



European
Commission

SOLVIT

Recommendation and YOUR EUROPE

Action plan

The Single Market governance cycle



New SOLVIT Recommendation

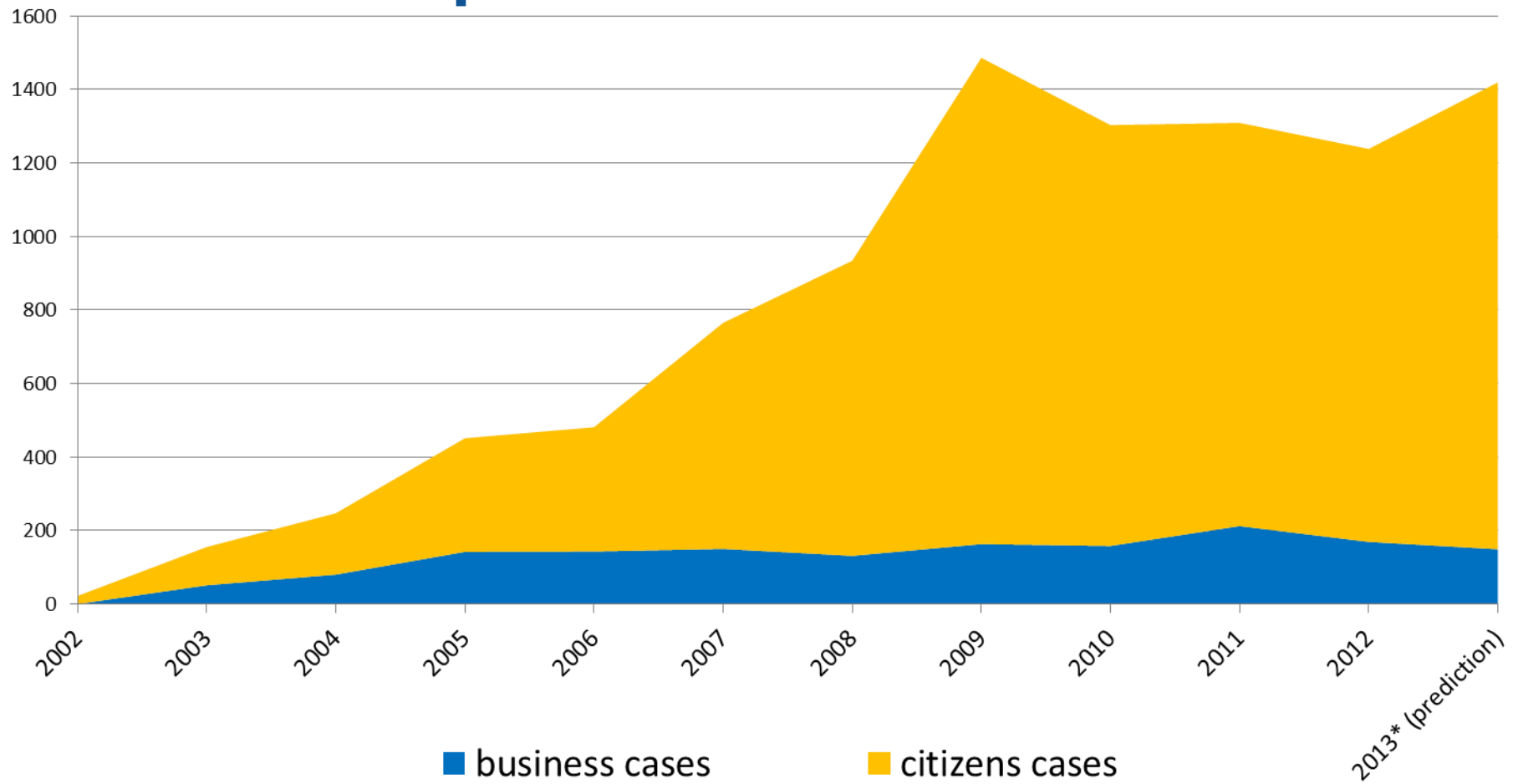
- ✓ *Clarification of the mandate*
- ✓ *Service quality*
- ✓ *Staffing & legal expertise*
- ✓ *Case handling guidelines*
- ✓ *Role of the Commission*
- ✓ *Quality control*
- ✓ *Promotion*
- ✓ *Cooperation with other networks*
- ✓ *Data protection & confidentiality*



