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2022 EPSO Assistants in Security and Health&Safety (AST3) - Live Info Webcast TRANSCRIPT

INTRODUCTION

Sound check, greetings and introduction (00:00-03:50)

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A warm welcome to everyone! I'm very pleased to present our latest webcast about a wonderful new opportunity, a great EPSO exam which is presumably the last one this year for 2022: Assistants in security and health and safety. We're going to walk you through the different requirements to pass this competition and eventually to land a new job. Feel free to ask questions anytime throughout this live session, and later if you might be watching this as a recording, you can send a message to us through customer support, and we'll make sure to follow up with you.

This is one in our usual series of information webcasts where we decode what the details are for this particular competition, whether it differs in any way from others, how it works in practice, and what sort of steps you need to take to get one of these jobs. A note about my background: I was an EU official for seven years and worked at the European Court of justice at the European Commission. For more than 11 years now I have been helping candidates pass the EPSO competitions.

I'd like to emphasize that the official source of information is always the notice of competition that the EU institutions and most notably EPSO releases, available in the official journal of the European Union. If there is any discrepancy between the information I give you here, the official documents take precedence. Although we do our utmost to be as accurate as we can.

ABOUT EU TRAINING (03:50)

EU Training has a fabulous and robust community.

OUR COMMUNITY

- Over 100,000 registered users over the 15 years we've been in business.
- We have [57,000+ fans and followers](#) on Facebook, do join our community if you are on Facebook, or join us on Twitter or LinkedIn where we are also present.

TEST PACKAGES

- We offer a really wide range of test packages
- Over [25,000 questions in our database](#) which is a really massive amount of questions, and it's growing actually. We are adding new questions to the database whenever there's a knowledge-based multiple choice quiz that EPSO requires, or we need to update certain parts of the database.
- We have had over 17 million questions used by our users creating test simulations and preparing for the exams.

WEBINARS

- We have a huge number of webinars, webcasts and information sessions. A large [number of these are free](#), some you do have to purchase.
- 10,000+ people have participated in our webinars.



WHERE WILL YOU WORK? (07:05)

Where are we going to end up working geographically speaking? It tends to be either Brussels, Strasbourg, or Luxembourg, but perhaps Brussels or Luxembourg are the more likely locations. Brussels tends to be the most common location given the number of EU institutions located here and the nature of the duties associated with this competition.

(08:08) Another important aspect is which institution may end up hiring you. This could be any of the EU institutions, from The European Parliament, The Court of Auditors, The European Commission, The Council of the EU, Economic Social committee, Committee of the Regions; any new institution will be able to hire you from the reserve list that this particular competition puts you on.

This leads me to explain that, just like any other EU competition, the aim is to create a so-called reserve list of successful candidates. Those who are placed on the reservist list can then be recruited into a specific position. So the actual job profile and the actual institution and the actual vacancy that you will fill will only be known once the reserve list has been created. That's important because today we are describing a selection procedure and I'm sharing ideas on how to make the most of it, but this is not about a concrete or specific vacancy that you're applying for. This is important because the whole mindset should be about optimizing your performance for competition and not targeting a very concrete job for which you want to be hired.

However, there's a pretty specific focus given the nature of this competition; it's not a generalist one and is quite targeted. I'll walk you through all these aspects and then ultimately, as I said before, the recruitment and the specific institution that hires you will be decided once the selection process has been concluded.

APPLICATION (09:47)

Let's see what you need to be aware of and I'll outline a few tips when it comes to languages, general and specific criteria, and give you a better understanding on how to optimize your application to increase your chances of success. Firstly, let's look at how many positions there are available. This is publicly known information – it's in the notice of competition. As you can see, there are basically three profiles. This competition runs under the same reference number, which means you need to pick one of the three options that have been laid out. If you are in a position, given your background or work experience, to qualify for two or perhaps even three of these, you need to choose one. This is important because otherwise you will be disqualified.

I would assume that for those whose background falls into the first two categories, so Operational Security and Technical Security, that's somewhat close, so you might have a dilemma as to which one to apply for. And then there's Occupational Health and Safety, which tends to require a somewhat different background. Regardless, you need to make a choice and pick one of these. As you can see, Operational Security has 44 places on the reserve list, so by the time the selection process is concluded, that's how many candidates (by that time laureates) will be placed on the reserve list. For Technical Security you have 24 places, and then for Occupational Health and Safety you have 33 places. That gives you a rough indication of your chances of success. Certainly, we don't know at this stage how many applicants there will be; that's information that is usually shared far and wide by EPSO, but only after the application deadline has been concluded.

