



# Unit 3

## RECEPTION AND REGISTRATION FOR MANDATE RSD



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## 3.1 Reception of Asylum-Seekers

### 3.1.1 Reception Procedures

Reception is generally the first point of contact between persons of concern and UNHCR, particularly in urban operations. Individuals may, for instance, approach UNHCR Offices to obtain information regarding UNHCR's mandate and activities, seek assistance and protection, including asylum, renew UNHCR-issued documents, or report protection problems and seek assistance. In host countries/countries of asylum where UNHCR does not have a physical presence, reception activities may be conducted through partners. In such instances, UNHCR must provide relevant training and exercise oversight of reception procedures. The guidance in this Unit is relevant and should inform to the extent possible the reception arrangements with UNHCR partners.

Each UNHCR Office should establish detailed procedures for the reception of asylum-seekers and refugees who approach the Office.

UNHCR Offices should make the necessary arrangements to ensure that individuals can contact or approach UNHCR without an appointment (e.g. specifically designated time slots, flexible daily schedules with time allotted for unscheduled arrivals, etc.). Wherever possible and appropriate, different reception time slots should be established for individuals who do not feel safe to approach the Office during normal reception hours.

UNHCR Offices should maintain adequate physical facilities for the reception of asylum-seekers and other persons of concern to UNHCR and should ensure that asylum-seekers with disabilities and other specific needs have adequate access to UNHCR facilities. Conditions in established waiting areas should promote the health and well-being of the individuals who use these facilities (for further guidance on establishing appropriate UNHCR RSD facilities see § 2.3 – *Physical Facilities for RSD Procedures, as well as UNHCR's Guidance on Registration and Identity Management*).

In each UNHCR Office, a designated Reception staff member, assisted by security staff and other Reception staff as required, should coordinate the orderly entry and appropriate reception of asylum-seekers in the Office (see also § 2.4 – Office Security). All efforts should be made to protect the dignity and privacy of individuals during reception (for further guidance see § 3.1.5 – *Confidentiality in Reception Procedures*).

The designated Reception Staff member should meet with all individuals **as soon as possible after their arrival at the UNHCR Office gate**, to assess the type of assistance they are seeking and to coordinate referral to the appropriate UNHCR procedures. Individuals who wish to apply for RSD should be referred to procedures to apply for RSD (see § 3.2 – *Registration Procedures for Applicants for RSD*).

**Applicants who have a scheduled RSD Interview or appointment** should be asked to present their Appointment Slip or other appropriate means to confirm that an interview or appointment was scheduled (see § 3.5.1 – *General RSD Scheduling Procedures*). Once the appointment is confirmed, the appropriate staff member should be notified and the Applicant should be directed to the reception waiting area until the staff member is able to receive the Applicant.

**When long waiting periods are anticipated in reception**, UNHCR Offices should develop a system for orderly processing (i.e. assigning numbers or recording names on a list used by Reception staff). Reception

staff should be available to respond to inquiries and to keep individuals informed of the status of their processing.

Reception procedures should include measures **to identify promptly asylum-seekers who may have specific protection or assistance needs**, and to refer them for appropriate support in the RSD procedures or other available assistance and protection resources as required (see § 3.4 – *Applicants with Specific Needs*, as well as *UNHCR’s Guidance on Registration and Identity Management*).

### 3.1.2 Supervision and Oversight of Reception Procedures

Reception procedures should include **clearly defined responsibilities and staff assignments** and should incorporate effective supervision and oversight mechanisms.

Depending on the specific context and registration activities conducted in the UNHCR Office, the Registration Supervisor or RSD Supervisor, or another designated Protection staff, should supervise all activities and procedures relating to the reception of asylum-seekers and refugees. The **designated Protection staff member should carry out clearly defined supervisory responsibilities in reception at all times when asylum-seekers and refugees are received** in the UNHCR Office.

In operations where registration is conducted solely for the purposes of RSD, the **RSD Supervisor should have the overall responsibility to oversee the implementation of reception procedures** to ensure that appropriate standards for the reception and treatment of asylum-seekers are met.

### 3.1.3 Dissemination of Information to Asylum-seekers

Asylum-seekers who approach UNHCR Offices should be provided with necessary information to permit them to understand the RSD process and UNHCR procedures, with a view to enable them to apply for refugee status. Each UNHCR Office should develop materials and procedures to disseminate relevant information to all asylum-seekers in an accessible and easy to understand format and language (see also § 3.1.4 – *Counselling on UNHCR RSD Procedures*).

**Information regarding access to the UNHCR Office should be posted** in a visible location outside each UNHCR Office. The following information must be posted in this manner:

#### STANDARDS & GUIDELINES

##### POSTED INFORMATION ON ACCESS TO UNHCR<sup>1</sup>

- ▶ Reception hours and procedures;
- ▶ Directions on how to contact UNHCR after hours of operation in case of an emergency;
- ▶ Notice that access to UNHCR premises and all UNHCR and partner services are free of charge;
- ▶ Procedures for providing feedback and making complaints regarding UNHCR staff, interpreters, security guards or UNHCR partners, or other difficulties relating to access to the UNHCR Office.

<sup>1</sup> Where reception and registration are carried out by Implementing Partners on behalf of UNHCR, information regarding access to Implementing Partners should also be posted in a visible location outside the UNHCR Office.

In addition, asylum-seekers should be provided clear and easy-to-understand information regarding the RSD process and procedures as early as possible in the RSD process, and upon approaching the UNHCR Office.

## STANDARDS & GUIDELINES

### GENERAL INFORMATION ON UNHCR RSD PROCEDURES:

- ▶ The eligibility criteria for refugee status under UNHCR's mandate, including the eligibility criteria for derivative refugee status;
- ▶ The rights and responsibilities of asylum-seekers and refugees;
- ▶ Procedures to apply for RSD and the various stages of the RSD process, including appeal procedures and available assistance for Applicants in these procedures;
- ▶ Procedures for registering accompanying family members/dependants, including the requirement that they all attend the UNHCR Office in person for registration and that each accompanying adult family member or other adult dependant be interviewed individually by a UNHCR Registration staff member (see § 3.2.6 – *Registration Interview of Family Members or Dependants*);
- ▶ The right of accompanying family members/dependants who have independent grounds for seeking refugee protection to make an independent refugee status claim, and to obtain information and assistance in this regard from a UNHCR staff member;
- ▶ The supporting documentation that should be presented at the time of registration (see § 3.2.8 – *Supporting Documents*);
- ▶ Confidentiality of UNHCR RSD procedures and protection of personal data, and any applicable limits on the confidentiality of information provided (see § 2.1.1 – *The Applicant's Right to Confidentiality*);
- ▶ The right of Applicants to request that Registration and RSD Interviews be conducted by UNHCR staff and interpreters of a preferred sex, where available;
- ▶ The consequences of recognition, including limitations regarding the availability of durable solutions;
- ▶ Any information about the host country/country of asylum laws and procedures that may affect the rights of refugees and asylum-seekers;
- ▶ Information on how to provide feedback or make complaints regarding UNHCR staff, security guards or UNHCR partners (see § 2.6 – *Feedback and Complaints Mechanism*).

Each UNHCR Office should determine the **most effective and feasible methods of communicating and disseminating the information** described above, taking into account the **principal languages** and varying degrees of literacy and education of the Applicants registered with the Office. All efforts should be made to ensure that the information is accessible to **Applicants with specific needs or vulnerabilities**, such as children, older asylum-seekers and individuals with mental health conditions or physical or intellectual disabilities. Methods of dissemination of information should include a combination of written text and illustrations on posters or notices displayed outside the UNHCR Office and in information leaflets, as well as counselling by qualified UNHCR staff where necessary.

Procedures to disseminate information to asylum-seekers should take into account the needs of populations who may be in remote locations, including **refugee camps** and **detention facilities** (e.g. detention centres, police stations, airport facilities, etc.).



Where, as a result of cultural or social factors, women are more likely to be excluded from involvement in public and administrative matters affecting the family unit, UNHCR Offices should take any additional measures required to ensure that **women asylum-seekers**, including women who are accompanied by male family members, receive the general information regarding the RSD process, their rights and responsibilities as asylum-seekers, and the right to make an independent refugee status claim should they have individual protection needs (see also § 3.2.6 – *Registration Interview of Family Members and Dependants*).

### 3.1.4 Counselling on UNHCR RSD Procedures

As a general rule, asylum-seekers should have the **opportunity to meet with a UNHCR staff member**, or designated UNHCR partner, before the RSD Interview, to receive general information on the RSD process and procedures.

While UNHCR Offices should take reasonable steps to accommodate requests for individual counselling, where counselling relates to general procedures applicable to all or to certain caseloads or profiles, it may be conducted on a group basis. Efforts should be made to provide counselling and assistance to Applicants with specific needs or vulnerabilities, including unaccompanied and separated children, individuals with mental health conditions or physical or intellectual disabilities, and applicants in detention.

Counselling to asylum-seekers should be provided by persons who are **trained and knowledgeable** about UNHCR and the procedures for RSD in the relevant UNHCR Office.

### 3.1.5 Confidentiality in Reception Procedures

All UNHCR staff should take **appropriate measures in reception to preserve the confidentiality** of UNHCR RSD procedures and the privacy of asylum-seekers. UNHCR staff should avoid calling the names of asylum-seekers in the presence of other asylum-seekers. Alternative methods (including assigning numbers, distributing cards etc.) should be used when communicating with or about asylum-seekers in these areas.

The facilities and procedures in UNHCR Offices should permit Applicants to provide identifying bio-data or other personal information to UNHCR staff under conditions that do not undermine the right to privacy and confidentiality of personal data.

UNHCR staff should not request the assistance of other asylum-seekers or refugees in reception to provide interpretation, unless no qualified interpreters are available and there are no other means to communicate with asylum-seekers in reception. Where the services of another asylum-seeker or refugee must be used, the directions set out in § 2.5.3 – *Interpretation by Persons other than UNHCR Interpreters should be followed*.

## 3.2 Registration Procedures for Applicants for RSD<sup>2</sup>

### 3.2.1 UNHCR Registration and Applying for Mandate RSD

**Registration with UNHCR and applying for RSD are two distinct UNHCR processes.** In UNHCR mandate RSD operations, procedures for receiving applications for RSD are generally carried out concurrently with procedures for collecting or updating UNHCR registration information for these Applicants. In each UNHCR Office, the relevant procedures must promote the standards and objectives of UNHCR registration as well as mandate RSD.