Main challenges ahead for SOLVIT

- *To maintain service quality in spite of budgetary restrictions & limited human resources*
- *To ensure better streamlining with other complaint handling procedures*
- *To increase the number of suitable cases submitted to SOLVIT, especially regarding businesses*

Development of case flow in SOLVIT



■ business cases

■ citizens cases

The Single Market governance cycle





European Commission

Your Europe for citizens

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Your Europe europa.eu

EUROPA > Your Europe > Citizens

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Help and advice for EU nationals and their family

Travel

- Documents you need
- Passenger rights
- What can you take with you?
- Money & Charges
- Safety

Work & Retirement

- Looking for work abroad
- Cross-border commuting
- Postings abroad
- Working abroad as civil servant
- Workers
- Retiring

Vehicles

- Cars
- Driving licence
- Insurance
- Registration

Residence formalities

- Workers and pensioners
- Students
- Documents and formalities

Education & Youth

- School
- University
- Traineeships
- Researchers
- Volunteering

Health

- Unforeseen medical treatment
- Planned treatment
- Help from the chemist
- Settling abroad

Family

- Children
- Couples

Consumers

- Shopping
- Your online rights
- Personal finance
- Unfair treatment

See also

- ▶ [Doing business in Europe](#)

This site is for you, the European citizen and for your family, to **know your rights** and to find **practical tips** to help you move around the EU.

If you are a non-EU national, you can find information on the [conditions to migrate to an EU country](#).

For general questions about the EU, you can contact [Europe Direct](#) or call 00 800 67 89 10 11 ([Details](#)).

Stay informed about updates!

New content is regularly added. Leave your e-mail address if you want to be informed about the latest changes and updates.

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Message from Michel Barnier, Commissioner for Internal Market and Services on the occasion of the 20th anniversary of the EU's single market



European Commission

Your Europe for businesses

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Your Europe

EUROPA > Your Europe > Business

443 Share

Your Europe, your opportunity Practical guide to doing business in Europe.

Select a country

Start & grow

- Start ups
- European Company - Legal form
- Intellectual property rights
- Annual accounts
- Mergers with foreign companies

VAT & customs

- VAT-Basics rules
- Cross-border VAT
- Check a VAT number (VIES)
- VAT refunds
- Excise duties
- Reporting imports/exports

Selling abroad

- Providing services abroad
- Distance selling
- Competition rules
- Late payment interest
- Importing/exporting goods
- Unfair contract terms
- Customers guarantees

Staff

- Terms of employment
- Social security
- Posting abroad
- Equal treatment
- Redundancies
- Health & safety

See also
[Living and moving in Europe](#)

Product requirements

- CE-mark
- Classification, labelling, packaging
- Chemicals (REACH)
- Mutual recognition

Funding

- EU funding programmes
- Access to finance
- Exchanges for young entrepreneurs

Public contracts

- Tools & databases
- Rules & procedures
- Reporting irregularities

Environment

- EMAS certification
- Energy labels
- Eco-design
- EU eco-label





European Commission

Link to assistance services

Your Europe
europa.eu

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EUROPA > Your Europe > Citizens > ... > Looking for work abroad > Recognition of professional qualifications

Home
Travel
Work & Retirement
Vehicles
Residence formalities
Education & Youth
Health
Family
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Work & Retirement

- ▶ Looking for work abroad
 - Transferring unemployment benefits
 - If you don't find work
 - Right to benefits
 - Access to jobs in the public sector
- ▶ Recognition of professional qualifications
- Taxes
- Work permits

Cross-border commuting

Postings abroad

Working abroad as civil servant

Workers

Retiring

Looking for work abroad

Recognition of professional qualifications

Updated : 12/2012

If you want to work in another country you might need to get your qualifications and professional experience officially recognised, if your profession is regulated in that country.