That application deadline is on the 20th of December,

so roughly a month from now at the time of this live event. Make sure that you do not leave your application to the last minute, that you fill out everything you need to fill out, that you click the right buttons and make sure you get the right documentation or background information together even though it doesn't necessarily have to be in your hands at the time of the application. Later in the process you will need to have those documents about employment or diplomas or other professional certificates.

WHAT WILL YOU DO? (12:45)

The job description and the description of the duties for each profile is in the Notice of Competition. That's a good indication of what you can expect and what you will be doing as an EU official in the position of an AST3 dealing with these broad areas and very specifically your day-to-day job. It's not just institutions that employ or can potentially employ you in these roles.

There are Directorates-General or departments or units that would actually be needing this sort of service, so you could find yourself in the office for infrastructure and buildings, or working on sensitive foreign policy issues, or trade or the physical safety of certain premises and facilities, or the occupational health and safety of EU staff. There are very concrete ideas out there and just to give you a rough idea, we've listed a few of these for Operational Security, Technical Security for Occupational Health and Safety.

I presume there are quite a few of you who already have a more specific idea as to your career prospects and expectations, and you can report back when you have already placed in an EU job a couple months from now, so we can refine our information for future editions!

ARE YOU ELIGIBLE? (14:55)

Let's look at the very practical side of the selection process. What criteria do you need to be successful and land on the reserve list? There are three general conditions:

GENERAL CONDITIONS

- You must have EU citizenship from one of the 27 member states.
- You need to have completed military service, if that's compulsory in your country.
- You need to meet the character requirements of the job.

The third is a little more relevant to this particular competition, given the fact that it's pretty sensitive in many cases. It's listed or mentioned in the notice of competition that it's likely you will be required to have or undergo a clearance. You would need to have security clearance so you will be able, legally speaking, to work with sensitive information or in sensitive contexts. This is not necessarily something you must have at the moment of application, and maybe not even at the moment of employment, but they will require that from you once you are hired and they will advise you about the procedure. So, this is usually not something that you need to have in your hand to be successful in the competition, but it's something that you need to know about in advance.

LANGUAGE RULES

The language requirements are quite straightforward, but it's worth pointing out a couple of sensitive points. There are two languages required, Language 1 and Language 2.

- Language 1, and this is the default these days in most EPSO competitions, can be any of the EU's 24 official languages.
 - So, if you speak Spanish or Finnish or Latvian or Romanian or any other EU official language, you can choose that. This is completely independent of your citizenship. You can be an Irish citizen and choose Finnish as your Language 1, it's entirely up to you. As a Hungarian - Belgian citizen, I could choose French or I could choose Hungarian, or I could choose Bulgarian (if I spoke Bulgarian!).
- The other language requirement is Language 2, which needs to be either **English or French**.

It's something I'd like to point out because in some other competitions, they would sometimes require all English, but here they give you the choice between English or French, and **certainly Language 1 and Language 2 have to be different**. You cannot choose English for both; you can choose French and English in any combination, it's entirely up to you. My usual advice about languages is to try to choose a Language one in which you can process information very quickly. If you can read and calculate and understand information quickly, that should be your Language one. Language two should be a language in which you can express yourself easily. So, if you're more fluent and comfortable in spoken and written French versus English, then perhaps choose that. This is obviously the case if you speak multiple languages and have that luxury or flexibility of choice.

Having said that, there should be some consideration given to your choice as it has an impact on how quickly you can complete the abstract, verbal and numerical reasoning tests, or how quickly you can draft your reply to a case study or express yourself at the situational competency-based interview. As I said, Language one and two have to be different and essentially that's all to be said about the languages.

QUALIFICATIONS

Let's look at something which is trickier and usually the source of a lot of questions or misunderstandings: what is the amount of work experience that you need? There are quite a few variations here and we have tried to summarize that on the screen per field, and by field we mean Operational Security, Technical Security, Occupational Health and Safety. So, field one, two and three.

