



User Guide

Quality Assurance Tool

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History o	of Changes3
1.	Introduction
2.	How to install the tool5
3.	Access to the Tool6
4.	Home page7
5.	Personal Interview
5.1	Personal Interview assessment form
5.2	Save draft – Save final12
5-3	Start new assessment
5.4	Open an existing file14
5.5	PDF Report 15
6.	First Instance Decision
6.1	First Instance Decision assessment form
6.2	Save draft - Save final 20
6.3	Start new assessment
6.4	Open an existing file
6.5	PDF Report 20
7.	Reports
7.1	Reports page 21
7.2	Importing files
7.3	Select a type of report
7.4	Export report to PDF
7.5	Filtering and sorting the data
7.6	Remove Filters
7.7	Customizing filters
7.8	Show/Hide Filters
7.9	Export as CSV
8.	Options
9.	Browser settings

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History of Changes

Revision	Date	Created by	Short Description of Changes	Approved by
1.0.0	19/11/2018	Chara Chalkou	Document created for version 1.0.0	Nicola Fabiani
1.0.0	07/11/2018	Chara Chalkou	Review	loakeim Kalamaris
1.0.0	19/11/2018	Chara Chalkou	Review	Nicola Fabiani
2.0.0	07/10/2020	Ryan Blake	Document updated for version 2.0.0	Choutas Athanasios
2.1.0	14/12/2021	Ryan Blake	Document updated for version 2.1.0	Choutas Athanasios





1. Introduction

EASO has developed a technical solution for the quality assurance tool that provides EU+ States with a builtin, user-friendly quality assurance tool for a more streamlined and efficient internal quality assurance process.

This app enables quality assessment of the individual personal interviews and first-instance decisions by applying the assessment methodology as outlined in <u>the EASO Quality Assurance Tool: Examining the application for international protection</u>. The app also enables generating detailed reports based on sets of individual personal interviews and first-instance decisions assessment files.

The individual assessment forms can be saved in the JSON (.js) format, and the files can only be viewed and modified through this tool. All assessment reports can also be exported to PDF.

A folder with Individual personal interview and first-instance decision files in JSON format can be used for **generating detailed reports** which allow for analysing the overall quality of larger batches of cases.¹ In this way, for example, the work of a specific team or unit over a set period of time, can be analysed, or the cases from a certain country of origin, etc. A detailed overview of the assessment results enables to identify strengths and weaknesses and the need for follow-up actions.

This user manual for the electronic version of the EASO Quality Assurance Tool (**QAT**) (from now on 'the tool') provides basic information for all business users.

The guide is based on the functionalities that are available up to the current date and release. The purpose of this document is to provide a guideline in the use of the tool.

Supported browsers for the QAT are **Google Chrome** and **Mozilla Firefox**.

¹ It is advisable to use one folder for saving the JSON files, which can be later used for generating detailed reports in the Reports tab. Both personal interview and first-instance decision files can be saved in the same folder. In order to save files in a desired location, it is necessary to adjust the setting of the browser. Guidance in this regard can be found in the section Browser settings.

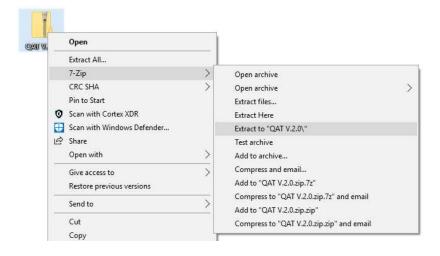
Please note that by saving the same file multiple times, a number will be automatically added to the file name in order to prevent overwriting. However, it is strictly recommended to overwrite the previous file. Keeping several files of the same case in one folder would have a negative impact if used for generating a joint report by using the Reports tab in this application. As a consequence, the results could be inaccurate. Therefore, it is important that each case file is saved only once.





2. How to install the tool

- Download the zip folder named "qat.zip" from (to be decided)
- Extract (decompress) the zip folder to a folder





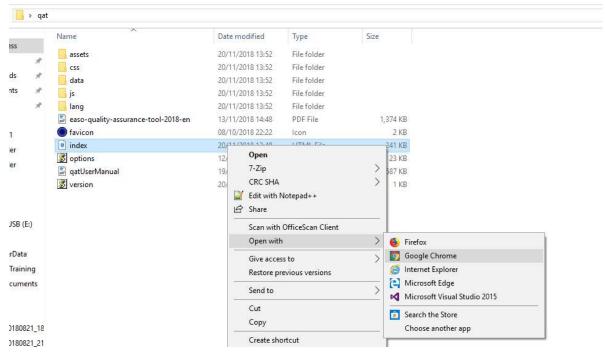


3. Access to the Tool

As a prerequisite, the tool shall be downloaded to the users' pc and extracted in a folder (see "How to install the tool").

The tool can be accessed in the tool folder:

- Right click with mouse on index.html file,
- Choose the option "open with" and then select any supported browser.







Once the tool is opened the user lands on the QAT home page

EUROPEAN ASYLUM SUPPORT OFFICE -	EASO QUALITY ASSURANCE TOOL V	2.3.0 build 20201012_	0830	
PERSONAL INTERVIEW	FIRST INSTANCE DECISION	REPORTS	OPTIONS	0

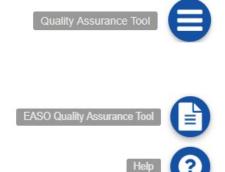
At the home page there are four available tabs:

- 1. Personal Interview
- 2. First Instance Decision
- 3. Reports
- 4. Options

By default, the Personal Interview page is displayed when the tool is opened.

