



TAIEX - Guide for Host Institutions during Study Visits

1. Introduction

TAIEX stands for **Technical Assistance and Information Exchange**. It is an instrument of the European Commission, which provides short-term, peer-to-peer assistance to government administrations in eligible beneficiary countries so as to support them, where appropriate, in:

- the understanding of,
- the convergence with,
- the approximation with,
- the alignment with,
- the implementation of,
- and the enforcement of

the EU *acquis* (i.e. the entire body of EU Law), EU policies, EU best practice and EU standards.

This guide explains what TAIEX will arrange for the participants of the study visit, such as transport and accommodation, and also what is expected from you as the Host Institution.

TAIEX relies on an external service provider for the organisation of the logistical aspects of the study visit, which will be made on the basis of the information provided in the agreed agenda and other supporting documentation. Please also note that email is the preferred method of communication, and all emails regarding a study visit should include the five-digit reference number.

2. What is a TAIEX Study Visit?

Study visits typically involve up to five officials from the beneficiary country travelling to visit an EU Member State administration (Host Institution) for an indicative duration of between two to five days.

Fieldwork is a key aspect of it. Study visits provide an opportunity to the beneficiary countries to accompany EU Member State officials and to discuss legislation, experience first-hand administrative procedures and infrastructure and to see examples of best practice, in the subject field.

3. How to host a TAIEX Study Visit?

After the request to organise a study visit has been accepted by TAIEX, an institution in an EU Member State is invited to host the study visit. The Host Institution confirms its interest and availability to host a study visit by registering via an online registration link sent by TAIEX.

The exact date of the study visit is determined according to the host institution's availability. Any preference for dates should be communicated to TAIEX as early as possible. TAIEX will liaise with the beneficiary institution to ensure that the suggested dates are suitable.

TAIEX needs to receive the online registration at the very latest four weeks before the start date of the study visit. When completing the online registration it is very important to use the exact same spelling and format of names, to follow the formatting and to ensure a correct encoding. The link will remain active within a given deadline. The registered participants from both partner country and hosting institution will receive an evaluation form to provide feedback after the visit. There will also be a link to the guide for online registration of participants. In case of problems with that link, the TAIEX project officer should be contacted.

The agenda for the study visit is drafted by the Host Institution in cooperation with the beneficiary institution

and TAIEX. Four weeks, at the very latest, before the start of the study visit, the Host Institution should send the agenda to TAIEX for final approval. To make the study visit as effective as possible this agenda should include, as a minimum, a programme covering the normal daily working hours of the Host Institution.

To facilitate logistical arrangements, it will be important to have the location or address where the visit will be taking place.

After the study visit, the Host Institution will confirm to TAIEX that all participants took part in the event as planned.

4. Who is responsible for organisational and financial arrangements?

TAIEX can book and pay, via the service provider, for the following:

- Travel and accommodation for participants from the visiting administration;
- Consecutive interpretation (if needed);
- Daily subsistence allowance (Per Diem) for participants to cover their personal expenses: for instance local transport and meals;
- Upon the host institution's request, TAIEX can pay a flat-rate compensation of EUR 350 per hosting day. This compensation can only be made via bank transfer to the Host Institution's bank account. Please note that no real costs can be reimbursed;
- In case of extensive preparatory work on behalf of the Host Institution, TAIEX can grant up to 2 additional flat-rate compensations.

While this is by no means obligatory, should your institution wish to invite the participants for meal(s), please notify this to TAIEX, so that it can be deduced from the Per Diem of the participants.

Arrangements by the Host Institution to collect and return the participants from/to the airport or other location of arrival/departure is very much appreciated.

In certain cases, the Host Institution can be requested to provide invitation letters for participants to facilitate their visa application process.

Once the logistical preparations have been finalised by the external service provider, the host institution will receive a confirmation letter per email with all the relevant details.

5. How are TAIEX Study Visits evaluated?

Your opinion as the Host Institution on the outcome of the study visit matters to us as it will provide useful input for improving future TAIEX assistance. For this reason, the Host Institution will be invited by email to fill in an automatic feedback questionnaire shortly after the end of the study visit.

6. Personal Data Protection

Personal data related to the LCO, participants and experts will be processed in accordance with the privacy statement of the TAIEX instrument:

[Twinning and TAIEX privacy statements \(europa.eu\)](https://ec.europa.eu/euipo/taiex/privacy-statement)

and in compliance with Regulation (EU) 2018/1725, of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

Please note that according to the above privacy statement, the Host Institution agrees to share their personal data with the Commission, the participants and the organisers.

The Commission and the logistic provider keep the personal data in an IT application (TMS) and share as little as possible of this data with other parties involved in the event. Sensitive personal data is deleted after 6 months after the event, while other personal data is not available for any processing after five years.

If any personal data, such presentations, photos, or web-stream are made publicly available, a special agreement will be sought.

With regards to the above, the following arrangements should be noted:

- The chairperson of the TAIEX event is asked to advise all persons attending the event that photographs/pictures should only be taken during a set period of time to allow those persons, who do not agree to have their photograph taken, to leave the room; unless all of the attendees agree to having their photograph taken.
- In the case of live web streaming and video recording, the alternative to the participants attending the event is to provide them with the opportunity to watch the live web streaming or the opportunity to watch the video of the event.
- The Host Institution is advised that the presentations made at study visits are made available to a wider audience through the TAIEX website, unless they object to it.
- Participant and experts are also advised that the agenda, which may include the name of both participants (mainly study visits) and experts (all events), is also made available through the TAIEX website. Participants, who do not wish to have their name included on the agenda, should inform the TAIEX Project Officer at the time of registration or before the preparations of the event have been concluded.

The names of all participants and experts are also included on a signing-in attendance list which needs to be signed by the participant or expert as relevant. This list is stored in TMS and available only to the Commission and the contractor. The photographing or copying of the list is prohibited. For the persons who do not wish to have their names included on the list, alternative arrangements may be put in place with the LCO or the Host Institution of the event.

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