



European Asylum Support Office

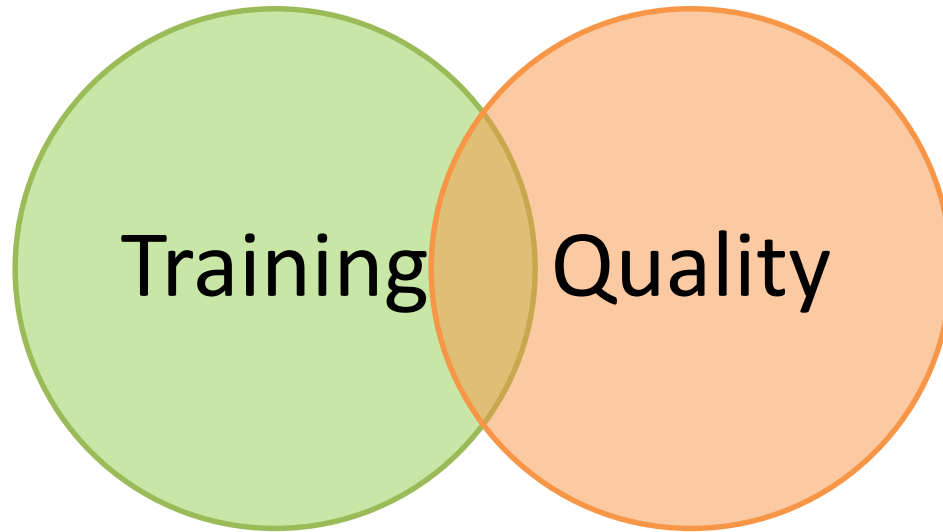
SUPPORT IS OUR MISSION

Training and Quality in the Asylum Procedure

EASO Centre for Training, Quality and
Expertise

Stockholm, 15-16 December 2015

EASO Training and Quality



- Permanent support
- Special support
- Emergency support

Training Curriculum



EASO Training Curriculum

- ❑ a common vocational training system for **case officers** and other **asylum practitioners** throughout the EU+
- ❑ based on EU asylum acquis and international refugee law
- ❑ covers the **core aspects of the asylum procedure** by means of a set of interactive and practical modules
- ❑ **blended learning methodology**, enabling both theoretical and practical approaches to training by combining an e-learning method and face-to-face sessions
- ❑ **16 interactive modules** – regularly **updated** and further developed

EASO Training Curriculum

Multiplying effect

- ❑ Train-the-trainers session (in Malta or regional)
 - ✓ content session
 - ✓ didactic session
 - ✓ session on EASO e-learning platform
- ❑ National training sessions (in EU+ States)