An action button with different functionalities is available on the left side of the page. Apart from specific functionalities which are explained in sections 1, 2 and 3, the action button contains:

- EASO Quality Assurance Tool guidance
- User Manual







5. Personal Interview

5.1 Personal Interview assessment form

Personal Interview page contains the following sections and sub-sections:

1. File Information

- Reference
- Applicant
- Case Data
- Assessment
- Other

"No special needs" is preselected as default. Where relevant, other option can be selected.

ection •
ection 🕶
ection 👻

File information





2. Assessment form

• Opening the interview section

Opening the interview

1. Previously identified special needs are addressed accordingly.

1.1. Special needs, which have been previously identified, are taken into account when arranging the interview. For example: - appropriate gender of the interviewer and/or interpreter; - unaccompanied children have a representative present; - practical arrangements are made for persons with disabilities; - other relevant procedural guarantees were put in place.

🗏 Please make a selection 🕶	Comments 6	

🗏 Please make a selection 🗸

Comments

2. The necessary information is provided to the applicant.

2.1. Information on the aim of the interview is provided.

• Conducting the interview section

Conducting the interview

5. The interviewer displays a professional attitude throughout the interview.

5.1. The interviewer appropriately establishes rapport with	<i>c</i>
the applicant.	🖾 Please make a se

5.2. The interviewer uses appropriate, sensitive and factual language.

5.3. The interviewer addresses the applicant directly (in second person).



• Substance of the interview section

Substance of the interview

8. All material facts are identified and explored sufficiently.

8.1. Where relevant, the identity (including country of origin) of the applicant is established.

8.2. Past problems and/or threats are explored sufficiently (what, who, when, where, why).

🖻 Please make a selection 🕶	Comments
🖾 Please make a selection 🔻	Comments





• Closing the interview section

Closing the interview

13. The interviewer follows the necessary steps when closing the interview.

13.1. The interviewer confirms whether or not the applicant has understood all questions asked.

13.2. The interviewer asks the applicant whether they want to add anything.

13.3. The interviewer explains the next steps of the asylum procedure clearly.

□ Please make a selection	Comments
■ Please make a selection	Comments
🗏 Please make a selection 🕶	Comments

Interview record section

Interview record

14. Interview transcript/report rules are followed accordingly.

substantive elements or a transcript, is made of the personal interview. It contains additional elements if applicable according to national practice.	Please make a selection -	Comments
14.2. If applicable, an audio or audiovisual recording is made according to national practice.	■ Please make a selection	Comments
14.3. The applicant is provided with an effective opportunity to make comments and/or provide clarification orally and/or in writing with regard to any mistranslations or	Please make a selection ▼	Comments

• Conclusion

Conclusion

To be filled by the quality assessor based on overall observations. The interview allows an effective and correct decision to be made:

🖽 Please make a selection 🕶

Comments

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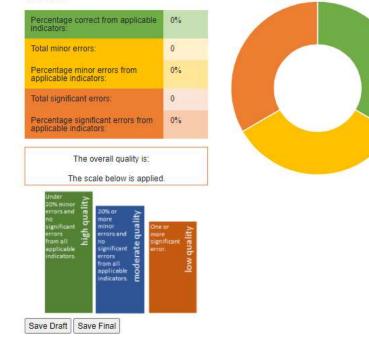




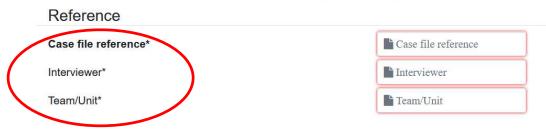
3. Assessment

Assessment

This assessment is calculated automatically on the basis of the completed assessment form. Please make sure that you have marked each indicator accordingly.



Please note that all mandatory fields have asterisks next to the label name. Upon saving without completing required fields, will mean the form can only be saved as a draft.



File information

Assessment of the personal interview

Total correct Total minor errors

Total significant errors





5.2 Save draft – Save final

An assessment can be saved either as draft or as final.



In order to save files in a desired location or to rename files, it is necessary to adjust **the setting of the browser**. For guidance in this regard see the section <u>Browser settings</u>.

When the setting is appropriate, a "Save As" window will appear with the possibility to select the location or to rename the file.

e e con <mark>1</mark>	« Desk > qat-sprint4-20-11 v さ	Search qat-sprint4-20-11-2020 🔎
Organize 👻 Ne	w folder	8== •
🛄 This PC	^ Name	Date modified Type
3D Objects	assets	01/09/2020 09:27 File fo
Desktop	css	11/09/2020 00:27 File fo
Documents	data	01/09/2020 09:27 File fo
Downloads	js	11/09/2020 09:50 File fo
Musir	v (11/00/1010 00.10 File f
File name:	Case file _interview_draft.json	
Save as type:	JSON File	

It is advisable to use one folder for saving the files, which can be later used for generating detailed reports in the Reports tab. The selected folder can also be situated on your local network, where it can be shared with other assessors, to allow for common reporting.

After clicking on 'Save Draft/Final' a JSON-file is saved in the selected folder. The file name will consist of the case file reference, an indication if the assessment concerns the interview or decision and, if applicable, an indication if it concerns a draft version.





E.g. 123456AZ_interview 123456AZ_decision_draft

The 'Save Draft' allows you to save an incomplete assessment in order to continue the assessment at a later point in time. Assessments that are saved as drafts will not be counted when generating aggregated reports through the reporting-tab.

The 'Save Final' button will save the assessment in a way that its results will be taken up in the aggregated reports. The 'Save Final' button is only available when all the mandatory fields have been filled in.

Please note that by saving the same file multiple times, your computer will automatically add between brackets a number to the file name in order to prevent overwriting. However, when using the 'Save Final' button several times, it is strictly recommended to remove the added number and overwrite the previous file. Keeping several files of the same case in one folder will lead to double counting when creating aggregated reports under the 'reports' tab. As a consequence, the report results will be inaccurate. Therefore, it is important that each case file is saved only once.

