



# Frequently Asked Questions

## Recruitment

*This document was last updated on 19 September 2023.*

Welcome to the European Union Agency for Asylum [Careers](#) page! We thank you for showing interest in our vacancies and look forward to receiving your application.

Prior to applying for any of our open vacancies, we suggest you browse through this document<sup>1</sup> to address any queries you may have. Should any question remain unanswered, please send an email to [careers@euaa.europa.eu](mailto:careers@euaa.europa.eu).

### 1. Where can I find EUAA vacancies advertised?

EUAA's open vacancies may be found on the [Vacancies](#) and [Careers](#) page. You can keep yourself up to date on EUAA's vacancies through various websites, including [EPSO](#), and social media.

Candidates who meet the requirements described in a vacancy notice are welcome to apply. For further information how to apply please consult the [Candidate Application Guide](#).

### 2. How long are the vacancies open for applications?

Vacancy notices are online for a minimum of one month. The deadline of a vacancy is displayed on the EUAA website as well as within the specific vacancy notice. Applicants are to submit their applications within this time frame.

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 Union Agency for Asylum. Consequently, this document should not be used as a legal basis and is solely intended to offer guidance to candidates.





### 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.

### 4. How can I apply for a vacancy?

Candidates are required to apply by creating an EUAA account and completing all sections of the application in English. For further information how to apply please consult the [Candidate Application Guide](#).

### 5. What language skills are necessary when applying for a vacancy with EUAA?

Candidates are required to possess a 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 outlined in the vacancy notice. Please visit [EPSO's eligibility webpage](#) for additional information.

Please note that EUAA's working language is English. Consequently, thorough written and oral command of English is essential.

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

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

EUAA refers to the European Personnel Selection Office (EPSO) guidelines on educational qualifications. Please refer to the examples of types of qualifications accepted: [https://epso.europa.eu/documents/2392\\_en](https://epso.europa.eu/documents/2392_en).

You may also refer to 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

## 7. I have not completed my university studies. Can I apply?

To be eligible to apply, you must have completed the minimum qualifications required in the vacancy notice by the closing date for applications. If the minimum qualification is a university degree, only candidates who have already completed their studies and obtained a university diploma may apply.

## 8. Does work experience gained during my studies count as work experience?

Any period of employment when the applicant was engaged in studies, which are required in a vacancy notice as minimum education level for eligibility purposes, will not be taken into consideration as work experience.

## 9. Does part-time work experience count as work experience?

Part-time employment will be taken into account. In addition, various part-time jobs during the same period can be taken into consideration up to 100%, corresponding to full-time employment.

## 10. I am having difficulties submitting my application. What should I do?

EUAA's systems support the most frequently used Internet browsers. If candidates encounter issues, they should consider changing the browser prior to contacting EUAA for assistance. We do not recommend using a mobile device when filling in an EUAA application. If the issues persist, please consult the [Candidate Application Guide](#) before sending an email to [careers@euaa.europa.eu](mailto:careers@euaa.europa.eu).





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

The use of the official EUAA online application tool is mandatory to apply for an EUAA vacancy. Personal curriculum vitae will not be considered. The online application tool is the only acceptable means of submitting applications. Applications sent via email or post will not be accepted.

### 12. 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 submitting their application form. Status of the submitted applications can be verified under My Applications page of your EUAA account. For further information please consult the [Candidate Application Guide](#).

### 13. May I submit a spontaneous application?

Spontaneous applications are not taken into consideration. EUAA considers applications valid when they refer to a published vacancy and are submitted according to the instructions indicated in a vacancy notice.

### 14. Is it necessary to forward my supporting documents when applying for a vacancy?

No, supporting documents will be requested at a later stage to confirm the information submitted in the application.

### 15. Does EUAA recruit candidates who are on EPSO reserve list?

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





## 16. May I apply for more than one vacancy?

Candidates must submit a separate application for each selection procedure. EUAA does not consider one single application to be valid for multiple ongoing procedures or profiles. It is strongly advised to thoroughly consult a vacancy notice prior to applying.

## 17. 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.

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

Candidates eligible for a post within EUAA 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).

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

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

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

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).

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<sup>2</sup> The Member States of the European Union are: Austria, Belgium, Bulgaria, Croatia, 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.





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

## 21. I am currently on an EUAA reserve list. Should I apply again?

Being placed on EUAA reserve list does not necessarily guarantee that candidates will be offered a position at EUAA in the future. Recruitment will be based on availability of posts and budget. There is no guarantee that the duration of the validity of reserve lists established by the EUAA will be extended. Candidates on these reserve lists are encouraged to submit an application for any new posts advertised by the EUAA should they fulfil the relevant eligibility criteria and essential selection criteria. Candidates are free to access the list of [valid reserve lists on EUAA's website](#).

## 22. 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 of Officials and the Conditions of Employment of Other Servants](#) and are based upon several factors, such as type of contract, grade and group. Thus, if the requirements (education, professional experience, languages, citizenship) are not met, candidates will be automatically disqualified.

Essential and advantageous criteria are used to assess candidates' applications and 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.

## 23. What is the expected timeframe of an EUAA 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. You may consult the status of selection procedures on the Careers website.

## 24. 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 questions. These are strictly related to the functions and duties required by the post described within the vacancy notice.





EUAA does not publish or offer guidance related to the nature of the questions.

## 25. Is equal treatment guaranteed?

EUAA 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.

Equal treatment of all candidates is ensured throughout the whole selection process.

## 26. Will I be reimbursed for the travel costs incurred if I am invited to an assessment phase?

Alongside the interview invitation, candidates are informed of the subsequent steps to take place in the interview phase. At this time, candidates are provided with relevant information about the reimbursement policy and the documents to be completed prior to the interview. The Selection procedure may be organized online.

## 27. Will I receive any information regarding the outcome of the interview and the written test?

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

## 28. Is it possible to lodge a complaint?

Candidates may lodge a complaint against an act affecting them adversely. The complaint must be submitted within 3 months from the date of notification.

