EUROPEAN SECTORAL QUALIFICATIONS FRAMEWORK FOR ASYLUM AND RECEPTION OFFICIALS
EDUCATIONAL STANDARDS FOR ASYLUM AND RECEPTION OFFICIALS

ASYLUM AND RECEPTION GENERIC COMPETENCES

LEVEL / Competence Area		Level 4-5 Knowledge	Level 4-5 Skill	Level 4-5 Responsibility and Autonomy	Level 6 Knowledge	Level 6 Skill	Level 6 Responsibility and Autonomy	Level 7 Knowledge	Level 7 Skill	Level 7 Responsibility and Autonomy
ASYLUM AND RECEPTION GENERIC COMPETENCES										
Law, Policy and Procedures	1	**a** Outline key asylum-related law, policy and procedures, according to the national, EU and international legal frameworks	**b** Apply basic, main asylum-related law, policy and procedures	**c**	**d** Analyse and reference law, policy, procedures and case law related to asylum in the context of national, EU and international legal frameworks	**e** Provide verbal and written legal and procedural recommendations on standard asylum issues for all stakeholders	**f**	**g** Evaluate complex concepts of asylum-related law and procedural requirements related to complex asylum issues	**h** Provide verbal and written legal and procedural recommendations on non-standard and complex asylum issues for all stakeholders	**i**
	2	**a**	**b**	**c**	**d** Review asylum-related policy and procedures in the context of national implementation	**e**	**f**	**g** Critically evaluate asylum-related law, policy and procedures to draft justified recommendations in the context of national and EU strategies	**h** Design guidelines, policies and procedures to improve the implementation of asylum-related frameworks	**i**
General Communication	3	**a** Describe a range of communication skills that are effective for asylum-related interactions	**b** Apply effective communication skills with a specific range of stakeholders in asylum-related contexts	**c** Establish rapport-based respectful communication ensuring mutual understanding	**d** Describe a broad range of communication skills, relevant to asylum contexts	**e** Selectively apply communication techniques and styles to communicate effectively in a broad range of asylum-related professional contexts	**f**	**g** Critically evaluate organisational communication tools, techniques and strategies	**h**	**i**
	4	**a** Describe basic processes to indicate an asylum applicant's native or other languages	**b** Adapt basic communication skills to enable effective communication through an interpreter	**c** Provide translated information and recognise the need to use an interpreter	**d** Evaluate the implications of communication through an interpreter in asylum-related contexts	**e** Adapt communication to convey complex messages through an interpreter	**f** Monitor interpreter's behaviour for indicators of consistency and accuracy, identifying potential follow-up actions	**g**	**h**	**i**
Cooperation and Information Sharing	5	**a** Outline data protection guidelines and procedures for organisational and personal communication channels	**b** Apply procedures to share approved information with internal and national external stakeholders	**c** Protect personal data in accordance with applicable regulations	**d** Describe methods for information sharing and cooperation with national and international stakeholders	**e** Apply procedures and techniques to liaise and cooperate with national and international stakeholders on asylum-related issues	**f** Share information to enable cooperation with national and international stakeholders, in compliance with procedures and data protection requirements	**g**	**h** Evaluate and draft organisational guidelines and procedures for cooperation and information sharing	**i** Address barriers to active participation and sharing of good practice in national and international asylum-related contexts
Awareness of Cultural and Social Factors	6	**a** Outline aspects of cultural diversity and sensitivity in asylum-related professional contexts	**b** Demonstrate cultural sensitivity in all forms of interaction in asylum-related professional contexts	**c**	**d** Describe cultural and social factors that impact asylum-related interactions and issues	**e** Integrate considerations of social and cultural factors in asylum-related interactions, decisions, plans and actions	**f**	**g** Critically evaluate current and emerging complex global political, economic, cultural and social factors that impact on the whole asylum process	**h** Manage complex cultural issues that impact on the whole asylum process	**i**