5.3 Start new assessment

The user is able to open a blank assessment form and to start a new assessment by clicking on action button and then Start new assessment.







5.4 Open an existing file

The user is able to open a Personal interview json file or a draft Personal interview json file by clicking on action button and then open file.



The user should choose a file json from their pc.



After clicking on "Open file" button, all information of the selected personal interview or first instance decision assessment is displayed.

The user is able to provide any modification and then save the changes (for guidance regarding saving a file see section <u>1.2 Save draft - Save final</u>).





5.5 PDF Report

The user is able to export a personal interview or first instance decision assessment in pdf form by clicking on action button and then Report.



After clicking on this button, a .pdf file is downloaded with name consisting of the case file reference, an indication if the assessment concerns the interview or decision report and date in the format yyyymmdd, which is saved on user's pc. This may vary for different browsers, please see section <u>7.4 Export report to</u> <u>pdf</u> for an explanation how this varies between browsers.

E.g. 123456AZ_interview_report_20210101 123456AZ_decision_report_20210101





6. First Instance Decision

6.1 First Instance Decision assessment form

The First Instance Decision page contains the following sections and sub-sections:

1. File Information

- Reference
- Applicant
- Case Data
- Assessment
- Other

"No special needs" is preselected as default. Where relevant, other option can be selected.

Reference	
Case file reference*	Case file reference
Decision-maker*	Decision-maker
Team/Unit*	🌆 Team/Unit
Applicant	
Country of origin*	Please make a selection •
Sex of the applicant*	Please make a selection +
Age of the applicant*	Please make a selection +
Special needs	"No special needs"

16

File information





2. Assessment form

• Introduction section

Introduction

1. The decision states the applicant's details c	orrectly.
1.1. The decision states correct name, country of origin and home area, date of birth and file number, along with other details required by national policy.	Please make a selection Comments
2. If applicable, the decision includes a concise	e and accurate summary of the immigration history of the applicant.
2.1. The decision includes a concise and accurate summary of possible previous applications and other immigration history of the applicant, in accordance with national policy.	Please make a selection Comments
• Basis of Claim section	
Basis of claim	
3. The basis of claim correctly sets out	all material facts.
3.1. The basis of claim correctly identifies and presents i material facts	all ☐ Please make a selection ← Comments

4. The basis of claim correctly identifies the future fear.

4.1. The basis of claim correctly specifies who and what the applicant fears, and why.

Please make a selection - Comments

5. If applicable, evidence presented by the applicant is correctly outlined in the basis of claim.

5.1. Evidence presented by the applicant is correctly outlined according to national practice.

■ Please make a selection▼	Comments
----------------------------	----------

Credibility assessment section

Credibility assessment

6. The credibility of each material fact is assessed correctly, including the identity and country of origin of the applicant.

6.1. The evidence is linked correctly to each material fact.	🗏 Please make a selection 🕶	Comments	
6.2. Credibility indicators are applied correctly.	Please make a selection▼	Comments	3
	I Ficase make a selection +		0
6.3. The concept of plausibility is applied objectively.	Please make a selection -	Comments 6	

Risk assessment section





Risk assessment

9. The risk on return is accurately and fully assessed.

9.1. The decision correctly identifies and assesses the risk on return (who, what and why).

9.2. Country of origin information is relevant, up to date and correctly referenced.

9.3. The correct standard of proof has been applied (reasonable degree of likelihood) in assessing risk on return.

\blacksquare Please make a selection $ imes$	Comments
■ Please make a selection	Comments
🗏 Please make a selection 🗸	Comments

• Legal analysis section

Legal analysis

10. Well-founded fear of persecution is assessed correctly.

 10.1. Whether or not the stated treatment amounts to persecution is assessed correctly.

 Please make a selection▼

 10.2. The subjective and objective elements of the stated fear are assessed correctly.

 Please make a selection▼

11. Reasons for persecution are identified and assessed correctly.

11.1. The decision correctly	identifies	and	assesses	all
applicable reasons for personal	ecution.			



• Form section

Form

16. The decision follows a correct structure and includes all required elements.

 16.1. The decision follows a correct structure and format according to national policies.
 Image: Comments

 16.2. The applicant is provided with information on how to challenge a negative decision in writing or by electronic means.
 Image: Comments

Efficiency section





Efficiency

18. The decision is issued according to the prescribed timelines.

 18.1. The decision is issued according to the prescribed timelines according to national practice.
 Image: Comments

 Conclusion
 Image: Conclusion

 To be filled by the quality assessor based on overall observations. The decision is
 Image: Comments

3. Assessment

Assessment

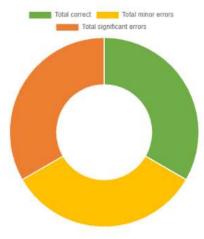
This assessment is calculated automatically on the basis of the completed assessment form. Please make sure that you have marked each indicator accordingly.

Percentage correct from applicable indicators:	0%
Total minor errors:	0
Percentage minor errors from applicable indicators:	0%
Total significant errors:	0
Percentage significant errors from applicable indicators:	0%

The overall quality of the decision is:

The scale below is applied.





Assessment of the decison





Please note that all mandatory fields have asterisks next to the label name. Upon saving without completing required fields, will mean the form can only be saved as a draft.

File information

Case file reference*	Case file reference
Decision-maker*	Please fill out this field.
Team/Unit*	Team/Unit

6.2 Save draft - Save final

For guidance regarding saving the files, please see section <u>1.2. Save draft - Save final</u>.

6.3 Start new assessment

For guidance regarding a new assessment, please see section **<u>1.3 Start new assessment</u>**.

