

Pre-Mission Questionnaire for Resettlement Interview Missions

The purpose of this questionnaire is to assist with the planning and coordination of resettlement interview missions. It is not mandatory to complete this questionnaire for interview missions. Rather, it is a tool that can be used to facilitate preparations and its use is encouraged in situations where the mission requires support from UNHCR.

INSTRUCTIONS:

- Step 1: The resettlement country should complete the questionnaire as much as possible and then send it as an email attachment to the Resettlement Service at UNHCR Headquarters. At this first stage, the resettlement country may not be able to fully complete the questionnaire; however sections 1, 2, 3 and 12 should be completed.
- Step 2: The Resettlement Service will review the information provided by the resettlement country and, provided no issues arise requiring a response from the Service (section 2 refers), will forward the questionnaire to the appropriate contact person in the UNHCR country office where the interview mission will take place. Prior to sending the questionnaire, the Resettlement Service will add a contact name under item 3 to ensure the Resettlement Service is copied on all future communications.
- Step 3: Upon receiving the [partially] completed questionnaire from the resettlement country (via the Resettlement Service at UNHCR headquarters), the UNHCR office in the country of refuge (where the interviews will be conducted) will complete the relevant parts of the questionnaire (i.e. items 3, 7 and 12) and send the updated questionnaire as an email attachment to the principal contact person in the resettlement country (section 1 of the questionnaire refers). The UNHCR office should ensure that section 12 is completed prior to sending the updated questionnaire back to the resettlement country.
- Step 4: The resettlement country will complete the questionnaire and respond, if necessary, to any specific information provided by UNHCR under items 3 and 7. The completed questionnaire should then be sent back to the principal contact person at the UNHCR country office (where the mission will take place), ensuring all other parties are copied, as noted in section 3. It is important for the resettlement country to update section 12 of the questionnaire (overwrite previous entry) prior to sending it to the UNHCR country office.
- Step 5: The questionnaire will be updated by the UNHCR country office, specifically the "UNHCR remarks" fields, which will allow UNHCR to highlight, for example, operational limitations. Again, the updated questionnaire can be sent back and forth between the UNHCR country office and the resettlement country until the questionnaire is comprehensively updated by both parties and the requirements for the interview mission are fully understood and reflected in the responses provided. It is therefore important for both parties to update (overwrite) section 12 each time the document is updated and sent to the other party.

Country of refuge where the mission will take place: Period of interview mission in the country of refuge: from: to: Mission plan: Tentative Confirmed by resettlement country Confirmed by UNHCR	Resettlement country undertak	ing the interview mission:					
, ,	Country of refuge where the mission will take place:						
Mission plan: Tentative Confirmed by resettlement country Confirmed by UNHCR	Period of interview mission in the	he country of refuge:	from:	to:			
	Mission plan: Tentative	☐ Confirmed by resettle	ement country	☐ Confirmed by UNHCR			

1. PRINCIPAL CONTACT PERSON IN RESETTLEMENT COUNTRY

The below listed staff are the main contact person(s) for the resettlement country and should be included in all relevant correspondence:							
Name	Title	Email and Telephone					

2. RESETTLEMENT SUBMISSIONS

	Has the number and composition of cases for submission by UNHCR already been discussed and agreed between the resettlement country and UNHCR?							
Delw		•	s / Pagional Uuha and tha as	ountry office				
		n with UNHCR Headquarters	-	ountry office.				
	If "Yes", briefly describe the number and composition:							
	No, the number and composition of the submissions has not be finalized							
	If "No", please ensure the number and composition of the submission is finalised in consultation with all key partners (including UNHCR Headquarters). Any specific profiles should be discussed and agreed – in writing – prior to the case submissions and selection mission.							
adva case minir	It is understood that most resettlement countries would like to receive resettlement submissions well in advance of the interview mission. While UNHCR will do whatever it can to ensure timely submission of cases, 3 weeks in advance of the interview mission is a realistic target for most operations. What minimum time period (e.g. 3 weeks) before the selection mission can the resettlement country receive case submissions from UNHCR?							
	weeks							
may	While UNHCR will prepare / submit cases for interview by the delegation as agreed (above refers), there may be other refugees in the country of refuge that UNHCR would like to submit for consideration by the resettlement country (e.g., urgent protection or family reunification cases). Please indicate, as follows:							
	The interview dele	gation <u>would not</u> be prepare	d to consider additional case	es .				
	The interview dele	gation would be prepared to	consider additional cases					
	The delegation wo	uld consider additional case	s on a dossier basis					
	The maximum nur	nber of additional cases wou	ıld be:					
	The profile of additional cases should be:							
Rem	Remarks by resettlement country:							
Remarks by UNHCR:								
3. INFORMATION PROVIDED BY UNHCR:								
	Outline the type of information the delegation would like to receive from UNHCR concerning the country of refuge or the refugee population:							
THIS SHAI	DED SECTION TO BE COMPLET	ED BY UNHCR						
	Information about the refugee population / security situation and specific information deemed relevant to the mission in the locations where interviews will be held:							
FURTHER	FURTHER INFORMATION CAN BE OBTAINED BY CONTACTING UNHCR AT THE CONTACT DETAILS PROVIDED BELOW:							
	The below listed UNHCR staff will be the main contact persons for the interview mission and should be included in all relevant correspondence:							
	Name	Title	Email Address	Telephone / Mobile				