This section is about getting your professional qualifications recognised so you can **work** abroad. It doesn't apply if you want to **study** abroad. For information on getting your diplomas recognised for academic purposes, contact the [NARIC centres](#).

Deadlines / procedures

When you apply to have your qualifications recognised, the authorities have **1 month** to acknowledge receipt of your application and request any documents they need. They must reach a decision within **4 months** of the date on which they received your **complete** application. If they reject your application, they must explain why.

If they do not take a decision within the time limit, you can take the case to the national courts. You can also call on our [assistance services](#) or the [national contact points for professional qualifications](#).

Certified / sworn translations

The authorities may ask for certified copies (to prove documents are genuine) and/or certified translations of certain key documents for your application, such as certificates proving your qualifications. (Certified translations come with a guarantee of accuracy from a registered translator.)

But they **must** accept certified translations from other EU countries, and they **cannot** ask for certified translations of:

- qualifications for doctors, general nurses, midwives, vets, dental surgeons, pharmacists or architects
- identity cards, passports or other documents not relating to your qualifications.

Sample story

Knowing your rights can help you avoid red tape

As a doctor from Romania wanting to work in Austria, the Austrian authorities had asked for all the supporting documents for her application translated by a sworn translator.

1 820 511 job vacancies in Europe

Frequently asked questions

◀ **EU legislation**

◀ **Feedback**
Help us to improve this website

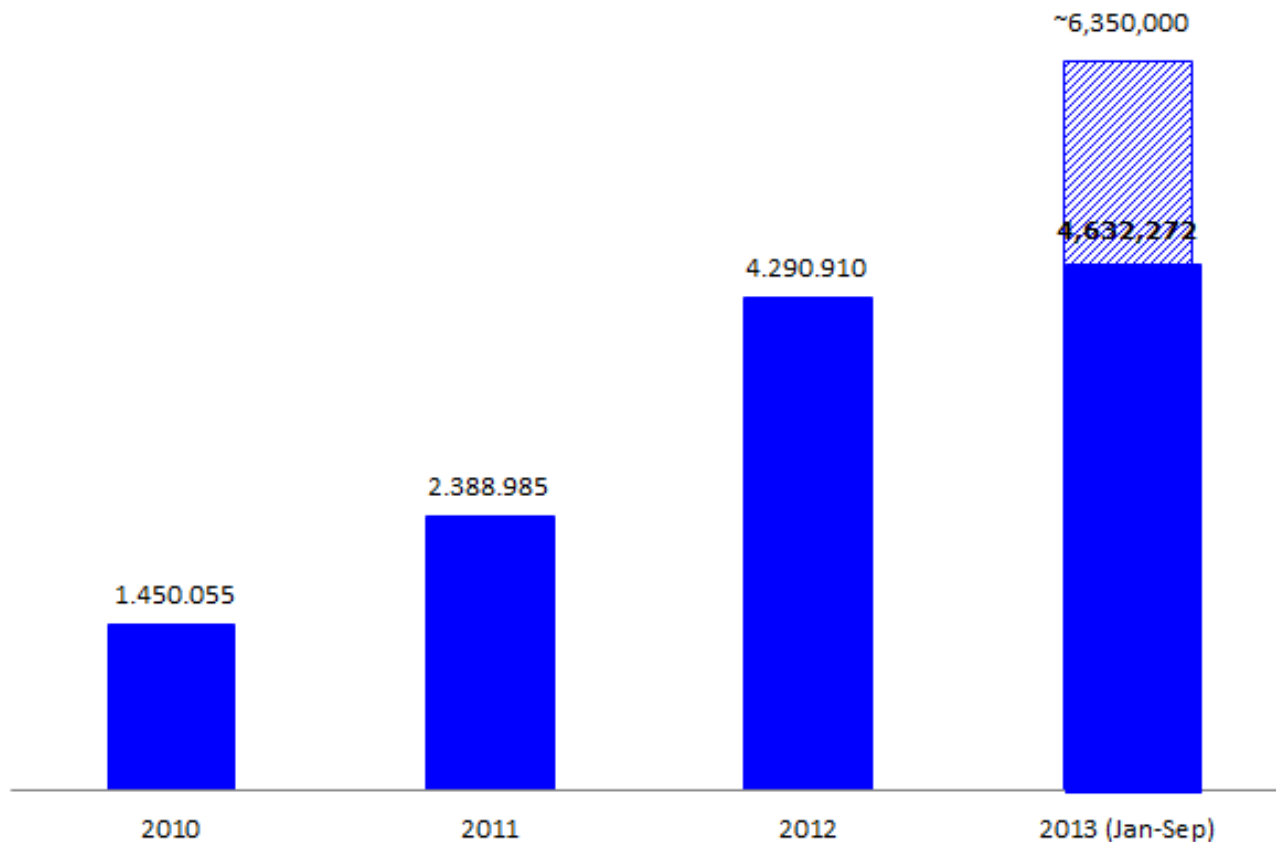
Doing business in Europe

Questions about the EU?

- 00 800 6 7 8 9 10 11
- Details
- E-mail
- Europe Direct centres
- Web chat