UNHCR registration is the individual recording, verifying and updating of information on persons of concern to UNHCR with the aim of protecting, assisting and documenting them and of implementing durable solutions. The registration process allows UNHCR to collect and record standardized personal data through individual interviews, individual photographs and the collection of anatomical data through biometric tools. The registration information also permits UNHCR to make more informed assessments of the number and profiles of persons of concern, and to design programmes for protection and assistance. The registration information also facilitates the identification of persons with specific needs, and the provision of appropriate referrals and assistance. As Applicants for RSD are persons of concern to UNHCR, UNHCR must maintain current standard registration information for each individual Applicant, including Applicants for derivative refugee status, in accordance with UNHCR's *Guidance on Registration and Identity Management*.

The purpose of **procedures to apply for RSD** is to formally initiate procedures for mandate RSD, and to gather additional and more detailed information than is collected in standard UNHCR registration, including the reasons and circumstances of the Applicant's flight from the country of origin and other information that is relevant to the determination of the Applicant's eligibility for refugee status.

The **RSD Application Form (Annex 3-2)** has been developed to gather standard UNHCR registration information, as well as the additional information required for mandate RSD procedures, including information relating to the reasons and circumstances of departure from the home country. Standard UNHCR registration information is gathered in the **Individual Registration Form**, which is the first part of the RSD Application Form.

While the standard UNHCR registration information will be recorded in the RSD Application Form for use in RSD procedures, in each UNHCR Office procedures for **management of the information recorded on the Individual Registration Form**, including in UNHCR's electronic case management database, should also ensure that the information is available for verification and updating in subsequent registration procedures, and for use in other procedures (e.g. resettlement, voluntary repatriation, etc.) or protection interventions. Regular updating and verifying of registration data as part of day-to-day case management activities (e.g. RSD, resettlement, protection interventions, etc.) ensures that Applicants' personal information is accurate and up-to-date. When verifying and updating registration data in the context of RSD procedures, UNHCR Offices must ensure that such procedures remain fully consistent with and **support broader UNHCR registration objectives and initiatives**.

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<sup>2</sup> Unit 3 of the RSD Procedural Standards focuses only on registration for the purposes of conducting refugee status determination. For detailed guidance on registration procedures and activities more generally, please refer to UNHCR's *Guidance on Registration and Identity Management*.

### 3.2.2 Supervision and Oversight of Registration Procedures

Registration procedures for Applicants who are applying for RSD should promote **accurate and thorough information gathering and fairness and efficiency** of UNHCR procedures. The Registration Supervisor has the responsibility for the oversight of registration procedures and activities, and should consult with the RSD Supervisor regarding **the procedures to register Applicants for RSD**, as well as any other RSD-specific considerations arising at the registration stage. In each UNHCR Office, the registration procedures should include clearly defined responsibilities for supervision and support of Registration staff.

#### STANDARDS & GUIDELINES

##### RESPONSIBILITIES FOR SUPERVISION OF REGISTRATION ACTIVITIES:

- ▶ Ensuring that all Registration staff have appropriate training and support to carry out their responsibilities effectively;
- ▶ Supervising Registration staff in the exercise of their assigned duties, including *ad hoc* monitoring of Registration Interviews and counselling sessions conducted by Registration staff, to ensure the accuracy and consistency of information provided to Applicants for RSD;
- ▶ Reviewing complaints received regarding the registration procedures for Applicants for RSD, coordinating appropriate follow-up, and reporting on action taken (see § 2.6 – *Feedback and Complaints*);
- ▶ Supervising the preparation and issuance of documents issued by UNHCR to registered Applicants for RSD (see § 3.3 – *Identity Documentation for Registered Asylum-Seekers*).

Where registration for RSD is conducted through UNHCR partners, for example in as situations where UNHCR does not have a physical presence in the host country/country of asylum, UNHCR must provide relevant training and exercise oversight of registration procedures. The procedural guidance in this Unit is relevant and should inform registration arrangements with UNHCR partners (see also § 3.2.11 – *Alternative Procedures for Registration of Applicants for RSD*).

### 3.2.3 Registration Staff

Registration procedures for Applicants for RSD should be carried out by **qualified Registration staff**, who should receive the necessary training for the responsibilities assigned to them.

#### TRAINING

##### TRAINING FOR UNHCR REGISTRATION STAFF

- ▶ UNHCR’s mandate and protection activities of the UNHCR Office;
- ▶ Refugee protection principles and the rights of asylum-seekers and refugees, including confidentiality of UNHCR procedures;
- ▶ UNHCR registration standards and guidance;
- ▶ The specific procedures in the UNHCR Office for the registration and processing of Applicants for RSD;
- ▶ Identifying and assisting individuals who may have specific assistance and protection needs, including assistance/protection referral mechanisms;
- ▶ Age, gender and diversity sensitivity when working with asylum-seekers;
- ▶ Interviewing techniques, including conducting interviews with children, individuals with mental health conditions or intellectual disabilities or suffering from trauma, and other vulnerable Applicants; and
- ▶ Working with interpreters.

Every effort should be made to ensure that there are **sufficient numbers of male and female Registration staff members** to accommodate requests by Applicants to have a Registration Interview with a Registration staff member of the sex preferred by the Applicant.

In operations where registration is conducted primarily for the purposes of RSD, Registration staff may report to the RSD Supervisor, who should have the requisite technical training on registration.

### 3.2.4 Distribution and Completion of RSD Application Forms

Registration staff should distribute RSD Application Forms to Applicants, including to accompanying family members/dependants, and should ensure that they are able to read and understand the document, including the type of information they are required to provide.

UNHCR registration standards require that the **Individual Registration Form** at the front of the RSD Application Form should be completed for all Refugee Status Applicants and every accompanying adult family/dependant, including children, who apply for derivative refugee status. The **Registration Information Sheet** for young children who are applying for derivative refugee status may be completed by the Refugee Status Applicant or another accompanying adult, or by UNHCR Registration staff as appropriate. Alternatively, the required information may be captured on UNHCR’s case management database at the time of the Registration interview.

**Refugee Status Applicants and all accompanying adult family members/dependants applying for derivative refugee status must complete all parts of the RSD Application Form.** The requirement that all accompanying adult family members/dependants complete the RSD Application Form permits UNHCR to gather comprehensive registration information about Applicants for derivative refugee status and to identify individuals who may have specific needs and vulnerabilities. It is also intended to give all adult Applicants the opportunity to inform UNHCR of any individual protection needs they may have. The information on the RSD Application Form permits UNHCR to more systematically identify, at an early stage in the process, accompanying family members/dependants who may have independent grounds for seeking refugee protection, and whose eligibility for refugee status should be examined as Refugee Status Applicants in the RSD procedures.

Unless accompanying family members/dependants of a Refugee Status Applicant request to have their claim determined independently, or there are other indications (at registration or later in the RSD process) that this would be appropriate, accompanying family members/dependants should be processed as **Applicants for derivative refugee status** (see § 5 – *Processing Claims based on the Right to Family Unity*).

As a general rule, **members of the Refugee Status Applicant’s household who are under 18 years** need not complete the entire RSD Application Form, unless they are applying to have their eligibility for refugee status determined independently of the claim of accompanying adults, or there are other reasons why this would be appropriate.

**Children who are applying for refugee status in their own right** should complete all sections of the RSD Application Form, and should be referred to an individual Registration Interview to receive any assistance they require from UNHCR Registration staff in making their application.

**All unaccompanied or separated children** should complete the RSD Application Form in full (see § 3.4.6 – *Child Applicants (Unaccompanied and Separated Children)*). In addition, reception and registration processes should be adjusted for unaccompanied and separated children to facilitate the collection of information necessary to assess the child’s assistance and protection needs, including the need to initiate tracing or family unity measures, make appropriate care arrangements, designate a guardian, and decide on appropriate procedures for processing the child’s claim (see also § 2.8.5 – *Unaccompanied and Separated Children*).

Given the importance of the factual information gathered on the RSD Application Form for the determination of the refugee status claim, every effort should be made to ensure that Applicants have the **opportunity to complete the RSD Application Form under appropriate conditions**. Applicants should have sufficient time to receive and read information on the RSD process, to consider the evidence that may be relevant to their claim, and to complete all sections of the RSD Application Form. Every effort should be made to ensure that Applicants who complete the RSD Application Form at the UNHCR Office have adequate space and privacy, as well as assistance from Registration staff and interpreters where necessary.

As a general rule, Applicants who do not require assistance in completing the RSD Application Form should be permitted to take the RSD Application Form away to **complete independently** and return it to UNHCR on the day of the Registration Interview.

Applicants who are not able to read the RSD Application Form in the language provided, or who otherwise require assistance in completing the Form, should receive **necessary assistance**, including the use of a UNHCR interpreter.

Where UNHCR Staff members complete the RSD Application Form for the Applicant, they should take particular care to **accurately and completely record** the statements and responses of the Applicant, including by confirming the information recorded with the Applicant, and should indicate on the RSD Application Form the assistance they have provided.

### 3.2.5 Registration Interview

**Registration Interviews should take place as soon as possible after asylum-seekers approach the UNHCR Office**, preferably within a period of three months of having approached the Office. Early recording of the registration information, including the Applicant's identity data and family composition, as well as the basis for the refugee claim promotes greater accuracy and reliability of this information.

Registration interviews should generally be conducted in **person** (see also § 3.2.11 – *Alternative Procedures for Registration of Applicants for RSD*). Registration interviews must be conducted in a **non-intimidating, non-threatening, and impartial manner**, with due respect for the safety and dignity of asylum-seekers. At the beginning of the Registration Interview, Applicants should be provided clear and easy to understand information regarding, *inter alia*, the purpose of the interview, the process and rights and obligations that it entails, including the confidentiality of UNHCR procedures, as well as future processes applicable to the individual, including targeted protection interventions or RSD procedures.

Registration Interviews should be conducted by **Registration staff members who are qualified and trained** to perform this role. Where the Applicant has expressed a preference to be interviewed by UNHCR Registration staff and/or interpreters of a particular sex, the request should be noted in the appropriate section of the RSD Application Form, where one is distributed ahead of the Registration Interview, and in UNHCR's case management database. Every effort should be made to accommodate this request in the Registration Interview and subsequent RSD procedures.

