



# Frequently Asked Questions - Recruitment

*This document was last updated on 3 March 2021.*

Welcome to the European Asylum Support Office – Vacancies page! We thank you for showing interest in our vacancies and look forward to receiving your application.

Prior to applying to any of our open vacancies, we suggest you browse through this document to address any queries you may have. Should any question remain unanswered, we urge you to contact us on the following email address: [applications@easo.europa.eu](mailto:applications@easo.europa.eu).<sup>1</sup>

## 1. VACANCIES

### 1.1 Where can I find EASO vacancies advertised?

EASO's open vacancies may be found on the [Vacancies](#) page on our website and on EASO's e-Recruitment tool. One can also remain updated on EASO's vacancies through various external portals, including the following: EPSO, Euractiv, LinkedIn and other social media platforms.

Candidates who meet the minimum requirements described in a vacancy notice and whose qualifications/experience are relevant to the tasks described, are welcome to apply through our e-Recruitment tool.

### 1.2 How long are the vacancies open for applications?

Vacancy notices are online for a minimum of one month. One can find the deadline of a vacancy on the EASO website, e-Recruitment as well as within the specific vacancy notice. Applicants are to submit their applications within the timeframe on the vacancy notice.

The deadline of a vacancy notice may be extended. In these circumstances, both the vacancy notice and the website will reflect the updated deadline date.

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<sup>1</sup> The purpose of the Frequently Asked Questions document is to answer queries related to the recruitment process and the employment policy of the European Asylum Support Office. Consequently, this document should not be used as a legal basis and is solely intended to offer guidance to candidates.

### 1.3 The deadline of the vacancy I would like to apply for has already passed. Can I still apply?

Applications received after the deadline are by default considered to be ineligible. This is done to maintain equal treatment among all prospective candidates, given that application deadlines are clearly indicated in our vacancy notices.

## 2. APPLICATIONS

### 2.1 How can I apply to a vacancy?

Candidates are required to apply to vacancies using EASO's [e-Recruitment](#) tool by creating a candidate account, activating it and completing all sections of the application, as detailed in the Candidate User Manual found on the landing page. Please be informed that only applications completed in English will be considered.

### 2.2 What language skills are necessary when applying for a post with EASO?

Candidates are required to possess **thorough knowledge** (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFRL) of one of the official EU languages and a **satisfactory knowledge** (level B2 in all dimensions as per the CEFRL) of another one of these languages to the extent necessary for the performance of the duties pertaining to the post. Please visit [EPSO's Eligibility webpage](#) for additional information.

Please note that EASO's working language is English, consequently, sufficient knowledge of English is an essential selection criterion.

Applications failing to indicate the language skills indicated above will be considered ineligible.

### 2.3 How do I decipher the International Classification level of my studies?

EASO utilises the International Standard Classification of Education (ISCED) to distinguish between various qualifications. Please find the simplified outline of this classification listed below:

ISCED 1	Primary education
ISCED 2	Lower secondary education
ISCED 3	Upper secondary education
ISCED 4	Post-secondary non-tertiary education
ISCED 5	Short-cycle tertiary education
ISCED 6	Bachelor's or equivalent level
ISCED 7	Master's or equivalent level
ISCED 8	Doctoral or equivalent level

## 2.4 I am having technical difficulties with the e-Recruitment tool. What should I do?

EASO's systems support the most frequently used Internet browsers. However, if candidates encounter issues, they should consider changing the browser prior to approaching EASO. Additionally, we do not recommend using a mobile device when filling in one's application. If issues persist, please consult the **Candidate Application Guide**.

## 2.5 I have not completed the online application. Would I be able to apply for a post using my Curriculum Vitae instead?

The use of the official EASO e-Recruitment tool is mandatory when forwarding one's interest for a post within the organisation. Personal curriculum vitae or résumés in a different format to the EASO application form, will not be considered.

## 2.6 I have submitted my application, but I have not received an acknowledgement of receipt. How do I ensure my application form has been received?

All candidates should receive an acknowledgement of receipt when forwarding their application form. Nonetheless, in such cases, candidates are encouraged to request an acknowledgement via email to the following email address: [applications@easo.europa.eu](mailto:applications@easo.europa.eu).

## 2.7 May I submit a spontaneous application?

Spontaneous applications are not taken into consideration. EASO considers applications valid when they refer to published vacancies and are submitted via the e-Recruitment tool within the specified timeframe.

## 2.8 Is it necessary to forward my supporting documents when applying for a post?

No, supporting documents will only be requested at a later stage to candidates who are offered a post. This is done to confirm the accuracy and eligibility of one's application against their supporting documents.

## 2.9 Does EASO recruit candidates who are on European Personnel Selection Office reserve list?

EASO organizes its own selection procedures and does not utilize EPSO reserve lists to recruit candidates. Consequently, all candidates must submit their applications via the EASO e-Recruitment tool if they would like to be considered for a post.

## 2.10 May I apply for more than one post/profile?

Candidates must submit a different application for each selection procedure. This is also applicable to candidates who would like to apply to several profiles within the same vacancy (when possible to do so). EASO does not consider one single application form to be applicable for multiple ongoing procedures/profiles. It is strongly advised to thoroughly consult vacancies prior to applying.

## 2.11 Will I receive a notification regarding the outcome of my application?

Due to the large volume of applications received, only shortlisted candidates invited to the interview and written test will be notified thereof. These candidates are also notified regarding the outcome of their interview at a later stage in the procedure.