Visits to Your Europe



Your Europe Action Plan

- ✓ Complete the provision of practical, good-quality information on EU rights in the Single Market
- ✓ Increase awareness about Your Europe
- ✓ Put in practice close partnership between Member States and the Commission

The Commission will ...



- Position Your Europe as a corporate tool
- Complete Your Europe with information on all EU rights
- Make Your Europe even more user friendly
- Increase the visibility of Your Europe



Member States should ...



- Provide information on national rules and procedures regarding EU rights
- Ensure that this information is practical, jargon free, up-to-date and available in relevant languages
- Link their national portals with Your Europe

[Connexion](#) Garder ma session active[Mot de passe oublié ?](#)

Your Europe est sur Facebook.

Pour communiquer avec Your Europe, inscrivez-vous sur Facebook dès maintenant.

[Inscription](#)[Connexion](#)

Your Europe

europa.eu/youreurope



Your Europe

9 380 J'aime · 99 personnes en parlent



Organisme gouvernemental
<http://europa.eu/youreurope/> Help & advice on your life, work and travel in the EU.



Photos

9 380

Mentions J'aime



Vidéos



Évènements

À propos

À la une ▾



Your Europe a partagé un lien.
il y a 6 heures

Cross-border commuters may face several problems when going abroad to work on a daily basis. What are the recurring difficulties and how to cope with them?

Mentions J'aime

[Afficher tout](#)



EURES

Organisme gouvernemental



Council of Europe

Organisation politique



European Commission

PROMOTION: the Twitter effect

CONSUMER RIGHTS



Alis Whim @AlisWhim
Recordad: los productos comprados en la UE tienen 2 años de garantía (leg.com). Incluido Apple europa.eu/youreurope/cit...
Collapse Reply Retweet Favorite

7:45 AM - 2 Oct 12 - Details

TRAVELLERS' RIGHTS



swelaw @swelaw
RyanAir is said to have left Swedish passengers behind. Did you know that you have certain EU rights in that situation?
europa.eu/youreurope/cit...
Expand

