

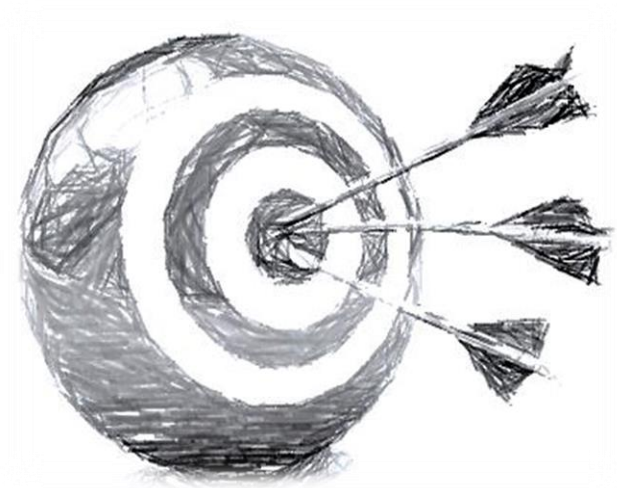


# EASO Consultative Forum Plenary Meeting

## Session 3 – EASO's Quality Processes

12th December 2014

# Quality support: EASO Objectives



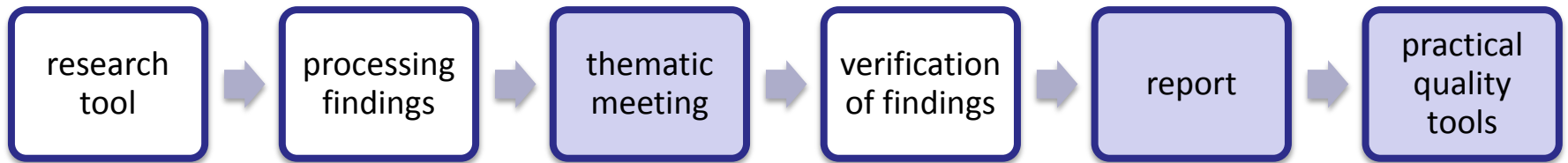
- ➔ support the establishment of quality processes and procedures in all EU+ countries
- ➔ identify key quality needs in the asylum systems
- ➔ exchange of good practices on quality
- ➔ develop common practical quality tools and materials
- ➔ *EASO will consider all relevant sources of information and may, where necessary, consult relevant stakeholders, such as competent international organisations (particularly UNHCR), academia and civil society*

# The EASO Quality Matrix

- ✓ **Thematic approach:** Comprehensively covering the aspects of the CEAS in view of the implementation of the new legal instruments
- ✓ **Practical approach:** addressing current needs, identifying good practices and developing common quality tools
- ✓ **Collaborative approach:** Depends on Member States' input for the mapping and on expertise from the MS and the RG for the development of the quality tools
- ✓ **Flexible approach:** brings added value



# EASO Quality Matrix at a glance



# Topics in the EASO Quality Matrix

## Mapping exercise 2013-2015

Personal Interview

Evidence Assessment

Eligibility

Exclusion

Access to Procedure

Identification of Persons with Special Needs

Special Procedures

Dublin Regulation

Appeals

End or Renewal of Protection

## Quality Tools 2014-2015

Personal Interview

Evidence Assessment

Identification of Persons with Special Needs

EASO Quality Tool 4

EASO Quality Tool 5

EASO Quality Tool 6

# Methodology for developing practical quality tools



- ✓ Working Group (Member States) + Reference Group
  - ✓ Reference Group: COM, UNHCR, ECRE and ad hoc members from civil society
- ✓ All Member States consulted on the draft tool before it is considered final

# Quality Tools

## Personal Interview

- ➔ Interactive Checklists and Guidance
- ➔ Experts from FR, NL, PL, SE, UK
- ➔ To be published in December 2014



## Evidence Assessment

- ➔ Interactive Checklists and Guidance + Template
- ➔ Experts from BE, DE, PL, RO, SE, UK
- ➔ Final stage of development

## Identification of Persons with Special Needs

- ➔ Interactive Identification and Support Tool covering both procedural and reception needs
- ➔ Experts from BE, BG, MT, SE, UK
- ➔ Available in Q2 2015

# Quality Tool: Personal Interview



- Practical support to case officers in their daily work
- Commonly agreed indicators for quality evaluation
- Allow for customisation according to national legislation and guidance
- A tool complementing training
- Available on-line and further distributed via USB pendrives



# Member States' feedback on the pilot tool

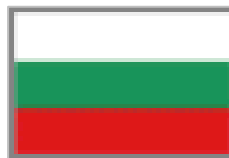
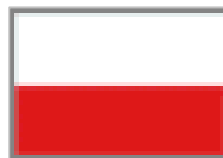
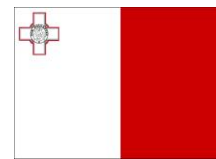
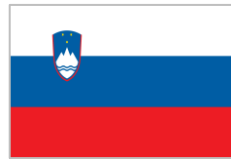
- ✓ Aims and objectives are clear
- ✓ Good structure and presentation
- ✓ Content is comprehensive and consistent, yet condensed, practical and flexible – few specific suggestions
- ✓ Format is user-friendly – few specific suggestions
- ✓ The tool would be applicable in the national systems
  - ✓ To be used in the daily work of case officers
  - ✓ Guidance, especially useful for new case officers
  - ✓ Basis for the development of a quality assessment tool

# Quality Tool: Personal Interview

First available in 5 languages:



Translations foreseen in 13 languages:



Thank you for your attention

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