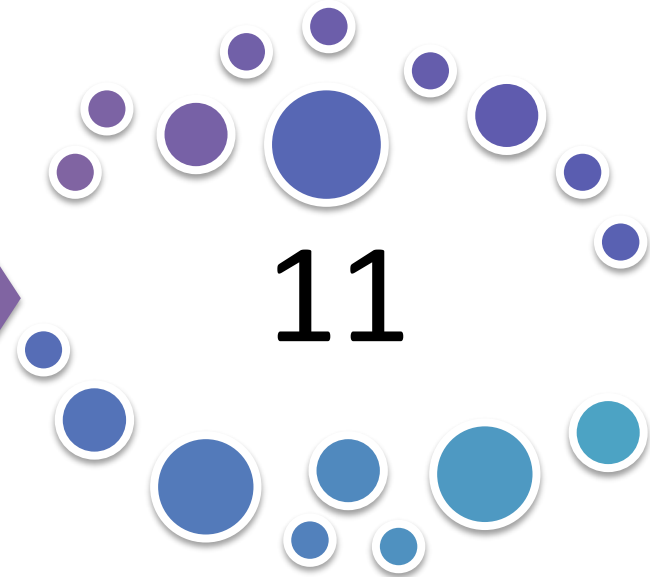
Trainings 2012 – Q3 2015



The multiplier effect

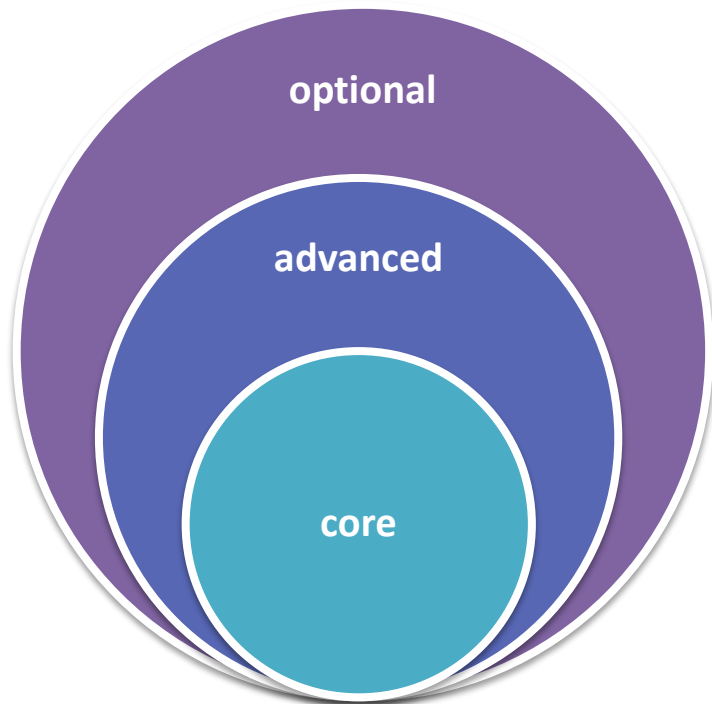


trainer
trained at EU
level



11
asylum
officers
trained in MS

EASO Training Modules in 2015



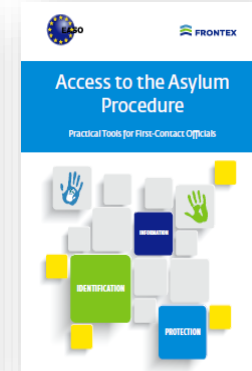
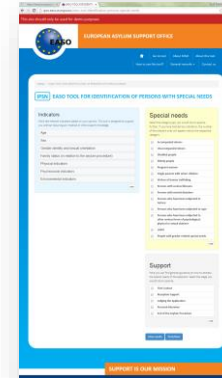
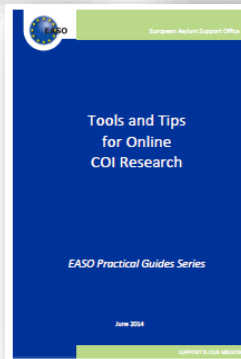
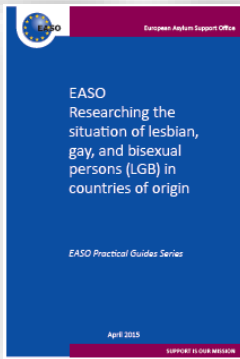
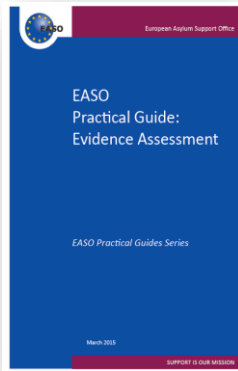
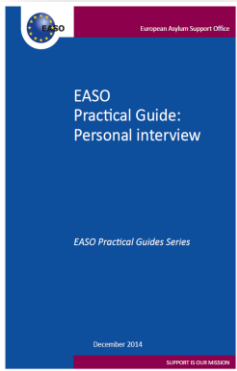
- Inclusion
- Interview Techniques
- Evidence Assessment
- Interviewing Vulnerable Persons
- Interviewing Children
- Country of Origin Information
- CEAS
- Exclusion
- APD
- End of Protection
- Dublin III Regulation
- Module for Managers
- Gender, Gender Identity and Sexual Orientation
- Reception Module
- International Refugee Law & Human Rights
- Didactics module

Practical tools

EASO Practical Tools and Guides

Published:

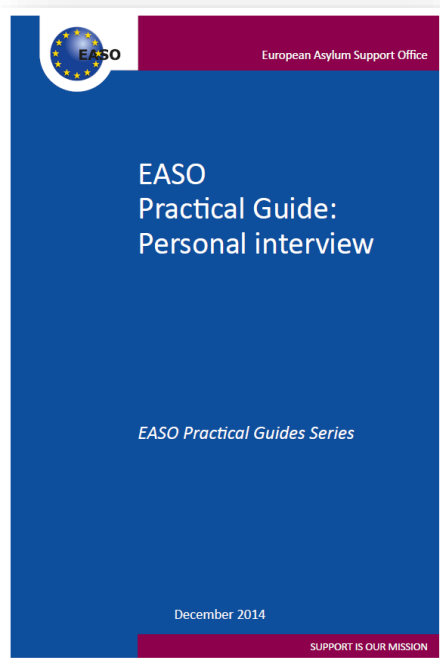
To be launched shortly:



 **EASO Practical Guide on Family Tracing**



EASO Practical Guide: Personal Interview



- **Developed in 2014 with experts from FR, NL, PL, SE, UK**
- **Structured approach to the personal interview**
- **Checklists – Guidance – Legal instruments and national guidance**
- **EU+ consultation feedback:** positively received and applicable:
 - ➔ to be used in the daily work of case officers as a reminder
 - ➔ as guidance, especially useful for new case officers
 - ➔ basis for the development of a quality assessment tool
- **Available languages:** EN, ES, DE, FR, IT
- **Translations to be published shortly:** BG, CZ, EL, EE, HR, HU, LT, LV, MT, NL, PL, SI, SK



Structured approach to the personal interview

Preparation

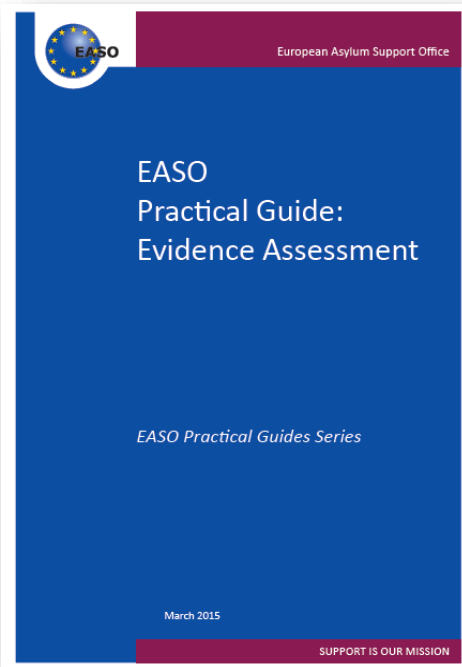
Opening the interview

Conducting the interview

(Substance of the application)

Closing the interview

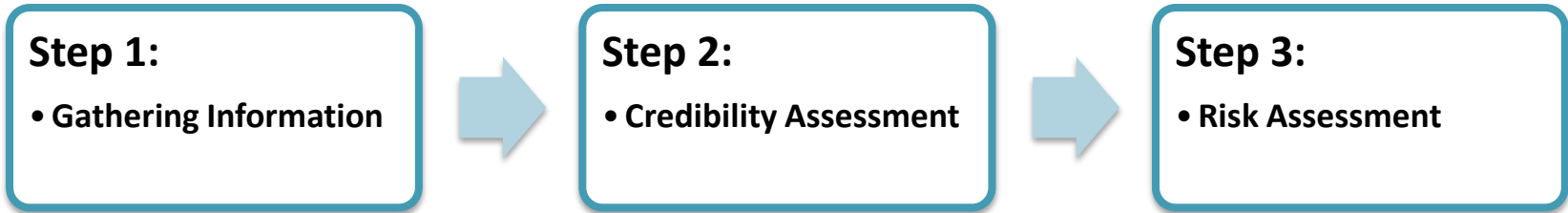
EASO Practical Guide: Evidence Assessment



- **Developed in 2014 with experts from BE, DE, PL, RO, SE, UK**
- **Structured approach to evidence assessment**
- **Checklists – Guidance – Template - Legal instruments and national guidance**
- **EU+ consultation feedback:**
 - ✓ Similarly positive feedback to content, structure and presentation
 - ✓ Applicable in the national contexts – importance of translations
- **Available languages: EN**
- **Translations to be published shortly: BG, CZ, EL, EE, ES, DE, FR, HR, HU, IT, LT, LV, MT, NL, PL, SI, SK**



Structured approach to evidence assessment



Template for evidence assessment
A Word version of the template can be found as attachment to this Practical Guide.

