

# EU information and assistance services



EUROPEAN  
COMMISSION

You can find this booklet and other short, clear explanations about the EU online at [ec.europa.eu/publications](http://ec.europa.eu/publications)

European Commission  
Directorate-General for Communication  
Publications  
B-1049 Brussels

Manuscript completed in June 2009.

Luxembourg: Office for Official Publications of the European Union, 2009

20 pp. – 21 cm x 29.7 cm

ISBN 978-92-79-13004-5  
doi 10.2775/24060

© European Communities, 2009  
Reproduction is authorised provided the source is acknowledged.

*Printed in Germany*

PRINTED ON WHITE CHLORINE-FREE PAPER

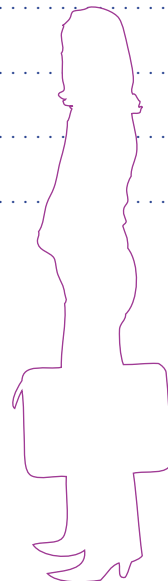
## **EU information and assistance services**



# Table of content

---

Introduction .....	3
Europe Direct contact centre .....	4
Europe Direct network .....	5
Citizens Signpost Service .....	6
SOLVIT .....	7
ECC-Net – The European Consumer Centres Network .....	8
FIN-NET .....	9
Enterprise Europe Network .....	10
EURES .....	11
Eurodesk .....	12
EURAXESS Services network .....	13
European Documentation Centres .....	14
Contact points for the recognition of professional qualifications .....	15
NARIC .....	16
Europass .....	17
Euroguidance .....	18
Funding programmes .....	19



# Introduction



## At the service of citizens and businesses

European Union citizens and businesses must be informed effectively about their rights and the opportunities arising from the EU. In order to do this in the most direct and efficient way possible, the Commission has set up a series of services in partnership with various actors in the Member States. The services interact with the public at national, regional and local levels, responding to requests for information or assistance. They play an important role in communicating with citizens and businesses, but also in listening to their feedback and learning from their needs.

This booklet brings together information on 21 EU services currently operating in the Member States. Each service offers tailor-made support in a particular area, ranging from general information about the EU to more specific topics such as how to find a job, a business partner or funding for a project in Europe.

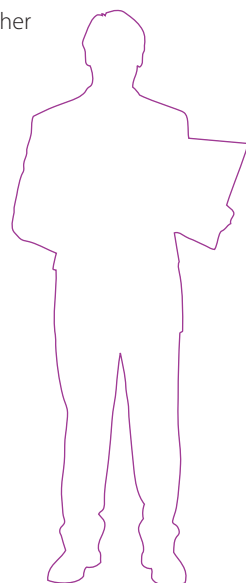
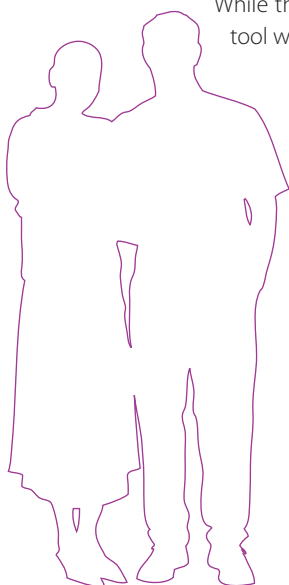
Citizens and businesses that travel or operate across borders can get answers to the following and many other queries: What are my rights if I move to another EU country? Who can help me to overcome administrative obstacles in another EU country? How can I offer my services in other countries? What do I do if a trader refuses to take back a faulty product?

In practice, there is a contact point for everyone, catering for the different needs of various groups. The EU is never very far away!

With this booklet, the Commission tries to ease the way for citizens and businesses to the most appropriate service for their enquiry. The Commission is working to facilitate the public's access to its information, communication and assistance services and to improve cooperation between the services so that users are not sent from pillar to post.

While this streamlining process is ongoing, we also encourage you to look at another tool which guides users to the existing services in just a few clicks:

[ec.europa.eu/contact-points](https://ec.europa.eu/contact-points)



### The EU is just a phone call away

The Europe Direct contact centre provides answers to general questions about the EU in all official EU languages free of charge.



### Topics covered

The contact centre is a central EU information service providing information about the EU in general and on specific EU policies as well as contact details of organisations people may wish to get in touch with. It also gives practical advice on issues ranging from how to complain about unsafe products to how to get qualifications recognised.