Field one is in the notice of competition, where they give you a handy table concerning that. It largely has two variables; the first is, do you have some dedicated, focused qualification which corresponds to the nature of these duties and related to the activities of that particular profile? Or do you have some other qualification that is not in the list? And then there's a third variable, which is how many years of relevant work experience do you actually have? So, it's a kind of a combination of these three factors. Is it a relevant qualification? Is it relevant but not listed in the notice of competition? And how many years of work experience do you have?

Once you have this laid out, you will have different numbers. Is it two plus three? One plus four? Zero plus five? You need to check your particular situation, and this is certainly something that

the selection board (which comprises EU officials who are specifically appointed to run this particular competition) would on a case-by-case basis decide upon. There are some very clear-cut cases, so if you have a dedicated degree in a field related to intelligence or physical safety and security, while that is probably a very relevant background, and then you have three or four years of relevant work experience as well, you're probably safe in the sense that you will qualify to be enrolled in this competition.

There might be some more complex cases depending on what background you have and how that relates to the profile. And the work experience you had may have been a mixture of different experiences, so it's not so obvious that you did relevant tasks – relevant from the point of view of this competition. I won't go into any further detail right now and the permutations that flag the kind of considerations the selection board would look at. Try to see how your particular situation and background compare to the official, formal requirements.

Similarly, Field 2 has quite a few variations. What is the nature of your post-secondary education in terms of relevance, and does it appear in the exhaustive list that EPSO has listed in the notice of competition? How does that compare to the number of years of work experience that you have, and do you see the correlation? So, you have a lot of information on these slides and it's there for reference. We try to make it as thorough as possible and present the information so it's easy to understand, which I trust will help you and help your application. If there is some particular question regarding this, I'll be happy to answer with the disclaimer that I may not be able to give you an answer, least of all an official answer, on whether your degree or your work experience would be accepted by the selection board. We're very happy to guide and advise you, and we also have a network of experts who have seen a lot over the years, so we're happy to do that. But in some cases, it may not be possible because it's ultimately the judgment and evaluation of the selection board that matters.

Field number three again contains some more complications. Again, the mindset and the logic through which they will examine your particular background is very similar to what I just described; is your background qualification among the ones that they have listed and how many years of work experience do you have?

WHY IS THIS A GREAT OPPORTUNITY? (26:11)

I probably don't need to preach to the converted, but I'll give you a couple of reasons.

1. Firstly, there's certainly the **salary** which EU officials or EU institutions offer which is pretty competitive and solid.
 - We have on our website (www.eustraining.eu) an EU salary calculator that we're just in the process of updating and refining because there's a new formula, but even with the current one you get a rough idea of the level of salary that you can expect in this particular position. There are a couple of variables involved such as whether you have kids, whether you're married, whether you need to relocate

from more than 50 kilometers from Brussels or the place of employment, so there are a couple of factors that have an impact on your final salary.

- You can take a look at that on our website, and we have done the simulation for you. Given these variables, it could go up to roughly 5000 euros net per month, which is a pretty attractive proposition depending on where you're coming from because Europe is pretty diverse in terms of cost of living and salaries. This tends to be a pretty positive aspect of a job like this.
2. Aside from that, there is **health insurance** offered not just for you but also to your family,
 3. **European schools** (if you have children) where children can learn in their mother tongue or in one of the languages you or your spouse speaks. Certainly, there are a lot of variations here because it's an international place. These are the opportunities and resources that are offered to EU staff.



HOW TO GET ONE OF THESE JOBS? (28:10)

Probably the biggest question here is, how do you get one of these jobs? How can you optimize your performance? What should you study? How should you prepare to increase the likelihood of success in the various stages of this competition, so that you eventually land on the reserve list and get an EU job?

Let's go through each step.

1. The first one is the APPLICATION PROCESS - don't miss the deadline! Fill out everything and make sure that you provide all the information they require. Choose the languages wisely and go through this somewhat easy, somewhat straightforward administrative part: create an EPSO profile, fill in all the answers and on you go. This is probably the easiest thing to do, as long as you do all of that before the 20th of December 2022.

If you have some experience with the EU competitions, you might be wondering if there is going to be a Talent Screener. For those of you who have never done EU competitions before, you may be wondering what a Talent Screener is, and why I am highlighting this. The reason is that for this kind of specialist competition, EPSO tends to use the so-called Talent Screener, which is a series of questions about your professional background, your work experience and your profile so they can get a better idea of whether you are well suited for this particular position.

