Operational Support Centre

Mission
Planning and implementation of operational and/or capacity building programmes and projects in support of EU+ and third countries based on agreed Operational Intervention Logics; clearly identified and prioritised needs; defined entry, exit and sustainability strategies that inform results frameworks, implementation plans, financial & human resource plans, monitoring frameworks & evaluation plans so that the Agency delivers timely support to achieve clearly agreed outcomes in a coordinated, planned, cost-effective, efficient, legal and sustainable fashion, compliant with the EASO Regulation and EU financial regulations.

Operational Support Centre

Objectives

OPERATIONAL SUPPORT TO:

• EU+ countries to respond to a particular pressure on their asylum and reception systems.
• Third Country (TC) support in line with the Agency’s External Cooperation Strategy.
• EU+ countries to facilitate their efforts in providing access to the EU for persons in need of international protection through Resettlement and complementary pathways.

HOW?

• Developing and implementing programmes and projects and developing (horizontal) operational systems and tools
Country Operations Unit

EASO Work Programme 2016, REV2, chapter II.1 Operational Support, establishes the following: “EASO will provide emergency support to EU+ countries subject to particular pressure by deploying EU+ countries’ experts in the form of Asylum Support Teams (ASTs) or by providing other support as required, including through Joint Processing Support Teams as per the European Agenda on Migration”.

- Italy: in 50 locations
- Greece: in 49 locations
- Cyprus: in 9 locations
- Malta: in 4 locations
- Spain: ongoing needs assessment
EASO Operational Support Centre

Between January and August 2020:

EASO performed 20,224 (39%) of total registrations through out Greece, Italy, Cyprus and Malta. This would place it 5th among all EU+ countries in terms of registrations.

EASO’s operational presence was significantly reinforced in Malta, Cyprus and Greece while it was downscaled in Italy in line with changing needs.

Close to 90,000 workdays were carried out by EASO deployed experts, the highest level of EASO operational activities since the beginning of operations.

Figure 1: EASO experts deployment in Greece, Italy, Cyprus and Malta on 30 Aug. 2019 and 28 Aug. 2020
Between January and August 2020:

In **Greece**, 8,700 interviews were conducted, and 8,300 concluding remarks drafted – more than double the numbers for 2019.

**Italy**, support shifted to second instance judicial proceedings and ad-hoc disembarkations, 100% of all requests by MS and EC. About 19,200 arrivals in Italian ports were reported, close to four times the amount recorded in 2019.

In **Malta**, operational support increased significantly. 90% of all applications were registered by EASO, along with drafted evaluations supporting half of all first-instance decisions.

In **Cyprus**, due to the constantly growing migration pressure **Cyprus**, EASO significantly increased its resources. 3,309 registrations were supported between January – August, 2020, amounting to three quarters of all applications lodged in Cyprus.
External Dimension Unit

EASO plays an important role in the External Dimension of the Common European Asylum System (CEAS).

The EASO external action is defined in the EASO External Cooperation Strategy and is composed of two main pillars:

- Third Country Support
- Resettlement
Resettlement

EASO’s work on Resettlement and Humanitarian Admission aims at facilitating EU+ countries’ efforts in providing access to the EU for persons in need of international protection.

**Resettlement Support Facility (RSF) based in Istanbul**
- EASO provides operational support to EU+ Countries through the RSF.
- RSF services include logistical support for EU+ countries’ selection and Pre-Departure Orientation (PDO) missions, such as transport and accommodation of refugees, rooms for interviews and training, childcare etc.

**Permanent support to EU+ countries**
- Resettlement and Humanitarian Admission Network
- Tools and RST trainings

**Complementary Pathways (CP)**
- Pilot Project on Private / Community Sponsorship Programmes
- Other CP to international protection
Third Country Support

EASO aims at **contributing to the establishment and/or strengthening of asylum and reception systems as well as to the fostering of protection sensitive migration management in priority Partner Countries.**

**Geographical priorities**
- Western Balkans
- Turkey
- Middle East and North Africa (MENA) Region

**Capacity building activities**
- Trainings, on-the-job coaching, contribution to technical documents, workshops, etc.

**Stakeholders Management**
- Third Country Cooperation Network & Working Groups
- EU+ countries, European Commission, EEAS/EUDs, EU agencies, UNHCR, IOM, Civil Society
Providing, planning, design, monitoring and evaluation support, based on an Operations Manual and a validated project management methodology applying clear entry, exit and sustainability strategies in line with the Agency’s mandate.
TRAINING AND PROFESSIONAL DEVELOPMENT CENTRE (C2)
Activities of C2

- **Professional training curriculum** for asylum authorities responsible for asylum and reception matters in the EU
- Based on EU-acquis and international refugee law
- **Interactive modules** - covering all stages of the asylum procedure
- Regularly **updated** and further developed
- **Blended learning** methodology (online + face-to-face):
  - 20-25 hours of online studies divided into four weeks
  - 2 days of face-to-face session
Welcome to EASO Training Platform

EASO training tool is the EASO Training Curriculum - a common training system designed mainly for case officers and other asylum practitioners throughout the EU+ States.

