



Frequently Asked Questions (FAQs)
Call for Expressions of Interest (CEI)
EUAA/MLA/2024/CEI/0010

Updated 20/01/2026

Eligibility

1. What is the legal basis for this Call for Expressions of Interest?

The present [Call for Expressions of Interest](#) (CEI) has been established in accordance with the provisions of Article 237 of the EU Financial Regulation and Article 93 of the Agency's Financial Regulation.

2. How should applications be submitted and when are these considered valid?

Applications should be submitted exclusively by means of the EUAA's dedicated online application tool:
<https://cei.euaa.europa.eu/>

To proceed with their application, all applicants must have a valid email address. Additionally, all information in the applications submitted must be in English and applicants may apply for up to three different profiles. Further detailed information can be found in the separate 'Candidate Applicant Guide' available here:

<https://cei.euaa.europa.eu/Candidate%20Application%20Guide.pdf>

3. How are the assessments of applications carried out?

The assessment of all applications follows a two-step procedure:

- a. The **first assessment committee** (FAC) is responsible for conducting an initial assessment of individual applications under the CEI in order to develop a (standing) list of external experts.
- b. The **second assessment committee** (SAC) is responsible for conducting an additional assessment of applicants included on the afore-mentioned list in order to contractually engage external experts under an individual assignment once a specific need arises for the EUAA.

4. On the basis of which information are applications assessed?

To ensure that an applicant's professional background is appropriately taken into consideration by the FAC and SAC, it is of the utmost importance that applicants clearly describe all their relevant professional qualifications and experience in their respective applications.

All applications are assessed solely against the relevant professional qualifications and experience detailed by applicants in the various information fields contained in the online application tool. Any additional information provided outside of the online applicant's application will in principle **not** be taken into consideration.

5. How and when are applicants informed about the outcome of their applications?



Once a **First Assessment Selection Decision** has been adopted by the FAC and the Authorising Officer from the side of the EUAA, all applicants in question are informed of the outcome of their application by means of standardised emails.

In case of a successful application, the afore-mentioned standardised emails will detail for which Profile you have been included in the List of Experts and the level of seniority.

In case of an unsuccessful application, the afore-mentioned standardised emails will include information on:

- The reason for an applicant's non-inclusion on the (standing) list of experts – e.g. a specific requirement which has not been met or an applicant not being eligible for a certain reason.
- An invitation for an applicant to resubmit their application once they meet the minimum requirements and/or include any previously missing or incomplete information in their application.
- The available means of redress - see point 6) below for more information thereon.

Assessment

6. What means of redress are available following the outcome of a First or Second Assessment?

- a) Applicants may submit any resulting question, request for review of or complaint concerning the outcome of a First or Second Assessment to the EUAA via email to: experts.operations@euaa.europa.eu. For detailed information please see paragraphs 8 and 10 below for the potential outcomes thereof.
- b) In case an unsuccessful applicant believes that there was maladministration from the side of the EUAA, he or she may lodge a complaint to the European Ombudsman¹ within two years of the date when they became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>). Alternatively, unsuccessful applicants might bring a case before the General Court of the European Union.

7. How are communications from unsuccessful applicants handled by the EUAA?

Any unsuccessful applicants who send an email to experts.operations@euaa.europa.eu in accordance with Point 6) a) above should promptly receive an automated acknowledgement of receipt.

The EUAA strives to answer any straightforward questions as soon as possible, indicatively no later than **two weeks** from receipt thereof.

In case of a request for review of a complaint concerning an unsuccessful application, the EUAA strives to respond in substance within **two months** from receipt thereof - in accordance with the European Code of Good Administrative Behaviour.

¹ After completing the appropriate administrative approaches to the EUAA in accordance with FAQs' Point 6) a) above.



Should however - on an ad-hoc basis - the afore-mentioned timeframes not prove feasible to adhere to, then the EUAA will communicate this to the unsuccessful applicant indicating, *inter alia*, when they can instead expect to receive a substantive response from the side of the Agency.

8. What are the possible outcomes of a request for review or complaint addressed to the EUAA concerning an unsuccessful application during the First Assessment?