## 3. ELIGIBILITY

### 3.1 I am not a citizen of the European Union. Am I eligible to apply for a vacancy advertised by EASO?

Applicants eligible for a post within EASO must be nationals of a Member State of the European Union, Lichtenstein, Norway and Switzerland.<sup>2</sup>

A valid residence permit is not considered proof of citizenship. Individuals who are not nationals of the countries specified, can still be considered for interim positions within the organisation through one of our temping agencies: [MGR Human Resources](#) (Malta and Cyprus); [Adecco Staffing](#) (Italy); [Adecco Greece](#), [HCL Consultants](#) and [Randstad Greece](#) (Greece).

### 3.2 I have a “refugee status” in one of the Member States. Does this status give me the right to apply for one of the EASO positions?

To apply for a position within EASO, candidates must be nationals of one of the EU Member States.

### 3.3 I have a degree from a Non-European Union Country. Am I eligible to apply for a vacancy advertised by EASO?

Qualifications obtained from institutions based outside of the European Union need to be recognised by a body delegated officially for this purpose by one of the European Union Member States (such as a national Ministry of Education).

The candidate should present a document attesting the equivalence of their qualification once their supporting documents are requested.

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<sup>2</sup> The Member States of the European Union are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, The Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and United Kingdom.

### 3.4 I am currently on an EASO/EPSO reserve list. There are open vacancies of a similar profile as the reserve list I am currently placed in. Should I apply again?

Being placed on a EASO reserve list does not necessarily guarantee that candidates will be offered a position at EASO in the future. Since reserve lists have a limited time of validity, candidates are advised to apply for the positions they are interested in and for which they meet the eligibility criteria. Candidates are free to access the list of [valid reserve lists](#) on EASO's website.

EASO does not recruit candidates placed on EPSO competition reserve lists.

### 3.5 I am an official at the European Commission/European institution; am I considered as an internal candidate?

EASO organises its own selection procedures. Consequently, all candidates are treated as external candidates, regardless of their contractual status in other institutions at the time of their application.

### 3.6 What is the difference between eligibility, essential and advantageous criteria?

Eligibility criteria are prerequisites for a candidate to be invited to an interview. These are detailed in the Staff Regulations and Conditions of Employments of other servants of the European communities and are based upon several factors: type of contract (CA/TA/SNE), grade and group of functions. Thus, if the requirements (diplomas, professional experience, languages, citizenship) are not met, candidates will be automatically disqualified.

Essential and advantageous criteria are used within selection procedures to assess candidates' applications, these vary depending on the nature of the tasks required to fulfil the advertised position. Essential criteria are mandatory, meaning that no application will be assessed further if a candidate obtains a zero score in any of the essential criteria.

## 4. INTERVIEW PHASE/RESERVE LISTS

### 4.1 What is the expected timeframe of an EASO Selection procedure?

The length of a selection procedure generally spans over several months. Selected candidates will be informed about any further steps as the selection progresses and are kindly requested to keep this in mind prior to requesting an update on the selection procedure.

## 4.2 Where can I find more information about the interview questions and written test?

The Selection Committee agrees upon the interview questions and the written test which are strictly related to the nature of functions and duties required by the post described within the vacancy notice.

EASO does not publish or offer guidance related to the nature of the questions/exercises to be asked, since the tests are anonymous and differ between each selection procedure.

## 4.3 Is equal treatment guaranteed?

EASO applies an equal opportunities policy and accepts applications without discriminating on the basis of gender, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

The Selection Committee sets up objective evaluation criteria prior to reviewing candidates' applications. These criteria are derived from the vacancy notice in question and strictly apply to all candidates to ensure fair and equal treatment. Equal treatment is also ensured throughout the selection process, in terms of the scheduling of interviews and written tests.

## 4.4 Will I be reimbursed for the travel costs incurred if I am invited to an interview?

**Please note that due to the COVID-19 pandemic all interview procedures are currently carried out online. Consequently, candidates do not currently incur any travel costs to attend the interview. Once the situation changes and in-house interviewing resumes, the below will apply.**

Alongside the interview invitation, candidates are informed of the subsequent steps to take place in the interview phase. Candidates are provided with relevant information about the reimbursement policy and the documents to be completed prior to the interview.

## 4.5 Will I receive any information regarding the outcome of the interview?

After the interview and written test phase, both the successful and unsuccessful candidates are officially informed of the outcome of their performance within the selection.

## 5. TRAINEESHIPS

EASO does not currently offer any traineeships but is in the process of developing a policy for traineeship procedures. Candidates are advised to refer to the [EASO vacancies](#) page for updates regarding any potential opportunities.

## 6. COMPLAINTS

### 6.1 I am dissatisfied with the decision of a Selection Committee in relation to the evaluation of my application/ my interview performance. What should I do?

Candidates who declare their dissatisfaction with the results, may formally request for feedback. In such cases a formal email with supporting justification of the request should be addressed to the HR services: [applications@easo.europa.eu](mailto:applications@easo.europa.eu).

### 6.2 Is it possible to lodge a complaint?

Candidates may lodge a complaint against the Selection Committee's decision within 3 months from the date of notification. The Legal basis is represented by art.90 (2) of the Staff Regulations and CEOS. The complaint should be sent to the below indicated address:

The Executive Director  
European Asylum Support Office  
MTC Block A, Winemakers Wharf, Grand Harbour Valletta, MRS 1917  
Malta