As a standard procedure, every **Refugee Status Applicant and each accompanying adult family member/dependant applying for derivative refugee status should have an individual and confidential Registration Interview** (see § 3.2.6 – *Registration Interview of Family Members and Dependants*). As a general rule, child Applicants who are applying for derivative refugee status need not be referred for an individual Registration Interview, unless they so request or there are other factors indicating that this would be appropriate, such as situations where there are serious reasons to believe that the child may be in danger of exploitation or abuse or where it may be necessary to determine the child's specific assistance and protection needs. (see also § 2.8 – *Children in UNHCR RSD Procedures* and § 5.3.2 – *Derivative Refugee Status Applications Involving Children*).

**Children who are applying for RSD as Refugee Status Applicants, in their own right, and all unaccompanied and separated children** should generally be referred for an individual Registration Interview. The information gathered at the Registration Interview should inform decisions regarding the appropriate procedures for processing the child's claim and necessary follow-up measures for the care and protection of the child (see § 3.4.6 – *Child Applicants/Unaccompanied and Separated Children*).

**Registration Interviews for child Applicants** should be conducted in a child-friendly and age-appropriate manner, in accordance with the best interests principle. This requires taking into account the child's level of emotional, mental and intellectual development and maturity, ability to understand the RSD process and procedures, as well as their personal and contextual circumstances, including but not limited to their age, gender, sexual orientation, gender identity and gender expression, disability, cultural and/or religious background, level of education, state of health and vulnerabilities, as well as the circumstances of flight,

transit and arrival in the host country/country of asylum. Whenever possible, staff members who conduct Registration Interviews and provide assistance and counselling to child Applicants should have training, knowledge and experience in interviewing and assisting asylum-seeking and refugee children (for further guidance see § 2.8 – *Children in UNHCR RSD Procedures*).

## STANDARDS & GUIDELINES

### RSD-RELATED RESPONSIBILITIES OF REGISTRATION STAFF IN THE CONTEXT OF THE REGISTRATION INTERVIEW GENERALLY INCLUDE:<sup>3</sup>

- ▶ **Review the RSD Application Form** to ensure that all Applicants have completed the appropriate sections of the form (see § 3.2.4 – *Distribution and Completion of the RSD Applicant Form*). In instances where the information required in the RSD Application Form is captured at the time of the Registration Interview, **gather and accurately record** the RSD-related information;
- ▶ **Verify information provided on the Individual Registration Form** of the Refugee Status Applicant and of children in the household who are applying for derivative refugee status. Where available, missing information should be requested and added to the RSD Application Form and/or the UNHCR case management database, as appropriate;
- ▶ Confirm that the Refugee Status Applicant has identified **all family members/dependants** on the RSD Application Form, including where appropriate those who have not yet arrived in the host country/country of asylum and note the nature of each of the family/dependency relationship. Early and accurate recording of this information will assist any subsequent determination of eligibility for derivative refugee status (see § 5 – *Processing for Claims based on the Right to Family Unity*);
- ▶ **Request and copy identity documentation** and any other documents that are relevant to the determination of the refugee status claim, including birth and marriage certificates, and any other documents that support the existence of the dependency relationship between the Refugee Status Applicant and family members/dependants applying for derivative refugee status (see § 3.2.8 – *Supporting Documents*);
- ▶ Confirm that all accompanying family members and dependants who are **applying for derivative refugee status are present for the Registration Interview**, and take appropriate steps to arrange for attendance of missing individuals;
- ▶ **Identify and assist Applicants with specific protection or assistance needs** and, where appropriate, initiate referral to Accelerated RSD Processing (see § 3.4 – *Applicants with Specific Needs*).

Where an Applicant indicates that he/she has been **previously registered with UNHCR**, Registration staff should obtain as much information as the Applicant is able to provide regarding the date and place of the registration, the purpose of the registration, the entity who was responsible for the registration, and the documentation that was provided. Wherever possible, Registration staff should follow up with the UNHCR Office where the Applicant was previously registered to obtain the relevant information. Where previous registration information is available, Registration staff should **verify and update the registration information, in particular information** regarding births, deaths, marriages, or other developments affecting the composition of the household or dependency relationships, or any changes in the status

<sup>3</sup> For detailed guidance on UNHCR Registration staff non-RSD related responsibilities, including in Registration Interviews, please refer to UNHCR's *Guidance on Registration and Identity Management*.

of members of the household with UNHCR. Current registration information should be recorded in the appropriate sections of the RSD Application Form and/or on the UNHCR case management database.

Information and advice to Applicants relating to the substantive elements of **the refugee claim** may only be provided by **UNHCR Protection staff members** who are responsible for RSD. Where Registration Interviews or counselling sessions are conducted by Registration staff who are not responsible for RSD, the Registration staff should receive precise instructions on the content and scope of the information they should provide to Applicants.

### 3.2.6 Registration Interview of Family Members and Dependants

As a standard procedure, all accompanying adult family members/dependants of the Refugee Status Applicant should have an **individual and confidential Registration Interview**, whether they apply for refugee status in their own right or for derivative refugee status.

Registration Staff should ensure that persons claiming derivative refugee status as family members/dependants of a Refugee Status Applicant are aware of the relevant eligibility criteria and the **right to make an independent refugee status claim** where they have individual protection needs.

UNHCR standards for the protection of refugee women require that UNHCR staff take all possible measures to ensure that women have access to UNHCR registration and RSD procedures and receive any necessary assistance and support in these procedures. In certain cultures or family units, women who have grounds to make a refugee claim may be reluctant to make an independent claim, or may be discouraged from doing so. All Registration staff should be sensitized to this issue and should use gender and culturally sensitive interviewing techniques to create an atmosphere of trust in which women who may have individual protection needs feel comfortable to discuss them with UNHCR staff (see also § 3.4.4 – *Women with Specific Needs*). Similar considerations should apply to Registration Interviews or other registration activities with children who may not fully understand UNHCR procedures or whether they would have grounds for making independent refugee status claims. UNHCR Registration staff should use a child-friendly and age-appropriate approach in interactions with child Applicants (for further guidance on procedural safeguards and measures relating to child Applicants see also § 3.4.6 – *Child Applicants/Unaccompanied and Separated Children* and § 2.8 – *Children in UNHCR RSD Procedures*).

As some individuals who have experienced persecution may not have disclosed the details of the persecution to family members, they may be reluctant to initiate an independent refugee status claim out of concern that the information they provide will be shared with their family members. This may be particularly relevant for individuals who have experienced gender-related persecution or sexual violence. Registration staff should therefore **emphasize the confidentiality of UNHCR procedures**, and, in particular, the fact that the RSD Interview will be conducted without any other family member present and that no information will be shared with them without the Applicant's prior consent.



### 3.2.7 Photographs and Biometrics

An **individual photograph** of each Applicant, including each family member/dependant applying for derivative refugee status, should be taken by a UNHCR staff member at the Registration Interview. Wherever possible, it is also recommended that each Applicant's **biometric data** (i.e. fingerprint, iris scan) be captured in UNHCR's biometrics and identity management system at the registration stage.

#### (a) Photographs

Photographs of the Refugee Status Applicant and each family member/dependant should be electronically **attached to the individual RSD Application Forms** and promptly and accurately recorded and linked to the Applicants' individual files in the UNHCR case management database. When a print out of the Applicant's photograph is physically attached to the RSD Application Form, UNHCR Offices should use the most effective methods available to minimize tampering, loss or removal of photographs.

Photographs should be of good quality, taken in accordance with UNHCR's *Guidance on Registration and Identity Management* and photograph specifications.

#### (b) Biometric data

UNHCR Registration staff should explain to Applicants the purpose of biometric enrolment and obtain the consent of the Applicant prior to collecting the biometric data in accordance with UNHCR's *Guidance on Registration and Identity Management* and data protection policy and guidance (see also § 2.1 – *Confidentiality and Data Protection in UNHCR RSD Procedures*).

Biometric data should be updated if the fingers become damaged, scarred, or where the data becomes otherwise difficult to match against during verification of Applicant's identity. Wherever possible and necessary, the biometric data of child Applicants should be updated every two to three years to account for growth and ensure accuracy of records.

### 3.2.8 Supporting Documents

All Applicants should be asked to present originals, where available, or best available copies of all identity or other documents in their possession that support their refugee status or derivative refugee status claim. These may include national passports or other identity documents, as well as documents relating to marital status, age, country(ies) and place(s) of previous residence, family composition, level of education, health and specific needs, or previous asylum applications or registration with UNHCR.

Applicants should be asked to provide an **explanation for any missing documents**, or documents for which only copies are presented. The explanation should be recorded in the appropriate section of the RSD Application Form and/or UNHCR's case management database. Where Applicants are not in possession of a document that would support their claim, but they are able to acquire it without personal risk or risk to others, they should be asked to do so or to provide an explanation why they cannot acquire it. The request should be noted on the RSD Application Form and/or UNHCR's case management database, as appropriate. Where feasible, a **Document Appointment** should be scheduled and an Appointment Slip or another appropriate mean of confirmation of the appointment should be issued to the Applicant.

Under no circumstances should Applicants be asked to approach the authorities in **the country of origin** to obtain documents, or to take any other steps that could place family members or associates who remain in the country of origin at risk.

Copies should be made of all original documents provided by the Applicant.<sup>4</sup> A **description of each document**, including whether an original or copy was provided and the date it was received in the Office, should be noted in the appropriate section of the RSD Application Form and/or UNHCR's case management database, as appropriate.

UNHCR staff should take the utmost care in **handling original documents** of Applicants. When examining or copying original documents UNHCR staff should ensure that the documents remain intact and are not damaged or lost. Original documents presented by an Applicant should be returned to the Applicant promptly after copying, and should not be retained on the Applicant's file.

### 3.2.9 Assigning Registration Numbers

A **unique registration number** should be assigned to every individual who is registered with UNHCR. Refugee Status Applicants and each accompanying family member/dependant who is applying for derivative refugee status should also have an individual registration number. The registration number should remain static and should be **used to identify the individual for all purposes and through all stages of the RSD process and subsequent UNHCR procedures**, even if the status of the individual within the household unit, or with UNHCR, changes during the procedures.

