Registration should	Some key questions to prompt gap analysis	Registration Standards/ Further Resources
Aim to realise an articulated **goal** or **vision in light of** opportunities and constraints in the operational context	• What is the long-term goal(s) or vision for the registration function in your operation? see chapter 2.2 • What has been the overall registration experience of the operation, has there been **previous analysis** on pro/cons, or gaps? • What are the **opportunities** and **constraints** in the operational context with an impact on registration?	• *COP, Protection and solutions strategy, registration strategy / SOPs*
Reflect **global, regional** and **national** priorities, trends and standards	• What are the **regional priorities, harmonized approaches** and standards relating to registration and identity management? • What **protection** and **programme** goals are supported by registration? • Do all Offices in the country operation capture the **same minimum data set** for the same population group?	• *Regional and country operations documents* • *Registration Standards (2nd ed.) D: Personal data to be gathered and recorded*
Collect **reliable, quality data,** particularly for the **identification** and **referral** of **Persons with Specific Needs** to services	• Who are the **primary internal** and **external users of UNCHR data**? Are all available protection and assistance actors/services for refugee and asylum-seekers mapped and understood? Conduct a "5W" (*who, what, where, when, why*) mapping of registration data needs and uses. • Is **data considered sufficiently reliable** for its intended use in case management, protection interventions and programme goals? If data is not reliable enough, what could be a solution? (data cleaning, training, capacity-building and supervision, continuous registration?) • **Is data considered sufficient** for the needs of all key service providers? Could additional data elements meet the needs of a wider network of actors to expand the protection space? • Does the data collected allow for **persons with specific needs** (PWSN) to be identified and referred for intervention and follow-up? • Are **follow-up actions** and interventions carried out by other functional units **updated and reflected** in proGres (or other case management tool)? • Are biometrics **used** to improve efficiencies in identity management, assistance and distribution activities?	• *Protection strategy/ registration SOPs*
Ensure **access** for all refugees and asylum-seekers and facilitate strong **protection outcomes**	• Do communication activities including **information campaign** effectively increase awareness of and access to registration? • Does the operation have the tools or methods to identify persons who may have difficulty accessing registration? • What is the **scheduling methodology**? Are there online or other mechanisms that could be more effective? • Are PWSN always identified and prioritized? • Are appropriate **staffing** and other **arrangements** made available for women and children? • Is **mobile registration** conducted for those unable to travel to registration site? • Does **registration capacity meet demand** without excessive waiting periods or restrictions? • What kind of **documentation** has been issued, to whom and for what purpose? Do documents provide an adequate measure of protection?	• *Registration Standards (2nd)A: Access* • *Registration Standards (2nd) B: Process of Registration*
Be conducted in an **efficient, accountable, fair** and **transparent** manner	• Is data collected by the government shared with UNHCR? Is data collected by UNHCR shared with the government? Are there **duplications** that could be avoided? • Are there **duplicate registration mechanisms** in place with other agencies or partners that should be resolved through improved information sharing? • Are data sharing agreements **(DSA)** in place with all stakeholders requiring access to registration data? • Are individuals informed through a clear **consent form** of all the actors their data may be shared with for assistance and protection purposes? • What is the current **admissibility** criteria for registration, and what procedural safeguards are in place to ensure access to international protection? • Are **screening or pre-screening** procedures in place for registration (fighters, host country or third country nationals)? Are these measures necessary and proportionate? • Are registration Standard Operating Procedures **(SOPs)** available and regularly updated and shared? • Are individuals registered within a period of **3 months**? • What communication and **complaint** mechanisms are in place? • What **anti-fraud** mechanisms have been established? • Are **adjudication** cases being resolved by protection colleagues?	• *UNHCR's Data protection Policy and Operational Guidelines* • *UNHCR's Policy on Maintaining the civilian and humanitarian character of asylum and Operational Guidelines* • *UNHCR's Policy on Addressing fraud committed by persons of concern and Operational Guidelines* • *Registration Standards (2nd ed.) A: Access*
Be **collaborative** and **consultative** amongst all relevant stakeholders	• Are government, community groups and partners **consulted** when planning registration? • Are there effective **referral** mechanisms in place enabling communication between UNHCR, partners and refugee volunteers on PWSN and other registration-related issues? • Have mechanisms been established to facilitate **ongoing dialogue and feedback** between UNHCR and refugee communities? • Are there duplicate registration mechanisms in place between UNHCR and other agencies, NGOs how we need to engage other actors and arrange suitable information sharing? E.g. registration by NGOs or other UN agencies for assistance	• *Registration Standards (2nd)B: Process of registration* • *UNHCR's Policy on Accountability to affected populations and Operational Guidelines*
Consider existing and necessary **resources** and **personnel capacity**	• What is the **current size, staffing and resources** of the offices? Are they adequate and appropriate for the scale of the activity and the registration **methodology** applied? • Are there capacity challenges that could be addressed by engaging government actors and other partners or experts? • What initial and on-the-job **training** is in place to build the capacity of staff? Is it sufficient? Is it based on current staff performance and competency?	• *Registration Standards (2nd) B: Process of registration* • *UNHCR staffing benchmarks*