



TAIEX Experts – Frequently Asked Questions

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1. What are the eligibility criteria to become a TAIEX expert and have a profile in the database?

TAIEX promotes peer-to-peer exchange of expertise between “public experts” working in public administrations. “Private experts” can only be mobilised on an exceptional basis, whenever the required expertise cannot be found in the public sector, and are subject to service procurement rules.

According to TAIEX rules, you are a “public expert” and you are eligible to have a profile in its Expert Database, if you are a public official working with an active role in a public or semi-public administration or institution at central, regional or local level in an EU Member State. Having an active role in an EU Member State’s public or semi-public administration means that you are in active employment within your mother administration (see question n.2: rules on experts seconded abroad). Only “public experts” are eligible to have a profile in the TAIEX Expert Database.

Academics from public universities or retired public sector experts can be mobilised on an exceptional basis. Academics from public universities contributing to an event are treated as EU Member State experts, *i.e.* “public experts”. For retired experts please see question n. 4.

Once you register and your account is confirmed, your profile is sent for validation to the TAIEX National Contact Point (NCP) in your national administration. The NCP will confirm your “public expert” status, according to TAIEX rules, which will make you eligible to have a profile in the database (see question n. 8).

Whoever does not qualify as a “public expert”, according to TAIEX rules, is considered as a “private expert”, including external consultants who occasionally or regularly work for public institutions or within publicly funded projects and experts working for not-for-profit organisations. “Private experts” are not eligible to have a permanent profile in the TAIEX Expert Database.

Please note that the only way to become a TAIEX “public expert” is creating a profile in the TAIEX Expert Database (see question n. 5) and expressing your interest via the notifications that you receive (see question n. 15). Sending your CV to the TAIEX team is not sufficient and will not be considered as an expression of interest. Your CV will not be retained or forwarded.

2. I am seconded abroad by my national administration. Why am I considered a “private expert”?

According to TAIEX rules, you are assimilated to a “private expert” if you are seconded abroad by your Member State’s administration or if you suspend your active engagement within your administration for whatever reason. For example, you are temporarily working abroad, for an EU institution or in the framework of an international mission. You are also considered as a “private expert” if you have left your administration or are retired (see question n.4). There are special rules for experts working for international organisations either permanently or temporarily. They are considered as an “other” category of experts and are not eligible to have a profile in the TAIEX expert database. “Private experts” are not allowed to have a profile in the Database and should immediately inform TAIEX whenever their active engagement (as defined in question. 1) is suspended or terminated, so that TAIEX can (temporarily or permanently) dismiss their profile in the database. Whenever they may resume their



active involvement in their national administration, they are more than welcome to create a new TAIEX profile. On this occasion, they may inform TAIEX so that the IT team can merge the assignments they had (possibly) done in the past into their new profile.

3. I am a “private expert”. Can I participate in TAIEX activities?

TAIEX promotes peer-to-peer expertise between public officials in EU Member States’ and partner countries’ public administrations. “Private experts” (as defined in question n. 1 and n. 2) can be mobilised on an occasional and exceptional basis, when the desired expertise cannot be found in the public sector. However, “private experts” are not eligible to have a profile in the TAIEX Expert Database.

4. I retired last year. Can I still participate in TAIEX?

TAIEX still mobilises retired public experts for two years after the date of retirement. Retired experts are mobilised for TAIEX activities as “private experts”. Please let us know if you have retired, make sure that you change your "employment status" in your profile and add the date of retirement under the “Person details” section. Your profile will become inactive after 5 years since the date of registration or from the last update of the registration or from the last date that you were included in a TAIEX event, whichever is the latest.

5. I am an expert working for a non-EU public administration. Am I eligible for TAIEX?

As you are not a public official working in one of the EU Member States, you are not eligible to register in our Expert Database (see question n.1).

Nevertheless, your administration may be eligible to be a beneficiary of TAIEX assistance. For further information on beneficiaries’ eligibility and to access the application form, visit <http://www.ec.europa.eu/taieux>

6. Who selects TAIEX experts for a mission? Can I reach out to the beneficiary administration directly, if I am interested in a mission?

The institution building unit in the Directorate-General for Enlargement and Eastern Neighbourhood of the European Commission is in charge of organizing TAIEX workshops, expert missions, study visits and works from home. The selection of experts lays entirely upon the project manager in charge of preparing the event. The project manager will propose and select the expert(s) taking into account the needs of the beneficiary and the expressions of interest received via the TAIEX expert



database. The right procedure to express someone's interest is described in question n. 15 of this FAQ document.