EASO Training Curriculum consists of interactive modules covering the entire field of international protection. It has been developed within the framework of the 1951 Refugee Convention and its 1967 Protocol, the Common European Asylum System's legal instruments and other relevant international and European law.
It consists of a number of Interactive Modules covering the entire field of international protection
EASO Training Modules

Core Modules
- Inclusion
- Interview Techniques
- Evidence Assessment

Focus on Persons with Special Needs
- Interviewing Vulnerable Persons
- Interviewing Children
- Gender, Gender Identity and Sexual Orientation
- Trafficking in Human Beings
- Reception for Vulnerable Persons

Didactics

In-depth Knowledge
- Med COI
- Exclusion
- End of Protection
- Fundamental Rights and International Protection in the EU
- Resettlement

Introductory Modules
- CEAS
- Introduction to International Protection
- Identification of potential Dublin cases
- Identification of potential Exclusion cases

For specific audience
- Interpreters
- Managers
- Registration
Training Curriculum Design Sector

Flexible learning paths

CEAS - Common European Asylum System
THB - Trafficking in human beings
RVP - Reception of vulnerable persons
SOGI - Sexual orientation and gender identity
Towards a European Sectoral Qualification Framework for Asylum and Reception Officials
Trainings in EASO Operations

**Target Audience**
- EASO deployed Experts
- EASO Interim Case Workers
- EASO deployed interpreters
- Asylum Officials
- Reception Officials

**Types**
- Specific training or tailor-made training

**Format & Duration**
- Face to face
  - Practical exercises
  - One to five days
EASO Operational Training Programmes

1. Training for EASO deployed experts
2. Extensive training programme for junior caseworkers
3. Extensive training programme for vulnerability experts
4. Training on access to the asylum procedure
5. Operational training on registration of applications for international protection
6. Training on the Dublin III Regulation
7. Training on reception
8. Training for team leaders
9. Training on interpreting in the asylum context
10. Training on coaching
11. Training on Communication and Provision of Information with Asylum-Seekers

Extensive training programme for vulnerability experts
Extensive training programme for junior caseworkers
Training on access to the asylum procedure
Operational training on registration of applications for international protection
Training on the Dublin III Regulation
Training on reception
Training for team leaders
Training on interpreting in the asylum context
Training on coaching
Training on Communication and Provision of Information with Asylum-Seekers
Training and Professional Development Centre

Summary of training activities, 2020

Participations: 6827
Individual participants: 3859
Trainer deployments: 1203
Individual trainers deployed: 387
Sessions: 463

Participations by Session type and Session framework

- National Training Session: 4108
- EASO Training Session: 809
- EASO Regional Training Session: 381
- EASO Train-the-Trainer: 358
- EASO Coaching Session: 5
- National Train-the-Trainer: 1

Sessions by Delivery method

- Online content and face-to-face: 299
- Webinar only: 53
- Online content only: 0
- Face-to-face only: 0

Sessions by Location:

Note: Data for training sessions started in the indicated reporting period. Participation figures are provisional - the attendance check will be performed once the training delivery is finished.

* The map excludes sessions delivered solely via online tools.
From 01st January to 31th August, the number of participations has **increased by 31% in 2020** compared to 2019.

Between March and May, the number of participations was **74% higher in 2020** compared to 2019 (3,466 vs. 1,993).
Asylum Knowledge Centre

Situational Awareness Unit
- Information & Analysis Sector
  - Data Analysis & Research Sector

Third Countries Research Unit
- COI Sector
  - MedCOI Sector

Asylum Guidance & Cooperation Unit
- Asylum Process Sector
  - Asylum Thematic Cooperation Sector

Country Guidance Sector

Courts & Tribunals Sector
Annual Report on the Situation of Asylum in the EU

- **Yearly reference document** with a comprehensive overview of the situation of asylum in the EU+
- Online version and Executive Summary (in 21 languages)
- Statistical data trends, developments in legislation, policies, practices and case law
- Insights into the **practical functioning of the Common European Asylum System** (CEAS)
- Input from a variety of sources: national administration, courts, civil society, UNHCR, European institutions
- A balanced and objective analysis of the challenges and lessons learned
Information and Documentation System (IDS)

Online platform available for registered users from asylum administrations

Up to date and comprehensive source of information on the implementation of the Common European Asylum System (CEAS) in EU+ countries

Information validated by participating countries

Includes: practices, legislation, statistical data and case law on each key area of CEAS

Overviews to compare and contrast state practices
IDS on Case Law

- Public resource accompanying EASO Annual Report and IDS
- Repository of case law from European and national courts