### 3.2.10 Opening the RSD File

During or as soon as possible after the Registration Interview, an individual RSD file should be opened for each Refugee Status Applicant pursuant to established file management procedures (see § 2.2.2 – *Procedures for Opening RSD Files*). In order to promote the integrity and confidentiality of UNHCR RSD procedures, it is recommended that separate linked RSD files also be opened for family members/dependants applying for derivative refugee status.

### 3.2.11 Alternative Procedures for Registration of Applicants for RSD

As a general rule, Refugee Status Applicants and all accompanying family members/dependants should be required to **register with UNHCR and apply for RSD in person** (see also § 3.2.5 – *Registration Interview*).

Where known conditions in the host country/country of asylum or an individual's personal and contextual circumstances make it difficult for him/her to access UNHCR Offices to apply for RSD without undue economic hardship or exposure to security or other protection risks, UNHCR Offices should take all feasible steps to register Applicants for RSD in locations outside of the UNHCR Office (i.e. detention centres, police stations, airport or medical facilities, refugee camps, through home visits or mobile registration etc.).

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<sup>4</sup> All pages of documents presented by the Applicant at registration (such as national passports, birth or marriage certificates, etc.) should be copied and kept on the individual file.

Exceptionally, the Registration Interview may be conducted remotely via telephone or videoconference. This may be appropriate where there are security or other barriers impeding physical access to reception and registration processes or where UNHCR does not maintain a physical presence in the host country/ country of asylum. Appropriate safeguards should be put in place to ensure insofar as possible the confidentiality of the interview and the quality of the communication (for further guidance, see UNHCR's *Guidance on Registration and Identity Management*).

Where necessary and appropriate, registration procedures may be conducted by approved and trained **implementing partners**. Alternative methods for registration of Applicants for RSD, such as registration by implementing partners or mobile/off-site registration, may be adopted where it is possible to incorporate **effective measures for UNHCR monitoring and supervision** to ensure the relevance and accuracy of the information collected, as well as the integrity of the registration and RSD procedures.

The use of alternative registration methods does not affect the requirement that each accompanying adult family member/dependant applying for derivative refugee status **complete a separate RSD Application Form** and that each adult be individually interviewed by UNHCR staff for RSD. The Refugee Status Applicant should be clearly informed that all named family members/dependants who are not present for registration will be required to be present to meet with a UNHCR staff member on the date of the Refugee Status Applicant's RSD Interview, and all named family members or dependants who did not attend a Registration Interview, will be required to attend the UNHCR Office on the date of the Principal Applicant's RSD Interview, or on another date specified by the Office.

## 3.3 Identity Documentation for Registered Asylum-Seekers

### 3.3.1 General Principles

At the end of the registration process, **individuals registered with UNHCR should generally be issued with documentation to enable them to demonstrate their identity, as well as their status as asylum-seekers** (i.e. proof that they have made a RSD Application with UNHCR) or as refugees,<sup>5</sup> as applicable.

In order to ensure the same level of protection and access to rights and available services as the nationals of the host country/country of asylum, UNHCR Offices should advocate that identification documents for persons of concern registered with UNHCR be issued by, or issued jointly with, the relevant authorities of the host country/country of asylum (for guidance relating to identity documentation for individuals recognized as refugees under UNHCR's mandate, see § 8 – *Refugees Identity Documentation*).<sup>6</sup>

**Where identity documentation is not issued by, or jointly with, the Government of the host country/country of asylum, UNHCR Offices should provide necessary identity documentation to asylum-seekers registered with the Office** in accordance with UNHCR's mandate and with the consent of national authorities.<sup>7</sup> In addition to providing proof of identity and status in UNHCR mandate RSD procedures, UNHCR-issued identity documentation may also serve to reduce protection-related risks in the host country/country of asylum, including detention and *refoulement*, and to facilitate access to services such as healthcare and education, as well as rights relating to freedom of movement and access to work for Applicants for RSD.

UNHCR Offices should undertake any necessary **demarches with the relevant authorities in the host country** to explain the form and significance of identity documentation issued by UNHCR to registered asylum-seekers, including Asylum-Seeker Certificates, and to promote recognition and acceptance of identity documents issued by UNHCR to asylum-seekers and refugees in the host country/country of asylum.

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<sup>5</sup> This may be the case of individuals processed through merged Registration-RSD procedures, or individuals recognized as refugees through a *prima facie* approach in group-based determination (for further guidance on merged Registration-RSD processing, see § 4.11.1 – *Merged Registration-RSD Processing*. A *prima facie* approach means the recognition of refugee status on the basis of readily apparent, objective circumstances in the country of origin (or, in the case of stateless asylum-seekers, their country of former habitual residence) indicating that individuals fleeing these circumstances are at risk of harm which brings them within the applicable refugee definition, rather than through an individual assessment.

<sup>6</sup> When identity documentation is issued by the authorities of the host country/country of asylum, or issued jointly by UNHCR and the national authorities, UNHCR Offices should advocate that they are issued with the same design and specifications applied to identity documentation issued to nationals. In addition, it is recommended that host Governments register vital events (such as birth, deaths, marriages, divorces) of asylum-seekers and refugees occurring on its territory and issue related documentation (for further guidance, see UNHCR's *Guidance on Registration and Identity Management*).

<sup>7</sup> UNHCR-issued identity documents are distinct and should not be confused with entitlements documents, such as bank cards, cash cards, entitlement cards, ration cards, tokens, vouchers. Entitlements documents are generally issued per family unit or registration group.

UNHCR Offices should issue time-limited UNHCR asylum-seeker documents to all registered Applicants for RSD, including registered family members/dependants, **attesting to their status as asylum-seekers** whose eligibility for refugee status is being examined by UNHCR, and requesting that the authorities of the host country/country of asylum provide necessary protection and assistance until UNHCR has had the opportunity to make a final determination of the claim.

UNHCR Offices should issue asylum-seeker identity documents at the time of registration. However, if this is not feasible, asylum-seeker identity documents, including Asylum-Seeker Certificates, should be printed and distributed as soon as possible and within three months of the date of registration. In the interim, Applicants should be issued a provisional document attesting to the identity and status as asylum-seeker of the holder.

UNHCR Offices should determine, based on the operational environment and in consultation with the host Government as appropriate, the type of identity documentation to be issued to various categories of persons of concern registered with the Office. Applicants for RSD will generally be issued with UNHCR Asylum-Seeker Certificates. However, **there may be contexts in which additional or alternative approaches to the issuance of the standard UNHCR Asylum-Seeker Certificate may be required or preferable** to respond to the particular protection environment, to permit Applicants to access available assistance in the host country/country of asylum and/or to avoid any unintended adverse consequences that could dilute the protection value of the Asylum-Seeker Certificate. Where the issuance of the Asylum-Seeker Certificate is not considered to be appropriate, the UNHCR Office concerned should adopt alternative identity documentation in consultation with the relevant Bureau and DIP, as appropriate.

The uniformity of UNHCR Asylum-Seeker Certificates, and other UNHCR-issued identity documentation, and the harmonization of related procedures are intended to enhance the integrity, recognition and acceptance of documents issued by UNHCR to registered Applicants for mandate RSD.

### 3.3.2 Form of UNHCR Asylum-Seeker Identity Documentation

As mentioned above, UNHCR Offices may issue different types of identity documentation to registered Applicants for RSD depending on the protection context and operational environment, including Asylum-Seeker Certificates, ID cards, proof of registration certificates or other letter or documentation attesting to the identity and status of the holder.

**UNHCR Asylum-Seeker Certificates** should be issued in the standard format (**Annex 3-3**). UNHCR Asylum-Seeker Certificates should be issued in the language of the host country/country of asylum and the main working language of the UNHCR Office. In addition to the attestation referred to above, the document should **generally contain the following information**:<sup>8</sup>

<sup>8</sup> UNHCR Offices may tailor the information provided in Asylum-Seeker Certificates if required by the operational context and exigencies of the host country/country of asylum. Any amendments to the template Asylum-Seeker Certificate should be approved by the Senior Protection Officer in the UNHCR Office.

### UNHCR ASYLUM-SEEKER CERTIFICATE

- ▶ The name by which the Applicant is registered with UNHCR and other core bio-data including the date and place of birth, sex, and nationality;
- ▶ The UNHCR registration number of the Applicant;
- ▶ A photograph of the individual to whom the Asylum-Seeker Certificate is issued;
- ▶ The place and date of arrival in the host country;
- ▶ The unique document/reference number under which the document was issued by UNHCR;
- ▶ The date of issuance of the UNHCR Asylum-Seeker Certificate and the data of expiration/period of validity;
- ▶ Confirmation that the holder has been registered with UNHCR as an Applicant for RSD, and general statement of rights associated with the document;
- ▶ The signature of the Representative or another designated UNHCR staff member who is authorized to sign UNHCR Asylum-Seeker Certificates;
- ▶ UNHCR's logo and address and contact information for the UNHCR Office that issued the document.

It is recommended that the following information is not included:

- ▶ Bio data that may give rise to protection risks in the host country/country of asylum, such as ethnicity and religion;
- ▶ Information about the Applicant's family composition and size, or data relating to family members.

When ID cards are issued instead of UNHCR Asylum-Seeker Certificates, it is recommended that ID cards follow the design, format and content of national identity documents in the host country/country of asylum. As a general rule, they should contain the information listed above, and follow the standards regarding content and specification of UNHCR-issued cards set out in UNHCR's *Guidance on Registration and Identity Management* (see also § 8.2.1 – *Form of UNHCR Refugee Identity Documents*).

### 3.3.3 Oversight and Controls

UNHCR asylum-seeker identity documents should be prepared by **designated Registration staff**, who should work under the **direct supervision** of the Registration Supervisor, or another designated Protection staff member (ideally a Protection staff member who has supervisory responsibility in registration procedures).

Access to templates for UNHCR asylum-seeker identity documents and related materials (e.g. secure paper for printing UNHCR Asylum-Seeker Certificates), and circulation of UNHCR asylum-seeker identity documents during preparation and review procedures should be strictly controlled (e.g. through numbering and logging procedures, restricted access to and secure storage of templates and other materials, etc.). All efforts should be made to avoid misuse or theft of identification documentation materials.