#### Liliana, 22, student, Romania

*I have used the Europe Direct contact centre several times and always got competent answers to my questions in my native language. The range of areas covered is very broad, and one can call with practically any kind of question. For instance, I investigated the EU climate change policy for my studies, and got advice on funding opportunities for a traineeship in an Italian enterprise as well as information on how I am covered under the Italian social security system.*



### How it works

A toll-free number from anywhere in the EU is available during the opening hours (9h00–18h30 CET, weekdays). It is also possible to send a question using the online enquiry form. In addition, a web assistance service helps users locate specific documents on the EU website.



#### Who?

Europe Direct contact centre

## KEY INFORMATION

#### What for?

Central contact point for all enquiries related to the EU and its policies as well as the rights and opportunities of EU citizens

#### For whom?

Citizens, businesses, students or anybody who has a question on the EU

#### Facts and figures

The Europe Direct contact centre answers around 100 000 enquiries yearly

#### Where?

Accessible from everywhere in Europe and world-wide, the Europe Direct contact centre is based in

Brussels, Belgium, and operates with highly qualified multilingual staff

#### Contact

- By phone: the toll-free number **00 800 6 7 8 9 10 11** (certain restrictions may apply for calls from mobile phones and/or hotels) is available from anywhere in the 27 Member States during opening hours (9h00–18h30 CET, weekdays). People outside the EU should call +32 22999696 (standard local telephone charges apply).
- By e-mail via the **online enquiry form**
- Via the **web assistance**

Europe Direct contact centre website:  
**[europedirect.europa.eu](http://europedirect.europa.eu)**

# Europe Direct network

## The EU in your region

The 500 Europe Direct information centres are the local interface between the EU and its citizens. Their staff provide information tailored to the public's needs, and engage in dialogue on EU topics.



## Topics covered

Staff at information centres answer questions on the EU and provide information on its institutions and policies, including funding opportunities. The centres also promote local and regional debate about the EU, produce and distribute printed and electronic information material, and offer the public an opportunity to send feedback to the EU institutions.



## How it works

Anyone who wants to find out more about the EU, whether they need general information, or an answer to a specific question, can get in touch with their local Europe Direct information centre. The staff will generally answer right away and provide relevant reference material, or refer callers to the right source of information. The local centres also reach out to the public, for example by organising events in schools, taking part in fairs, or publishing articles in the local media.

### Björn, 21, student, Sweden

*I cast my vote for the European Parliament elections in 2009 for the first time. To get more information, I attended a meeting between first-time voters and current MEPs organised by my local Europe Direct centre. After the meeting, I understood the role of the European Parliament, and I felt better prepared to make an informed choice.*

## KEY INFORMATION

### Who?

Europe Direct network

### What for?

EU local contact points, provide information and answer questions on EU matters

### For whom?

Citizens

### Facts and figures

- There are about 500 Europe Direct information centres throughout the EU
- On a yearly basis, Europe Direct information centres meet around 900 000 citizens and answer around 200 000 phone calls and 300 000 e-mails

### Where?

All EU Member States

### Contact

Contact details of the Europe Direct information centres can be found at:

**[ec.europa.eu/europedirect/visit\\_us/](http://ec.europa.eu/europedirect/visit_us/)**

Website: **[europedirect.europa.eu](http://europedirect.europa.eu)**





SELF-EMPLOYED

CITIZENS

# Citizens Signpost Service

## Personalised advice on single market rights

The Citizens Signpost Service (CSS) provides specific, tailor-made information to EU citizens on their rights under single market rules.



### Topics covered

Queries may concern topics such as rights of residence, access to medical care and claiming a pension from or registering a car in another country. Questions on social security issues are the most common, followed by the right of residence and the right of access to employment.



### How it works

The CSS comprises multilingual, independent legal experts, based in the Member States, who clarify relevant legislation and give advice on how to assert rights and obtain redress. It responds by phone or by e-mail in the requested official EU language within one week.

#### Bartek, 43, engineer, Poland

*I was wondering whether I could continue to receive Polish unemployment benefits if I moved to the Czech Republic. The experts at CSS informed me that unemployment benefits may be exported to another EU country for a certain period. I could thus continue to collect the Polish unemployment benefits while looking for work in the Czech Republic.*



## KEY INFORMATION

#### Who?

Citizens Signpost Service

#### What for?

Free, personalised advice to citizens in cross-border situations in the EU. The CSS experts clarify legislation, refer the person to the right body and, if necessary, explain how to obtain redress

#### For whom?

EU citizens

#### Facts and figures

- The CSS handles around 10 000 queries per year
- Average response time is 3 working days

#### Where?

All EU countries

#### Contact

The CSS can be contacted via the enquiry form on the website [ec.europa.eu/citizensrights/submission](https://ec.europa.eu/citizensrights/submission) or by phone via the free Europe Direct number **00800 6 7 8 9 10 11**

CSS website:

[ec.europa.eu/citizensrights](https://ec.europa.eu/citizensrights)



## Free problem solving concerning internal market rules

SOLVIT offers solutions to citizens and enterprises with cross-border problems arising when public authorities do not implement EU legislation correctly.