6.4 Open an existing file

For guidance regarding opening an existing file, please see section <u>1.4 Open an existing file.</u>

6.5 PDF Report

For guidance regarding exporting the first instance decision assessment in pdf, please see section <u>1.5</u> <u>PDF Report</u>.



7. Reports

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EASO	PERSONAL INTERVIEW	FIRST INSTANCE DECISION	REPORTS	OPTIONS	e

7.1 Reports page

The Reports tab enables generating reports based on the individual quality assessments from the Personal Interview and First Instance Decision tab.

The Report tab consists of following sections:

• Detailed overview of imported cases with specific information

Total 🔶	Total 🔶	Correct % 🔺	Total minor 🛛 🔶	Minor 🔺		Significant 🛎	Overall quality	Case file reference 🔺	Interviewer 🔺	Team/Unit 🔺	Country of origin 🔶	Sex of the applicant 🔺	Age of the applicant 🔶	Special needs
applicable	correct		errors	errors %	significant errors	errors %	filter column	filter column	filter column	filter column.	filter column	filter column	filter column	filter column
17	5	29.41%	7	41.18%	5	29.41%	LOW	case 0001dd		b	Afghanistan	Other	Adult	Accompanied mino
25	8	32.00%	8	32.00%	9	36.00%	LOW	taylor	а	team 1	Albania	Female	Adult	Accompanied mino
0	0	0%	0	0%	0	0%		taylor_1			Algeria	Female		
0	0	0%	0	0%	0	0%		case 0001dd		b	Afghanistan	Female	Adult	Accompanied mino
0	0	0%	0	0%	0	0%		case 0001dd		b	Afghanistan	Female	Adult	Accompanied mino
0	0	0%	0	0%	0	0%		case 0001dd		b	Afghanistan		Adult	Accompanied mino
2	2	100.00%	0	0.00%	0	0.00%	HIGH	taylor	a	team 1ggg	Albania	Female	Adult	Accompanied mino
2	2	100.00%	0	0.00%	0	0.00%	HIGH	taylor	a	team 1	Albania	Female	Adult	Accompanied mino
4	3	75.00%	1	25.00%	0	0.00%	MODERATE	euler		team 1	Afghanistan	Female	Adult	Unaccompanied m
2	2	100.00%	0	0.00%	0	0.00%	HIGH	taylor	а	team 1	Albania	Female	Adult	Accompanied mino
6		1		1										•

Detailed overview include specific information which can be filtered and sorted (see section <u>3.5. Filtering</u> and sorting the data).

Specific information include:

- As regards personal interviews files:
 - Overall quality
 - Case file reference
 - o Interviewer
 - Team/Unit
 - Country of origin
 - Special needs
 - Date of lodging the application
 - o Date of interview
 - Language of the interview
 - Grounds for the application
 - o Decision outcome
 - o Quality assessor
 - Assessment date
 - Conclusion



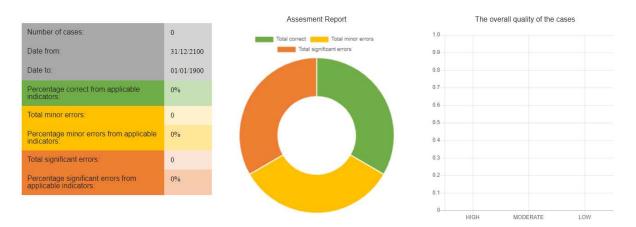
- Sex of the applicant
- Age of the applicant
- o Duration of the interview
- o Interview conducted through interpreter
- o Legal representative present during the interview
- Assessment based on
- Correct %
- Total significant errors
- As regards the first-instance decision files:
 - Overall quality
 - Case file reference
 - o Decision maker
 - Team/Unit
 - Country of origin
 - Special needs
 - Date of lodging the application
 - o Date of interview
 - o Date of decision
 - o Grounds for the application
 - o Decision outcome
 - Quality assessor
 - Assessment date
 - o The decision is issued according to the prescribed timelines
 - o Conclusion
 - Sex of the applicant
 - Age of the applicant
 - o Interview conducted by the decision-maker
 - Number of pages of the decision
 - Correct %
 - Total significant errors





Charts and graphs:

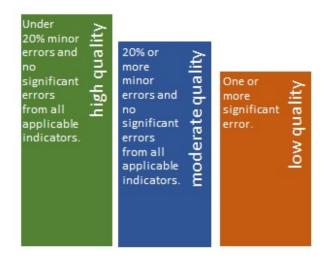
- o Assessment data
- Assessment report
- The overall quality of the cases



The table on the left provides information about the number of imported cases, the assessment dates, the percentage of correct indicators, and the percentage and the total number of minor and significant errors from applicable indicators.

The assessment report displays the percentage of correct indicators, minor and significant mistakes from the applicable indicators.

The overall quality of the cases graph shows the number of cases of high, moderate and low quality in accordance with the scale below:



• Detailed overview of the assessment results for each indicator

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The table includes list of indicators related to personal interview or first-instance decision (depending on the selected type of report (see section <u>3.3. Select a type of report</u>) and for each indicator the percentage of correct, minor and significant mistakes and the total number of applicable indicators and cases.

		_	_	
Ind cases	Carmets	Minar Dratety	Significant Drawli	Total Applicable Number of cases
(1) Specif reads, which from these preclase) statements are stranging the reverses. For some the -granuption gamber of the relevance indication gammer - and an exponential or product an indication of the strangeneties of the strangeneties are s	The .	-	25	-
21 informática de filo alimit de alimitada en a provided.	70%	22%	and the	su
2.2 Microbit regulating codelectanty is provided.	100%	66	100	86
2.3 stravyolev or the view of all percent persons a probability	85	(1997)	20	60
2.1 infrarentici or enal infigurati to companie la gradead.	-1014	e.	2.4	98
2.5. utrameters as books appointing it as to book a ground (385	6	etti.	80
20. Sthe neroposo infunction apositing to minional practica: a positive	75%	25	100	an .
21. The application is adult abuffied Pary architectural the Weignedic and with one as	700%	<i>m</i>	dina.	46
New Contraction of Management (Section 2011)	and a second second	- Anna - C	These states	12.4 C

Report comments

Report comments

The user can add additional comments in the Report comments, which is located at the bottom of the Reports page. The comments will be exported to the PDF report (see section <u>3.4. Export report to PDF</u>).