LEVEL / Competence Area	Level 4-5			Level 6			Level 7		
	Knowledge	**Skill**	**Responsibility and Autonomy**	**Knowledge**	**Skill**	**Responsibility and Autonomy**	**Knowledge**	**Skill**	**Responsibility and Autonomy**
7 Professional Standards	a Outline the asylum and reception service's aims, ethical codes and values	b	c Monitor and evaluate own professional performance in the context of responsibilities and the organisation's ethical codes and values	d Explain the ethical and professional standards that apply across the whole asylum process	e Resolve asylum-related ethical dilemmas in the context of relevant legal frameworks and organisational values	f Reflect on individual performance in terms of relevant professional and ethical standards	g Critically evaluate adherence to professional standards and codes of practice across the organisation	h	i
8 Professional Wellbeing	a Describe the principles of professional wellbeing	b Apply measures to protect own professional wellbeing	c Reflect on professional wellbeing, identifying strategies to address concerns	d Recognise occupational psychosocial hazards in asylum-related contexts	e Apply measures to address team occupational psychosocial hazards in asylum-related contexts	f	g	h Prevent, mitigate and manage organisational psychosocial hazards for all staff	i
9 Health, Safety and Security	a Explain health, safety and security standards and procedures relevant to the workplace	b Selectively apply a range of techniques to implement specific health, safety and security procedures to maintain an inclusive and safe environment	c	d Critically evaluate health, safety and security risk response options related to all elements of the asylum and reception process	e Selectively apply response options to health, safety and security risks in asylum and reception environments	f Create inclusive and safe asylum and reception environments within the area of professional responsibility	g Critically evaluate international practice in the management of complex health, safety and security issues in asylum-related environments	h Develop and review health, safety and security standards and procedures in the context of existing and emerging risk in asylum-related environments	i
10 Conflict Management and Mediation	a Explain resolution and mediation techniques applicable to non-complex asylum and reception-related conflicts	b Apply prevention and resolution techniques applicable to non-complex asylum and reception-related conflicts	c Act on indicators of tensions and emerging conflicts in the asylum and reception process and environments	d Describe conflict resolution and mediation methods relevant to acute, complex issues in the whole asylum process	e Mediate and de-escalate asylum and reception-related acute, complex conflict situations	f	g Critically evaluate systemic conflict management strategies relevant to asylum contexts	h	i
11 Information Security, IT and Databases	a Describe the use of specific asylum-related databases and electronic sources of information	b Verify asylum case-related information through the accurate use of databases and approved electronic information sources	c	d Explain the utility of a broad range of asylum-related databases and electronic sources of information	e Update and maintain asylum-related databases with accurate information	f Address inaccurate electronic information to prevent its use in asylum-related contexts	g	h Critically evaluate database structures and data systems used in the asylum process	i
12 Information Security, IT and Databases	a	b Apply data security measures and policies in all data handling procedures	c	d	e Apply methods to ensure the security of electronic information and identify breaches	f	g	h Draft and review information security policies and measures in the context of emerging data security risks	i Ensure compliance with information security law in all data management procedures
13 Information and Data Analysis	a Identify asylum and reception-related sources of information and statistics	b Gather and collate relevant, accurate asylum and reception-related information and data	c	d Evaluate a broad range of research methods applicable to qualitative and quantitative asylum and reception-related information and data	e Selectively apply valid methods to analyse asylum and reception-related information and data	f Ensure accuracy and relevance of analyses of asylum and reception-related information and data	g	h Analyse complex asylum and reception-related data to inform organisational processes	i

ASYLUM AND RECEPTION SPECIFIC COMPETENCES

Competence Area		Level 4-5 Knowledge	Level 4-5 Skill	Level 4-5 Responsibility and Autonomy	Level 6 Knowledge	Level 6 Skill	Level 6 Responsibility and Autonomy	Level 7 Knowledge	Level 7 Skill	Level 7 Responsibility and Autonomy
ASYLUM AND RECEPTION SPECIFIC COMPETENCES	14									
Case Administration, Registration and Accommodation	15	a Describe the role and responsibilities of stakeholders in the whole asylum process	b Gather, maintain and update records of information relevant to asylum and reception processes	c Organise practical, financial and logistical support and appointments for asylum applicants	d	e Apply procedures to identify and address asylum applicants' practical needs in accordance with policy	f	g	h	i
	16	a	b Apply a range of procedures to register an applicant for international protection	c	d	e Evaluate the individual aspects of an asylum applicant's case and match them to case officer competences	f	g	h	i
	17	a List sources of information and documentation to be provided to asylum applicants	b Apply procedures to coordinate the issuing of relevant permits and documents to asylum applicants	c Provide information to asylum applicants according to policy, procedures and individual specific needs	d Describe the conditions under which asylum and reception-related documents and permits are issued, withdrawn and cancelled	e Decide on the information that should be given to an asylum applicant	f	g	h	i
Interviewing	18	a	b	c	d Evaluate good practice and current trends in asylum-related interviewing methods for specific applicant characteristics	e Plan, prepare, conduct and document a standard asylum-related interview	f Ensure that the information is sufficiently detailed and reliable to establish the relevant facts in standard asylum interviews	g Critically evaluate advanced interviewing strategies and methods applicable to complex asylum cases	h Apply advanced interviewing strategies to plan, prepare, conduct and document complex and non-standard asylum-related interviews	i
Evidence Assessment and Decision Making	19	a	b	c	d Describe good practice and current trends in asylum-related evidence assessment methods	e Evaluate all relevant evidence and information against legal requirements to grant, end or exclude from international protection in standard cases	f Justify, in fact and in law, decisions on standard asylum cases, verbally and in writing to all stakeholders	g	h Evaluate evidence, interview transcripts and specific relevant Country of Origin Information against legal requirements for non-standard and complex asylum and appeal cases	i Justify, in fact and in law, decisions on non-standard or complex asylum and appeal cases verbally and in writing to all stakeholders
	20	a	b	c	d	e Determine which state is responsible to process a claim for international protection	f Justify, in fact and in law, decisions related to detention and alternatives to detention in asylum cases	g	h	i