EASO Query System

- Existing EASO queries system: swift collection of comparative information following a topical query from an EU+ country
- Brief analytical reports on current issues
- Upcoming: dedicated platform facilitating quick collection and compilation of data
Data Hub

Information exchange management

Operational data collection and analysis
Research Programme

Mixed methods research to understand and foresee mixed migration flows

Harvesting big data to understand the situation in third countries
Strategic Analysis

Bringing it all together for a wide readership
EASO COI activities

**COI Networks**

**Practical Cooperation**
- Workshops
- Conferences
- Networks Meetings

**COI Products**
- Reports
- Queries
- Practical Guides

**COI Operational Support & External Dimension**
- Italy
- Greece
- Cyprus
- WB
- Turkey

**COI Portal**

**COI Methodology & Training**
EASO’s COI Networks

National Common Portal Administrators - NCPA (COI Portal)

COI Strategic Network

West Africa
Afghanistan
Ukraine
Eritrea
Syria
Iran
Somalia
Iraq
Russia Federation
Pakistan
Country of Origin Information Reports

Please visit our COI Portal
Elements
MedCOI Transfer Project
(Clusters)

1. Individual Availability Requests
2. Individual Accessibility Requests
3. Medical Country Reports
4. Quality Assurance
5. MedCOI Training
6. MedCOI Web-application
7. Opening up to EU+
Fostering convergence and assisting asylum decision-makers

EASO HORIZONTAL GUIDANCE
General EASO guidance on qualification for international protection

COMMON LEGAL FRAMEWORK
Geneva Convention, Qualification Directive, CJEU and ECtHR jurisprudence

COMMON COI
EASO COI reports produced in accordance with predefined terms of reference

JOINT ASSESSMENT BY MEMBER STATES
Drafting Team: national experts
Country Guidance Network: senior policy officials from EU+ countries
EASO Exclusion Network
Management Board

COM and UNHCR are consulted throughout the process
COUNTRY GUIDANCE:

CONTENTS

- Actors of persecution and serious harm
- Refugee status
- Subsidiary protection
- Actors of protection
- Internal protection alternative
- Exclusion

COUNTRIES

- Afghanistan: updated June 2019 / upcoming update
- Nigeria: February 2019
- Iraq: June 2019 / upcoming update
- Syria: upcoming 2020
Asylum Cooperation Guidance Unit

35 Staff working in the Asylum Cooperation Guidance Unit

Horizontal Support

Asylum Processes Sector
- Quality
- Asylum Procedure
- Exclusion

Asylum Thematic Cooperation Sector
- Reception
- Dublin
- Vulnerability

Courts & Tribunals Sector
- Professional Development Series
- Professional Development Activities
- Court & Tribunals Network
Network approach

CEAS

01
Quality Matrix
Comparative Overview

02
Thematic Networks
Best practices, challenges, exchange

03
Practical Tools & Guidance
Practical implementation

04
Support to Operations
Ensure consistency
Asylum Cooperation Guidance Networks

- Reception
- Asylum Processes
- Dublin
- Exclusion
- Courts & Tribunals
- Vulnerable Groups
Network activities
Asylum Thematic Cooperation Sector

- National Contact Points meetings with EU+ States
- Thematic meetings based on priorities chosen by the EU+ States, to exchange (best) practices
- Promotion of EASO activities and dissemination of developed materials
- Multiannual strategic objective: Provide asylum support to EU+ countries with the aim of enhancing their capacities to implement the CEAS
- Mapping reports, based on surveys conducted on specific topics for each of the networks
- Development of operational standards and indicators, practical tools, guidance and best practices
- Exchange programmes among Member States, where hosting countries receive a “critical friend review” by peers of other countries
EASO Guides and practical tools

- targeting practitioners on the ground: support in daily work
- promoting commonly agreed standards and good practices
- practical and user friendly
- different forms depending on the needs: checklists, brief guidance, templates, posters, pocket books, fully interactive web platform and outcome report, etc.
- publicly accessible:
  https://www.easo.europa.eu/practical-tools
Support to EASO Operations

1. Standard Operational Procedure
2. Reception Contingency Planning
3. Guidance
4. Vulnerability Mainstreaming
5. Quality Assurance
Professional Development Series

Reference materials developed by judges for judges

EASO Courts and Tribunals Sector

Professional Development Activities

- Workshops in English at EASO HQ
- National and Regional Workshops
- High Level Conference with ECtHR and CJEU
- Webinars
EASO Courts and Tribunals Network

National Contact Points from 27 EU Member States + Norway & Switzerland

- Court of Justice of the European Union (CJEU)
- European Court of Human Rights (ECtHR)
- UN High Commissioner for Refugees (UNHCR)
- European Fundamental Rights Agency (FRA)
- Academy of European Law (ERA)
- European Judicial Training Network (EJTN)
- International Association of Refugees & Migration Judges (IARMJ)
- Association of European Administrative Judges (AEAJ)