Report comments

At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga.

Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae.

Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat

7.2 Importing files

The user can import a folder with json files from their pc by clicking on action button and then Import folder. The folder can include both Personal Interview and First Instance Decision files. **Only json files are valid for importing**. Please note that Draft Personal Interview or Draft First Instance Decision Assessments cannot be uploaded to generate reports.



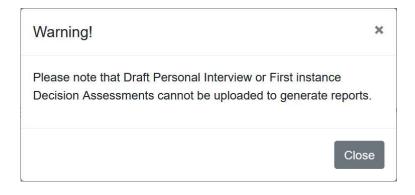




After clicking on "Import Selected" button the files are uploaded:

Select folder	to import		×
Choose Files	13 files		
		Close	Import Selected

Any draft file will present the following warning.



By importing the files, following functions will be activated:

- Detailed overview of imported cases with specific information;
- Charts and graphs (Assessment data, Assessment report, The overall quality of the cases);
- Detailed overview of the assessment results for each indicator.





7.3 Select a type of report

The user should select the type of report by clicking either on Personal interview button to deal with Personal interview json files, or First-instance decision button to deal with First-instance decision json files.

By default, the Personal Interview option is selected when the files are imported.



7.4 Export report to PDF

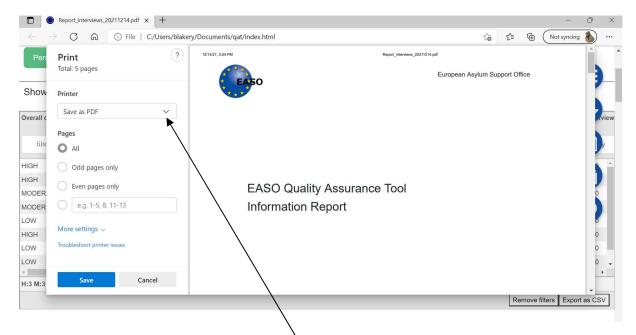
The user is able to export the report to pdf format by clicking on action button and then Report.



After clicking on this button a pdf file is downloaded with name: Report_interviews_yyyymmdd for personal interview files or Report_decisions_yyyymmdd for first instance decision files, which is saved on user's pc.







Once presented with the print screen, select Save as PDF

C Save As			×							o ×
$\leftarrow \rightarrow \checkmark \uparrow \clubsuit$ > This PC > Downloads \checkmark	ບ 🔎 Searc	h Downloads			ť	ŏ	€]	Ē	Not syncing	•••
Organize • New folder			0	Report_interviews_20211214.	pdf					1
S This PC Name			^		European Asylum	Sup	nort C	office		
3D Objects					European Asylun	Sup	porto	nice		-
Desktop @ Quality Assurance Tool.pdf										
🖺 Documents 🔋 📮 qat										
										view
Music Assets										
Pictures ✓ Earlier this year (7)										
Videos SNVA_review_2.pdf										У
Windows (C:) 4001_decision_report_20210316.pd	lf									
share (\\easo.ma ∨ <			>							
File name: Report_interviews_20211214.pdf				Assurance Tool						0
Save as type: Adobe Acrobat Document (*.pdf)			~	eport						
	_			eport						
▲ Hide Folders	Save	Cancel								0
OW Troubleshoot printer issues										0
OW										0 🗸
Save Cancel										<u> </u>
I:3 M:3										·
							R	emove	filters Export	as CSV
				Assessment Report	T	ne ov	verall	quality	y of the cases	6
Type here to search	🗐 🔚	🤹 🤗	1	👏 🚾 💽 🥥	🍐 53°F \land	P	¢ 🛋	× 🖫 (▲ 17:5 14/12/2	

You can now save the file to a suitable location.



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The PDF report includes:

- Cover page;
- An overview of applied filters (see section 3.5. Filtering and sorting the data)*;
- Charts and graphs (Assessment data, Assessment report, The overall quality of the cases);
- Detailed overview of the assessment results for each indicator;
- Report comments.

* Please note that <u>filters have to be **applied** in order to be included in the overview</u>.

7.5 Filtering and sorting the data

The user can filter and sort the case related data of the parameters at hand.

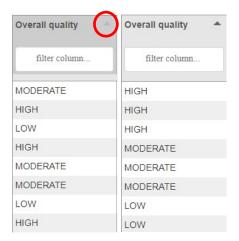
Data can be **filtered** by clicking on the white field and by selecting one or more from available options. Only relevant cases will be displayed in the table and the information in all available tables and charts will be also adjusted accordingly.