Procedures for preparing and issuing UNHCR asylum-seeker identity documents should include effective review mechanisms/quality checks to ensure that the information they contain is **accurate**, and that they are **issued only to asylum-seekers who were duly registered** by UNHCR. **Each UNHCR asylum-seeker identity document should be reviewed/checked** by designated Protection staff members before it is issued, in accordance with established procedures. Where responsibility for review is delegated or rests with another Protection staff member, the Registration Supervisor should conduct regular and random reviews of UNHCR asylum-seeker identity documents to monitor the effectiveness of supervision and controls.

Each UNHCR Office, in consultation with UNHCR Headquarters as necessary, should employ the most effective techniques available to **prevent fraudulent production or tampering** of UNHCR Asylum-Seeker Certificates, including using carefully controlled and centrally serialized security paper, embossing, bar codes or dry seals, as well as recording the unique serial number on the Applicants' files in the UNHCR case management database.

### 3.3.4 Recipients of UNHCR Asylum-Seeker Identity Documentation

A UNHCR asylum-seeker identity document should be issued to each Refugee Status Applicant who registers with UNHCR, and to each accompanying family member/dependant claiming derivative refugee status, including children.

UNHCR asylum-seeker identity documents should only be issued to **Applicants who register with UNHCR in person**. Where, exceptionally, registration with UNHCR was not done in person, the individual in question must present himself/herself in person to the UNHCR Office to have a UNHCR identity document issued subject to verification of identity. Where registration is conducted by implementing partners on behalf of UNHCR, asylum-seeker documentation may exceptionally be issued by such partners provided that the necessary fraud prevention safeguards are in place.

### 3.3.5 Period of Validity of UNHCR Asylum-Seeker Identity Documentation

The period of the validity of UNHCR asylum-seeker identity documents, including Asylum-Seeker Certificates, should be **based upon the average processing times for first instance decisions in the UNHCR Office**, which, in any event, **should not exceed one year**. The period of validity should be the same for all Applicants in any given UNHCR Office unless a Protection staff member who is responsible for supervising the issuance of UNHCR asylum-seeker identity documents determines that a shorter or longer period of validity, not to exceed one year, is appropriate.

At the time that the UNHCR asylum-seeker identity document is issued, the Applicant should be informed of the procedures for renewal should it expire before the final RSD decision is issued.

### 3.3.6 Renewal of Expired and Replacement of Lost or Stolen UNHCR Asylum-Seeker Identification Documentation

Applicants should be required to attend the UNHCR Office to apply in person for the renewal of UNHCR asylum-seeker identity documentation, including Asylum-Seeker Certificates.

As a general rule, Refugee Status Applicants may apply for the renewal of UNHCR asylum-seeker identification documents on behalf of accompanying family members/dependants who are younger than 18 years. Adult accompanying family members and other dependants applying for derivative refugee status should present themselves in person to request the renewal of UNHCR asylum-seeker identity documentation. The attendance of accompanying family members/dependants under 18 years should be required where there is reason to doubt the legitimacy of the renewal request.

When applying for renewal, Applicants should **relinquish the original** of the most recent UNHCR asylum-seeker identity document issued to the Applicant and those of each accompanying family member/dependant of younger than 18 years, as applicable. UNHCR staff should verify the identity of the Applicant at the time of the renewal by requesting to see any other personal identification documents which are in the Applicant's possession as well as through verification of photographs and biometrics on file.

Renewal of UNHCR asylum-seeker identity documents, including certificates, should be subject to **effective review/check and approval procedures** by Protection staff who are designated to supervise the issuance of UNHCR documents.

Renewals should be granted for a **period corresponding to the average processing times for first instance decisions** in the UNHCR Office, unless the Protection staff member who authorizes renewal is satisfied that a shorter or longer period is appropriate. A new UNHCR asylum-seeker identity document, with a different unique serial number, should be issued to the Applicant and each accompanying family member/dependant, as applicable.

The **date of issuance and expiry** should be written on the renewed UNHCR asylum-seeker identity document and should be duly noted, along with the unique serial number of the document, in a central Office record and the UNHCR case management database (see § 3.3.7 – *Maintaining Office Records of UNHCR Asylum-Seeker Identity Documentation*).

Procedures for issuance and renewal of UNHCR asylum-seeker identity documents should set out appropriate means of storage or disposal of expired or otherwise retrieved identity documents and should be in accordance with UNHCR data protection policy and guidance.

**Replacement of lost or stolen UNHCR asylum-seeker identity documents**, including certificates, should be carried out pursuant to the procedures outlined above for renewal of UNHCR asylum-seeker identity documents. Applicants who report lost or stolen UNHCR asylum-seeker identity documents should be asked to provide a written and signed explanation of the circumstances of the loss or theft, and an undertaking to return the original document to the UNHCR Office if it is recovered.



### 3.3.7 Maintaining Office Records of UNHCR Asylum-Seeker Identity Documents

A copy of each UNHCR identity documentation, including ID cards and Asylum-Seeker Certificates, issued to an Applicant and any accompanying family member/dependant should be **retained on the appropriate individual RSD file**.

Each UNHCR Office should maintain a **central record of all UNHCR identity documents** issued by the Office, including renewals and lost ID cards and Asylum-Seeker Certificates.

#### STANDARDS & GUIDELINES

THE FOLLOWING INFORMATION REGARDING EACH INDIVIDUAL ID CARD AND OTHER UNHCR-ISSUED IDENTITY DOCUMENTATION SHOULD BE RECORDED ON THE CENTRAL RECORD OF UNHCR IDENTITY DOCUMENTS:

- ▶ The name and registration number of the recipient;
- ▶ The type of identity documentation (e.g. ID card, Asylum-Seeker or Refugee Certificate, Attestation Letter, etc.);
- ▶ The unique card serial number (if any);
- ▶ The date of issuance and period of validity;
- ▶ The reason for issuance (e.g. initial or temporary documentation, renewal, loss);
- ▶ The name and function of the UNHCR staff member who issued it;
- ▶ The date the identity documentation was handed back or retrieved;
- ▶ The name and function of the UNHCR staff member to whom the identity documentation was handed back or who retrieved it, and reasons for retrieval.

To ensure accountability and mitigate the risk of misuse of UNHCR-issued documentation, it is recommended that such information is also recorded on the individual Applicant's file and in UNHCR's electronic case management database.

### 3.3.8 Fraudulent Use of UNHCR Asylum-Seeker Identity Documents

Fraudulent use or fraudulent acquisition of asylum-seeker identity documents include situations where an individual has made or knowingly used a fake document, or where an individual has used another person's identity document.

Procedures relating to UNHCR-issued documents for Applicants for RSD registered with UNHCR, such as UNHCR Asylum-Seeker Certificates, should include appropriate measures to prevent, detect and respond to fraudulent acquisition or use of, refugee identity documents in accordance with UNHCR's policy and guidance for addressing fraud by persons of concern. Such measures may include, for instance, the use of unique security paper for refugee identity documents, as well as provision of counselling for asylum-seekers on the risks associated with fraud and mechanisms to report incidents of fraud (see also § 3.3.3 – *Oversight and Controls*).

Established procedures should also include measures to confiscate and, where necessary, appropriately dispose of UNHCR identity documents used by persons other than the individual to whom they were issued. Misuse of UNHCR identity documents by asylum-seekers to whom they were legitimately issued should be dealt in accordance with UNHCR's policy and guidance for addressing fraud by persons of concern.

Any incident of suspected fraudulent production or use of UNHCR asylum-seeker identity documents should immediately be brought to the attention of the UNHCR Office **Anti-Fraud Focal Point** designated by the Representative in accordance with UNHCR's policy and guidance for addressing fraud by persons of concern. The Anti-Fraud Focal Point should take the necessary measures to address the situation, in consultation with DIP and other relevant entities in Headquarters as necessary.

## 3.4 Applicants with Specific Needs

### 3.4.1 General Procedures

Reception and registration procedures should include **measures to facilitate the identification of asylum-seekers who may have vulnerabilities or specific needs**, as early as possible in the RSD process. Such measures may include protection screening prior to registration, community, partner or UNHCR Protection staff referral mechanisms or measures to promote and facilitate self-identification. While early identification is preferable in order to ensure prompt assistance and support to asylum-seekers with specific needs, identification should also be facilitated throughout the RSD process.

The vulnerability or specific needs of asylum-seekers may be evident at reception, but more commonly, do not become known to UNHCR staff until the Registration Interview or at a later stage in the RSD process.<sup>9</sup> The procedures outlined below are intended to guide UNHCR staff in assisting asylum-seekers who are identified in reception and registration as having specific needs or vulnerabilities, including in relation to processing their claims. **These procedures are also applicable to asylum-seekers who are identified as having specific needs at any other stage of the RSD Process.**

#### STANDARDS & GUIDELINES

APPLICANTS WHO MAY BE VULNERABLE OR HAVE SPECIFIC NEEDS INCLUDE, BUT ARE NOT LIMITED TO:

- ▶ Persons manifestly in need of a protection intervention;
- ▶ Survivors of torture and persons suffering from trauma;
- ▶ Women with specific needs;
- ▶ LGBTI persons
- ▶ Certain child Applicants, in particular unaccompanied and separated children;
- ▶ Older asylum-seekers;
- ▶ Asylum-seekers with mental health conditions, or intellectual or physical disabilities;
- ▶ Asylum-seekers who require medical or psycho-social support and assistance.

Asylum-seekers whose specific needs or vulnerabilities are identified in reception should generally be given priority in reception and registration procedures.

Each UNHCR Office should designate and train Protection staff to counsel and assist Applicants with specific needs throughout the RSD process.

<sup>9</sup> It should be noted that reception and registration staff are not expected to identify specific needs that normally require specialized knowledge and interviewing skills (for further guidance see UNHCR's Guidance on Registration and Identity Management).

### COUNSELLING OF APPLICANTS WITH SPECIFIC NEEDS OR VULNERABILITIES SHOULD AIM TO:

- ▶ Assess the Applicant’s need for assistance in Registration and RSD procedures;
- ▶ Identify other immediate protection or assistance needs and refer to available resources for support and assistance within UNHCR, its partners or in the host community;
- ▶ Identify and recommend cases for priority and/or accelerated processing pursuant to the procedures set out in § 4.9 – *Accelerated RSD Processing*.

The recommendations in § 3.4.2 – 3.4.9 below set out basic standards for the reception and registration processing of Applicants with specific needs or vulnerabilities. UNHCR staff who provide counselling and assistance to Applicants with specific needs or vulnerabilities should be familiar with **relevant UNHCR protection policies and guidelines**, which provide more detailed guidance on appropriate standards for treatment of specific categories of asylum-seekers with specific needs or vulnerabilities.