### Topics covered

The SOLVIT team deals with obstacles encountered by businesses or citizens when working, travelling, studying or living in another EU country. The most common cases include the recognition of professional qualifications, market access for products and services, residence rights, social security, motor vehicle registration and taxation issues.



### How it works

The local SOLVIT centre of the person or business submitting a complaint forwards the case to the SOLVIT centre in the EU country where the problem occurred. This SOLVIT centre then negotiates with the national public authorities on how to resolve the problem. At the same time, it cooperates with the complainant's local SOLVIT centre so that everyone is kept informed of progress of the case. SOLVIT aims to handle cases within 10 weeks.

Based on an informal approach to problem solving, SOLVIT cannot help in situations where legal proceedings are underway. It does not deal with business-to-business or consumer-to-business problems.

### Mirek, 47, entrepreneur, Czech Republic

*My company distributes construction products in Slovakia, including washbasins from Romania. Despite the fact that an authorised Czech body had tested the products after they had been imported into the Czech Republic, the Slovak trade inspection demanded an additional certificate from the Romanian producer. SOLVIT convinced the authorities that the Czech certificate of conformity should suffice. The products were released for sale immediately.*

## KEY INFORMATION



### Who?

SOLVIT

### What for?

Free of charge, fast and pragmatic solutions to problems arising from the incorrect application of EU law by national administrations

### For whom?

EU businesses and citizens

### Facts and figures

- The aim is to find a solution within 10 weeks
- 83 % of all cases are solved

### Where?

All EU countries plus Iceland, Liechtenstein and Norway

### Contact

Complaints can be submitted online on [ec.europa.eu/solvit/site/submission](https://ec.europa.eu/solvit/site/submission) or by post, e-mail or fax to your local SOLVIT centre

SOLVIT website: [ec.europa.eu/solvit/](https://ec.europa.eu/solvit/)

### Providing information and support as consumers shop across the EU

An EU-wide network designed to promote consumer confidence, the European Consumer Centres Network (ECC-Net) informs consumers on their rights and provides advice and assistance on complaints and dispute resolutions where the consumer has made a cross-border purchase.



#### Topics covered

ECC-Net informs and handles complaints particularly in the following areas: air travel (cancellation or flight delays, lost luggage, etc), e-commerce, package travel, timeshare and holiday clubs, unfair terms of contracts, defective products or services and delays in delivery.



#### How it works

When a consumer contacts a national ECC with a complaint on a cross-border purchase, the centre in turn collaborates with the ECC in the country of the trader to reach an amicable solution or an agreement via an out-of-court dispute resolution. These services are free of charge.

#### Marika, 42, teacher, Hungary

*I bought a satellite receiver from an Austrian trader but it was broken when it arrived. I sent it back and repeatedly tried to contact the trader without success. Upon asking the ECC for help, I received my repaired satellite receiver.*



### KEY INFORMATION

#### Who?

ECC-Net – the European Consumer Centres Network

#### What for?

To inform consumers about their rights under EU and national legislation and give advice and assistance on their complaints and in settling cross-border disputes out of court

#### For whom?

EU consumers

#### Facts and figures

- Over 62 000 cases dealt with in 2008, more than half of which were complaints

#### Where?

All EU countries as well as Iceland and Norway

#### Contact

The local ECC can be contacted via:  
**[ec.europa.eu/consumers/redress\\_cons/webcenters\\_en.htm](http://ec.europa.eu/consumers/redress_cons/webcenters_en.htm)**

ECC-Net website:  
**[ec.europa.eu/consumers/redress\\_cons](http://ec.europa.eu/consumers/redress_cons)**

## Settling cross-border financial disputes out of court

FIN-NET is a network of national out-of-court complaint schemes (such as complaint boards, ombudsmen and mediators), which handle cross-border consumer complaints in the area of financial services.



### Topics covered

FIN-NET members resolve disputes between consumers and financial services providers on various banking, insurance and investment services, such as credit, payments and life insurance.



### How it works

Consumers with a complaint can either use the FIN-NET website to identify and directly contact the relevant out-of court complaint scheme in the country of the financial services provider or contact a scheme in their home country, which will then identify the relevant scheme in the country of the provider and supply information on its complaints procedure. The consumer may also use an online form to contact FIN-NET members.