7. How do I create a profile in TAIEX Expert Database?

If eligible to have a profile (see question n. 1), you can create one by following the step-by-step procedure provided on the TAIEX webpage: <https://ec.europa.eu/taiox/experts> (you will receive additional guidance by clicking on "help" in the top right menu).

The system will allow you to choose if you want to register as a "standard" TAIEX expert or as an institutional contact point. TAIEX experts can be invited as speakers to workshops (seminars) or expert missions in their fields of expertise. They can also be asked whether they would wish to participate in a work from home or whether their administration is willing to host a study visit. Institutional contact points act as a focal point for their own institution and can assist in identifying and proposing experts from it.

In the enrolment form, please carefully fill in each field, especially the ones related to your areas and chapters of expertise. You should always upload a short CV in English. Please follow the procedure until the end and always remember to confirm your profile via the confirmation link, which you will receive in your inbox once the procedure is completed.

Once your account confirmed, you will receive automatic notifications on upcoming TAIEX activities, which match the competences and chapters you indicated in your profile. You will be able to express your interest via those emails. Your chance at being selected for participation in TAIEX activities relies on the information that you inserted in your profile. Therefore, you may want to keep it updated and to access it at least a couple of times per year.

Finally, please know that you are not allowed to have more than one profile in the TAIEX Expert Database: for example, you should not create multiple profiles with different email addresses. If you were the owner of an old profile, and less than 5 years have elapsed since your registration or from the last update of the registration or from the last date that you were included in a TAIEX event, please check with the TAIEX team before re-registering in the database with a new profile, as your old profile will still be active. If you forgot the password to your account, you may follow the procedure to choose a new password (see question n. 10).

8. What happens after creating a profile in the database?

When engaging experts, we carefully analyse the profiles of eligible experts, looking for the best available match for beneficiary's needs. In doing so, we work very closely with the EU Member States' national administrations. Once your account confirmed, your profile is sent for validation to the TAIEX National Contact Point (NCP) in your national administration (typically in the Ministry of Foreign Affairs).



They will confirm whether you are a “public expert” according to TAIEX rules (see question n.1) and therefore eligible to have a profile in the database.

9. I do not want to be registered in the TAIEX database anymore. What can I do?

Please contact us at ENEST-TAIEX-Experts@ec.europa.eu, inform us about the email address linked to your profile, and we will delete it for you.

10. My login (username / password) is not working. Can you help?

Your username is the email address that you indicated as your “main” one, when registering in the Expert Database (usually, your professional email address). If you lost your password, you can enter your email address and click on “lost password”. You will receive an email with further steps to follow in order to create a new password.

11. I cannot access my profile anymore. What happened?

First, please check that the problem is not a wrong login (see question n. 10).

If your login is correct, then it may be that your profile has been blocked or deleted. Please note that such cancellation only intervenes after repeated inaction to notifications.

Please contact us at ENEST-TAIEX-Experts@ec.europa.eu, inform us about the email address linked to your profile, and we will check for you if your profile is blocked or deleted.

If it is only blocked, we will unblock it and you will be able to access it again by entering your login information and recovering your password (see question n. 10). Please do not forget, once you have access again, to check that all new fields are filled in and updated.

If your profile has been deleted, you will have to create a new profile. If you had already participated in some TAIEX activities under your old profile and you cannot find them in the “list of assignments” of your new profile, please let us know under which email address you registered your old profile and we will merge your old assignments into your new profile (see question n. 12).

12. My “list of assignments” is not complete, many activities are missing. Can you help?

You are able to see under your profile only the assignments which you took up from the moment you created it. If your list of assignments is not complete, it may be that your assignments are split among multiple profiles (active or not) or event registration forms, that you may have created in the past. If you



suspect that this may be your case, please tell us which assignments are missing and by which email address(es) you registered these older profiles, so that we can merge them.

13. Can I have multiple profiles?

You are not allowed to have multiple profiles, for example with different email addresses. If you have multiple profiles, please let us know under which email addresses you registered your previous profiles and we will merge them into one (also the respective lists of assignments will be merged).

14. I recently changed my email address and I would like to change my login and replace the email address with the new one. Can you please do it for me?

Unfortunately, we cannot change the address for you. You can change your email address, which is also your login, by following these steps:

1. Access your profile with your current login (your username is the email that you indicated as your "main" one when registering in the Expert Database. Usually, it is your professional email address)
2. Click on your name on the upper right side of the screen
3. Click on the "person details" tab
4. Click the "edit" button on the right side of the screen
5. Change your email address and click on "save changes". You will receive an email with a link asking to confirm your address. Once you click on it this address will become your new login.

15. I am a qualified expert and I want to be mobilised for a certain upcoming TAIEX activity. How can I express my interest?