### 3.4.2 Persons Manifestly in Need of a Protection Intervention

Applicants who should be considered to be “manifestly in need of a protection intervention” are persons who **may be subject to immediate *refoulement* or arbitrary arrest or detention in the host country/ country of asylum**, or who may have **other serious legal or protection needs**.

Applicants who are identified as being manifestly in need of a protection intervention should be referred without delay to the RSD Supervisor, or another designated Protection staff member who has supervisory responsibilities in RSD. The RSD Supervisor or the designated Protection staff member should meet with the Applicant to assess and respond to immediate protection needs, provide appropriate protection counselling, and determine whether the Applicant should be referred to Accelerated RSD Processing (see § 4.9.4 – *Procedures for Accelerated RSD Processing*).

### 3.4.3 Survivors of Torture and Persons Suffering from Trauma

Survivors of torture and persons who are suffering from trauma, including victims of sexual violence, should have access to tailored protection counselling and should receive any necessary assistance in RSD procedures. Wherever possible, counselling should be provided by a UNHCR staff member or UNHCR partner who has training and expertise in assisting survivors of torture or trauma, as well as knowledge of the RSD process and procedures.

When survivors of torture or trauma are **suffering from ongoing mental and/or physical health problems**, they should be referred to appropriate facilities for treatment of immediate medical needs, and for specialized counselling and support services, where available. As a general rule, survivors of torture or trauma should be provided information on available resources and their consent should be obtained prior to referral to such medical or specialised services. Where relevant medical expertise is available and subject to the **consent** of the Applicant in question, UNHCR should seek an assessment of the nature and possible causes of the physical and psychological harm suffered, as well as long-term treatment requirements. Where the Applicant is not capable of providing consent, referral to medical or other specialised services may be made on another legitimate basis, such as the vital or best interests of the Applicant, taking into account his/her expressed will and preferences (see also § 2.9 – *Applicants with Mental Health Conditions or Intellectual Disabilities*).

### 3.4.4 Women with Specific Needs

Women who are **victims of sexual or domestic violence, and women who may be at risk in the host country because of cultural, domestic, social, or economic conditions**, should be promptly referred to counselling with a qualified female UNHCR staff member or partner. UNHCR staff or staff members of partner organizations who provide counselling to women should have knowledge of UNHCR RSD procedures and should be trained in interviewing and assisting women with specific needs. Counsellors should also be knowledgeable about available resources in the host community for appropriate medical treatment, psychological counselling, and social and legal support to which women may have access.

### 3.4.5 LGBTI Persons

Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) applicants may face a complex array of protection challenges and threats in the host country, and encounter problems in articulating their asylum claims and/or protection needs during the RSD procedures. LGBTI asylum-seekers should therefore receive necessary and AGD-sensitive support in the registration procedure, and throughout the RSD process, including any necessary assistance with the completion of the RSD Application Form by personnel who are trained in interviewing and providing support to LGBTI persons.

LGBTI asylum seekers who appear to be without any support and/or face protection risks should be met by protection personnel to assess and respond to identified social, legal, medical or other needs and vulnerabilities in a timely and appropriate manner. Partners working for UNHCR should be trained on issues and - concerns particular to LGBTI applicants and they should be knowledgeable about available resources in the host community, including appropriate community- and legal networks that LGBTI persons can access.

### 3.4.6 Child Applicants/Unaccompanied and Separated Children

The **best interests of the child** must also be a primary consideration in all decisions affecting the child Applicant throughout the RSD process, including at the registration stage. The views of a child Applicant should be given due weight in accordance with the age and maturity of the child.

All aspects of registration procedures involving child Applicants must be conducted in a child-friendly and age and gender-appropriate manner. They should take into account the child's level of emotional, mental and intellectual development and maturity, ability to understand the RSD process and procedures, as well as their personal and contextual circumstances (such as their age, gender, cultural and/or religious background, level of education, state of health, including any physical or intellectual disabilities, and other specific needs or vulnerabilities). UNHCR Offices should put in place effective measures and mechanisms to facilitate the early identification of unaccompanied and separated children,<sup>10</sup> as well as children with

<sup>10</sup> An “**unaccompanied child**” is a child who has been separated from both parents and other relatives and is not being cared for by an adult who, by law or custom, is responsible for doing so. A child who is unaccompanied for the purposes of this definition may, therefore, be physically accompanied by an adult whose relationship with the child has not reached a standard of legal or customary custody of the child, for example an acquaintance or neighbour. A “**separated child**” is a child separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members. Where the relative in question has long been the primary caregiver of the child to the extent that they are legally or customarily considered to hold custody the child would not be considered separated.

other specific assistance and protection needs. As a general rule, unaccompanied and separated children should receive priority in reception and should be referred without delay to a Registration Interview.

UNHCR registration standards require that registration information be collected for every child Applicant for RSD, including children who are applying for derivative refugee status as dependants of Refugee Status Applicants. Detailed **directions regarding the completion of the RSD Application Form by child Applicants** and the additional registration information gathering requirements for separated and unaccompanied children are set out in § 3.2.4 – *Distribution and Completion of the RSD Application Form*.

**All unaccompanied and separated children must have an individual Registration Interview** (see § 3.2.5 – *The Registration Interview*). Registration procedures for unaccompanied and separated children should permit UNHCR to gather sufficient information to assess the child’s specific assistance and protection needs, including the need to initiate tracing or family unity measures and the appropriateness of care arrangements in the host country/country of asylum, and should inform decisions regarding the appropriate procedures for processing the child’s claim.

While **accompanied child Applicants** must be present at the time of the Registration Interview of the Refugee Status Applicant in order to permit the verification of the family composition and the collection of photographs and biometric data, an individual Registration Interview will not always be required (for further guidance on Registration Interviews for accompanied children applying for refugee status in their own right or as Applicants for derivative refugee status, see § 3.2.5 – *The Registration Interview*).

Whenever possible, registration procedures involving child Applicants should be carried out by **staff who have training, knowledge and experience** in interviewing and assisting child asylum-seekers. In addition, **staff members who provide assistance and counselling to unaccompanied and separated children** should ideally have knowledge of the laws in the host country/country of asylum regarding children’s rights and the available resources for the care and guardianship of children.

Wherever appropriate and insofar as possible, a guardian may be designated for unaccompanied and separated child Applicants through established national frameworks for guardianship in the host country/country of asylum. The primary role of the guardian is to assist the child in all stages of the RSD process, including at registration, and to ensure that the child is properly represented, that his/her views are expressed, and that any decisions taken are in his/her best interests (for further guidance on the role and responsibilities of guardians, see § 2.8.4 – *Support Measures and Other Safeguards*).

For additional detailed guidance on child-specific procedural safeguards and support measures, see § 2.8 – *Children in UNHCR RSD Procedures*.

### 3.4.7 Older Asylum-Seekers

Older asylum-seekers may have been **separated from the traditional support network** that was available in the country of origin (e.g. family/community or specialized support in the country of origin) as a result of their displacement and may be at **higher risk of neglect and abandonment** in the host country/country of asylum. Older asylum-seekers who appear to be without family or community support in the host country/country of asylum should receive counselling by UNHCR staff or a designated UNHCR partner at the earliest stages in the registration procedures, so that any social, medical and psychological needs can be identified and they can receive necessary assistance in accessing any available services and supports in the host community. Older asylum-seekers should receive any assistance and support they require in registration procedures, and throughout the RSD process, including any necessary assistance with the completion of the RSD Application Form.

### 3.4.8 Asylum-Seekers with Mental Health Conditions or Physical or Intellectual Disabilities

Asylum-seekers with mental health conditions or disabilities may have specific assistance and protection needs and **may face greater hardship** in the host country/country of asylum as a result of their condition or disability. They **may also require medical treatment or other assistance** in the host country/country of asylum. It is, thus, recommended that Applicants with mental health conditions or disabilities receive targeted counselling at the earliest stages in the registration procedures so as to enable an early and swift identification of their specific needs and provide them with the necessary assistance in accessing any available services and support in the host community. Applicants with mental health conditions or disabilities should receive any assistance and support they require in registration procedures, and throughout the RSD process, including any necessary assistance with the completion of RSD Application Form.

Where there are serious indications that an Applicant's mental health condition or intellectual disability would fully prevent his/her meaningful participation in the RSD process, including his/her ability to provide relevant information in support of his/her refugee status claim, a determination of the Applicant's capacity to participate should be undertaken in accordance with the principles and guidance set out in § 2.9.2(b) – *Assessing Capacity to Participate in the RSD Process*. For further guidance on specific procedural safeguards and support measures for Applicants with mental health conditions or intellectual disabilities, see § 2.9 – *Applicants with Mental Health Conditions or Intellectual Disabilities in UNHCR RSD Procedures*.

### 3.4.9 Recording Information relating to Applicants with Specific Needs

Specific needs or vulnerabilities of asylum-seekers should be noted in the appropriate section of the **RSD Application Form** and/or the UNHCR case management database, as appropriate.

UNHCR staff who provide individual counselling to Applicants with specific needs or vulnerabilities or any other Applicant at any stage in the RSD process, should maintain a note of the counselling provided on the Applicant's file.

#### STANDARDS & GUIDELINES

THE COUNSELLING SESSION NOTE SHOULD INCLUDE THE FOLLOWING INFORMATION:

- ▶ Date and time counselling began and ended;
- ▶ Type of counselling that was provided;
- ▶ Summary of the information provided by the Applicant regarding his/her refugee status claim, background, and any other relevant information about the Applicant's personal circumstances in the host country/country of asylum;
- ▶ Summary of the information or advice that was provided to the Applicant by the UNHCR staff member;
- ▶ Recommendations for appropriate follow-up.

Records of any action taken by UNHCR staff or designated implementing partners to assist Applicants with specific needs and any other relevant reports or documents should be retained on the Applicant's file.