	Case file reference 🔺	Interviewer 🔶	Team/Unit 🔶	Country of origin 🌰	Special needs	Date of lodging the application
filter column	filter column	filter column	filter column	filter column	filter column	dd/mm/y 🗂 dd/mm/y 亡
HIGH	200	Paul	A	Pakistan	Unaccompanied minor	2019-01-01
LOW	400	Amelia	в	Iran (Islamic Republic of)	Single parent with m	2019-01-01
MODERATE	500	Emma	A	Pakistan	Disabled person	2019-01-01
MODERATE	1200	Emma	А	Iran (Islamic Republic of)	Person who has be	2019-01-05
MODERATE	1300	Emma	A	Afghanistan	Disabled person, Per	2019-01-31
	700	Mia	В	Pakistan	Pregnant woman	2019-01-02
MODERATE	700					
	100 100	Mark	A	Afghanistan	Pregnant woman	2019-01-01
MODERATE HIGH 4		Mark Amelia	A B	Afghanistan Afghanistan	Pregnant woman Unaccompanied minor	Construction of the second
HIGH HIGH	100	in the second	10.00			2019-02-08
HIGH HIGH <	100 1100	Amelia	В	Afghanistan	Unaccompanied minor	Construction and the second
HIGH HIGH < Overall quality	100 1100 Case file reference	Amelia	B Team/Unit	Afghanistan Country of origin	Unaccompanied minor Special needs	2019-02-08 Date of lodging the application
HIGH HIGH < Overall quality	100 1100 Case file reference A filter column	Amelia Interviewer	B Team/Unit	Afghanistan Country of origin filter column	Unaccompanied minor Special needs filter column	2019-02-08 Date of lodging the application dd/mm/y dd/mm/y 2019-01-01

The user can **sort the case related data** of the parameters at hand.

Clicking any of the headings of columns will **sort** the column, depending on the information, alphabetically, low to high, according to the date order, according to quality, etc. The whole table will adjust accordingly.







Date Filters

Use the calendar pop up to select the date. Pick a date rate you are interested in, it can be the start or end date or both. Using just the start date will return reports starting with the date, using just end date will return reports up until the date.

try of origin		Special needs	Date	of lo	dgin	g th	e ap	plicat	tion	× 1	Date of int	erview 🔺	Language of the interview	- Grour
filter column		filter column		dd / mm / yyyy dd / mm / yyyy dd / mr dd / mr		dd / mr	filter column							
								20 ~		>				
d Kingdom of Great Britain and Northerr	n Ireland (the)	No special needs, Person with serious illness	M			Ved 30	Thu 1	Fri 2	Sat 3	Sun 4	20-08-10)	English	Rac
d Kingdom of Great Britain and Northerr	n Ireland (the)	Accompanied minor, Unaccompanied minor	:	5	6	7	8	9	10	11	20-08-14	L.	English	Rac
anistan		No special needs	: 1	2	3	14	15	16	17	18	20-09-30)	English	Reli
d Kingdom of Great Britain and Northerr	n Ireland (the)	Accompanied minor, Unaccompanied minor	: 1	-	20	21	22	23	24	25	20-08-14	L .	English	Rac
d Kingdom of Great Britain and Northerr	n Ireland (the)	Accompanied minor, Unaccompanied minor	: 2	6	27 3	28	29	30	31	1	20-08-14	ı.	English	Rac
d States of America		Accompanied minor, Unaccompanied minor	:	-	2	4	2	6	1	0	20-08-17	·	English	Rac
d Kingdom of Great Britain and Northerr	n Ireland (the)	Person with serious illness	2020	-08-1	0					3	2020-08-10)	English	Rac v
٠¢														>
													Remove filters Expor	t as CSV

Correct % and Total significant errors columns with sorting functionality

The Correct % column displays an overview of the percentage of correct indicators for each case. At the same time, the rows in this column are coloured depending on the overall quality of the respective cases. If the row is green, the quality of the case is high, blue colour is for moderate quality and red colour for low quality.

Total significant errors column displays an overview of the number of significant errors for each case. The user can sort the data from the low to high.

the interview 🔺	Grounds for the application 🔺	Decision outcome	Quality assessor 🔺	Conclusion	Correct %	Total 🔶	Sex of the applicant 🔺	Dur
column	filter column	filter column	filter column	filter column		errors	filter column	
	Race, Religion, Nationality	Not known	Test	1.probably yes	100.00%	0	Male	2 ^
	Race,Religion	Not known	Sample Data	2.probably not	55.81%	5	Female	2
			Sample Data	O see hable and		-	A della	2
	Race, Religion	Not known	Sample Data	2.probably not	55.81%	5	Male	
	Race,Religion Race,Religion	Not known	Sample Data	2.probably not 2.probably not	55.81%	5	Female	2
	Race,Religion	Not known	Sample Data	2.probably not	55.81%	5	Female	2

7.6 Remove Filters

Applied filters can be removed quickly by selecting Remove filters, which is located at the bottom right of the table. Alternatively, the user can remove the applied filters one by one by clicking the cross next to each applied filter.



Overall quality	Case file reference -	Interviewer 🌧	Team/Unit 🔺	Country of origin A	Special needs A	Date of lodging t	he application	Date of interview	v
"HIGH" ×	filter column	filter column	"A" ×	filter column	filter column	dd/mm/y	dd/mm/y 🗖	dd/mm/y	dd/mm
HIGH	100	Mark	A	Afghanistan	Pregnant woman	2019-01-01		2019-01-10	
HIGH	300	Lucy	A	Afghanistan	Single parent with m	2019-01-01		2019-01-10	
< H:2 M:0 L:0								Boundary	Funced as

The columns will remain, however the filters have now been removed.

Overall quality -	Case file reference	Interviewer 🔶	Team/Unit 👘	Country of origin 🔺	Special needs 🔶	Date of lodging th	e application	Date of interview	v	
filter column	filter column	filter column	filter column	filter column	filter column	dd/mm/y	dd/mm/y	dd/mm/y	dd/mm/y	C
HIGH	100	Mark	A	Afghanistan	Pregnant woman	2019-01-01		2019-01-10		-
HIGH	1100	Amelia	в	Afghanistan	Unaccompanied minor	2019-02-08		2019-02-04		
MODERATE	1200	Emma	A	Iran (Islamic Republic of)	Person who has be	2019-01-05		2019-01-10		
MODERATE	1300	Emma	A	Afghanistan	Disabled person, Per	2019-01-31		2019-02-11		
.ow	200	Paul	A	Pakistan	Unaccompanied minor	2019-01-01		2019-01-10		
HIGH	300	Lucy	A	Afghanistan	Single parent with m	2019-01-01		2019-01-10		
.OW	400	Amelia	в	Iran (Islamic Republic of)	Single parent with m	2019-01-01		2019-01-10		
.ow	500	Emma	A	Pakistan	Disabled person	2019-01-01		2019-01-10		
				1	1	1		1		•

7.7 Customizing filters

By clicking and dragging simultaneously, columns can be moved to any desired position.