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Country of Origin Information Research	21	**a** Describe basic Country of Origin Information standards	**b** Apply basic research tools and techniques to collate Country of Origin Information	**c** Ensure non-complex Country of Origin Information is relevant, reliable, current and objective	**d** Evaluate advanced methodological standards for Country of Origin Information	**e** Apply a broad range of research tools and techniques to gather complex Country of Origin Information	**f** Ensure complex Country of Origin Information is relevant, reliable, current, objective and user-friendly	**g** Critically evaluate existing and emerging highly complex situations and factors in specific countries of origin	**h** Gather, analyse and synthesise highly complex Country of Origin Information from multiple sources including sensitive sources, for asylum-related purposes	**i** Lead Country of Origin Information projects, matching resources to project complexity
	22	**a**	**b**	**c**	**d** Describe asylum-related existing and emerging situations and factors in specific countries of origin and specialised sources	**e** Analyse, synthesise and report on collected Country of Origin Information	**f**	**g**	**h**	**i**
Vulnerability	23	**a** Outline indicators and methods for identifying vulnerability issues and associated general procedures for asylum applicants	**b** Apply techniques and procedures to identify asylum applicants with specific or special needs	**c** Initiate procedures to support asylum applicants with specific or special needs	**d** Describe the potential impact of applicant vulnerability issues on engagement in the whole asylum process	**e** Plan and implement interventions that encompass needs arising from asylum applicants' vulnerabilities	**f** Ensure needs arising from applicants' vulnerabilities are incorporated into decisions and actions in accordance with policy and procedures	**g** Critically evaluate the systemic implications of complex vulnerability issues and make recommendations for all stakeholders across the whole asylum process	**h**	**i**
Psychosocial Support and Guidance	24	**a** Explain a range of tools and techniques to recognise and reduce causes of social distress for asylum applicants	**b** Selectively apply a range of tools and techniques to address causes of social distress for asylum applicants	**c** Provide guidance to assist asylum applicants' adaptation to their social environment	**d** Evaluate good practice and current trends in methods to support and guide asylum applicants	**e** Plan and implement interventions that encompass needs arising from asylum applicants' psychosocial situation	**f** Ensure a client-centred approach for each asylum applicant in accordance with their specific needs and stage in the asylum process	**g** Critically evaluate international good practice in psychosocial support and guidance systems relevant to the whole asylum process	**h**	**i**
Resettlement	25	**a**	**b** Plan the logistics and administrative requirements for the resettlement process	**c**	**d** Describe the specificities and requirements of the resettlement process	**e**	**f** Coordinate the resettlement process, managing any emerging issues	**g**	**h**	**i**
	26	**a**	**b**	**c**	**d**	**e** Justify recommendations on the selection of specific resettlement cases	**f**	**g**	**h**	**i**
Quality Assurance of the Asylum and Reception Process	27	**a**	**b**	**c** Reflect on and address quality issues in own professional tasks	**d** Describe methods and tools to evaluate the quality of asylum and reception-related processes	**e** Apply methods and tools to evaluate the quality of asylum and reception-related processes	**f** Monitor the quality of asylum and reception-related processes, applying procedures for reporting issues	**g** Critically evaluate international practice in the management of asylum and reception-related processes	**h** Resolve issues to maintain and improve on required quality standards of service provision in the context of fluctuating pressure on asylum and reception systems	**i** Ensure the systematic management of quality standards in asylum cases and related processes