Intern
and Se

Chris_PJ @PJ_un_jour 16h
petite question aux juristes: qui décide de la durée d'une garantie, pr un achat? Le vendeur? ou est-ce 1 an pr tout, partout?
Expand

moi @moimememyself 16h
@PJ_un_jour europa.eu/youreurope/cit...
Hide conversation Reply Retweet Favorite
3:44 PM - 28 Oct 12 - Details

Vanessa Pelz-Sharpe @sarcastathon 22 Oct
I can't afford to renew my passport so I can't go abroad for the first time in 2 years next week. *cries*
Expand

Poppy Collinson @PoppyCollinson 22 Oct
@sarcastathon I thought you could go to Belgium without one? (I have probably made that up in my head)
Expand

sara'aarrgghh @mobyoctopad 22 Oct
@PoppyCollinson @sarcastathon only if you are in a schengen country. the uk isn't europa.eu/youreurope/cit...
Hide conversation Reply Retweet Favorite
8:23 AM - 22 Oct 12 - Details



European Commission

Monitoring progress

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THE EU SINGLE MARKET

Single Market Scoreboard

European Commission > The EU Single Market > Single Market Scoreboard > Performance overview



THE SINGLE MARKET GOVERNANCE CYCLE

PERFORMANCE OVERVIEW

PERFORMANCE PER MEMBER STATE

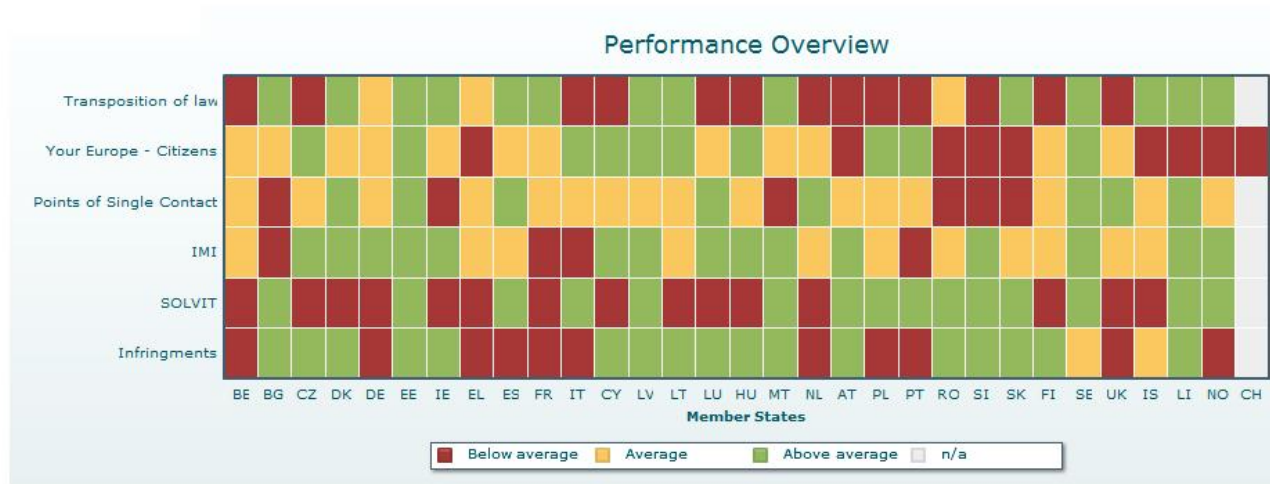
GOVERNANCE TOOLS

FEEDBACK

WHAT'S NEXT

Performance overview

Click on individual fields in the table to see the analysis that led to each evaluation



This table shows at a glance how Member States performed in all the areas covered in the Scoreboard. It indicates where each Member State needs to invest more effort and resources.

More information

- ✓ [On-line Single Market scoreboard](#)
- ✓ [SOLVIT recommendation](#)
- ✓ [SOLVIT website](#)
- ✓ [Your Europe action plan](#)
- ✓ [Your Europe portal](#)
- ✓ [Your Europe on Facebook](#)