Any request for review of or complaint addressed to the EUAA concerning an unsuccessful application during the First Assessment may, *inter alia*, be:

- **accepted in full:** for instance, if after a *prima facie* examination of a request for review or complaint it appears that there may have been an oversight or inaccuracy attributable to the EUAA concerning relevant experience reflected in an application, the FAC will be requested to review the assessment of the application. In case of an outcome which is different from the FAC's initial decision, this shall be reflected in an Amendment to the Selection Decision;
- **accepted in part:** for instance, if after reviewing the assessment of the relevant application, the FAC reaches the conclusion that there has been an oversight or inaccuracy attributable to the applicant concerning relevant experience reflected in the application. In which case the Selection Decision will not be amended. However, the applicant shall be invited to further update their application to ensure that all their relevant professional qualifications and experience may be properly taken into consideration in any future selection rounds; or
- **rejected:** in which case the applicant is always provided with a detailed reasoning in writing. As previously mentioned, unsuccessful applicants who believe there was maladministration from the side of the EUAA may lodge a complaint to the European Ombudsman within two years of the date when they became aware of the facts on which their complaint is based. Any request an applicant may make and any reply from the EUAA, or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for lodging an action for annulment of the contested decision or act, which must be done within two months of its notification. The court responsible for hearing annulment procedures is the General Court of the European Union.

9. Why and when is it important that applicants update their applications?

All applications are assessed solely against the relevant professional qualifications and experience detailed by applicants in the various information fields contained in the online application tool.

Therefore, applicants are invited to update their applications in the dedicated online application tool at any point in time in case of any newly obtained relevant professional qualifications and experience, or to detail existing relevant professional qualifications and experiences in a clearer or more complete manner. Updated applications may be taken into consideration in any future selection rounds.

10. What are the possible outcomes of a request for a review, or a complaint addressed to the EUAA concerning a non-selection decision during the Second Assessment?

Any request for a review, or a complaint addressed to the EUAA concerning an unsuccessful application during the Second Assessment *may, inter alia*, be:



Accepted: for instance, when following a *prima-facie* examination there are indications of potential oversight or inaccuracy attributable to the EUAA – such as the identification of a procedural or factual error – the Agency may, *inter alia*, decide to re-assess the application, amend its resulting decision-making and/or re- start the entire second assessment procedure.

Rejected: for instance, when upon review, the EUAA determines that the second assessment procedure was conducted in a correct and regular manner (i.e., in the absence of any procedural or factual errors). In which case the applicant is always provided with the justification in writing.

Unsuccessful applicants who believe there was maladministration from the side of the EUAA may lodge a complaint to the European Ombudsman within two years of the date when they became aware of the facts on which their complaint is based.

Any request for reviewing the decision-making process or any submission of a complaint for maladministration an applicant may make and any reply from the EUAA, will have neither the purpose nor the effect of suspending the time-limit for lodging an action for annulment of the contested decision or act, which must be done within two months of its notification. The court responsible for hearing annulment procedures is the General Court of the European Union.

11. Why was I not selected even though I confirmed my availability?

Emails requesting confirmation of availability do not constitute an offer of assignment. They are intended solely to confirm your interest and availability so that your profile may be considered for a specific assignment. The EUAA retains full discretion, as part of the selection process, in deciding which experts are proposed for an assignment, based on operational needs, specific assignment requirements, and the suitability of candidates for a given assignment.

All candidates will be informed as regards the outcome of the second assessment procedure. Moreover, an unsuccessful outcome in a particular assessment procedure does not affect your inclusion in the List of Experts, and candidates may still be considered for future assignments.

12. Are experts currently deployed under CEI EASO/2021/885, eligible to apply to the new Call?

Yes. CEI EUAA/MLA/2024/CEI/0010 is entirely independent from CEI EASO/2021/885. If you wish to be considered for CEI EUAA/MLA/2024/CEI/0010, please submit your application [here](#). Each application to CEI EUAA/MLA/2024/CEI/0010 is evaluated on its own merits, offering a fresh chance for candidates to be considered based on their qualifications against the specific requirements of each Profile as defined in Annex I of the Call for Expressions of Interest EUAA/MLA/2024/CEI/0010.

13. What are the implications for experts contracted under CEI EASO/2021/885 who choose not to apply to CEI EUAA/MLA/2024/OP/00000?

If any external experts currently deployed under the Call for Expressions of Interest EASO/2021/885 do not apply to CEI [EUAA/MLA/2024/CEI/0010](#), they will not be considered for any deployment under the Call for Expressions of Interest EUAA/MLA/2024/0010. Once their contract under CEI EASO/2021/885 expires, further deployments will not be possible.

MISCELLANEOUS

14. Consideration of *ongoing* experience in the assessment process



Ongoing experience is calculated from the start date of the relevant experience up to the date of submission of the application on the CEI platform.

15. Do I need to submit a new application for Call EUAA/MLA/2024/CEI/0010, or is my application from Call CEI EASO/2021/885 still valid?