Here, **there will be no Talent Screener**, despite this being a specialist competition. This is somewhat unique, and that is the reason why I'm pointing it out. Others may be wondering whether it's an omission, or perhaps if there is more to it. But that's how they put it out. This is their best judgment and for one reason or another, they didn't deem it necessary to use this kind of selection tool.

APPLY BEFORE 20th DECEMBER, 2022



CBT EXAM (30:32)

What other steps are out there that they actually do use? EPSO uses a so-called pre-selection exam which is a classic way of filtering candidates from a very large pool of applicants.

They require you to sit a verbal, abstract and numerical reasoning test. Sometimes they refer to them as psychometric tests, sometimes they are referred to as **CBT** meaning computer-based tests. They go by many names, but their essence is a **multiple-choice computer based exam** for these three particular domains.

A **VERBAL REASONING test** is not just reading comprehension. Verbal reasoning is also about logic. You need to make logical deductions from a passage of text and find the only correct answer. You have **20 questions to complete in 35 minutes**, so there's quite a bit of time pressure there.

You read the text and make sure that outside information that you read on social media or in the news doesn't interfere with your interpretation of that text. You must make sure that whatever is written there makes sense, you make logical deductions and pick the only correct answer that corresponds to the underlying text. It's somewhat straightforward but certainly the difficulty is to do all of that quickly. You have 35 minutes and 20 questions, so a little less than two minutes per question. That requires practice and a certain methodology, so I'd like to again point you to the methodology webinars which we have available on our website. We have a couple of [free ones](#) and then we have a couple of paid ones at pro level for those of you who really want to take it to the next level and master the rubber reasoning.

Then there's a **NUMERICAL REASONING test** and as the name suggests, it's about numbers. There are tables and you need to do quick arithmetic, quick calculations, but again, it's the time pressure that makes it difficult. You have to find quickly what you need to analyze or which cells in the table you need to focus on. Sometimes an estimation is enough because that saves you time. Sometimes you need to calculate and luckily there is a calculator that you can use, and it's often an on-screen calculator, and sometimes there's also a physical one if you go to a test center. But it's the time and the efficiency that is crucial here; you have **10 questions to do in 20 minutes**, so exactly 2 minutes per question. You need to be efficient!

And then the third test is **ABSTRACT REASONING**, which is about cryptic shapes and forms that follow a certain sequence and a certain logic; you need to find the next one in the series. The different components tend to have or tend to move according to their own system, and sometimes two or three components correlate with each other. There's a logic to it and the sooner you crack that code, the faster you can find the correct answer. This is probably the most difficult of the three because you have **10 minutes for 10 questions**, so a minute per question. That makes it pretty challenging when it comes to scoring.

Interestingly, there's **no pass mark**, so you don't need to get at least 50% of the answers right. This tends to be a criterion in other competitions but not here. So, theoretically, if you get zero you could pass... Well, I'm exaggerating here. You could pass but you would still not succeed because the people are ranked among all the candidates based on the aggregate score you get for these three exams. There is a very strong reason to maximize your score; the higher the score, the likelier it is that you will proceed to the next stage in the competition. The score you eventually get is not going to be added to the final score that you are ranked upon in later stages of the competition.

This is a pre screening, a pre-selection test. There is a ranking and once you are in the top cohort of candidates based on the overall aggregate scores for the verbal, numerical and abstract reasoning, you pass to the next stage and the score is no longer relevant. So it's only for ranking purposes, but you should have a keen interest in maximizing your score. That usually happens through two core preparation methods: finding or learning the best practices and methodology and practicing a lot. It's the same with any sport or instrument or any other skill – you need to learn how to do it best and practice the hell out of it.

ELIGIBILITY CHECKS

The next stage of the competition is about the eligibility checks. It's not particularly complicated or difficult; this is where they will check whether you have the right documentation or proof of your work experience. And then comes the second step in this process: another set of exams, the so-called Assessment Centre...