Case file reference 🐣	Inte Overall qu	ality 💌	Team/Unit 🌧	Country of origin 👘	Special needs	Date of lodging the app	lication 🍵
filter column	fil filter o	olumn	filter column	filter column	filter column	dd/mm/y 🗖 dd/m	im/y 🗖
400	Amelia	LOW	В	Iran (Islamic Republic of)	Single parent with m	2019-01-01	
500	Emma	LOW	A	Pakistan	Disabled person	2019-01-01	
200	Paul	LOW	A	Pakistan	Unaccompanied minor	2019-01-01	
1200	Emma	MODERATE	А	Iran (Islamic Republic of)	Person who has be	2019-01-05	
700	Mia	MODERATE	в	Pakistan	Pregnant woman	2019-01-02	

By clicking on the border line of the columns and dragging simultaneously, columns can be made wider or narrower.

Team/Unit 🌧	Country of origin 👘	Special needs	Date of lodging the application
filter column	filter column	"People with gender-related special needs" *	dd/mm/yyyy
В	Iran (Islamic Republic of)	Single parent with minor children People with gender-related special needs	2019-01-01 20





7.8 Show/Hide Filters The user is able to select filters (columns) to be displayed in the table and work only with filters (columns) which are relevant to them. To start first click Show/Hide Filters. This will reveal a new section, with all the available filters for the selected report type.

Show/Hide Filter	S							
Overall quality	\checkmark	Case file reference	\checkmark	Interviewer	\checkmark	Team/Unit	\checkmark	
Country of origin	\checkmark	Special needs	\checkmark	Date of lodging the application	\checkmark	Date of interview	\checkmark	
Language of the interview	\checkmark	Grounds for the applicati	on 🗹	Decision outcome	\checkmark	Quality assessor	\checkmark	
Conclusion	V	Correct %	\checkmark	Total significant errors	\checkmark	Sex of the applicant	\checkmark	
Duration of the interview	\checkmark	Assessment date	\checkmark					
Select All Filters/De-s	elect All Filters⊡		Team/Unit 🔺	Country of origin		 Special needs 		Date
Case file reference 🔺	Overall quality	 Interviewer 	ream/onit -	eoundy of origin				Buto
Case file reference A	Overall quality filter column	Interviewer filter column	filter column	filter column		filter c	olumn	dd /
		Interviewer				filter o	:olumn	

Choose the desired filters, they are dynamically added and removed.

Show/Hide Filter	S								
Overall quality		Case file reference	ce	\checkmark	Interviewer	\checkmark	т	eam/Unit	\checkmark
Country of origin	\checkmark	Special needs			Date of lodging the application		C	ate of interview	\checkmark
Language of the interview	\checkmark	Grounds for the a	application		Decision outcome	\checkmark	c	Quality assessor	\checkmark
Conclusion	\checkmark	Correct %			Total significant errors	\checkmark	s	ex of the applicant	\checkmark
Duration of the interview	\checkmark	Assessment date	2	\checkmark					
Select All Filters/De-	select All Filters⊻	Team/Unit ▲	Country of origin		*	Date of in	terview 🔺	Language of the interview	Grounds for the ap
filter column	filter column	filter column	country of origin	filter col	umn	dd / mr	dd / mr	filter column	filter colum
12345	Ryan	EASO	United Kingdom o					English	Race, Religion, Natior

Click on the 'Select All Filters/De-select All Filters checkbox and remove or add all filters/columns.



how/Hide Filters	_			_		
verall quality		Case file reference	Interviewer		Team/Unit	
ountry of origin		Special needs	Date of lodging the application		Date of Interview	
inguage of the interview		Grounds for the application	Decision outcome		Quality assessor	
onclusion		Correct %	Total significant errors		Sex of the applicant	
ration of the interview		Assessment date				
elect All Filters/De-sele	ct All Filters_					

7.9 Export as CSV

The user is able to export the data by clicking on Export as CSV button, which is located at the bottom right of the table.

Overall quality	Case file reference	Interviewer	Opening data.csv		×		Special needs	Date
filter column	filter column	filter column	You have chosen to op	en:			filter column	dd / r
				ft Excel Comma Separated Values File (2.9 KB)				
HIGH	12345	Ryan	What should Firefox o	do with this file?	Ir	eland (the)	No special needs,Person with serious illness	202 ^
HIGH	12345	Ryan	Open with Exc	el (default) V	Ir	eland (the)	Person with serious illness	202
HIGH	12345	Ryan	<u>S</u> ave File		Ir	eland (the)	Person with serious illness	202
HIGH	12345	Ryan	Do this <u>a</u> utomati	ically for files like this from now on.	Ir	eland (the)	Person with serious illness	202
HIGH	12345	Ryan		OK Cancel	Ir	eland (the)	Person with serious illness	202
HIGH	12345	Ryan	L	UK Cancel	Ir	eland (the)	Person with serious illness	202
HIGH	12345	Ryan	EASO	United Kingdom of Great Britain and North	nern Ir	eland (the)	Person with serious illness	202 ~
< H:9 M:0 L:0								5
							Remove filters Export as 0	csv

After clicking on this button a file is downloaded with name: Report_detailes_interviews_yyyymmdd for personal interview files or Report_detailes_decisions_yyyymmdd for first-instance decision files, which is saved on user's pc.

