Operational Tools for Resettlement

EUROPEAN UNION AGENCY FOR ASYLUM

Template for scheduling resettlement interviews

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Introduction to this tool

Information presented in this tool is by no means exhaustive but represents a compilation of guidance and practical tips on ways to schedule resettlement interviews ([1]). The objective is to support Member States of the European Union and Associated Countries (EU+ countries) in their operational work with resettlement.

What is the purpose of this tool?

The main objective of this tool is to provide an overview of the resettlement cases that are to be interviewed during a selection mission.

Why was this tool created?

An interview schedule allows the selection mission team and all operational partners to have an overview of the interviews planned as part of the mission. In turn, this will allow for the planning of necessary logistical arrangements, e.g. transportation, accommodation, catering, interpreters, and, if needed, childcare support.

What is in this tool?

The interview schedule is a template that the mission team can use to fill in information about the cases they will interview. They can also use the template to allot cases to the different case officers and working days of the mission. It shows who will interview which case and at what time (name of the interviewer / date and time for the interview). While giving an overview of the mission's work, it also provides a working tool for the mission to keep track of all of the details related to the interviews. It is a flexible tool, and the columns should be adjusted based on what is considered important information to keep, as well as with consideration for data protection and individual integrity. Some countries might want to include, for instance, the timing of medical checks or whether interviews with a specific family have been complete. By including such aspects, the interview schedule also becomes a tool to help ensure that all cases have proceeded through all the necessary steps of the mission.

Who should use this tool?

This interview schedule is primarily intended to facilitate the task of the Head of Mission or other case officers who plan and manage the mission's daily activities. It is used by the case officers because it provides an overview of their tasks. It can also be used by operational partners who are responsible for the logistical aspects of the mission (for instance, organising the transportation of refugees to and from the interview location, facilitating possible accommodation needs, etc.).

([1]) This tool was originally developed within the framework of the *Facilitating Resettlement and Refugee Admission through New Knowledge* (EU-FRANK) project. The project was funded by the European Asylum Migration and Integration Fund lead by the Swedish Migration Agency. As part of the handover process from EU-FRANK, the European Union Agency for Asylum has conducted a quality assurance exercise of the resettlement operational tools developed in this project.

How and when should this tool be used?

The interview schedule can be prepared by a selection mission team (this is often done by the mission leader or by the deputy mission leader) or by operational partners such as UNHCR. Either way, the interview schedule is often set up in close cooperation with IOM/UNHCR because the schedule depends on the country's operational context, taking into account internal travel permits, curfew hours, etc.

The person or body preparing the schedule should be clearly indicated in the PMQ, Section 8, and agreed upon with UNHCR and/or IOM in advance of the selection mission.

The schedule is shared with key stakeholders, case officers, and local operational partners as early as possible. The Head of Mission will be the focal point in case of questions or comments. During the selection mission, the schedule will allow all involved actors to have the same reference framework.

Brief guidance on the interview schedule template

A standard resettlement interview schedule is usually set up in a Microsoft Excel sheet or a similar programme and contains information in several columns. It is used to provide an overview of the cases that are to be interviewed, which case officer is supposed to interview which case, and any relevant data regarding the individuals concerned.

The interview schedule can be used to remind the mission team of the steps that each case has to go through and to verify and correct any information before the case is forwarded through the resettlement process. A completed schedule can be shared with operational partners and other key stakeholders dealing with logistics related to the refugees and selection interviews, the planning of interpreters, the use of childcare support, etc.

When handling personal data, always pay attention to data protection regulations and standards (e.g. the European Union General Data Protection Regulation, GDPR). It is important that personal information is handled, shared, and stored with caution and only used as needed for the work assignment.

Suggested content of a resettlement interview schedule

The information items described below are suggested for use by mission teams in preparing for and conducting resettlement interviews. The suggested columns reflect how interview schedules are usually compiled by some countries.

The schedule (an example of which is provided below) should be seen as a temporary working document. Because there are limitations concerning how personal data can be kept and stored, this data must be handled with respect for personal integrity and adjusted in accordance with the appropriate legislative frameworks. Any agency that decides to create and use this type of tool is responsible for adapting and handling it in accordance with what is allowed within their national context and following international standards.

The following data may be relevant to include in an interview schedule ([2]).

Column A:	UNHCR case number (for reference and communication with UNHCR)
Column B:	Registration number in your national database (optional)
Column C:	(First) Name
Column D:	(Family/Last) Name
Column E:	Date of Birth
Column F:	Sex
Column G:	Citizenship
Column H:	Country of origin
Column I:	Family relation (Primary applicant – PRA, husband, wife, daughter, son, etc.)
Column J:	Case size (number of persons submitted in the case)
Column K:	Number of interviews (indicate interviews per person)
Column L:	Case officer (name of the interviewing case officer if relevant
Column M:	Language (mother tongue of the refugee or other language that the refugee understands well and speaks fluently)
Column N:	Interpreter (optional)
Column O:	Linked case
Column P:	Residence in country of asylum
Column Q:	Other remarks, for instance, regarding mobility, special needs or vulnerabilities
Column R:	Considerations on COVID-19 related measures

([2]) When handling personal data, always pay attention to data protection regulations and standards (e.g. the European Union General Data Protection Regulation, GDPR).

Suggested layout of a resettlement interview schedule

Each individual in the resettlement case should be included in the interview schedule. Depending on how the schedule is used, there are several printing options. For a printable overview of the interviews, states can choose to make visible only the spreadsheet row with the name of the PRA and temporarily hide the rows with the family members. Any column that is not used in your interview schedule can be hidden or deleted from the spreadsheet.

If the schedule is also being used as a daily attendance list, all the rows for each person could be printed out for each interview day.

The schedule is divided into working days.

The ‘Case size’ and ‘Number of interviews’ are added together to produce the daily total.

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