education)	Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	University-level education (lasting at least 3 years)	University-level education (4 years or more)		
Česká republika	Vysvědčení o maturitní zkoušce	Vysvědčení o absolutoriu (Absolutorium) + diplomovaný specialista (DiS.)	Diplom o ukončení bakalářského studia (Bakalář)	Diplom o ukončení vysokoškolského studia Magistr Doktor		
Danmark	Bevis for: Studentereksamen Højere Forberedelseksamen (HF) Højere Handelseksamen (HHX) Højere Afgangseksamen (HA) Bac pro: Bevis for Højere Teknisk Eksamen (HTX)	Videregående uddannelser = Bevis for = Eksamensbevis som (erhvervsakademiuddannelse AK)	Bachelorgrad (BA or BS) Professionsbachelorgrad Diplomingeniør	Kandidatgrad/Candidatus Master/Magistergrad (mag.art) Licenciaturgrad ph.d.-grad		
Deutschland	Abitur/Zeugnis der allgemeinen Hochschulreife Fachabitur/Zeugnis der Fachhochschulreife		Fachhochschulabschluss Bachelor	Hochschulabschluss / Fachhochschulabschluss / Master Magister Artium/ Magistra Artium Staatsexamen/Diplom Erstes Juristisches Staatsexamen Doktorgrad		

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7	AST 3 to AST 11	AD 5 to AD 16	
			University-level education (lasting at least 3 years)	University-level education (4 years or more)
Eesti	Gümnaasiumi lõputunnistus + riigieksamitunnistus Lõputunnistus kutsekeskhariduse omandamise kohta	Tunnistus keskhariduse baasil kutsekeskhariduse omandamise kohta	Bakalaureusekraad (min 120 ainepunkti) Bakalaureusekraad (< 160 ainepunkti)	Rakenduskõrghariduse diplom Bakalaureusekraad (160 ainepunkti) Magistrikraad Arstikraad Hambaarstikraad Loomaarstikraad Filosoofiadoktor Doktorikraad (120–160 ainepunkti)
Éire/Ireland	Ardeistiméireacht, Grád D3, i 5 ábhar Leaving Certificate Grade D3 in 5 subjects Gairmchlár na hArdteistiméireachta (GCAT) Leaving Certificate Vocational Programme (LCVP)	Teastas Náisiúnta National Certificate Gnáthchéim bhaisiléara Ordinary bachelor degree Dioplóma náisiúnta (ND, Dip.) National diploma (ND, Dip.) Ardeastas (120 ECTS) Higher Certificate (120 ECTS)	Céim onóracha bhaisiléara (3 bliana/180 ECTS) (BA, B.Sc, B.Eng) Honours bachelor degree (3 years/180 ECTS) (BA, B.Sc, B.Eng)	Céim onóracha bhaisiléara (4 bliana/240 ECTS) Honours bachelor degree (4 years/240 ECTS) Céim ollscoile University degree Céim mhaístir (60–120 ECTS) Master's degree (60–120 ECTS) Dochtúireacht Doctorate

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7		AST 3 to AST 11		AD 5 to AD 16	
	Secondary education (giving access to post-secondary education)		Post-secondary education (non-university higher education course or short university course lasting at least 2 years)		University-level education (lasting at least 3 years)	
Ελλάδα	<p>Απολυτήριο Γενικού Λυκείου Απολυτήριο Κλασικού Λυκείου</p> <p>Απολυτήριο Τεχνικού Επαγγελματικού Λυκείου</p> <p>Απολυτήριο Ενιαίου Πολυτεχνικού Λυκείου</p> <p>Απολυτήριο Ενιαίου Λυκείου</p> <p>Απολυτήριο Τεχνολογικού Επαγγελματικού Εκπαιδευτηρίου</p>		Δίπλωμα επαγγελματικής κατάρτισης (IEK)		<p>Πτυχίο ΑΕΙ (πανεπιστημίου, πολυτεχνείου, ΤΕΙ)</p> <p>Μεταπτυχιακό Δίπλωμα Ειδικευσης (2ος κύκλος)</p> <p>Διδακτορικό Δίπλωμα (3ος κύκλος)</p>	
España	<p>Bachillerato + Curso de Orientación Universitaria (COU)</p> <p>Bachillerato</p> <p>BUP</p> <p>Diploma de Técnico especialista</p>		FP grado superior (Técnico superior)		<p>Diplomado / Ingeniero técnico</p> <p>Licenciatura</p> <p>Máster</p> <p>Ingeniero</p> <p>Título de Doctor</p>	