#### Stéphane, 30, computer programmer, France

*I insured my notebook against theft with a German insurance company. However, when my notebook was stolen in France, they refused to cover my loss. I contacted the French complaint scheme, which referred me to their colleagues in Germany. After providing some documents, I received full compensation.*

## KEY INFORMATION



#### Who?

FIN-NET

#### What for?

Easy and informed access on out-of-court resolution of cross-border disputes between consumers and financial service providers

#### For whom?

EU consumers

#### Facts and figures

- FIN-NET handles over 1 000 cases yearly

#### Where?

EU countries plus Iceland, Liechtenstein and Norway

#### Contact

Contact details of the FIN-NET members can be found at: [ec.europa.eu/internal\\_market/fin-net/members](https://ec.europa.eu/internal_market/fin-net/members)

FIN-NET website:

[ec.europa.eu/internal\\_market/fin-net](https://ec.europa.eu/internal_market/fin-net)

## Business support at your doorstep

The Enterprise Europe Network is a one-stop-shop for European businesses, in particular small and medium-sized enterprises (SMEs). It provides free, practical advice and a wide range of business and innovation support services in the relevant language.



## Topics covered

The experts at the local Enterprise Europe Network centre offer services such as business and technology partner searches and visits to individual companies to assess their needs. They also provide information on EU funding opportunities such as the Seventh Framework Programme, help businesses understand how EU legislation applies to their business, and encourage businesses to share best practices and research results in fields such as innovation and expansion to new markets.

### Grzegorz, 41, businessman, Poland

*I run a web development company and needed funding for several web projects. Thanks to the help of the staff at my local Enterprise Europe Network partner, I received around €22 600 in Structural Funds to develop new websites. Thanks to this support, I have been able to hire four additional people.*



## How it works

The Enterprise Europe Network is operated by consortia of qualified organisations such as chambers of commerce and industry, technology transfer centres and regional development agencies. Whenever a business is in need of advice, it can contact the local Enterprise Europe Network centre. Furthermore, the local Enterprise Europe Network partner gives businesses access to the expertise of all network members, in Member States and in partner countries.



Business Support at Your Doorstep

## KEY INFORMATION

### Who?

Enterprise Europe Network

### What for?

Free, practical advice on EU legislation and funding opportunities as well as business and innovation support for European businesses with a particular focus on SMEs. The centres also encourage technology and knowledge transfer

### For whom?

Primarily addressed to SMEs, but also for companies of all sizes, research institutes, universities, technology centres and business development agencies.

### Facts and figures

The almost 600 local Enterprise Europe Network offices employ around 3 000 experts

### Where?

600 local contact points in 44 countries, including the EU-27, Croatia, Serbia, Israel, Syria, Egypt, Norway, Switzerland, Iceland, USA, Russia, China, Chile and other third countries.

### Contact

The local Enterprise Europe Network contact points are available at: **[www.enterprise-europe-network.ec.europa.eu/info/network\\_en.htm](http://www.enterprise-europe-network.ec.europa.eu/info/network_en.htm)**

Enterprise Europe Network website:  
**[www.enterprise-europe-network.ec.europa.eu](http://www.enterprise-europe-network.ec.europa.eu)**

## European employment services

EURES is a network of public employment services, trade unions and employers' organisations. It facilitates employment across borders by helping jobseekers to find work in another country and by helping employers to recruit from abroad free of charge.



### Topics covered

EURES provides information, advice and recruitment services. In addition to the Job Mobility Portal that lists all job vacancies available from Europe-wide public employment services, the human network of more than 700 advisers provides information on all aspects of living and working in another country. In addition to answering questions on legal and administrative issues and labour law, they can also give advice on everyday issues such as the cost of living, health and finding a school.



### How it works

Jobseekers can search for a job on the EURES website, where they can also create an online CV and subscribe to e-mail alerts on vacancies matching their profile. In addition, local EURES advisers are available for personalised career guidance. Employers can advertise a job, receive CVs by e-mail and send enquiries to jobseekers via the EURES website.

### Enrique, director of fruit growers company, Spain

*We need about 1500 workers for our annual harvest and have had very good experiences with workers from abroad. Since one of my staff suggested seeking the help of EURES for their recruitment, things have become a lot easier. EURES Poznań provides us with the contact details of jobseekers and we contact them directly.*

## KEY INFORMATION



### Who?

EURES

### What for?

To help jobseekers find a job abroad and assist employers wishing to recruit workers from other countries

### For whom?

Jobseekers looking for work in another European country and employers seeking to recruit non-native EU nationals

### Facts and figures

There are over 700 local EURES advisers

### Where?

All EU countries, Iceland, Liechtenstein, Norway and Switzerland

### Contact

Search for local EURES advisers online at:

**[ec.europa.eu/eures](http://ec.europa.eu/eures)**

EURES website: **[ec.europa.eu/eures](http://ec.europa.eu/eures)**

## The EU for its younger citizens

Eurodesk is a network of information centres about EU issues that targets young people.