## 3.5 Scheduling of RSD Interviews and Appointments

### 3.5.1 General RSD Scheduling Procedures

Scheduling of RSD Interviews and appointments in UNHCR Offices should be conducted according to established procedures and in an **orderly, fair and transparent manner**.<sup>11</sup>

With the exception of cases referred to the Accelerated RSD Processing procedures (see § 4.9.2 – *Appropriate Cases for Accelerated RSD Processing*), Applicants should generally be scheduled for RSD Interviews in the order that the RSD Application Form has been received by UNHCR. However, in some mandate RSD operations, it may be necessary to take a **differentiated approach** to scheduling, whereby certain caseloads or profiles may be scheduled with greater or lesser priority based on protection risks, case processing methodology or other operational exigency.

Scheduling procedures in UNHCR Offices should **promote the most efficient use of staff time and minimize inconvenience to Applicants**. To avoid unduly long waiting times for Applicants, and crowding in the Reception area, scheduling of the time of interviews and appointments relating to RSD should be as precise as possible, i.e. specify the date and time. Scheduling should be based on a **realistic assessment of the processing capacity** of the UNHCR Office, taking into account potential emergency scheduling requirements, as well as the rate of 'no-shows'<sup>12</sup> (for factors affecting the processing capacity of Eligibility Offices and the time for processing RSD Applicants, see § 4.1.3 – *Determining Case Processing Capacity for Eligibility Officers*).

Each UNHCR Office should establish a **central scheduling system** to coordinate and record the scheduling details of all interviews and appointments; this may be done through UNHCR case management database where possible. The central schedule, and all activities relating to scheduling of interviews and appointments, should be managed by a **designated Scheduling Coordinator** or, in the absence of one, by the Registration Supervisor/Officer. All interviews and appointments should be scheduled in consultation with the designated Scheduling Coordinator and according to established procedures.

At the time that any RSD Interview or appointment is assigned, Applicants should be notified of the details of the interview or appointment through appropriate means. This may be done in a variety of ways, including in person, by appointment slip, via SMS, online platform or self-service kiosk. Applicants should be required to present the appointment slip or other means of confirmation of the scheduled RSD Interview or appointment at reception when they attend the UNHCR Office for the interview or appointment.

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<sup>11</sup> Scheduling of Registration Interviews and other registration activities should be done in accordance with UNHCR's *Guidance on Registration and Identity Management*, as well as established procedures in the UNHCR Office.

<sup>12</sup> For instance, if the average daily 'no-show' rate is 15%, the Office may schedule 10% more cases from same caseloads or profiles.



## STANDARDS &amp; GUIDELINES

## THE APPOINTMENT SLIP OR OTHER MEANS OF NOTIFICATION OF THE RSD INTERVIEW OR APPOINTMENT SHOULD GENERALLY CONTAIN:

- ▶ The name of the Applicant (unless the notification is done via a public platform, in which case the anonymity of the Applicant should be preserved);
- ▶ The Applicant's UNHCR registration number;<sup>13</sup>
- ▶ The date and time of the interview or appointment;
- ▶ The complete address of the UNHCR Office or other appointment site, where applicable;
- ▶ Directions on how to contact the UNHCR Office in the event of an emergency, or should the Applicant have valid reasons to request that the interview or appointment is reschedule; and
- ▶ Instructions to bring all relevant documents.

As a general rule, UNHCR staff should observe scheduled RSD Interviews and appointments and **avoid rescheduling**, except as provided for in this Unit. When rescheduling is necessary, UNHCR staff should make every effort to minimize uncertainty or inconvenience for the Applicant. Wherever possible, the Eligibility Officer concerned, or a member of the Reception staff, should contact the Applicant before the RSD Interview or appointment to reschedule.

### 3.5.2 Oversight of RSD Scheduling Systems and Procedures

The **Scheduling Coordinator** should be supervised by and report to the **Protection staff member** who has supervisory responsibilities in reception or registration procedures (e.g. Registration Supervisor/ Officer, RSD Supervisor). Where responsibility for supervision of scheduling systems and procedures is delegated, the responsible Protection staff member should report directly to the RSD Supervisor.

Any problems with scheduling procedures that could affect the fairness or efficiency of RSD procedures must be reported to the RSD Supervisor or the designated Protection staff member, who is responsible to direct and monitor the effectiveness of measures to address the problem.

### 3.5.3 Scheduling of RSD Interviews

Every Applicant for RSD should be assigned an RSD Interview date in accordance with the general scheduling principles set out above.

Scheduling of RSD Interviews should be based upon an average number of interviews per week per Eligibility Officer, as established by the RSD Supervisor pursuant to the criteria set out in § 4.1.3 – *Determining Case Processing Capacity for Eligibility Officers*. These include, but are not limited to, the number of other scheduled interviews or appointments related to RSD (e.g. document appointments, complementary or family unity interviews, etc.), the case processing methodology, the degree of the difficulty of the cases assigned, the level of experience of the Eligibility Officer, and the processing capacity that can reasonably be sustained by Eligibility Officers over an extended period of time.

<sup>13</sup> The registration number is a unique identifying number assigned to the Applicant at the time of Registration.

With the exception of caseloads and profiles to which a differentiated scheduling approach applies (i.e. are prioritized or de-prioritized) and of cases referred to the Accelerated RSD Processing procedures (see § 4.9.2 – *Appropriate Cases for Accelerated RSD Processing*), Applicants should be scheduled for RSD Interviews in the order that the RSD Application Form has been received by UNHCR.

Scheduling of RSD Interviews should ensure that Applicants are afforded a reasonable period of time to receive and consider information on the RSD process and procedures and to adequately prepare and present their claim. However, scheduling of RSD Interviews should also promote the right to prompt processing of RSD Applications and the timely and efficient determination of refugee status claims by UNHCR Offices. As a general rule, **RSD Interviews should therefore be scheduled as soon as possible after the Applicant has been registered by UNHCR.**

The **length of time between the date of registration and the scheduled RSD Interview** will vary depending on a number of factors, including the number of registered cases and the number of Eligibility Officers in each UNHCR Office, the RSD case processing methodologies implemented, the operational environment, etc., but should generally not exceed **six months**. When the scheduling of RSD Interviews exceeds this period, the UNHCR Office should notify the relevant Bureau at UNHCR Headquarters and DIP.

As a general rule, RSD Interviews should not be conducted on the day of registration unless there are compelling protection reasons for proceeding in this manner, such as urgent protection or legal needs necessitating a expeditious determination of the claim.<sup>14</sup> Where the RSD Interview is conducted on the same day as Registration Interview, the Eligibility Officer should ensure that the Applicant has been adequately informed about the RSD process, and should provide any necessary procedural counselling before beginning the RSD Interview. Insofar as possible, the Eligibility Officer should ensure that the Applicant has had the **opportunity to consider and present all information** that may be relevant to the determination of the claim. All efforts should be made to ensure that the Applicant has an opportunity to provide additional supporting information and documentation following the RSD Interview.

### 3.5.4 Priority Scheduling of RSD Interviews for the Purpose of Accelerated RSD Processing

Applicants who are referred to Accelerated RSD Processing procedures or whose claims have been prioritized pursuant to § 4.9.2 – *Appropriate Case for Accelerated RSD Processing* should be scheduled for an RSD Interview on the first available date and, insofar as possible, within the time limit recommended by the Protection staff member who approved the referral to Accelerated RSD Processing (see § 4.9.4 – *Procedures for Accelerated RSD Processing*).

As a general rule, scheduled interviews by Applicants who have been approved for Accelerated RSD Processing should not be rescheduled by UNHCR. If it is not possible to schedule the RSD Interview

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<sup>14</sup> While uncommon, registration and RSD interviews may occasionally be carried out the same day. This may, for instance, be the case in situations where an Applicant's urgent protection needs can only be addressed once the individual's status is decided, or where the Applicant is in detention and UNHCR has limited access to detained asylum-seekers or to the detention facility (see §4.6 – *Procedures for Applicants in Detention*). This is not to be confused with merged Registration-RSD processing, where registration and RSD-related information is gathered in one interview with the aim to recognised refugee status for individuals belonging to caseloads or profiles benefitting from a presumption of eligibility (see § 4.11.1 – *Merged Registration-RSD Processing*).

within the recommended time limit, the Scheduling Coordinator should consult with the RSD Supervisor, the Protection staff member who approved the referral, or another designated Protection Staff member, to make appropriate arrangements for priority scheduling.

### 3.5.5 Rescheduling RSD Interviews

Changes to scheduled interview dates, either by UNHCR or at the request of the Applicant should be done in accordance with the principles set below. Any such changes must be noted on the Applicant's file and/or the electronic case management system in place in the UNHCR Office.

#### (a) Request by Applicant for an Earlier RSD Interview

Requests by an Applicant to reschedule the RSD Interview to an earlier date should be considered in light of the criteria for referral to Accelerated RSD Processing set out in § 4.9.2 – *Appropriate Case for Accelerated RSD Processing*. Where the reasons presented by the Applicant relate to immediate and compelling protection concerns, such as a manifest/urgent need for a protection intervention or factors relating to the Applicant's specific needs, the request should be referred to the Protection staff member who is authorized to approve referrals to Accelerated RSD Processing.

Requests by Applicants, whose claims or personal or contextual circumstances do not warrant referral to Accelerated RSD Processing, should be denied. UNHCR staff should be consistent and clear in the explanation that the RSD Interview has been scheduled on the basis of the UNHCR Office's processing capacity and the need to maintain fair and orderly scheduling procedures for all Applicants.

#### (b) Request by Applicant to Postpone the RSD Interview

Requests to re-schedule an RSD Interview to a later date should generally be considered by the Eligibility Officer to whom the Applicant's file has been assigned, and who should consult with the RSD Supervisor, as needed. The request for a postponement should be granted when the Applicant presents legitimate personal or procedural reasons (i.e. illness, delay in the arrival of dependants, the need to obtain supporting information or documentation). If postponement is granted, the Applicant's request and reasons for postponement should be recorded on the Applicant's file and/or the electronic case management system in the UNHCR Office, and the RSD Interview should be rescheduled according to established scheduling procedures (see § 3.5.1 – *General RSD Scheduling Procedures*).

#### (c) Missed RSD Interviews

Requests for rescheduling of a missed RSD Interview should be granted when the Applicant contacts the UNHCR Office to reschedule the Interview within the 6 weeks following the date of the scheduled Interview, or a longer period considered appropriate by the UNHCR Office. If the request for a new RSD Interview occurs after the RSD file has been closed for reason of being deemed abandoned as a result of missing one or several RSD Interviews, the request to reschedule should be made pursuant to re-opening procedures set out in § 9.2 – *Re-opening RSD Files*.