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7	AST 3 to AST 11	AD 5 to AD 16	
	Secondary education (giving access to post-secondary education)	Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	University-level education (lasting at least 3 years)	University-level education (4 years or more)
France	Baccalauréat Diplôme d'accès aux études universitaires (DAEU) Brevet de technicien	Diplôme d'études universitaires générales (DEUG) Brevet de technicien supérieur (BTS) Diplôme universitaire de technologie (DUT) Diplôme d'études universitaires scientifiques et techniques (DEUST)	Licence	Maitrise Maitrise des sciences et techniques (MST), maîtrise des sciences de gestion (MSG), diplôme d'études supérieures techniques (DEST), diplôme de recherche technologique (DRT), diplôme d'études supérieures spécialisées (DESS), diplôme d'études approfondies (DEA), master 1, master 2 professionnel, master 2 recherche Diplôme des grandes écoles Diplôme d'ingénieur Doctorat
Hrvatska	Svjedodžba o državnoj maturi Svjedodžba o završnom ispitu	Stručni pristupnik/pristupnica	Baccalaureus/Baccalaurea (sveučilišni prvostupnik/prvostupnica)	Baccalaureus/Baccalaurea (sveučilišni prvostupnik/prvostupnica) Stručni specijalist Magistar struke Magistar inženjer/magistrica inženjerka (mag. ing) Doktor struke Doktor umjetnosti

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7 Secondary education (giving access to post-secondary education)	AST 3 to AST 11 Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	AD 5 to AD 16	
			University-level education (lasting at least 3 years)	University-level education (4 years or more)
Italia	Diploma di maturità (vecchio ordinamento) Perito ragioniere Diploma di superamento dell'esame di Stato conclusivo dei corsi di studio di istruzione secondaria superiore	Diploma universitario (DU) Certificato di specializzazione tecnica superiore/ Attestato di competenza (4 semestri)	Diploma di laurea — L (breve)	Diploma di laurea (DL) Laurea specialistica (LS) Master di I livello Dottorato di ricerca (DR)
Κύπρος	Απολυτήριο	Διπλώματα = Programmes offered by Public/Private Schools of Higher Education (for the latter accreditation is compulsory) Higher Diploma		Πανεπιστημιακό Πτυχίο / Bachelor Master Doctorat
Latvija	Atestāts par vispārējo vidējo izglītību Diploms par profesionālo vidējo izglītību	Diploms par pirmā līmeņa profesionālo augstāko izglītību	Bakalaura diploms (min. 120 kredītpunktu)	Bakalaura diploms (160 kredītpunktu) Profesionālā bakalaura diploms Maģistra diploms Profesionālā maģistra diploms Doktora grāds

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7	AST 3 to AST 11	AD 5 to AD 16	
			University-level education (lasting at least 3 years)	University-level education (4 years or more)
Lietuva	Secondary education (giving access to post-secondary education) Brandos atestatas	Post-secondary education (non-university higher education course or short university course lasting at least 2 years) Aukštojo mokslo diplomas Aukštesniojo mokslo diplomas	Profesinio bakalauro diplomas Aukštojo mokslo diplomas	Aukštojo mokslo diplomas Bakalauro diplomas Magistro diplomas Daktaro diplomas Meno licenciato diplomas
Luxembourg	Diplôme de fin d'études secondaires et techniques	BTS Brevet de maîtrise Brevet de technicien supérieur Diplôme de premier cycle universitaire (DPCU) Diplôme universitaire de technologie (DUT)	Bachelor Diplôme d'ingénieur technicien	Master Diplôme d'ingénieur industriel DESS en droit européen
Magyarország	Gimnáziumi érettségi bizonyítvány Szakközépiskolai érettségi — képesítő bizonyítvány	Felsőfokú szakképesítést igazoló bizonyítvány (Higher Vocational Programme)	Főiskolai oklevél Alapfokozat (Bachelor degree credits)	Egyetemi oklevél Alapfokozat (Bachelor degree 240 credits) Mesterfokozat (Master degree) (Osztatlan mesterképzés) Doktori fokozat

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7 Secondary education (giving access to post-secondary education)	AST 3 to AST 11 Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	AD 5 to AD 16	
			University-level education (lasting at least 3 years)	University-level education (4 years or more)
Malta	Advanced Matriculation or GCE Advanced level in 3 subjects (2 of them grade C or higher) Matriculation certificate (2 subjects at Advanced level and 4 at Intermediate level including Systems of Knowledge with overall grade A-C) + Passes in the Secondary Education Certificate examination at Grade 5 2 A Levels (passes A-C) + a number of subjects at Ordinary level, or equivalent	MCAST diplomas/certificates Higher National Diploma	Bachelor's degree	Bachelor's degree Master of Arts Doctorate
Nederland	Diploma VWO Diploma staatsexamen (2 diploma's) Diploma staatsexamen voorbereidend wetenschappelijk onderwijs (Diploma staatsexamen VWO) Diploma staatsexamen hoger algemeen voortgezet onderwijs (Diploma staatsexamen HAVO)	Kandidaatsexamen Associate degree (AD)	Bachelor (WO) HBO bachelor degree Baccalaureus of 'Ingenieur'	HBO/WO Master's degree Doctoraal examen/Doctoraat