THE ASSESSMENT CENTER (36:35)

The Assessment Center used to be a purely physical experience in the sense that you had to come to Brussels or sometimes Luxembourg and sit a series of exams. Since COVID, this has moved online. In this particular competition, you will have three types of exams that you will be required to sit. The language of the Assessment Center is conducted in LANGUAGE 2 and runs entirely in English or French. What are the components, which exams are you required to sit in the assessment center? A CASE STUDY exam (CS), SITUATIONAL COMPETENCY-BASED INTERVIEW (SCBI) and the FIELD-RELATED INTERVIEW (FRI). These are the three parts.

- The case study exam is a written exercise based on background documents.
- The situational competency-based interview you get before the exam; a briefing of text that you are required to read and get familiar with before a live interview with an assessor. It's an online, live conversation.
- And then there's the FRI: the field related interview or interview in the field, which is again a live interview which focuses on your subject matter expertise and your subject matter knowledge; this is where they truly test and evaluate how much you know about that particular field.

What is the scoring? The Assessment Center will distinguish between general competencies and your subject matter expertise or knowledge. Though sometimes they refer to it as competence in the field, it's less about competence and more about what you know. It's about your experience and not so much about your skills.

- You can get **70 points based on 7 general competencies.**

There are seven competencies that they will check you against and evaluate you on, through those two particular exams. Through the case study and through the situational competency-based interview (or SCBI for short), they're going to get a better idea about your general competencies and you get a score from zero to 70. Basically, there are seven of these and each is worth 10 points. So, they say communication: 8 out of 10, working with others: 7 out of 10, resilience: 10 out of 10, accuracy and precision: 2 out of 10. This will add up to a certain number of points and you need to have at least 35.

- Then you will have the other part, the Field-Related Interview, this is field-specific knowledge.

That is on a scale of 0 to 100 and you need to have at least 50 points. So, you can see that this is pretty important, this weighs pretty heavily in the overall scoring of the Assessment Center.

If we do the math: $70 + 50$ makes 120 points in total and that leads to a certain ranking and the top X number of candidates based on the numbers we've seen before that they are planning to put on the reserve list. That number of candidates will be chosen as successful laureates.

Another important aspect which I did not mention earlier: when it comes to the Assessment Center, usually they would invite three times the number of places that are on the reserve list to the Assessment Center. If you have 44 places on the reserve list, then they're planning to invite three times as many candidates. So that would be 132 who are invited to the Assessment Center. You can do a bit of calculation, once you know how many candidates there are, to see how many applicants proceed to the next stage and eventually land on the reserve list.

THE RESERVE LIST (40:45)

Once you are on the reserve list, it has a certain validity which is usually one year, but for specialist competitions like this it could be extended as long as there are still candidates on those reservist lists who have not yet been recruited. And then at one point you are recruited. I'm happy to report we have [a nice webinar that I did some time ago on how to get a new job once you're on the reserve list](#), so if you get to that stage, please check that out and also let us know that you've succeeded. Not only will we congratulate you, but we'll try to share with you a couple of ideas on how you can actually get a specific job and become a permanent EU official.

HOW TO GET THE JOB? (43:17)

How to get the job and a couple of tips on top of the ones I've already mentioned.

- Consistent **PRACTICE** – I cannot emphasize enough how important this is. Really, it's like sports preparation. You need to practice a lot depending on where you are right now. If you have not dealt with calculations and mathematics for a while and you need to sit the numerical reasoning test, you want to brush up on that knowledge. We have a methodology webinar exactly for that purpose; like a [maths refresher](#), but it's about the practice to make sure that mental muscle is being used. You exercise it enough so by the time the exam comes, you'll be fully prepared.
- **CONSISTENCY** is another aspect; not just the duration of your overall preparation but regular practice depending on which phase of the competition you're preparing for. If it's the CBT, focus exclusively on that. Once you have passed that, focus on the Assessment Center. Read up on the competencies, refresh your knowledge about the specific

information in your field, practice interview skills, and make sure that you practice your writing skills for the case study. [We actually have a simulation on our website that you can do](#). You can even request a review, a personal and manual review of your submitted case study and we provide you with feedback. So that is the sort of exercise you want to do based on the exam phase you are preparing for.

- And as for the **METHODOLOGY**, just like I mentioned before, there is a system to it. This is not just about the amount of will power and mental effort you put into it, but there's a system to it that you can learn and apply. There's a methodology for each phase and for each particular competition part.
- **PERSISTENCE** is not giving up! Perhaps you want to create a study group or join forces with a friend or two. If you're pretty desperate and have just had enough of this, let that other person lift you up. Let that other person get you through that phase and keep your eye on the objective and doing the simulation is an integral part of that.
- Doing lots of simulations is an integral part of that.