Given the potential protection implications of denying an RSD Interview to an Applicant who has registered with the UNHCR Office but failed to attend a scheduled RSD Interview, decisions not to reschedule the Interview should only be made in exceptional circumstances and only with the authorization of the RSD Supervisor. The reasons for the decision not to reschedule an RSD Interview should be clearly noted on the Applicant's file (see also § 9.2.1(b) – *Refugee Status or Appeal Applications Deemed Abandoned*).

#### (d) Rescheduling of RSD Interview by UNHCR

##### ▶ Advancing the Date of the RSD Interview

At any stage in the RSD process, an Applicant who is believed to be manifestly in need of a protection intervention or to have specific needs or vulnerabilities that require an expeditious determination of the refugee status claim, may be scheduled for an RSD Interview on a priority basis pursuant to the procedures for Accelerated RSD Processing set out in § 4.9.

##### ▶ Postponing the RSD Interview

In light of the potential protection implications for the Applicant of delayed determination of his/her refugee status claim, scheduled RSD Interviews may only be postponed by UNHCR in exceptional cases, and only in consultation with the RSD Supervisor or another designated Protection staff member.

As a general rule, cases determined to warrant prioritization or referral to Accelerated RSD Processing pursuant to § 4.9 – *Accelerated RSD Processing* should not be rescheduled by UNHCR. Where rescheduling is unavoidable, it should be done only in consultation with the Protection staff member who approved the referral to Accelerated RSD Processing, or another designated Protection Staff member.

When the number of scheduled interviews exceeds UNHCR processing capacity, decisions regarding which RSD Interviews can appropriately be rescheduled, and any necessary file (re-)assignments should be made by a Protection staff member who has supervisory responsibility over scheduling or other RSD procedures, in consultation with the RSD Supervisor as necessary.

# Annexes

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## Annex 1: List of Additional Resources

Notice: The list below highlights the UNHCR policy resources and guidelines that are relevant to Reception and Registration for Mandate RSD. All Protection staff members who are responsible for RSD should have access to and be familiar with these documents. Managers should ensure that documents are disseminated to staff who are responsible for their implementation, and that the directions in these documents are reflected in the RSD procedures and practice in the UNHCR Office concerned.

UNHCR, *Guidance on Registration and identity Management*, available at:  
<https://www.unhcr.org/registration-guidance/>

## Annex 2: RSD Application form



### United Nations High Commissioner for Refugees RSD Application Form

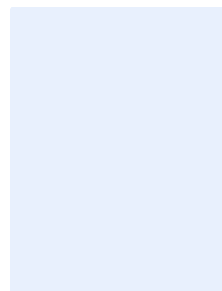
**UNHCR Office:** Click to enter text.

Refugee Status Applicant

**File#:** Click to enter text.

Derivative Status Applicant

<b>Arrival Date:</b> dd/mm/yyyy.	<b>Registration Date:</b> dd/mm/yyyy	<b>Specific Needs:</b> Click to enter text.
<b>Reg. Staff:</b> Click to enter text.		<b>Interpreter:</b> Click to enter text.
<b>Linked RSD Files:</b> Click to enter text.		



#### Registration Information Sheet

Parts A to H must be completed for every Refugee Status Applicant and Derivative Status Applicant

#### Part A – Basic Bio Data

1. Full Name ( <i>Underline main name</i> ): Click to enter text.	
2. Other Names used: Click to enter text.	
3. Father's Name: Click to enter text.	4. Mother's Name: Click to enter text.
5. Sex: Choose from drop-down.	6. Nationality: Click to enter text.
7. Date of Birth: ( <i>If not known give estimated year of birth</i> ): dd/mm/yyyy	
8. Place of Birth: Click to enter text.	
9. Marital Status: Choose from drop-down.	
10. Spouse's Name ( <i>if applicable</i> ): Click to enter text.	
11. Religion: Click to enter text.	12. Ethnicity: Click to enter text.
13. Full Address of Last Place of Residence in Home Country: Click to enter text.	
14. Present Address & Contact Numbers: Click to enter text.	

#### Part B - Education (Highest Level)

Name of Institution	Place/Country	From (mm/yyyy)	To (mm/yyyy)	Qualification Obtained
Click to enter text.	Click to enter text.			Click to enter text.

#### Part C - Occupation

Name of Employer	Place / Country	From (mm/yyyy)	To (mm/yyyy)	Job Title
Click to enter text.	Click to enter text.			Click to enter text.

Part D - Identification Documents / Other Documents Provided				
Document Type, Number	Place of Issue	Date of Issue (dd/mm/yyyy)	Date of Expiry (dd/mm/yyyy)	Original Provided?
Click to enter text.	Click to enter text.	dd/mm/yyyy	dd/mm/yyyy	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Documents Obtained Illegally:**  
If any of the documents listed above were not issued legally, please explain how they were obtained.  
Click to enter text.

**Missing Documents:**  
If you are missing identity documents or other documents that are relevant to your claim, please explain why you do not have these documents.  
Click to enter text.

If you are missing documents, will you be able to obtain these documents in the future? If not, please explain why.  
Click to enter text.

Part E - Applicant's UNHCR Registration History		
1. Have you already been registered by UNHCR? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If <b>yes</b> , where were you registered? Click to enter text.	Registration #: Click to enter text.	Date of registration: dd/mm/yyyy
2. Have you ever applied for refugee protection with UNHCR or a Government? If <b>Yes</b> ,		
Where? Click to enter text.	When? Click to enter text.	Decision and/or status obtained: Click to enter text.

Family/Household Composition
<b>If the information in Parts F to H is the same for the Applicant as information provided in the RSD application of the Head of Household, it is sufficient to refer to his/her RSD Application (Parts F to H) and to include a reference to the registration number of the Refugee Status Applicant (e.g. 123-00023456)</b>

Part F – Family Members and Dependents Accompanying the Applicant				
Full Name	Individual Registration #	Relationship to Applicant	Sex	Date of Birth
Click to enter text.	Click to enter text.	Click to enter text.	Choose from drop-down.	dd/mm/yyyy
Click to enter text.	Click to enter text.	Click to enter text.	Choose from drop-down.	dd/mm/yyyy

Part G – Close Family Members and Dependents in Home Country				
Full Name	Relationship to Applicant	Date of Birth	Citizenship	Occupation
Click to enter text.	Click to enter text.	dd/mm/yyyy	Click to enter text.	Click to enter text.

Part H – Non-Accompanying Family Members and Dependents Living Outside Home Country					
Full Name	Relationship to Applicant	Date of Birth (dd/mm/yyyy)	Address	Status there	Citizenship
Click to enter text.	Click to enter text.	dd/mm/yyyy	Click to enter text.	Click to enter text.	Click to enter text.

**Additional Information for Mandate RSD**

**Part I to K must be completed for every Refugee Status and Derivative Status Applicant.**

Part I – Details of Travel			
1. Date of Departure from Home Country: dd/mm/yyyy			
2. Means of Travel out of Home Country: Click to enter text.			
3. Exit Point from Home Country: Click to enter text.			
4. Countries of Transit:	Period		Travel Document Used
	From	To	
Click to enter text.	dd/mm/yyyy	dd/mm/yyyy	Click to enter text.
Click to enter text.	dd/mm/yyyy	dd/mm/yyyy	Click to enter text.
5. Entry point in Host Country: Click to enter text.			
6. Date of arrival in Host Country: dd/mm/yyyy			
Have you been to Host Country before? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please provide date and duration of stay: Click to enter text.			

Part J – Sex of Interviewer / Language(s) of Interview
Do you have a preference to be interviewed by a staff member and interpreter of a particular sex?
<input type="checkbox"/> Yes <input type="checkbox"/> No
If <b>yes</b> , indicate which sex: <input type="checkbox"/> Female <input type="checkbox"/> Male
What language(s) do you prefer for UNHCR interviews? Click to enter text.



## Part K – Written Statement

When answering the questions below, you should tell us everything about why you believe that you are in need of refugee protection. You should provide as much detail as possible, including the date the relevant events occurred. It is important that you provide truthful answers to these questions. If you need more space, please attach a page(s) with the details.

### 1. Why did you leave your home country?

Click to enter text.

### 2. What do you believe may happen to you, or members of your family, if you return to your home country? Please explain why.

Click to enter text.

## Declaration

### *To be signed by the Applicant*

I declare the information I have supplied on and with this form is correct and current to the best of my knowledge.

I understand that if I have given false or misleading information, my application for refugee status may be refused, or, if I have been recognized as a refugee, the recognition may be cancelled.

I undertake to inform UNHCR of any significant changes to my circumstances while my application is being considered, including any changes to my address and contact numbers, the arrival or departure of members of my family or other changes in the composition of my family.

I have been informed and I understand that basic biographical data may be shared with the authorities of the host country. I [Choose from drop-down](#) for UNHCR to share my personal data with partners for the purposes of facilitating access to protection, assistance and solutions.

Signature of the Applicant

Date

Place

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## Annex 3: UNHCR Asylum-Seeker Certificate

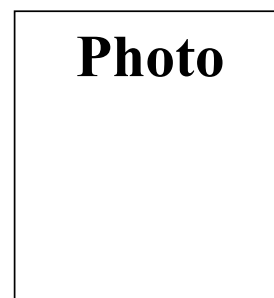
Government Logo

**Asylum Seeker Certificate**



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Document Reference Number ABC/20/123456  
UNHCR Registration Number 000-00001234  
Name XXXXX, XXXX  
Sex XXXXXX  
Nationality XXXXXXX  
Date of Birth 01 Jan 1980  
Place of Birth XXXXXXX



### **To Whom It May Concern**

This is to certify that the above-named individual is an asylum seeker whose claim for refugee status is being examined by the United Nations High Commissioner for Refugees. As an asylum seeker, this individual is a person of concern to the United Nations High Commissioner for Refugees and should be protected from forcible return to a country where they would face persecution, pending a final decision regarding refugee status. Any assistance accorded to this individual would be most appreciated.

Questions regarding the information contained in this document may be directed to the United Nations High Commissioner for Refugees at the address mentioned.

Government Authority

UNHCR

Address

UNHCR Office Address

Signature of authorizing  
Officer

Signature of authorizing Officer

Date of Issuance 03 Jan 2020

Date of Expiry 02 Jul 2020





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for Refugees, August 2020