### Topics covered

The Eurodesk staff answer questions on the EU relevant to young people, ranging from general queries, such as study possibilities abroad, to more complex questions on EU youth policies. In addition, they provide information on EU funding opportunities for young people and run awareness-raising campaigns on European issues at schools and for youth organisations.



### How it works

There are Eurodesk information centres in the Member States that can be directly contacted. In addition, information is available on the Eurodesk website ([www.eurodesk.org](http://www.eurodesk.org)) and the Youth portal ([europa.eu/youth/](http://europa.eu/youth/)).

#### João, 20, student, Portugal

*I am active in a local youth organisation and last year we wanted to do an international student exchange. As I had no idea how to organise this, I went to my local Eurodesk office for guidance. They not only helped me to find a suitable French exchange partner but also assisted me in applying for funding under the Youth programme. The exchange was a great success!*



## KEY INFORMATION

#### Who?

Eurodesk

#### What for?

EU information service for young people

#### For whom?

Young people

#### Facts and figures

- Nearly 1 000 Eurodesk centres in 30 countries

#### Where?

All EU countries except Cyprus, as well as Iceland, Liechtenstein, Norway and Turkey

#### Contact

Local Eurodesk offices can be found online at:

[www.eurodesk.org/edesk/Contact.do](http://www.eurodesk.org/edesk/Contact.do)

Eurodesk website: [www.eurodesk.org](http://www.eurodesk.org)

# EURAXESS Services network

## Researchers in motion

The EURAXESS Services network is a one-stop-shop for researchers seeking to live and work in another European country.

## Topics covered

The EURAXESS Services network has service centres that provide free, personalised assistance on matters such as research vacancies abroad, moving abroad and issues ranging from accommodation, language courses and day care to work permits, intellectual property rights and social and cultural aspects.

## How it works

Researchers from the EU or third countries can either contact a local service centre directly by e-mail or phone, or search the EURAXESS website by subject and country. EURAXESS Jobs is another EURAXESS service which lists hundreds of vacancies and provides practical information on everything from visas to childcare facilities near a new job abroad. EURAXESS Rights provides information on legislation, such as the European charter for researchers, while EURAXESS Links is a networking tool for European researchers abroad.

### Abu, 32, gynaecologist, Palestine

*When I was offered the opportunity of specialist training at the University of Liège in Belgium, the university's EURAXESS service centre assisted me with the paperwork for my travel visa and for my registration at the local commune. This greatly facilitated my move to Belgium.*

## KEY INFORMATION



### Who?

EURAXESS

### What for?

Free, personalised, practical assistance for researchers moving to a European country

### For whom?

Incoming, outgoing and returning researchers from both EU and non-EU countries

### Facts and figures

- More than 20 000 researchers assisted in 2008
- More than 120 000 questions answered in 2008

### Where?

EURAXESS centres exist in all EU countries as well as in Croatia, the former Yugoslav Republic of Macedonia, Iceland, Israel, Norway, Serbia, Switzerland and Turkey. Bosnia-Herzegovina and Montenegro will open centres in near future

### Contact

The nearest EURAXESS centre can be found at:  
**[ec.europa.eu/euraxess/services](http://ec.europa.eu/euraxess/services)**

EURAXESS website: **[ec.europa.eu/EURAXESS/](http://ec.europa.eu/EURAXESS/)**



# STUDENTS

## RESEARCHERS

## European Documentation Centres

### An EU library close to home

European Documentation Centres (EDCs) help universities and research institutes to promote and develop education and research on European integration, encourage debates on European topics and help citizens to find out about the Union's policies.



### Topics covered

The Documentation Centres collect official EU publications as well as statistics, studies and dissertations on European integration. They cover all EU policies as well as more general information.



### How it works

The EDCs can be seen as local EU libraries. They offer online access to EU sources as well as a collection of printed publications. The staff help with enquiries ranging from straightforward document searches to in-depth research on European topics, whether online or in print.