Name			
	Title	Email Address	Telephone / Mobile
ite Location:			
Name	Title	Email Address	Telephone / Mobile
RESETTLEMENT COU	INTRY DELEGAT	ES TO CONDUCT THE INTE	ERVIEW MISSION
Name	Title	Email / telephone	e and other details*
ote: Please record the head of dele	gation first.		
ssistance is necessary.		port cannot be provided by local	l embassy and UNHCR
emarks (e.g. indicate if list of	delegates is provisi	ionai):	
IIS SHADED SECTION TO BE COMPLETED B	Y UNHCR	_	_
opies of passports are neces	ssary to facilitate inte	erview mission:	☐ No
yes, these should be 🗌 faxe	ed / □ scanned and	sent to:	
Name		Title	
		1100	Facsimile / Email
Arrival in country rrival date (DD/MM/YY) rrival time light number		INTERVIEW MISSION Departure from Departure date (DD/MM/) Departure time Flight number	country of refuge
Arrival in country rrival date (DD/MM/YY) rrival time light number ort of departure ort of arrival	/ of refuge	INTERVIEW MISSION Departure from Departure date (DD/MM/) Departure time Flight number Port of departure Port of arrival	country of refuge
Arrival in country rrival date (DD/MM/YY) rrival time ight number ort of departure ort of arrival ote: Transport to and from the air	of refuge port in the country of refu	Departure from Departure date (DD/MM/) Departure time Flight number Port of departure	country of refuge (YY) assy of the resettlement country
Arrival in country rrival date (DD/MM/YY) rrival time light number ort of departure ort of arrival ote: Transport to and from the air, the travel agent or hotel wher arrangements.	of refuge port in the country of refu	INTERVIEW MISSION Departure from Departure date (DD/MM/) Departure time Flight number Port of departure Port of arrival rge should be provided by the local emba	country of refuge (YY) assy of the resettlement country
Arrival in country rrival date (DD/MM/YY) rrival time ight number ort of departure ort of arrival ote: Transport to and from the air, the travel agent or hotel wher arrangements.	of refuge port in the country of refure delegates will stay. In	INTERVIEW MISSION Departure from Departure date (DD/MM/) Departure time Flight number Port of departure Port of arrival rge should be provided by the local embale exceptional situations UNHCR may be a	country of refuge (YY) assy of the resettlement country
Arrival in country rrival date (DD/MM/YY) rrival time light number ort of departure ort of arrival ote: Transport to and from the airthe travel agent or hotel wher arrangements. emarks: travel required in the country	of refuge port in the country of refure delegates will stay. In	Departure from Departure date (DD/MM/N Departure time Flight number Port of departure Port of arrival rge should be provided by the local embal exceptional situations UNHCR may be a Remarks:	country of refuge (YY) assy of the resettlement country

Port of arrival:									
Arrival date (DD/MM/YY):									
Remarks by resettlement country:									
Remarks by UNHCR:									
6. ACCOMMODATION									
It is expected that the o	lelegation will m	nake its own accommodation a	nrrangements.						
however, that UNHCR be able to provide boa but this cannot be guar locations are less than with respect to person safety (e.g. security aw	In certain remote locations, UNHCR can provide assistance with accommodation. It should be noted, however, that UNHCR's capacity to assist will depend on the specific operation. For example, UNHCR may be able to provide boarding at a guest house within a UNHCR compound (usually at cost to the delegation), but this cannot be guaranteed for all remote locations where UNHCR works. Living conditions in some remote locations are less than ideal. Delegations traveling to remote locations should consider taking precautions with respect to personal hygiene (e.g. soap, toothpaste etc), health (e.g. vaccinations, medicines etc) and safety (e.g. security awareness: personal and property), and be aware of the likely challenges for people with specific medical conditions or dietary needs.								
Does the interview tear to assist with accommo			cations where UNHCR might be requested						
☐ Yes ☐ No									
If "Yes", please provide	details as follo	ws:							
Place (specify city / camp)	No. Persons	Date of arrival / departure (DD/MM/YY)	Price range / special requirements						
		/							
Remarks by resettlement country:									
Remarks by UNHCR:									