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7 Secondary education (giving access to post-secondary education)	AST 3 to AST 11 Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	AD 5 to AD 16 University-level education (lasting at least 3 years)		University-level education (4 years or more)
			University-level education (lasting at least 3 years)	University-level education (4 years or more)	
Österreich	Matura/Reifeprüfung Reife- und Diplomprüfung Berufsreifeprüfung	Kollegdiplom/ Akademediplom	Fachhochschuldiplom / Bakkalaureus/Bakkalaurea	Universitätsdiplom / Fachhochschuldiplom / Magister / Magistra Master Diplomprüfung, Diplom-Ingenieur Magisterprüfungszeugnis Rigorosenzeugnis Dokortitel	
Polska	Świadectwo dojrzałości Świadectwo ukończenia liceum ogólnokształcącego	Dyplom ukończenia kolegium nauczycielskiego Świadectwo ukończenia szkoły policealnej	Licencjat / Inżynier	Magister / Magister inżynier Dyplom doktora	
Portugal	Diploma de Ensino Secundário/ Certificado de Habilitações do Ensino Secundário		Bacharel Licenciado	Licenciado Mestre Doutorado	

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7 Secondary education (giving access to post-secondary education)	AST 3 to AST 11 Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	AD 5 to AD 16	
			University-level education (lasting at least 3 years)	University-level education (4 years or more)
România	Diplomă de bacalaureat	Diplomă de absolvire (Colegiu universitar) învățământ preuniversitar	Diplomă de licență	Diplomă de licență Diplomă de inginer Diplomă de urbanist Diplomă de master Certificat de atestare (studii academice postuniversitare) Diplomă de doctor
Slovenija	Maturitetno spričevalo (spričevalo o poklicni maturi) (spričevalo o zaključnem izpitu)	Diploma višje strokovne šole	Diploma o pridobljeni visoki strokovni izobrazbi	Univerzitetna diploma / magistririj / specializacija / doktorat
Slovensko	Vysvedčenie o maturitnej skúške	Absolventský diplom	Diplom o ukončení bakalárskeho štúdia (Bakalár)	Diplom o ukončení vysokoškolského štúdia Bakalár (Bc.) Magister Magister/Inžinier ArtD.

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7	AST 3 to AST 11	AD 5 to AD 16	
	Secondary education (giving access to post-secondary education)	Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	University-level education (lasting at least 3 years)	University-level education (4 years or more)
Suomi/Finland	Ylioppilastutkinto tai peruskoulu + kolmen vuoden ammatillinen koulutus — Studentexamen eller grundskola + treårig yrkesinriktad utbildning Todistus yhdistelmäopinnoista (Betyg över kombinationsstudier)	Ammatillinen opistoasteen tutkinto — Yrkesexamen på institutnivå	Kandidaatin tutkinto — Kandidatexamen / Ammatikorkeakoulututkinto — Yrkehögskoleexamen (min. 120 opintoviikkoa — studieveckor)	Maisterin tutkinto — Magisterexamen / Ammatikorkeakoulututkinto — Yrkehögskoleexamen (min. 160 opintoviikkoa — studieveckor) Tohtorin tutkinto (Doktorsexamen) joko 4 vuotta tai 2 vuotta lisensiaatin tutkinnon jälkeen — antingen 4 år eller 2 år efter licentiatexamen Lisensiaatti/Licentiat
Sverige	Slutbetyg från gymnasieskolan (3-årig gymnasial utbildning)	Högskoleexamen (80 poäng) Högskoleexamen, 2 år, 120 högskolepoäng Yrkehögskoleexamen/ Kvalificerad yrkehögskoleexamen, 1–3 år	Kandidatexamen (akademisk examen omfattande minst 120 poäng, varav 60 poäng fördjupade studier i ett ämne + uppsats motsvarande 10 poäng) Meriter på grundnivå: Kandidatexamen, 3 år, 180 högskolepoäng (Bachelor)	Magisterexamen (akademisk examen omfattande minst 160 poäng, varav 80 poäng fördjupade studier i ett ämne + uppsats motsvarande 20 poäng eller två uppsatser motsvarande 10 poäng vardera) — Licentiatexamen — Doktorsexamen Meriter på avancerad nivå: — Magisterexamen, 1 år, 60 högskolepoäng — Masterexamen, 2 år, 120 högskolepoäng Meriter på forskarnivå: — Licentiatexamen, 2 år, 120 högskolepoäng — Doktorsexamen, 4 år, 240 högskolepoäng

COUNTRY	AST-SC 1 to AST-SC 6 AST 1 to AST 7	AST 3 to AST 11	AD 5 to AD 16	
	Secondary education (giving access to post-secondary education)	Post-secondary education (non-university higher education course or short university course lasting at least 2 years)	University-level education (lasting at least 3 years)	University-level education (4 years or more)
United Kingdom	General Certificate of Education Advanced level — 2 passes or equivalent (grades A to E)	Higher National Diploma/Certificate (BTEC)/SCOTVEC	(Honours) Bachelor degree	Honours Bachelor degree
	BTEC National Diploma	Diploma of Higher Education (DipHE)	NB: Master's degree in Scotland	Master's degree (MA, MB, MEng, MPhil, MSc)
	General National Vocational Qualification (GNVQ), advanced level	National Vocational Qualifications (NVQ)		Doctorate
	Advanced Vocational Certificate of Education, A level (VCE A level)	Scottish Vocational Qualifications (SVQ) level 4		

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