#### Penelope, 25, PhD student, Greece

*Sometimes I cannot find a document which was cited in the literature. I then go to the EDC and ask the staff to help me. If it is not available in their collection, they order it for me. Our university also subscribes to a lot of databases and students benefit from training by the EDC.*



## KEY INFORMATION

#### Who?

European Documentation Centres

#### What for?

To provide guided access to EU information

#### For whom?

Students, researchers and the general public

#### Facts and figures

- There are over 390 European Documentation Centres
- They organise 800–1 000 training courses and information events for the students and researchers annually

#### Where?

All EU countries except Luxembourg

The European Documentation Centres can be found on the following website by selecting 'EDC' as the chosen network:

**[ec.europa.eu/europedirect/visit\\_us](http://ec.europa.eu/europedirect/visit_us)**

European Documentation Centres website:

**[europedirect.europa.eu](http://europedirect.europa.eu)**

# Contact points for the recognition of professional qualifications

WORKERS

## Moving your job abroad

The contact points assist people who want to exercise a regulated profession (requiring specific professional qualifications) in another European country.



## Topics covered

Contact points provide citizens with free information and legal advice on issues such as the procedure for getting qualifications recognised (documents to provide, deadlines, etc). It is important to note that the recognition of academic qualifications (i.e. with a view to pursuing studies in another Member State) is dealt with by the ENIC-NARIC network (see overleaf).



## How it works

The person wishing to enquire about the recognition of his or her professional qualifications can turn to the local contact point. Whereas in some countries it is possible to visit the contact point, in others the citizen should make contact by phone or by e-mail. Contact points cooperate with each other, so citizens may address their queries to the contact point in the host country or in their home country if this is easier.

### Geert, 43, physiotherapist, Belgium

*When I moved to France with my family, I did not know how to obtain the authorisation to exercise my profession there. I was referred to a contact point by a friend where I was told how to proceed, where to submit my request for recognition and which documents to include.*

## KEY INFORMATION

### Who?

Contact points for the recognition of professional qualifications

### What for?

Assistance for people wishing to exercise a regulated profession (requiring specific professional qualifications) in another European country

### For whom?

Citizens with professional qualifications that they would like recognised in another European country

### Facts and figures

- Established in 2008
- Teachers, physiotherapists and nurses are the three most mobile regulated professions in Europe
- 90 % of all requests for recognition of qualifications are answered positively

### Where?

All EU countries plus Iceland, Liechtenstein and Norway

### Contact

The list of contact points is online at:  
[ec.europa.eu/internal\\_market/qualifications/contactpoints](https://ec.europa.eu/internal_market/qualifications/contactpoints)

The list of professions regulated in each country is published at:  
[ec.europa.eu/internal\\_market/qualifications/regprof/](https://ec.europa.eu/internal_market/qualifications/regprof/)



# STUDENTS

## WORKERS

## NARIC

### Gateway to the recognition of academic qualifications

The National Academic Recognition and Information Centres (NARIC) deal with academic recognition of diplomas and periods of study in the EU and partner countries.



#### Topics covered

The national centres provide information and advice on the recognition of foreign diplomas, degrees and other qualifications as well as on the different education systems. Staff also provide guidance on opportunities for studying abroad, including information on loans and scholarships, as well as on practical questions related to moving abroad and to the recognition of academic qualifications.



#### How it works

The national centres bring together national recognition officers responsible for academic recognition of diplomas and periods of study. It is possible to contact the national centres directly for free, personalised advice or to browse the website for more general information.

#### Natalia, 35, chemical engineer, Lithuania

*When my husband was offered a job in the Netherlands, I was not sure whether I could also work there. The Lithuanian authorities referred me to the national NARIC centre, which put me in touch with the Dutch NARIC. They were very helpful, explaining and giving advice on all the steps I had to take for the recognition of my diploma.*



## KEY INFORMATION

#### Who?

NARIC

#### What for?

Recognition of academic qualifications as well as periods of study abroad

#### For whom?

All citizens who want to work in another NARIC partner country

#### Facts and figures

Over 160 000 visitors to the website from June 2008 to May 2009

#### Where?

The NARIC network covers the EU, Iceland, Liechtenstein, Norway and Turkey

#### Contact

Contact information on the national information centres available through the country pages at:  
**[www.enic-naric.net](http://www.enic-naric.net)**

ENIC-NARIC website: **[www.enic-naric.net/](http://www.enic-naric.net/)**

## Transparency in qualifications and competences

The Europass documents help jobseekers to clearly present their qualifications and skills, making them easier to understand and appreciate anywhere in Europe.



### Topics covered

Europass includes five documents: the Europass CV, the Europass language passport, Europass Mobility, which records a learning experience abroad and the Europass Certificate Supplement and Diploma Supplement, which accompany a vocational training certificate or higher education diploma respectively.