If your TAIEX profile is confirmed and active, you should receive once per month an automatic email notifications on upcoming TAIEX activities, which match the competences and chapters you indicated in your profile. In the list of ongoing assignments of these email notifications, please click on the request reference number (TAIEX Ref.) on the right column, close to the mission you are interested in. Once you have been redirected to the Expert Database, click on the name of the activity or on its ID number (in case you are using a smartphone or a tablet) and finally on "show interest". The colleague in charge will be informed via email of your interest. Should they still need expertise and should your CV correspond to what they are looking for, they will contact you. Please note that expressions of interest sent via email that do not follow the above-mentioned procedure will not be forwarded, considered or retained. Please also be informed that the precise dates of upcoming TAIEX activities are not always confirmed at this stage, as decisions on the timing is often based on the availability of the expert who is selected for the mission. If you are interested in a mission but you are not sure about the dates, please express your



interest by clicking on the TAIEX Ref. number. You will be able to discuss further details with the TAIEX project manager, if they will decide that your expertise is the right match for the event.

16. I am not interested in / available for a certain TAIEX activity.

The email notifications you receive are automatic notifications based on the areas of expertise and chapters you indicated in your profile of the Expert Database. Every time that a TAIEX activity is planned to take place in those fields and areas of expertise, you are informed so that you can decide whether you would like to express your interest or not. If you are not interested in or available for a mission, you may just ignore the email notification you received.

17. I would like to receive more information (dates, timing, agenda) on one of the upcoming TAIEX activities I saw in the email notifications that you sent me. Can you help?

If you click on the TAIEX reference number next to the title of the upcoming activity you are interested in, you will access the information that is available at that stage of the preparation. Please note that further information (as precise dates, timing and specific agenda) depends on the beneficiary's needs and on the availability of the expert selected for the mission. If you are interested in knowing more about an upcoming TAIEX activity, therefore, the first step is to express your interest, by clicking on the name/ID of the activity (depending on the device you are using) and on "show interest" in the TAIEX Expert Database (see question n.15). If the colleague in charge is still looking for experts for that activity and if they find your profile suitable, they will contact you and you will be able to discuss further details with them.

18. I have a question concerning my bank details / travel / accommodation (etc.) for a specific TAIEX activity I have already been confirmed for. Can you help?

If you are going to participate in a TAIEX activity, you will be in touch with the project officer in charge of the organisation of that event ("TAIEX case handler"). If the activity is well advanced in the preparation, also the TAIEX external service provider will be in touch with you for the logistics. All logistical questions need to be address to the TAIEX case handler and/or the service provider. Please do always mention the TAIEX ID number of the event in your correspondence.

For more information on the treatment of the personal data provided, please read the TAIEX privacy statement:

https://enlargement.ec.europa.eu/document/download/fc180dd7-6649-4914-875e-45fc4429ff83_en?filename=taieux_privacy_statement.pdf



19. I do not want to receive notifications anymore / I want to receive less notifications / I want to receive notifications on a certain topic.

The email notifications you receive are automatic and are based on the areas of expertise and chapters you indicated in your profile in the database. If you wish to receive more targeted notifications you may, for example, modify the areas of expertise and chapters that you selected in your profile, in order to make them more targeted on your interests. Please note that it is not possible to completely shut down all notifications. If you have a profile in the TAIEX Expert Database, we assume that you are willing to participate as a “public expert” in TAIEX activities matching your profile. You can only participate in TAIEX activities by expressing your interest through those notifications. If you are not interested in participating in TAIEX activities anymore and do not wish to receive notifications anymore, please feel free to request the cancellation of your profile from the TAIEX Expert Database.

20. I would like to receive a “work certificate / attestation” for the TAIEX activities in which I participated as an expert (list of assignments in the TAIEX profile).

Please copy the list of activities from your “list of assignments” in your TAIEX profile. Once you send the list to ENEST-TAIEX-Experts@ec.europa.eu, please specify if you would like to receive the work attestation only in electronic format or also by regular post (in which case please provide us with your postal address). TAIEX does not provide certificates for events that took place over six years ago.

21. Is the TAIEX compensation for experts tax-free? How should I declare it to my national taxation authorities?

Taxation is a matter that falls under national competence. It is under the responsibility of the expert to check with their national taxation authorities if and how they should declare the compensation they received from TAIEX according to the national taxation rules in their country.

The compensation received is based on the Commission Decision of 21.2.2017 authorising the reimbursement on the basis of unit costs and flat-rates in the framework of Twinning projects implemented by Member States through peer-to-peer administrative cooperation and for the financing of Technical Assistance and Information Exchange’s activities (TAIEX).