We're here to help you.

We're providing as many resources as we can in the form of

- [E-books](#)
- Our website
- [simulated test practices, practice tests](#) – especially for verbal reasoning. These are available in 24 languages, so if you want to practice in Maltese or in Lithuanian or in Danish for that matter, even in the relatively smaller languages, we have practice tests available. Check those out and get into the best shape for the competition.

Aside from that, we have lots of

- [Webinars](#) on all aspects of both the CBT (the pre-selection part) and the Assessment Centre part, as well.
- We have a pretty robust [tips and tricks section](#) with tips on how to make the most of the Assessment Center and others on the situational competency-based interview.

No matter which aspect of the competition you're looking for, chances are we have some resources out there for you.

And then to mention the [personal coaching](#) part, we have a wonderful team of highly qualified, expert coaches and trainers who you can find on our website where you can book them. All of them work online, though some of them can also meet you in Brussels in person. We offer individual and group sessions as well, so if you're feeling a little intimidated by all of this, we've got your back. Reach out to us and we'll be happy to book a coaching session for you.

The EPSO community on Facebook I mentioned earlier, [there's a dedicated group for this particular competition](#). If you're on Facebook, I encourage you to check it out.

You might know my books, [The Ultimate EU Test Book Assistant edition](#) and then there's the Administrator edition, and then there's also the Assessment Center edition.

QUESTIONS?

Q: I've worked in the past for one year in Brussels. Would I be entitled to the expatriation allowance?

A: As far as I remember, the rule says that you need to have in this case moved out of Brussels at least six months ago. If you spent over six months away from Brussels and your central residence is no longer here, and you need to actually move back here for the job from more than 50 kilometers away, then you will be entitled for the support expatriation allowance which is an important thing since it's a certain percentage of your base salary. Financially speaking, that's an important part.

Q: CBT scoring: how big is the pool for each profile?

A: I'm assuming you're asking how many candidates there are in each profile, which is not something we know in advance. We can only guess, but it's not even going to be an educated guess, just a wild guess. I really don't know how many applicants are going to apply for each profile, but the good news is that once the deadline has passed and they are no longer accepting applications, EPSO usually communicates the number of candidates for each profile. So at least you will know the number of places on their list and how that compares to the overall number of applicants.

Q: Based on your experience, do you know what the range is of the highest score for the pre-selection test?

A: That's a really good question, so let me do a quick calculation. If I'm not mistaken, you can get 50 points in total for the pre selection test. So for the verbal, numerical and abstract reasoning. And then what's the cut-off? Usually it's around 87% – a somewhat arbitrary number, but again there are large variations depending on which competition we're talking about. Certainly, the number of candidates and the performance of the candidates. Maybe some questions are difficult for everyone and many just couldn't answer, which then changes the overall cut-off mark. So, if you do the math, how much would that be roughly? 45 out of 50, which is a pretty high mark, especially when you take abstract reasoning, which tends to be the most difficult for most candidates. You probably want to have a very good score for the verbal and the numerical reasoning so you can afford to potentially lose a couple of points at abstract reasoning. And it gives you a rough idea that around the 44-45 ish score range out of 50 is where you are rather safe. Let's say you have a great chance of passing through the next stage if you reach that point.

THANK YOU!

The final word as we finish is that, as far as we know, this is the last competition for 2022. There are no more EPSO exams this year and perhaps for a couple of months into next year because EPSO is updating and changing their system, so there might be a hiatus until next spring and it might be 2023 April or May before they announce new competitions. Then again,

it's pretty volatile and that may change, but according to the latest information, there is going to be a bit of a pause before they relaunch a new set of competitions.

I will stop here with heartfelt thanks again to Alex and Agi and Rita and all the other members of our team who helped put this all together. Thank you so much and thanks to everyone who participated in the live session. It's really an honor to spend this virtual time with you. This is a good investment in your future career, and as I said before, if we can be helpful with anything else or if you have questions, we will be very happy to answer through our customer support. [Do get in touch with us](#) and check out the number of resources we've made available on our website. I hope we can continue this conversation and provide you with the most relevant preparation services.

Thanks and to be continued, hopefully soon/