

ADDENDUM TO THE CALL FOR EXPRESSIONS OF INTEREST FOR CONTRACT STAFF

- (1) On page 6, Section 4.5 'Selection tests organised by EPSO' paragraphs (10)-(12) are replaced by the following:

“(10) The delivery mode of the tests as well as other necessary details and instructions will be specified in the invitation letters.

(11) If and when instructed, candidates must book a test appointment following the instructions received from EPSO. The booking and testing periods are limited.

(12) Candidates must complete all the necessary steps referred to in the instructions issued prior to the tests, such as installing software, performing the required synchronisation(s), undergoing a connectivity trial, a technical prerequisites' test, or a systems' check and/or taking a mock test. Compliance with instructions will allow to check the readiness of the candidate's IT environment and the compatibility of the candidate's device with the testing platform or application. Failure to complete the mandatory steps may prevent the candidate from taking the tests and will impede the ability of the test delivery provider to address effectively any technical issues encountered by the candidate during testing.

(13) In cases where candidates fail to book, sit, and/or complete one or more of the tests, as applicable, it will be considered that their participation in the ongoing testing period has come to an end, unless the candidates can prove that the failure to book, sit, and/or complete a test was due to circumstances beyond the candidate's control or due to a situation of *force majeure*. They should contact EPSO via the [online contact form](#) and following the instructions attached to their invitation letter. Candidates must provide the necessary justification, including, where applicable, proof that they contacted the technical support services.

(14) Failure to comply with the terms and conditions applicable in relation to testing, specified in the instructions and information made available to candidates, will not be considered as a circumstance beyond the candidates' control or a situation of *force majeure*.

(15) A candidate who fails to book, sit, and/or complete the tests will not be automatically re-invited. The candidate's application will however remain valid as long as they confirm their interest in the application concerned or update it at least every six months. The candidate may be re-invited to a test if they are again pre-selected by a recruiting service.

(16) Candidates are also invited to consult [EPSO's website](#) to become more familiar with EPSO's selection procedures, including general requirements applicable to testing.”

- (2) Section 8.1 'Technical and organisational issues' should read:

“(1) If at any phase of the selection procedure candidates encounter a serious technical or organisational problem, they should inform EPSO via the [online contact form](#).

(2) If the problem occurs during testing, a candidate must do both of the following:

- (a) report the issue immediately closely following instructions outlined in the letter(s) inviting

candidates to test(s),

and

(b) within **one calendar day** (i.e., by the end of the day which follows the day of the tests), contact EPSO via the [online contact form](#), giving a detailed description of the problem. The candidate should also attach the proof of attempt(s) to resolve the issue (for example, help-desk or technical support ticket number, chat transcripts, troubleshooting report, etc.). This documentary proof is necessary to enable EPSO to make inquiries into the situation. The invitation letters to tests may specify further requirements and instructions related to reporting of issues encountered during testing.

The obligation to inform EPSO applies in all cases, even where the test delivery provider followed up on the candidate's complaint.

(3) Complaints received after the deadline specified in paragraph 2(b) of this Section will be considered inadmissible.

(4) Complaints about technical issues, submitted by candidates who failed to undertake the steps referred to in paragraphs (11)-(14) of Section 4.5 'Selection tests organised by EPSO' will be considered inadmissible unless the candidate can prove that the failure to complete the necessary steps was due to circumstances beyond the candidates' control or due to a situation of *force majeure*.

(5) Claims made in the context of complaints referred to in Section 8.3 'Administrative complaints' and based on alleged technical and/or organisational issues that had not been reported in accordance with this section read together with Section 4.5, will be considered inadmissible."