7. FACILITIES AND SERVICES

This section indicates the facilities and services requested for the interviews at each location. Wherever possible, visiting resettlement missions should rely on their own resources for interview space, transport and equipment, in order to minimise disruption to UNHCR operations in the country concerned.

If interviews are to be held in more than one location in the same country (e.g. in the urban capital and a border camp), a separate report under item 7 should be completed for each location (additional item 7 reporting formats can be created by clicking the icon before item 8):

reporting formats can be created by clicking the i	con b	etore	item 8	3):							
 Specify the location (e.g. town or camp) where the interviews will be held: Please indicate the interviewing dates (DD/MM/YY): start date: end date: 											
Notes: - UNHCR to complete shaded section - Under "remarks", both UNHCR and resettlement country delegation can add comments (e.g. specify number of interview rooms required or available) - UNHCR cannot guarantee access to facilities / services	Required by delegation (essential)	Required by delegation (not essential)	Not required by delegation	Delegation can cover cost	Delegation cannot cover cost	Not available at this location	UNHCR can facilitate (no cost to delegation)	UNHCR can facilitate (cost to delegation)	UNHCR can provide (no cost to delegation)	UNHCR can provide (cost to delegation)	UNHCR unable to assist with this facility / service
Interview rooms (NB prior consideration should be given to using non-UNHCR premises, e.g. Embassies, Implementing Partners and hotels) Remarks (e.g. number available / required):											
Separate waiting areas for refugee family members Remarks:											
Security personnel Remarks (e.g. specify purpose):											
Interpreters (NB available interpreters are often limited and payment may need to be at the visiting Mission's expense) Remarks (e.g. number / languages):											
Non-refugee interpreters Remarks (e.g. number / languages):											
Additional staff to assist with other tasks Remarks:											
Transport for UNHCR cases to attend interview Remarks:											
Transport for non-UNHCR cases to attend interview Remarks:											

Transport for delegation to and from interview sit Remarks:	e \Box										
Computers Remarks:											
Printers Remarks:											
Adapters Remarks:											
Internet access Remarks:											
Telephone access Remarks:											
Electricity Remarks:											
Cameras Remarks:											
Polaroid film Remarks:											
Other facilities / services Specify:											
Other facilities / services Specify:											
Remarks by resettlement country:						1					
Remarks by UNHCR:											
8. INTERVIEWS											
The mission delegates will conduct interthe the size and composition of each team:				and/c	or 🗌 i				eams'	', sped	cify
 How many (total) interviews will be conducted each day? (approx) How long will each interview take (hh:mm)? (approx) 											
The first interview each day will start at what time (hh:mm)?						(approx) (approx)					
The last interview each day will finish at what time (hh:mm)?					(approx)						
 ➤ The lunch break each day will be at what time (hh:mm to hh:mm)? to (approx) ➤ Is it mandatory for the entire family to be present for the interview? ☐ Yes 											
☐ No If 'No', please explain who should attend the interview and why not all family members:											