In order to save reports in a desired location or to rename the reports, it is necessary to adjust **the setting of the browser**. For guidance in this regard see the section <u>Browser settings</u>.

The data downloaded will be as it appears in application view, with all selected parameters.



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8. Options



In this tab, the user is able to change the language of the app and the cover page of the pdf reports.

Please note: only selected number of languages is available. Please note: the action button is not available through the Option page.

Once the user provides the desired values, the user should click on '**Save Options File**' and save the json file as '**options**' in the app folder. It is necessary to replace the existing file options.js in the app folder.

The changes are available after refreshing the page of the app (Ctrl +F5)

Depending on the browser, the style of modal will also vary.

When saving an options file, if you already have a file saved an attempt to resave you made end up with a file that looks that the following.

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8.1 Examples of Options .js

If this happens, please delete the file, and then reattempt saving.

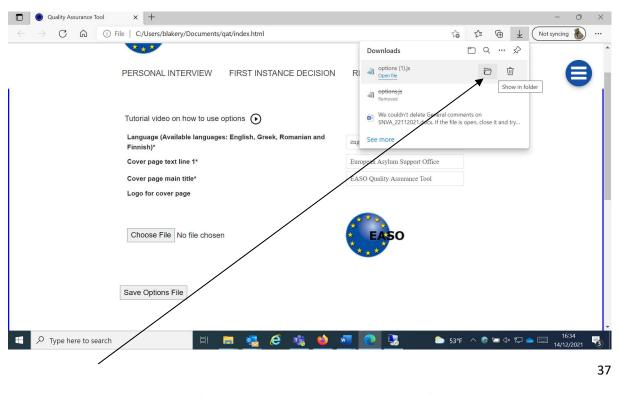




Options file Edge Broswer

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When saving with the Edge browser, be sure to select Keep option



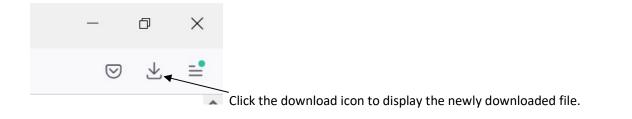




Click the folder icon, this will take you directly to the just saved options.js file.

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Select 'Save File'





Click the folder icon. This will allow us to rename the file as it hast automatically been saved as a .txt type file.

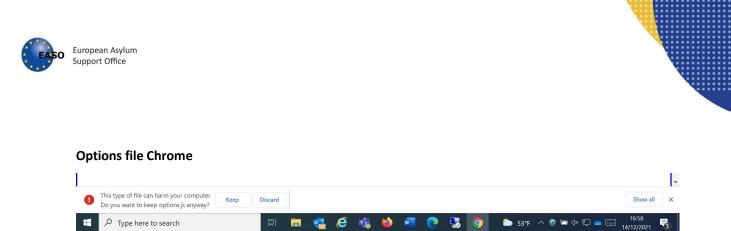


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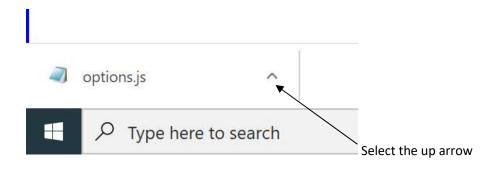
Right click on 'options.js.txt' file and select properties

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Rename the file to options.js the select OK



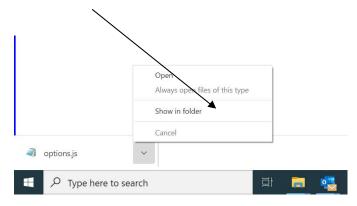
When saving with the Chrome browser, be sure to select Keep option



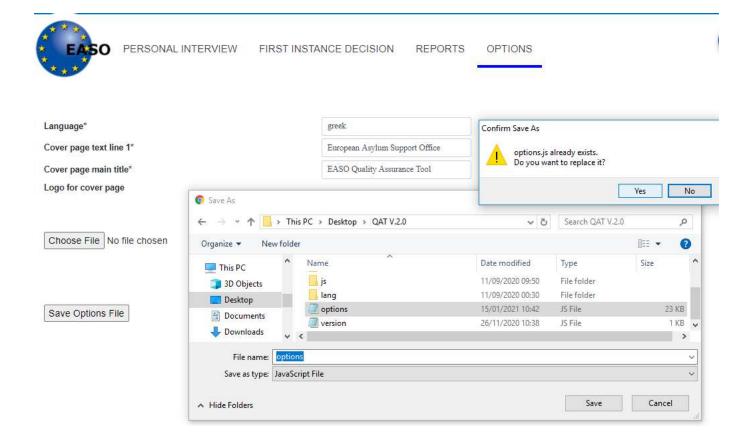
Choose Show in folder

It is necessary to **replace** the existing file 'options' in the app folder.

The changes are available after refreshing the page of the app (Ctrl+F5)











9. Browser settings

If a specific file location is needed or a older report needs to be overwritten, the JSON files can be saved to a specific location. Each browser is slightly different. Below is instructions for each browser, on how to save the JSON files to a specified folder location.

<u>Chrome</u>

First click the three dots top right.

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Go to the settings option in the list. Look for the advanced section on the left.

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Click this option to reveal more options, Downloads should be available.

Enable the setting 'Ask where to save each file before downloading'

This will now allow to save files to specified locations and overwrite if needed.





Firefox

Click the burger menu top right.

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In the General section, scroll until you see 'Files and Applications'

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Enable 'Always ask you where to save files' option.

Select the Options option.