

# FAQs

## Internship Programme

### 1. Application Process

**Q: Where can I consult eu-LISA's current internship openings?**

A: In the e-recruitment tool [here](#).

**Q: Do you accept spontaneous applications/ applications submitted via email?**

A: For the exception of unpaid internships, your application can only be considered if submitted via eu-LISA's e-recruitment tool for an advertised internship opening. Check **eu-LISA's internship policy** for more information.

**Q: How do I apply for an internship? / I am unable to create a candidate account in e-recruitment.**

A: To create an account, please follow this link: <https://erecruitment.eulisa.europa.eu/?page=login>

You just need to apply to one of our vacancies.

If you face any technical problem, please take a screenshot of it and send it to [eulisa-INTERNS@eulisa.europa.eu](mailto:eulisa-INTERNS@eulisa.europa.eu) with a description of the problem. We will then be able to guide you through its resolution.



**Q: Should I only add references from professional work experiences, or can a reference also result from educational experiences?**

A: Both are suitable.

**Q: When will I know if I have been pre-selected (invited for an interview and/or written test)?**

A: The duration of the pre-selection procedure usually spans 3-6 weeks after the deadline for applications. If exceptions occur, candidates will be informed accordingly.

**Q: I was pre-selected, what will happen next?**

A: Pre-selected candidates will be invited to undergo a form of assessment. Usually this refers to an interview and/or written test.

**Q: I applied some time ago and I haven't been contacted yet. Does it mean I was not selected?**

A: Eligible candidates who are found suitable but not selected for the first round of internships, will be kept in consideration and might be contacted in case their profile matches a specific recruitment need in the future.

More specific information will be shared via email with the concerned candidates.

**Q: How often do you publish internship calls?**

A: The internship programme usually opens on a yearly basis. The concrete date is set according to the recruitment needs of the Agency.

To keep track of our internship openings, please check our [e-recruitment tool](#) and/or follow eu-LISA's [LinkedIn page](#).

## 2. Eligibility

**Q: Do I need to have previous professional experience to apply for an internship?**

A: No. Having professional experience is not a requirement to apply for eu-LISA's internship vacancies.

**Q: What kind of work experience can I declare in my application?**

A: You can declare all types of work experience, namely student jobs, summer jobs and/or part-time jobs. Volunteering activities or civic service will also be taken into account.

**Q: I'm a non-EU citizen studying in the EU. I have a residence permit. Am I eligible to apply?**

A: No. Only nationals of the Member States of the European Union or Schengen Associated Countries are eligible to apply.

**Q: I am from an EU accession country. Am I eligible to apply?**

A: No. Only nationals of the Member States of the European Union or Schengen Associated Countries are eligible to apply.

**Q: Do I need to provide a certificate proving my level of English?**

A: For the eligibility requirement: "You must have knowledge of the working language of eu-LISA (English) at least at level C1", please note that we assess it during the selection stage (either via an interview and/or written exercise). We do not require the submission of a certificate.

**Q: My diploma was obtained outside the EU. Am I eligible to apply?**

A: For diplomas awarded in non-EU countries, you are required to provide an equivalence certificate issued by an authority of an EU Member State.

Alternatively, you can obtain a NARIC recognition: <https://www.enic-naric.net>

Note: Qualifications/diplomas awarded until 31/12/2020 in the United Kingdom are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition/equivalence certificate is required.

**Q: Is the internship open to those who have already benefited from an EU traineeship?**

A: Yes. You are eligible to apply.

**Q: I have not graduated yet. Am I eligible to apply?**

A: Only if you have completed at least three (3) years [six (6) semesters] of a higher education course (university education or studies equivalent to university).



### 3. I was offered an internship at eu-LISA

**Q: What support does the Agency offer in terms of relocation?**

A: When you receive an internship offer from eu-LISA, you are provided with a newcomer's guide tailored to your needs. You will also be added to the "Interns at eu-LISA" WhatsApp group. In there, you will be able to network with your future peers, ask for their advice and possibly even find a roommate to share housing with!

Additionally, you may be reimbursed for your travel expenses at the beginning of your internship. See section 7.5 of the Internship Policy.

**Q: Will I have a supervisor/tutor/mentor?**

A: Yes, you will have a tutor throughout the full duration of your internship.

**Q: What is the usual duration of an internship?**

A: Initial 6-month duration subject to the possibility of renewal for another 6 months (1 year total). The minimum duration is three months.

**Q: Will I be able to develop my language skills at eu-LISA?**

A: The Agency's working language is English. Therefore, your daily work will contribute to the development of this language. Moreover, eu-LISA hosts more than 20 nationalities which will give you the opportunity to further develop other language skills.

**Q: Is it possible to change the area of work during the course of my internship?**

A: This is not a standard practice in the Agency. It shall be assessed on a case-by-case basis according to the business needs of the Agency and the intern's interest.

**Q: I received an internship offer and a request to submit several documents to support my eligibility for the internship post. Do I need to translate them to English?**

A: No. The requested documents are accepted in all EU languages.

**Q: Is there a dress code at eu-LISA?**

A: No. There is no official dress code. However, interns are expected to dress adequately.

**Q: Are part-time internships possible?**

A: No. Internships are carried on a full-time basis.

**Q: What are the working hours?**

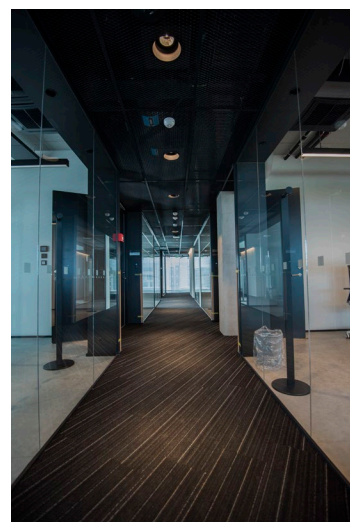
A: Staff at eu-LISA works 40 hours a week, 8 hours per day with a minimum 20-min break.

**Q: What is eu-LISA's policy on telework?**

A: If some or all of your tasks are compatible with telework, different modalities are possible: 20% of weekly time (1 full day or 2 half days); 40-60% of weekly time (2-3 full days); more than 60% of weekly time (4-5 full days) – exceptional, assessed on case-by-case basis.

The place of telework for regular hybrid work arrangements should be in the place of assignment and within reasonable time away from the office. The place of assignment is defined in your internship offer and in your internship agreement i.e. Tallinn, Strasbourg or Brussels and reasonable time is defined as 2 hours.

Regardless of the teleworking arrangements, your relocation to the place of assignment is mandatory.



*eu-LISA Headquarters in Tallinn*