### How it works

The Europass CV and language passport can be completed online free of charge via the website ([europass.cedefop.europa.eu](http://europass.cedefop.europa.eu)). The other documents are delivered to citizens upon the successful completion of an education or training course. The national Europass centres promote the Europass service, directly manage the Europass Mobility and provide information to organisations and citizens.

#### Kaisa, 29, engineer, Finland

*When I was applying for a job in the UK, I wasn't sure how potential employers would prefer to see my CV presented. I was afraid of ruining my job chances from the outset by going against protocol. Luckily a friend told me about the Europass CV, and then I couldn't go wrong. It made my job applications a lot easier, and I got a great job!*

## KEY INFORMATION

### Who?

Europass

### What for?

Makes personal qualifications and skills easier to understand and compare throughout Europe

### For whom?

Citizens looking for a job, further education or training in Europe

### Facts and figures

On an average day in 2009 more than 7 000 citizens completed their Europass CV.

About half a million documents are downloaded each month

In 2007, national Europass centres issued over 40 000 Europass Mobility documents

### Where?

All EU countries plus Iceland, Liechtenstein, Norway and Turkey

### Contact

The national Europass centres can be found at: [europass.cedefop.europa.eu/nationalcentres](http://europass.cedefop.europa.eu/nationalcentres)

Europass website: [europass.cedefop.europa.eu/](http://europass.cedefop.europa.eu/)



# STUDENTS

## WORKERS

# Euroguidance

## Support to careers advisors

Euroguidance is a network of national information centres supporting guidance services in 31 European countries.



## Topics covered

Euroguidance provides a service to people who wish to work or study in another country by helping guidance counsellors to understand learning and career opportunities throughout Europe. Online tools for guidance professionals include a database of projects and good practices in career guidance and a social networking site. Euroguidance also contributes to Ploteus, the portal on learning opportunities throughout Europe.



## How it works

Guidance counsellors can contact their local Euroguidance centre for free, personalised advice on opportunities and conditions for citizens who wish to move abroad for work or study. Citizens can also contact the Euroguidance centres directly and visit the Ploteus portal.

### Laine, 37, career guide, Estonia

*I often get enquiries from people wishing to improve their language skills by working abroad. I was never sure how best to help before I stumbled across the Euroguidance site. I immediately became a member and learnt all about the job market in the UK and Ireland. I am now much better equipped to advise people on how to improve their languages.*



## KEY INFORMATION

### Facts and figures

In 2007, the Euroguidance centres could report:

- information stands at about 200 events;
- about 200 training initiatives organised for guidance counsellors.

### Where?

All EU countries as well as Iceland, Liechtenstein, Norway and Turkey

### Contact

All national Euroguidance centres online:

**[www.euroguidance.net/English/Individuals/Centres.htm](http://www.euroguidance.net/English/Individuals/Centres.htm)**

Euroguidance website:

**[www.euroguidance.net/](http://www.euroguidance.net/)**

The Ploteus portal on learning opportunities:

**[ec.europa.eu/ploteus/](http://ec.europa.eu/ploteus/)**

### Who?

Euroguidance

### What for?

To inform career advisors and citizens on career and learning opportunities throughout Europe

### For whom?

Professional guidance counsellors who advise citizens interested in working, studying or training in another European country

# Funding programmes



FUNDING

The European Commission allocates about 20 % of the EU budget in the form of calls for tender, grants, funds and other programmes. The most important funding programmes include the Seventh Framework Programme for research and technological development (FP7), MEDIA, Lifelong learning, Youth, Culture and Tempus (Trans-European mobility scheme for university studies). In addition to detailed information on the respective funding websites, there are national contact points in each participating country which give free, personalised advice and further information. The following non-exhaustive list provides an overview of the topics covered by the different funding programmes as well as online registers of national contact points.

## Seventh Framework Programme for research and technological development

Transnational research cooperation, dissemination of research results, funding for 'frontier research', improving research infrastructure, career guidance for researchers

National contact points: [cordis.europa.eu/fp7/ncp\\_en.html](http://cordis.europa.eu/fp7/ncp_en.html)

## MEDIA

Development, distribution and promotion of cinematographic and audiovisual productions as well as advice for audiovisual professionals

National and local contact points:

[ec.europa.eu/information\\_society/media/overview/who/desks](http://ec.europa.eu/information_society/media/overview/who/desks)

## Lifelong learning

University and vocational training, student exchanges, work placement, adult education, partnerships and projects in the education and training sectors

National Agencies: [ec.europa.eu/education/programmes/llp/national\\_en.html](http://ec.europa.eu/education/programmes/llp/national_en.html)

## Youth

Partnerships under the youth in action programme for active citizenship, solidarity and tolerance