This template is meant to be completed throughout the different stages of your working process when dealing with an individual case. you have this overview you can proceed to the next step where you can formulate your opinion on the credibility findings on each piece of evidence (steps 2.1–2.4) on which basis you decide and fill in which material facts you accept and which you reject (step 2.5), if necessary applying Article 4(5) QD. Finally, you proceed to the risk assessment on the basis of the accepted material facts (step 3).

The aim is to have a clear overview on all identified material facts and the pieces of evidence presented by the applicant and collected by the case officer (step 1). Once

Concerning ...	Step 1: Gathering Information		Steps 2.1–2.4: Credibility Assessment
	Which are the material facts?	Which are the pieces of evidence related to the material facts?	
... country of origin:			+
... past problems and future fear:			+
... reasons why the applicant experienced/ fears problems:			+
... reasons why the applicant is unable or unwilling to avail him/herself of the protection of the country of origin:			+
... reasons why the applicant should be excluded:			+

Other relevant individual and contextual circumstances:	Which other individual and contextual circumstances are relevant?	Which are the pieces of evidence related to these individual and contextual circumstances?	Which are the credibility findings on the pieces of evidence?

↓

Step 2.5 Credibility Assessment		
Accepted material facts	Uncertain material facts	Rejected material facts
	↓	
	Are there any remarks concerning Article 4(5) QD (a, b, c, d or e)? _____ _____	
	— Accept Make a choice after balancing —> Reject	

Step 3 Risk Assessment





IPSN

TOOL FOR IDENTIFICATION OF PERSONS WITH SPECIAL NEEDS

About the tool

Go to tool >

Indicators

This is a practical support tool for officials involved in the asylum procedure and does not presuppose expert knowledge in medicine, psychology or other subjects outside the asylum procedure.

The indicators are to be marked based on the opinion of the user. Marking the indicators links to the potentially relevant category(ies) of persons with special needs. The user should further decide which of the indicated categories may be relevant.

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- Timely identification
- No specialist knowledge required
- 14 categories of persons with special needs
- Guidance on special procedural guarantees and reception support
 - First contact – making an application
 - Reception conditions
 - Lodging the application
 - Personal interview
 - End of the first instance asylum procedure

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Indicators

Indicators

Mark the relevant indicators based on your opinion. This tool is designed to support you without requiring any medical or other expert knowledge.

Age

Sex

Gender identity and sexual orientation

Family status (in relation to the asylum procedure)

Physical indicators

Psychosocial indicators

Environmental indicators

clear

Categories of persons with special needs according to the Reception Conditions Directive and EU+ practice

Special needs

Select the category(ies) you would like to explore further. If you have marked any indicators, the number of the relevant ones will appear next to the respective category.

- Accompanied minors
- Unaccompanied minors
- Disabled people
- Elderly people
- Pregnant women
- Single parents with minor children
- Victims of human trafficking
- Persons with serious illnesses
- Persons with mental disorders
- Persons who have been subjected to torture
- Persons who have been subjected to rape
- Persons who have been subjected to other serious forms of psychological, physical or sexual violence
- LGBTI
- People with gender-related special needs

clear

Special procedural guarantees and reception support

Support

Here you can find general guidance on how to address the special needs of the applicant. Select the stage you would like to explore.

- First contact - making an application**
- Reception support**
- Lodging the application**
- Personal interview**
- End of the first instance asylum procedure**

clear

IPSN Report:

Individualisation

- reference to file
- marked indicators

Identification

- selected categories
 - general information about the selected category
 - complete indicators list
 - potential pieces of evidence regarding special needs
- notes

Special procedural guarantees and reception support:

- checklist, or
- checklist and brief guidance
- notes



10/12/2015 EASO TOOL | Print report

IPSN EASO TOOL FOR IDENTIFICATION OF PERSONS WITH SPECIAL NEEDS

Reference to file:

The EASO Tool for identification of persons with special needs (IPSN Tool) is a publicly available support tool for practitioners who encounter applicants for international protection in their daily work. It has been developed with the contribution of Member States, EASO, the European Commission and various intergovernmental and non-governmental organisations. This report is generated through the use of the tool according to the user's opinion and assessment based on detected potential indicators of special needs. It cannot be considered exhaustive and does not replace a specialist opinion where such is necessary. EASO shall not be liable for any individual outcome arising out of the use of the tool. (<https://ipn.easo.europa.eu>)

Identification Marked indicators:	Notes regarding identification:
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Applicable category/ies:
Unaccompanied minors

Special procedural guarantees/reception support: Personal interview Every applicant should have an effective opportunity to present his/her application for international protection. In most cases the personal interview is the main opportunity for the applicant to do that. In the case of applicants with special needs, special procedural guarantees may have to be put in place in order to ensure this right. The principles outlined below are applicable to the personal interview, as well as to any other interactions with the applicant. <i>For more complete guidance on the personal interview, the responsible officers can refer to the EASO Practical Guide: Personal Interview.</i> Preparation <input type="checkbox"/> Consider whether or not to interview the child, taking into account the child's best interest. <input type="checkbox"/> Ensure a representative of the unaccompanied minor has been appointed or refer the case for appointment of a representative. <input type="checkbox"/> If applicable, ensure that legal aid is/has been provided. <input type="checkbox"/> In accordance with the national practice, ensure that the applicant has received relevant support to prepare for the interview. <input type="checkbox"/> Ensure that the representative, the legal aid and/or other support person can be present at the interview. <input type="checkbox"/> Consider arranging for and/or allowing the presence of an additional support person. <input type="checkbox"/> Make appropriate logistical arrangements.	Notes regarding necessary or provided support:
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<https://ipn.easo.europa.eu/tod-print> 1/2

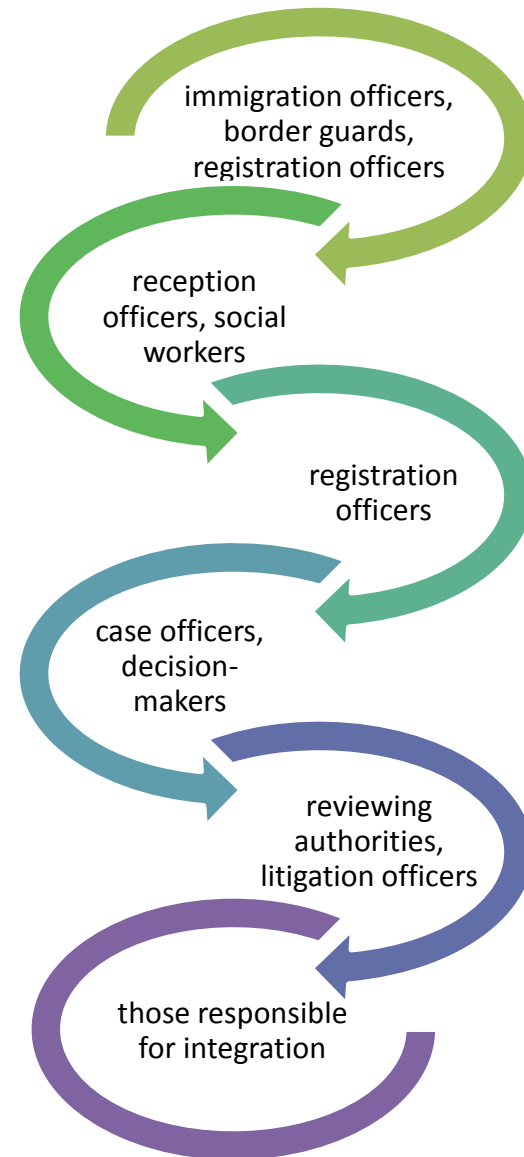
Use of the IPSN Tool

Added value of the tool:

- Comprehensive and in line with EU acquis.
- User-friendly.
- Easy to integrate in any national system.

Limitations of the tool:

- It is a generic EU+ level tool.
- Cannot replace training or specialist's diagnosis where needed.
- National processes and communication/referral channels need to be set-up.



Questions?

www.easo.europa.eu



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