CEI EUAA/MLA/2024/CEI/0010 is entirely independent from CEI EASO/2021/885 or other Calls for Expression of Interest by the Agency. CEI EASO/2021/885 is now closed for applications and will not be used for new assignments as of 5 August 2024. If you wish to be considered for future deployments with the EUAA as a Remunerated External Expert, you must apply to Call EUAA/MLA/2024/CEI/0010 and submit a new application. Please note that each application is evaluated on its own merits.

16. How can I apply specifically for a Cluster 1A/1B or Cluster 2 profile, such as a Support Expert?

You can select the profile(s) you are interested in under the “Field/Profile Selection” tab of the application tool. It is not possible to apply directly for a specific Cluster. Once your application is reviewed, the EUAA Assessment Committee will determine the appropriate Cluster/seniority level for your profile. All applicants will be informed of the outcome of an assessment, including whether they have been included in the List of Experts and to which Cluster(s) i.e. seniority level(s) they have been assigned.

17. After submitting an application in CEI, when will it be assessed?

It is not possible to provide a specific timeframe for when assessments will start or be completed. The timeline for evaluating candidates depends on operational requirements and priorities.

Once the assessment process is complete, all applicants will be informed of the outcome, including whether they have been included in the List of Experts. Applications submitted after an assessment round has started will be reviewed in the next assessment round.

18. If an application is updated, will the latest version be considered?

Yes, any update of your application will be considered as a new application, to be assessed during the next assessment of the Profile(s) you applied to. An update will be viewed as your most recent submission, which can impact the timing of the next assessment of your application. As outlined under Question 9, applicants are encouraged to update their applications with any new, relevant professional experience or qualifications, or to enhance existing entries by adding information to make their experience and qualifications clearer or more complete.

19. What happens if I deselect a profile in the CEI application?

If you deselect a profile in your CEI application, it means that you are no longer interested in that profile. Your application will only be considered for the profiles you currently have selected. If you were previously included in the List of Experts for that profile, you will be removed from the List.

If you reselect this profile and resubmit your application, it must go through a new assessment during the next first assessment cycle. You can only be re-included in the List of Experts after a successful review of the new assessment.

20. Is the Expert required to have insurance for contract performance and third-party damages?

Yes, the Expert must take out a third-party liability insurance which protects the Expert against claims made by



others (third parties) for damages or injuries caused during the performance of work. For example, if an Expert accidentally damages someone else's property while working, a third-party liability insurance would help cover the costs of repairs or compensation. The Expert must also take out supplementary insurance as reasonably required by standard practice in the industry.

21. What happens if a candidate is included in the List of Experts but later found not to meet the profile requirements?

For example, if inaccuracies in the claimed experience on the application form are identified through reference checks, or if an oversight by the Assessment Committee is discovered, the candidate's name will be removed from the List of Experts after their inclusion. The candidate will be notified accordingly.

22. When must Experts submit their reimbursement requests for Initial Travel and Accommodation Contribution and Mission expenses?

Initial travel and accommodation contribution costs can only be incurred after the contract is signed. These costs will be reimbursed upon the Expert's request as part of the first monthly payment, provided that proof of the relevant travel and accommodation expenses is submitted.

All reimbursements requests for mission expenses as well as for initial travel and accommodation contributions should be submitted within 90 days of when the costs were incurred.

23. Are candidates allowed to contact the Assessment Committee?

The proceedings of the Assessment Committee are secret and any contact with its members in the context of any ongoing first or second assessment procedures are strictly forbidden. Candidates who disregard this instruction may be immediately excluded from further consideration.

24. Eligibility criteria explained

Persons employed by an entity represented at the EUAA Management Board or any EU institution, body or agency listed here [Management Board | European Union Agency for Asylum](#) are not eligible.

This restriction also applies to candidates holding a formal UNHCR staff contract. It does not apply to other types of UNHCR engagements, such as interim contracts, traineeships, locally employed staff contracts or consultancy agreements. Only candidates with an official UNHCR staff contract (conferring full UNHCR staff status) fall under this restriction.

Examples:

- A candidate employed by the Ministry of Immigration and Integration of Denmark (listed above) or any office/department within the same Ministry is not eligible.
- A candidate employed by a different Ministry in Denmark not on the list, such as the Ministry of Justice of Denmark, is eligible.
- A candidate with an interim or consultancy contract with an EU institution or UNHCR is eligible.

Additional Notes:

Traineeship agreements, interim contracts, or externally remunerated contracts with EU institutions or agencies do not constitute an employment relationship, and therefore candidates holding such contracts are eligible to apply for the CEI.



25. Partial mission cancellation

If a mission is partially cancelled and non-refundable costs are incurred, no additional reimbursement is due under Article 2(2) of Annex III, provided that the lump-sum contribution under Article 5(5) already covers the actual costs incurred for the mission, in line with the principles of sound financial management and equal treatment.