>	
1	What documents should the refugees bring to the interviews; besides identification documents, evidence of UNHCR registration and birth certificates? Please specify:
>	Who will prepare the interview schedules?
	The interview delegation will prepare the interview schedules [Note: interview schedules should be prepared at least 2 weeks in advance of the mission to ensure proper notification to the refugees]
	☐ UNHCR is requested to prepare the interview schedules
>	If UNHCR is requested to prepare the interview schedules, please provide further information and guidance to assist UNHCR in preparing the interview lists:
>	Will the delegation conduct an orientation / briefing for interpreters prior to commencing interviews?
	Yes If 'Yes', please specify where and when:
	☐ No If 'No', please explain why:
>	Will the mission conduct interviews with people not submitted by UNHCR?
	☐ Yes
	□ No
	If "Yes", please indicate whether this is likely to have an impact on UNHCR operations, services or facilities:
Ren	narks by resettlement country:
Ren	marks by UNHCR:
7 (07)	name by entrient.
9.	ORIENTATION
>	Would the mission delegate(s) like to meet with the refugees as a group for a briefing about the interview process?
	The second secon
1	Yes If 'Yes', when and how large a group per session?
>	Yes If 'Yes', when and how large a group per session?
>	☐ Yes If 'Yes', when and how large a group per session? ☐ No
>	 ☐ Yes If 'Yes', when and how large a group per session? ☐ No Would the mission delegate(s) like to meet with the refugees as a group to provide cultural orientation?
A	 ☐ Yes
	 ☐ Yes
	 ☐ Yes
	 Yes If 'Yes', when and how large a group per session? No Would the mission delegate(s) like to meet with the refugees as a group to provide cultural orientation? Yes If 'Yes', when and how large a group per session? No Will country / cultural orientation material be distributed to the refugees? Yes If 'Yes', in what languages is it available?
>	 Yes If 'Yes', when and how large a group per session? No Would the mission delegate(s) like to meet with the refugees as a group to provide cultural orientation? Yes If 'Yes', when and how large a group per session? No Will country / cultural orientation material be distributed to the refugees? Yes If 'Yes', in what languages is it available? No
>	 Yes If 'Yes', when and how large a group per session? No Would the mission delegate(s) like to meet with the refugees as a group to provide cultural orientation? Yes If 'Yes', when and how large a group per session? No Will country / cultural orientation material be distributed to the refugees? Yes If 'Yes', in what languages is it available? No Will IOM or any other agency be involved in providing orientation for the refugees?
>	 Yes
A	 Yes
A	 Yes If 'Yes', when and how large a group per session? No Would the mission delegate(s) like to meet with the refugees as a group to provide cultural orientation? Yes If 'Yes', when and how large a group per session? No Will country / cultural orientation material be distributed to the refugees? Yes If 'Yes', in what languages is it available? No Will IOM or any other agency be involved in providing orientation for the refugees? Yes If 'Yes', please specify where and when: No Will UNHCR be requested to assist in providing orientation for the refugees?
A A	 Yes
> Ren	Yes If 'Yes', when and how large a group per session? No Would the mission delegate(s) like to meet with the refugees as a group to provide cultural orientation? Yes If 'Yes', when and how large a group per session? No Will country / cultural orientation material be distributed to the refugees? Yes If 'Yes', in what languages is it available? No Will IOM or any other agency be involved in providing orientation for the refugees? Yes If 'Yes', please specify where and when: No Will UNHCR be requested to assist in providing orientation for the refugees? Yes If 'Yes', please specify where and when: No

10. REFUGEE MEDICALS AND TRAVEL

>	Will the refugees be required to undergo medical examinations? ☐ Yes
	□ No
	If 'Yes' (above), will they be conducted \square before, \square during and/or \square after the interview mission? Please advise whether IOM or any other organisation will conduct the examinations.
>	In certain exceptional situations, UNHCR is requested to assist the refugees to undergo medical examinations. Will this be required?
	☐ Yes
	□ No
	If 'Yes' (above), please provide full and comprehensive instructions (e.g. contact information for appropriate medical clinics, and specify any requirements for examinations, instructions for x-rays, etc.)
>	Which embassy will be responsible for visa processing (please give details and name of contact person)?
Ren	narks by resettlement country:
Ren	marks by UNHCR:
11.	MEETINGS AND SPECIAL REQUESTS
>	It is advisable that the resettlement country delegation meet with UNHCR officials upon arrival in the country where the interviews will be conducted. In many operations, UNHCR can provide a briefing on the country operation, security situation and characteristics of the refugee population, which could be useful for the delegation's mission. Would the delegation like to receive a briefing from UNHCR upon arrival?
	☐ Yes If 'Yes', what type of briefing: ☐ No
>	Delegations normally make their own appointments with other agencies, however in certain situations UNHCR can assist in identifying key contact people (e.g. Government officials, IOM, NGOs etc.) and key issues in the country where the interview mission will take place. Does the delegation require any information or assistance in this regard, including in raising protection and assistance issues related to the strategic benefits of resettlement?
	☐ Yes ☐ No
	If 'Yes', please give details (e.g. agencies / locations):
>	Are there any special needs or requests the delegation would like UNHCR to assist with?
	☐ Yes If 'Yes', please give details: ☐ No
Ren	narks by resettlement country:

12. TRACKING OF QUESTIONNAIRE UPDATES

Resettlement country	Date last updated (DD/MM/YY): Updated by (name / title):
UNHCR	Date last updated (DD/MM/YY): Updated by (name / title):