National contact points: [ec.europa.eu/youth/youth/contacts\\_en.htm?cs\\_mid=152](http://ec.europa.eu/youth/youth/contacts_en.htm?cs_mid=152)

## Culture

Artist mobility, support for cultural actions and bodies, circulation of cultural and artistic output

National contact points: [ec.europa.eu/culture/annexes-culture/doc1232\\_en.htm](http://ec.europa.eu/culture/annexes-culture/doc1232_en.htm)

## Tempus

Joint projects and structural measures to improve higher education in non-EU partner countries

National contact points: [ec.europa.eu/education/programmes/tempus/national\\_en.html](http://ec.europa.eu/education/programmes/tempus/national_en.html)

## The European Union





## Other EU information sources



### ■ ONLINE

Information in all the official languages of the European Union is available on the Europa website:  
**europa.eu**



### ■ READ ABOUT EUROPE

Publications about the EU are only a click away on the EU Bookshop website:  
**bookshop.europa.eu**

## EUROPEAN COMMISSION REPRESENTATIONS

### Representation in Ireland

18 Dawson Street, Dublin 2  
Tel. +353 1 6341111  
Fax +353 1 6341112  
Internet: [ec.europa.eu/ireland/](http://ec.europa.eu/ireland/)  
E-mail: [eu-ie-info-request@ec.europa.eu](mailto:eu-ie-info-request@ec.europa.eu)

### Representation in the United Kingdom

8 Storey's Gate, London SW1P 3AT  
Tel. +44 20 79731992  
Fax +44 20 79731900/10  
Internet: [www.ec.europa.eu/uk](http://www.ec.europa.eu/uk)

### Representation in Wales

2 Caspian Point, Caspian Way, Cardiff  
CF10 4QQ  
Tel. +44 29 20895020  
Fax +44 29 20895035  
Internet: [www.ec.europa.eu/uk](http://www.ec.europa.eu/uk)

### Representation in Scotland

9 Alva Street, Edinburgh EH2 4PH  
Tel. +44 131 2252058  
Fax +44 131 2264105  
Internet: [www.ec.europa.eu/uk](http://www.ec.europa.eu/uk)

### Representation in Northern Ireland

Windsor House  
9/15 Bedford Street, Belfast BT2 7EG  
Tel. +44 28 90240708  
Fax +44 28 90248241  
Internet: [www.ec.europa.eu/uk](http://www.ec.europa.eu/uk)

### Representation in the United States

2300 M Street, NW — 3rd floor  
Washington DC 20037  
Tel. +202 862 95 00  
Fax +202 429 17 66  
Internet: [www.eurunion.org](http://www.eurunion.org)  
  
222 East 41st Street, 20th floor  
New York, NY 10017  
Tel. +212 371 38 04  
Fax +212 688 10 13  
Internet: [www.eurunion.org](http://www.eurunion.org)

## EUROPEAN PARLIAMENT OFFICES

### Office in Ireland

European Union House  
43 Molesworth Street, Dublin 2  
Tel. +353 1 6057900  
Fax +353 1 6057999  
Internet: [www.europarl.ie](http://www.europarl.ie)  
E-mail: [epdublin@europarl.europa.eu](mailto:epdublin@europarl.europa.eu)

### United Kingdom Office

2, Queen Anne's Gate, London SW1H 9AA  
Tel. +44 20 72274300  
Fax +44 20 72274302  
Internet: [www.europarl.org.uk](http://www.europarl.org.uk)  
E-mail: [eplondon@europarl.europa.eu](mailto:eplondon@europarl.europa.eu)

### Office in Scotland

The Tun, 4 Jackson's Entry  
Holyrood Road, Edinburgh EH8 8PJ  
Tel. +44 131 5577866  
Fax +44 131 5574977  
Internet: [www.europarl.org.uk](http://www.europarl.org.uk)  
E-mail: [epedinburgh@europarl.europa.eu](mailto:epedinburgh@europarl.europa.eu)

There are European Commission and Parliament representations and offices in all the countries of the European Union. The European Commission also has delegations in other parts of the world.

# EU information and assistance services

## At the service of citizens and businesses

The Commission has set up a series of services in partnership with various actors throughout the European Union to inform the general public about their rights and the opportunities arising from the EU.

This booklet brings together information on 21 EU services currently operating in the Member States. Each service offers tailor-made support in a particular area, ranging from general information about the EU to more specific topics such as how to find a job, a business partner or funding for a project in Europe.

With this booklet, the Commission tries to ease the way for citizens and businesses to the most appropriate service for their enquiry. In practice, there is a contact point for everyone, catering for the different needs of various groups. The EU is never very far away!



Publications Office



9 789279 130045