LEVEL Competence Area		Level 4-5			Level 6			Level 7		
		Knowledge	Skill	Responsibility and Autonomy	Knowledge	Skill	Responsibility and Autonomy	Knowledge	Skill	Responsibility and Autonomy
SUPERVISORY AND MANAGEMENT COMPETENCES	28									
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Human Resources Management	29	**a** Outline a range of relevant human resource processes	**b** Report on staffing issues in the context of the organisation's policy and procedures	**c**	**d** Evaluate good practice and current trends in employment policies in the context of employment law and organisational practices	**e** Implement recruitment, selection, promotion and disciplinary processes and procedures	**f**	**g**	**h** Conduct strategic workforce planning in complex fluctuating organisational contexts	**i** Draft, review and update policies and procedures related to human resource management
	30	**a**	**b** Gather and maintain current and accurate records of human resource-related processes	**c**	**d**	**e** Analyse human resource metrics for organisational implications and recommended actions	**f**	**g**	**h**	**i**
Learning and Professional Development	31	**a** Outline the organisational processes for staff professional development and training	**b**	**c** Monitor own professional competence and plan for improvement	**d** Describe the educational standards required for occupational competence in a broad range of staff roles	**e** Identify staff training and professional development needs	**f** Monitor individual and team professional competences and plan for improvement	**g** Evaluate staff professional development plans and programmes in the context of good practice	**h** Develop and implement organisational training strategies and programmes	**i**
	32	**a** Outline a range of techniques and methods to facilitate staff learning	**b**	**c**	**d** Describe learner-centred adult learning and assessment techniques and methods	**e** Apply a range of vocational training and learning methods to assess, facilitate and motivate learning	**f** Evaluate, design and improve training and assessment in accordance with European principles of quality assurance	**g** Critically evaluate organisational training and learning in the context of European quality standards	**h** Coordinate the design, review and update of training provision to meet organisational training needs	**i** Ensure quality standards of organisational training and learning activities
Leadership and Management	33	**a** Describe techniques to motivate teams and supervise teamwork	**b** Apply a range of techniques to plan, organise and supervise work in small teams	**c** Motivate small teams to achieve organisational objectives and goals	**d** Define organisational work policies, practices and relevant national employment law	**e** Apply a broad range of management tools and techniques to manage and motivate staff	**f** Promote positive work practices to enhance staff performance	**g** Critically evaluate leadership tools and techniques in the context of asylum and reception services	**h** Design, review and implement strategies to manage staff in complex fluctuating organisational contexts	**i** Adapt leadership style to manage staff and meet organisational goals and priorities
	34	**a**	**b**	**c**	**d** Describe the principles of facilitating organisational change	**e** Apply tools and processes to manage organisational change in work practices	**f**	**g**	**h** Develop strategies and plans to implement and address barriers to organisational change	**i** Lead and promote acceptance of organisational change
Strategy and Planning	35	**a** Outline organisational strategies and plans	**b** Extract team tasks, responsibilities and performance indicators from organisational strategies and plans	**c** Implement and monitor teamwork plans in the context of organisational goals and objectives	**d** Describe organisational planning processes and methods	**e** Apply planning tools to develop plans and programmes in the context of varying demands on service provision	**f** Implement strategies, plans and programmes to monitor achievement of organisational goals and objectives	**g** Critically evaluate approaches to strategic planning and organisational monitoring	**h** Draft and review strategies, plans and programmes, setting performance goals, objectives and priorities	**i** Ensure the strategic management of service provision in the context of varying service demands and resource capacity

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Quality Management	36 **a** Outline a range of organisational quality management techniques	**b** Use basic quality management tools to identify and report issues in standard organisational processes	**c**	**d** Evaluate a broad range of quality management tools and techniques relevant to organisational processes	**e** Use quality management tools, techniques and reports to identify issues within the organisation	**f**	**g** Critically evaluate international practice related to quality management of organisational processes	**h** Apply measures and techniques to set and monitor the achievement of organisational quality standards	**i** Ensure the systematic management of organisational quality standards
Financial Management	37 **a** Outline the organisation's processes for budgets, procurement and financial reporting	**b** Apply policy and procedures to maintain up-to-date and accurate records of finance-related processes	**c**	**d** Explain organisational financial management and procurement systems and tools	**e** Apply financial management tools to effectively and efficiently manage budget allocations	**f** Implement financial policy and report on financial issues	**g** Evaluate financial and budgetary analytical tools and methods	**h** Apply methods to allocate, monitor, and control financial resources and address irregularities	**i** Ensure the management of financial resources in terms of effectiveness and efficiency in achieving organisational goals